

# IMPORTANT



## Electronic Stillage Tracking and Recovery

For those customers who take stillage drops, you will appreciate the convenience of one on, one off is a hugely efficient process for both sides, allowing the fast and safe turnaround of glass product.

Occasionally however as we all know the procedure can fail – If we are unable to collect each day the same number of frames as we drop off, over a period the system becomes starved and deliveries slow or fail.

As this is clearly something we need to prevent, as we grow across 2018 we will be embarking on a major stillage investment programme, but in parallel will also be launching the following new electronic control system for these important and expensive assets –

- 1) All stillages hold permanent fixed barcodes - as we load your product we scan the stillage(s) and their asset numbers are tagged to your account. They are also identified at the bottom of the delivery note so they can be signed for along with the glass.**

Total Counted	<input type="text"/>	<b>Received by (Print):</b>	Received by (Sign): _____
Total Broken	<input type="text"/>	Returnable Stillages (8) delivered: 2079, 2730, 2062, 993, 2058, 2343, 418, 2037	Date: _____

**BREAKAGES, damages and missing items** MUST be reported within 24 hours. Deliveries consisting of 50 items or less, must be reported on the POD on the day of delivery. Anything not reported within the timescales will be considered a chargeable order.

This delivery is to be made under our terms and conditions as laid out at [www.claytonglass.co.uk](http://www.claytonglass.co.uk). Copies available on request.

Page

- 2) Returned stillages will be scanned back into stock and deleted immediately from your account history, we will typically allow 28 days for this to happen as the glass is used and frame returned over a period.**
- 3) Our system will flag up however if we haven't seen the unique numbered stillage that we know was left at a particular customer's premises, and at this point a return request will be initiated - for that specifically numbered stillage(s)**
- 4) Whilst we will endeavour to work with all customers on this issue, failure to return the identified stillages after this point may ultimately result in an invoice of £600 + Vat in order for us to replace it within our fleet.**

**Thank you in advance for helping us to operate this system efficiently**