

**ACTIVE
ANTS**

**E-COMMERCE
LOGISTICS**

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Active Ants UK

Inbound Delivery Conditions

October 2025



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1. Site Address

Northampton (UK)

Active Ants UK Ltd.
Unit 1
26 Liliput Road
Brackmills Industrial Estate
Northampton
NN4 7DT Northampton

Delivery Enquiries/Communications

Email: happytohelp@activeants.uk

Phone: +44 1604 300 017

Warehouse Delivery Hours

- Monday to Friday – 8:00hrs – 16:00hrs
- Drivers to report to pedestrian door adjacent to **Bay Door 1**

2. General Inbound Rules

Each inbound shipment must be delivered by the carrier in good condition. If the inbound team has issues with the quality of the delivered goods, they will, after consultation with the relevant Account/Service Manager, decide whether or not the goods are to be accepted or not. Photographs will be taken of any shipments that do not meet the required standard.

2.1 Delivery Pre-notification & Registration

- All inbound deliveries must be pre-registered in MAYA via the uploading of a packing slip. This needs to be completed before the goods arrive on site.
- Deliveries must be pre-notified and pre-authorised at least 48 hours in advance.
- Email happytohelp@activeants.uk to request a delivery slot. A booking reference will be issued.

2.2 Driver Arrival

- Drivers must arrive at least 15 minutes before the allocated slot.
- Drivers must quote the booking reference, park, and ring the bell on the pedestrian door located between Bays 1 & 2. The warehouse will then attend and instruct the driver on which dock door to use.
- All vehicles arriving on site less than 15 minutes before the allocated booking time will be considered late.



2.3 Processing Times

- All pre notified and pre-authorised deliveries received on time before 12:00 will be processed within 24–48 hours.
- All pre notified and pre-authorised deliveries received on time after 12:00 will be processed within 72 hours

2.4 Important Notes

- All queries regarding inbound must be directed to happytohelp@activeants.uk in the first instance.
- If a pre-notification is not confirmed and pre-authorised prior to arrival, the delivery may be refused. In this event, a new delivery booking request will have to be made. In certain circumstances, Active Ants UK will process these deliveries best endeavours permitting.

3. Inbound Pre-registration (SLA Pre-conditions)

- All deliveries/arrivals must be pre-notified and registered on MAYA prior to the stock arriving at the warehouse.
- It is important that only 1 line of each SKU is created containing the total quantity of the delivery.
- All deliveries must pre-notified and pre-authorised at least 48-hrs before arrival, in accordance with the delivery instructions stated in this document. Unexpected arrivals may be refused and asked to return when a booking has been secured. will be processed best endeavours permitting.
- Each shipment must be accompanied by a Bill of Lading, with a consignment note clearly stating the following:
 - Carrier details
 - Truck/trailer license plate
 - Supplier
 - Number and type of packages
 - Date
 - Product-to-pallet specification
- Deliveries must be accompanied by a packing slip, preferably a digital packing slip (pdf or xls), which must be uploaded onto MAYA after the shipment has been dispatched, but before it arrives with Active Ants. The packing slip must contain an overview of the delivered SKUs (MAYA SKUs) and must correspond exactly to the purchase order

Carton Requirements

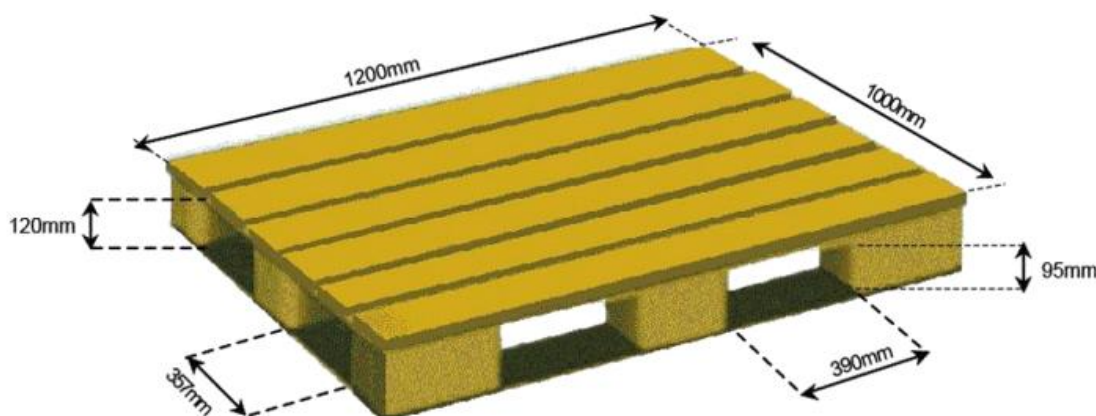
- Max weight: 20kg
- Must arrive un-damaged, labelled with SKU, barcode, and quantity (this can be hand-written if need be).



- Items must be delivered on pallets, logically organised:
 - Single SKUs per box
 - SKUs consolidation on pallets
 - EAN codes provided
- All extra requirements (bundling, sealing, re-labelling) must be pre-advised and authorised.

4. Pallet Requirements

As a basic requirement, all products must be delivered on standard UK 4-way pallets (100cm x 120cm). **Prior authorisation must be sought before stock is delivered on any other type of pallet.**



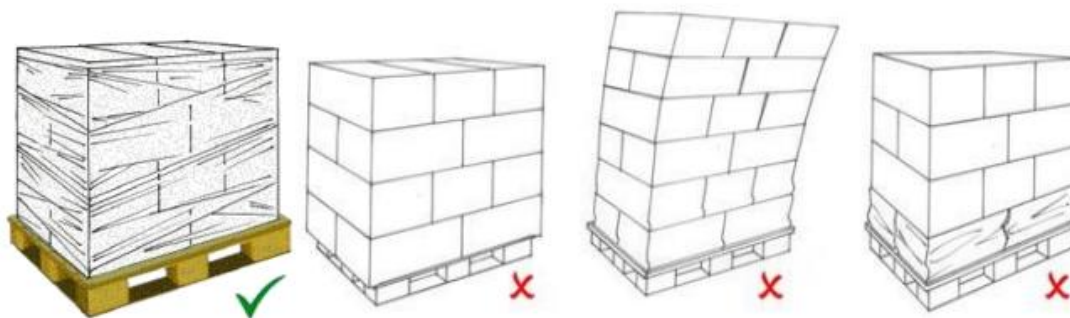
- Cartons must be secured using shrink wrap or banding.
- All cartons must be stacked in a stable and secure manner in order to avoid injury to the unloaders.
- The maximum pallet height must not exceed 180cm.
- Each pallet must be labelled with:
 - Customer product number (SKU)
 - Product description
 - Quantity per pallet

IMPORTANT Additional Notes

- Broken or damaged pallets will be rejected
- No CHEP/blue/red/home-made pallets
- Maximum pallet weight 500Kgs



Not complying with the above may result in your delivery being refused. Any re-work of pallets outside these guidelines will be charged in accordance with the terms of the client's contract.



5. Supplier Performance

Delivery Issues

A fixed charge may apply if any of the following occur:

- Delivery doesn't arrive or is cancelled with less than 24hrs notice
- Paperwork not supplied with delivery
- Incorrect item code or description on paperwork
- Delivery information (packs/cases/pallets) missing

Product Presentation Issues

A fixed charge per pallet may apply if any of the following occur:

- Pallets or packaging received in poor condition
- Cartons/pallets not labelled correctly
- Pallets/cartons overhanging or stacked above permitted height

6. Delivery Requirements

We operate a booking in policy for all deliveries; an advanced booking must be made by the supplier or 3rd party transport provider.

- All deliveries must be booked at least 48 hours in advance.
- At busy times, to allow effective planning for our clients, booking slots may be operating up to 10 working days in advance so please book early.
- There is no guarantee you will receive a slot sooner than 10 working days in advance.
- Deliveries not booked-in will be rejected

Carton Deliveries

- Max weight: 20kg without notice
- Max dimensions (un-palletised): 35cm H × 50cm W × 60cm D



Container Deliveries

- Containers must be loaded in a logical and organised way that allows safe and efficient unloading. Containers packed in a way that prevents safe access to all items may be refused.
- All goods will be unloaded and palletised to meet Active Ants specification. A fixed cost for unloading the container, as agreed in the contract, will apply.
- Arrival times are strict. Containers arriving more than 15 minutes after the booked slot will not be unloaded and will be refused entry.

Hazardous Materials

- Any deliveries falling outside of COSHH Regulations/ containing Hazardous Materials require a Materials Safety Data Sheet providing
- Data Sheet (MSDS) to be provided at least 24 hours in advance of delivery.

Booking Reference Code

You will be allocated a Booking Reference Code, along with the Date and Time for your delivery. The booking is not complete until you have been given this information. When booking in by email you will receive your Booking Reference Code, confirming your booking slot, within 4 working hours.

The following information is required to make a booking

Inbound information	Client's comments
MRN Number / IEN Number	
PO number/Packing slip number	
Desired Delivery Date	
Delivery Window (AM/PM)	
Pallets/Boxes (please specify)	
Quantity	
Carrier company	
Container (Palletised/Handballed)	
Container number	

Booking Cancellations

All delivery bookings must be cancelled with at least 24 hours' notice.



7. Delivery Paperwork & Labelling

All deliveries MUST be accompanied by Delivery Paperwork which must contain the following as a minimum:

- Client name
- Booking reference code
- PO number
- Item code, description, pack size, quantity
- Batch code / best-before date (if relevant)

Product Labelling

Each Pack should be labelled with:

- Correct Item Code
- Correct Item Description inc. Pack Size
- Batch Code / Best Before End (where relevant)

Code: CC182COC80Z

Item: T-Shirt (Pk10)

Carton Labelling

Each carton should be labelled with:

- Client Name
- Correct Item Code
- Correct Item Description inc. Pack Size
- Packs per Carton
- Batch Code / Best Before End (where relevant)

Client: XYZ

Code: CC182COC8S0Z

Item: T-Shirt (Pk10)

Carton Contents: 20 Packs x 10

Pallet Labelling

Each pallet should be labelled with

- Delivery date
- Client
- Supplier
- Item code
- Description
- Cartons/packs
- Batch/expiry (where relevant)



Pallet Label

Delivery Date:	
Client name:	
Supplier Name	
Item Code	
Item Description	

Cartons Per Pallet	
Packs Per Carton	
Total Packs Per Pallet	
Pallet Weight	kg

Pallet		of	
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8. Health & Safety

- Drivers must have valid ID and report to the intake desk first. They will then be instructed on which bay to dock on.
- High-visibility clothing (tabard, vest, or jacket) must always be worn whilst on site.
- Before loading/unloading can begin:
 - The engine must be switched off and the parking brake applied.
 - All sets of keys must be handed to the warehouse staff.
 - Vehicle doors must not be opened until an authorised Team Member has received delivery paperwork, cross-referenced the booking slot, and approved the delivery for unloading.
- Drivers must always remain within sight of their vehicle and be aware of all vehicle and forklift movements.
- Drivers must comply with the site traffic management system.
- Accidents must be reported immediately to a Team Member while still on site.
- Dock leveller use requires handing keys to warehouse staff to ensure vehicle cannot move.
- Sharp products must be safely packaged.
- To reduce environmental impact, report any leaks from vehicles or trailers immediately.
- Tea/coffee consumption is only allowed in the immediate vicinity of the coffee machine, in the appropriate outdoor area, or inside the vehicle cabin.
- No smoking except in designated areas.
- In case of fire alarm: proceed to the designated assembly point; do not attempt to leave site with the vehicle. Site searches may occur in accordance with Active Ants procedures.

9. Excluded Goods

Unless agreed otherwise, the following are not accepted:

- Hazardous materials
- Chemicals, explosives, inflammables, radioactive and other dangerous materials as well as infectious materials and solid carbon dioxide (carbon dioxide snow)
- Drugs, narcotics and psychotropic substances
- Arms, including knives, daggers and any other sharp or pointed object
- Vegetable produce, live animals, parasites or animal products
- Items bearing external obscene or immoral indications or drawings
- Objects, texts or general substances of which the import, export, production, circulation, distribution, possession, sale or use of which is banned by law or for which information and labelling obligations are not met or for which a mandatory product registration and/or notification (in accordance with Applicable Law) has not been completed



- Objects whose shape, form, nature or packaging is likely to be dangerous to persons or damaging to other mail items, the Supplier's equipment or third party property
- Bearer securities, coins, bank notes, currency notes, jewellery (except fantasy jewellery which value does not exceed 500 EUR) or other precious objects;
- Batteries, unless prior written agreement of the Supplier
- ADR goods, unless prior written agreement of the Supplier
- Temperature sensitive goods;



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Thank you

