

BULLETIN NUMBER GT573, 18 NOVEMBER 1992

## Delivery of Software, Documentation and Brochures

### DESPATCH METHODS AND CHARGES

Over the past few months we have had an increasing number of cases where software has been despatched by Royal Mail yet has not arrived promptly (or at all). This has led to regeneration costs and distress to our customers and our customers' users.

TIS Software Ltd need to introduce a secure service which will provide a predictable and reliable delivery cycle. Should you fail to receive goods within the prescribed timescale financial compensation will be made to you in addition to the free re-generation and despatch of replacement products. Both TIS Software and our resellers have also been frustrated when the only answer we can give to a query on an order is "it is in the post"; we therefore need to introduce a scheme whereby the progress of any order can be monitored from receipt of the order at TIS Software to delivery of the goods at the destination. It is not possible to introduce these improvements while we rely on the Royal Mail standard services.

After positive feedback from resellers that attended our recent roadshows, this bulletin announces changes of policy relating to the delivery of software throughout the world. In general, we are introducing a mandatory £7 charge for delivery of all orders; this will provide guaranteed delivery of goods on the next working day after despatch. To minimise regeneration costs, despatch by post is no longer available to any address whatsoever.

An extra £5 is charged for morning delivery. Charges to Northern Ireland and the Highlands & Islands of Scotland are double. Delivery times to addresses in the Highlands & Islands of Scotland are **not** guaranteed.

The table below shows the despatch policy and prices for all addresses:-

<i>Location package to be sent to</i>	<i>Despatch by post</i>	<i>Courier - no Guarantee of delivery time</i>	<i>Courier - delivery next day after despatch</i>	<i>Courier - delivery morning after despatch</i>
<b>England, Wales, Scotland excluding Highlands &amp; Islands</b>	not available	not applicable	£7°	£12°
<b>Highlands &amp; Islands of Scotland</b>	not available	£14	not available	not available
<b>Northern Ireland</b>	not available	not applicable	£14°	£24°
<b>Channel Islands, Isle of Man and all countries outside the United Kingdom</b>	not available	exact cost of courier will be billed	destination dependent; exact cost of courier will be billed	not available
<b>TIS Software Reception for collection, eg by your own courier</b>	Free of charge			

- ° All these charges are double for delivery on Saturday.

All these changes will apply to orders received from 1<sup>st</sup> December 1992.

All guaranteed timings exclude English bank holidays and weekends.

Only one despatch charge applies for a batch of orders received together, to be shipped together to the same address.

If any shipment fails to meet the criteria for despatch, either by delay at TIS Software, error in order generation at TIS Software or failure of our couriers we will refund twice the delivery charge. Furthermore any regeneration which is made necessary by such failing will be despatched by the swiftest method at no charge.

The benefits of this policy include:-

- No more 'lost in post' queries
- Known delivery date
- Items are 'traceable' (important for BS5750 requirements)
- Double credit on non/late delivery
- Saturday service available.

## 'ONE DAY TURNAROUND'

The greater efficiency yielded by the above changes allows us to enhance the 'one-day turnaround' facilities. Previously we stated that for the £10 one-day charge we would despatch (or place in reception if required) within 24 hours of receipt. This policy is now enhanced such that if orders are received before 10.00 am on a working day they will be despatched same day (or placed in reception by 5.45 pm same day).

There is no change to the £10 charge.

## HOW TO USE THE ORDER FORMS AFTER 1ST DECEMBER

New order forms for both software and documentation will be available shortly, probably next month. Meanwhile please use the existing forms to indicate both the service you require and the charge in the 'Courier' box thus:-

'£7'  
'£12 am'  
'£48 NI, am, Sat'  
'exact cost to be advised'

When grouping together orders where the delivery charge is to be shared between more than one order please write the charge as above on the first order and write this order number on the remaining orders thus:-

'see order 123456'

## BACK-ORDERS

If an item is unavailable at time of despatch, we back-order it. All back orders will be despatched by the same method as the original order at no cost.

## HOW TO ENQUIRE ON PROGRESS OF AN ORDER

To enquire on the progress of any order, please telephone 071-831 8811 and ask for 'production helpdesk'. Please quote:

- the type of order (software or documentation)
- the order number (from the top right hand corner of the form)
- the date and method (fax or post) the order was sent to us
- the delivery service requested

We will look into the query for you and report on progress.

If you have a claim for non-performance by TIS Software or our couriers, please jot down the details on a fax and address the fax to:

Gary Butcher  
Production Services Manager  
TIS Software Ltd  
Fax: 071-831 2116