

Introduction

This Notice is being sent to inform Customers of some key changes to the process for requesting and accessing packaging services. Previously, LLWR instructed their suppliers to manufacture packages based on a customer's forecast. However, due to significantly reduced actual uptake of orders compared to those forecast, LLWR will now only order the manufacture of items that correspond to actual contractual orders from customers. A small strategic stock of TC01 disposal containers shall remain held by LLWR.

It is therefore essential that Customers are aware that the lead-time from receipt of an order to the commencement of manufacture stands at approximately 16 weeks. LLWR therefore advise Customers to submit their packaging order requirements in a timely manner in order to ensure that LLWR suppliers are able to meet agreed Customer collection dates. The revised process for ordering packages is summarised below.

LLWR Packaging Services Process**1. Request for LLWR Packaging**

There is no change to this part of the process, i.e., all requests for packaging must be communicated via the web based LLWR e-Logistics system. A unique reference number will be generated and quoted on all respective correspondence once the request has been submitted and live on the system.

2. Delivery / Collection Requirements

A Packaging Take Up schedule (see attached draft spreadsheet template) must also accompany and underpin this request and should be sent to LLWR using the transportandlogistics@llwrsite.com email. This schedule shall confirm the exact requirements of the order and supports the aforementioned e-Logistics request:-

- Package type,
- Package quantity,
- Required Take Up (LLWR delivery or collection) date (FY period / pro rata).

If the Customers' take up requirements change at any time throughout the supply process, a revised schedule should be submitted for LLWR review and approval.

A separate Customer Notice shall be sent to inform once the official LLWR template has been uploaded to the website.

3. Quoting and Customer Acceptance

As per the current process, LLWR will issue a Packaging Quotation via e-Logistics once the required manufacturing programme requirements are aligned with the Take Up schedule or mutually agreed otherwise.

4. Order Confirmation

A signed quotation AND Purchase Order is required prior to the initiation of any manufacturing programme activity. LLWR will not instruct a supplier to begin manufacturing without a Purchase Order from Customers. The delivery / collection requirements should be detailed within the Purchase Order and the Take Up schedule in accordance with the accepted quote.

5. Manufacturing

The manufacturing process will commence upon receipt of an approved quotation and Purchase Order. and will be aligned to meet the agreed periodic Take Up.

6. Package Availability

An availability notification and associated invoice will be issued 3 - 4 weeks prior to the Take Up period. The Customer is required to provide confirmation of the specific date/s the Package/s are required, within 1 week of receipt of the availability notification, if not already communicated. This date may need to be mutual agreed subject to logistics arrangements.

Note: LLWR reserve the right to invoke storage charges for Packaging that is not collected within 1 month of the availability notification. Failure to collect the containers within 12 months of the availability notice may result in additional costs to cover mandated re-leak testing and handling charges.

Useful Reference:**e-Logistics Customer User Manual**

The e-Logistics Customer User Manual is available to download from the LLWR website or by using the following link <http://llwrsite.com/wp-content/uploads/2016/07/eLogistics-Customer-User-Manual.pdf>. (Previous Customer Notice - LLWR-CN-2016-14 refers)

Further Information and Questions

If you require any further information or have any queries relating to this Customer Notice, please send an e-mail to: transportandlogistics@llwrsite.com.

Distribution List

We have issued this Notice to the following people from your Company's Contact Details Form (Reference: WSC-FOR-CON):

- All nominated representatives
- [Insert Role Titles as required]

If you need to update these details, please submit a revised Form: <http://www.llwrsite.com/customers/customer-forms>