**Summary of Collections and Procedures**

* **TAL’s Vendor will allocate the reference to TAL Preferred Courier of their choice**
* **Vendor will notify the TAL preferred Courier to make the booking for collection at the DC, by booking a collection on the Courier platform**
* **TAL preferred Courier will book the collection on the SSBS**

1. **VENDOR needs to allocate their exception/ref/removal order numbers to The Courier Guy as the preferred courier company on the Take A Lot Booking System.**
2. **They have to book a collection on TCG portal and adding the exception number in the notes in order for us know what the EXCEPTION/REF/REMOVAL number is.**
3. **NB: If exception number has not been allocated, we will communicate with the account holder via email or telephonically, if we do not receive communication before close of business we will cancel the collection and a new booking will need to be made.**
4. **If allocation has been done correctly we will proceed by booking the collection according to what we receive on The Booking Confirmation from TAL and move the collection to the said date.**
5. **Driver will attempt collection on the date of the Booking Confirmation, if he is unsuccessful, driver will WhatsApp endorsement/rejection, we will then processed to communicating it to the account holder**

Preferred Courier **must hand over the following documents** to the DC representative at the collection door:

* Two copies of the booking confirmation.
* Valid South African identity document, driver’s license card or passport.

Courier’s waybill with collection references numbers clearly printed (collections reference number must be identical to the booking collection for.

**Due to you NOT selecting The Courier Guy as your preferred Courier, on the Takealot portal, The Courier Guy will be unable to make a collection booking**

**Failure to comply, will result in, we cannot proceed with the collection and will unfortunately be cancelled on our system**

**Kindly make sure that all relevant reference numbers information are filled in Special Instr & Customer Ref**

**1. Bad stock RFC**

**2. Inbound Exceptions**

**3. Good stock RFC - TAL Suppliers / RO - Sellers**

**4. RSO - Return Sales order - Superbalist**

**- NB Do not mix types of returns when booking. e.g. Bad stock RFC should not be mixed with Inbound Exceptions**

**Note - Takealot can refuse to hand over stock for the following reasons:**

* Incorrect or lack of paperwork or no identification

Reference numbers not matching between booking confirmation and waybill

Primary contact at TCG

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