

IBM Global Labeling Guide

Volume 4 - Advice of Delivery / Proof of Delivery

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1.0 Introduction

This is volume 4 of the Global Labeling Guides which documents what an advice of delivery (AoD) and a proof of delivery (PoD) should look like to conform to the needs of IBM and IBM's business partners and customers.

Before reading this volume you should first read volume 1. It contains background information that pertains to all of the volumes in the Global Labeling series.

A list of all the volumes in the Global Labeling series is contained in volume 1 "Overview and General Rules" (IBM part number 31L5038).

2.0 The Advice of Delivery / Proof of Delivery (AoD / PoD)

2.1 Definition

An 'Advice of Delivery' is a document showing a summary of all items contained in a shipment to a customer at a particular despatch / delivery event. It is commonly abbreviated by the characters "AoD", and also known as "Delivery Note" or "Delivery Notice". For simplicity, the abbreviation AoD is used throughout this document.

The AoD is commonly used by customers to check what they physically received with a particular delivery.

The 'Proof of Delivery' statement is a special section at the end of the AoD document with specific language and space for the customer's signature to approve receipt of the shipment items listed on the document. There may also be space to take notes on any deviations like damages, over shipments or missing items. The commonly used abbreviation for 'Proof of Delivery' is PoD.

Note: do not confuse the AoD with the packing list. A packing list only defines the content of a particular transport unit or package and is defined in volume 7 of the global labeling guidelines.

2.2 General Layout

An AoD should consist of a header, a body and a closure section as shown in figure 1 below.

The header section contains different blocks that are identified by their title. Detailed definitions of these blocks and the data elements that are printed within these blocks are shown in section 2.3.

The body section of the AoD shall contain - in columnar format - the details related to the products and orders that are contained in the shipment. Detailed definitions of the data elements printed in the columns are shown in section 2.4.

The closure section of the AoD must contain a "proof of delivery" statement, where the customer has to confirm with his signature the receipt of the items listed on the document. It also could optionally contain information like total amount of pallets, items, total weight etc. and other information like partial shipment information, warranty statements or disclaimer. Additional information can be found in section 2.5.

Figure 1 below shows the general layout of an AoD / PoD.

Advice of Delivery / Proof of Delivery								AoD No.: Page x of y																											
Ship from :			Ship To :			Return to :																													
1	2	3	4	5	6	1	2	3	4	5	6																								
Shipment References :			Customer References :			IBM internal References :																													
1	2	3	4	5	1	2	3	4	5	1	2																								
<table border="1"> <thead> <tr> <th>Case Number</th> <th>Machine Type-Model</th> <th>Feature Code</th> <th>Part Number</th> <th>Serial No.</th> <th>Qty</th> <th>Misc Info</th> <th colspan="2">Description</th> <th>Origin</th> <th>IBM Sales Order #</th> <th>Customer Purchase Order #</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td colspan="2"></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>Proof of delivery / other statements</p>											Case Number	Machine Type-Model	Feature Code	Part Number	Serial No.	Qty	Misc Info	Description		Origin	IBM Sales Order #	Customer Purchase Order #													{Header}
Case Number	Machine Type-Model	Feature Code	Part Number	Serial No.	Qty	Misc Info	Description		Origin	IBM Sales Order #	Customer Purchase Order #																								
*** End of List ***																																			

{Body}

{Closure}

Figure 1: AoD / PoD general layout

2.3 The AoD / PoD Header

2.3.1 References Definitions

The header section contains 3 references blocks which are defined as follows :

- Shipments references pertain to information related to shipment characteristics such as shipment and planned delivery date, carrier information and the like
- Customer references may contain data like customer phone number, contact name, customer remarks and special customer requests.
- IBM references may contain IBM contact information and data elements like customer number, delivery number and other IBM related data.

2.3.2 Data Elements of the AoD / PoD Header

The data elements shown in the table below are **required** unless indicated as optional.

Data element	Format	Comments
Document title	A	The title should clearly indicate the document. Do not use abbreviations.
AoD / PoD Number / Delivery Note Number	AN6..12	Reference number of the AoD or delivery. It should be printed at the top of each page above the page number. The numbering system is created by the shipping system. At the time this document is released there is no certain format specified for the AoD / Delivery Note Number.
Page count	X / Y	The pages of the AoD shall be numbered "Page x of y", where x is the current page and y the total number of pages of the AoD.
Shipped from	AN 6x35	Name and address of the physical location initiating the shipment. The address should include the country.
Ship To	AN 6x35	Specifies the full address where the shipment is to be delivered.
Return To	AN 6x35	Specifies where the goods are to be returned if a return is needed. If a dedicated return location is known, print the full address of this location. A phone number could also be provided instead. If not specified, the wording should be "Contact your local IBM representative".
Customer phone and/or fax number	N	To be printed in the "customer references" section of the AoD if available.
IBM contact phone, fax, and email	AN	To be printed in the 'Return to' section.
Date shipped	yyyy-mm-dd	Date of shipment. To be printed in the "shipment references" section.
Delivery Date	yyyy-mm-dd	Date of the planned delivery. To be printed in the "shipment references" section.
Customer Number	AN 1..10	IBM assigned identifier for the customer. To be printed in the IBM internal references section

Table 1: Data elements of the AoD / PoD header section

2.4 Data Elements of the AoD / PoD Body

The data elements shown in the table below are **REQUIRED** unless indicated as optional.

Data element	Format	Comments
Customer Purchase Order Number	AN 1..20	Purchase order number assigned by the customer at order entry time.
Case Number	AN 13	The case number identifies the shipping container, box, or transport unit the item is in. Case numbers are created per C-S 1-1121-015
IBM Machine Type-Model	AN 7	Identifies the product with its machine type-model, if applicable
Feature Code	AN 4	Required if the product is orderable to the customer via IBM assigned feature codes.

Data element	Format	Comments
IBM Part Number	AN7	Required if the product is orderable to the customer via its IBM part number.
Serial Number	AN 7..12	Serial number of the item, if the item is serialized.
Quantity Shipped	N 1..8	Quantity of the item in the shipment. Leading zeros must be omitted. If an ordered part or feature is already installed in the base product, the quantity installed must be specified.
Description	A 1..30	Description of the item. It should contain at least one word which describes significantly what the item is (e.g. "cable", "disk drive"). The description must match the words used in the invoice, which should also match the description in the IBM sales pages, product catalogue or offering. The description should also match the packing list and product package label. Note: It is important to be consistent with the description across all applications.
Country of Origin	A2	Two character ISO 3166 country code for each line item. This indicates the country in which the product obtained its present identity as a part, subassembly, or finished product. The country of origin must meet the definitions per section "Country of Origin Requirements" in the Global Labeling Guide volume 1 (IBM part number 31L5038).
IBM Sales Order Number	AN 6..12	This should be the order number that the IBM Fulfillment system created at the time that the order was collected. If space exists, another column can be optionally be added to identify the manufacturing (e.g. SAP) order number.
Customer assigned part number	AN 1..22	OPTIONAL. If space permits, a column may be added to the right of the customer order number to identify the customer assigned part number.
Miscellaneous Information	.	<p>OPTIONAL. This column can be used to carry other information like an indicator whether the customer order for the product is complete or not when only a partial shipment was made. It also could contain a hazardous materials flag. Multiple codes may be shown to indicate different information.</p> <p>Note : any codes that are used must be explained / described in the closure section of the AoD / PoD.</p> <p>The Mechanicsburg AoD has a "codes" column which is used to denote which of the following is applicable to each item:</p> <ul style="list-style-type: none"> # =Hazardous material * =Magnetic C =Chemical M =MSDS, Material Safety Data Sheet. Certain hazardous parts require that an MSDS be sent with the part. P =Partial fill. This identifies that only part of the order was filled and shipped at this time. R =Radioactive U =UPR, Used Part Returnable. IBM will accept these parts back, repair them and place them back into inventory. V =Verify. This code is asking that high dollar parts be verified at shipment and receipt.

Table 2: Data elements of the AoD / PoD body section

2.5 AoD Closure / Proof of Delivery

As closure of an AoD, a "proof of delivery" and / or any other information (e.g. terms & conditions, advice on transportation damage or returns handling etc.) that is intended to be conveyed to the customer may be printed at the bottom of the last page of an AoD.

Examples:

For Direct Retail sales, the AoD could e.g. contain a proof of purchase statement. An example wording might be:

"This Advice of Delivery or a copy thereof may be used as warranty proof of purchase effective ten (10) days after xxxx-xx-xx. IBM thanks you for your business."

IBM Terms and Conditions may also be identified by referring to an appropriate web site. For example, the IBM Printing System Division prints the following on their AoD :

IBM Terms and Conditions of Sales: To view a copy of the applicable terms and conditions, visit www.ibm.com/printers/terms or call IBM Printing Systems support at 1-800-346-3939, option 3. These terms and conditions govern the sale of the product. By accepting these products, the customer accepts these terms and conditions. Additionally, these terms and conditions shall prevail notwithstanding any additional or different terms and conditions of any order submitted by the customer.

The AoD should contain the phone number that the customer can call to answer questions or resolve problems with the order. A sample wording might be:

"Customer Orders are accepted in accordance with IBM's Terms and Conditions on reverse side. To reorder or if you have any questions pertaining to this order, please contact: xxxxxx at 1-800-xxx-xxxx. All parts to be returned must be authorized prior to shipping. Call the above phone number for return authorization."

Note: The above sample wording is not meant to require that Terms and Conditions be printed on the reverse of the AoD. It's just a sample wording. Note: in all instances check with your division's legal department for the wording appropriate for your division

2.6 Format and additional Rules

The header section and closure section should only be printed once, when the AoD spreads over more than one page.

The body column header should be printed on each page that contains "body" information.

Multiple pages of an AoD are tied together by the AoD / Delivery Note Number and are sorted by the page count.

Besides the rules on the format and the data elements , following are additional requirements for an AoD / PoD :

1. All items that are physically in the shipment, whether they were specially ordered or not, must appear on the AoD. An example would be "no cost" parts and features. Note: items printed on the AoD must match the ones printed on the commercial invoice. Mismatch can lead to a hold-up at customs.
2. The AoD is not to be treated as a substitute for the invoice. Prices must not appear on the AoD.
3. Everything on the AoD must relate back to what was explicitly ordered by the customer. For example, if the customer ordered via "feature code", then the feature code numbers must appear on the AoD.
4. The items should be listed in alphanumeric order first by case number, then by machine type-model, then by feature code and lastly by part number. Note: an exception are 'integrated products'. In this instance the machine or rack with the other orders/products integrated, shall be listed first, followed by the products that are in the (main) machine/rack.
5. If the Customer Purchase Order Number is not available, then the area normally reserved for it on the AoD shall appear blank.
6. Feature codes which have been removed, because of a "feature conversion" should not appear on the AoD.

7. Electronically transmitted software may be referenced on AoD in a section of its own separated from the rest of the AoD by a horizontal line.
8. The AoD should ideally be printed with a laser printer that has the capability of printing bar codes and PDF417 2d symbols.
Note: Please see Global Labeling Implementation Guide volume 1 for some warnings about impact printers and multiple part paper.
9. The AoD should be printed on 20 pound bond paper.
10. The AoD must not be printed duplex style. It must be printed on only one side of each page of paper.
11. To accommodate the many data elements for each item, the AoD should ideally be printed landscape style and not portrait style.
12. If a groupage of items is necessary as e.g. for integrated products, a horizontal line should be printed to separate these items from others
13. It is recommended that the detail information in the body portion of the AoD be printed in 8 point (2.8 mm) Courier font. This will permit the data to be printed without the need to use multiple rows per entry, and the rows can be lined up properly, because Courier font is a nonproportional font.
14. The default language for the AoD is English. If requested by the fulfilment organization, it should be printed in the language of the destination country.
15. The AoD should be put into a clear envelope or in an opaque envelope marked "Advice of Delivery" or "Delivery Documents". If put inside a clear envelope, it shall be folded in a manner that the content details are not visible from the outside. This is to comply with IBM's plain packaging initiative. The envelope should be attached to the first case of the shipment. Alternatively it may travel separately alongside the shipment.
16. An additional copy of the AoD / PoD for the carrier must be printed. The carrier retains the customer signed copy of the document.

Appendix A: Examples of AoDs / PoDs

A.1 Shipment of Features

This is an example of an AoD containing feature items. In this situation the customer has ordered certain MES by "feature code". One of the features is comprised of several items that are identified by different part numbers.

The shipment consists of 2 cases.

Advice of Delivery / Proof of Delivery											Page 1 of 1
											AoD No. AOD4711B
Ship from: IBM Canada Distribution Center 4175 14th Avenue Markham, Ontario Canada L3R 5R5			Ship To: XYZ Company 12345 Main Street Peterborough, Ontario Canada				Return to: IBM Canada Distribution Center 4175 14th Avenue Markham, Ontario Canada L3R 5R5				
Shipment References: Date Shipped : 2001-06-01 Delivery Date : 2001-06-03 Carrier : Federal Express Carrier Code : FEDX			Customer References: Customer contact: P. Williams, Phone: 919- 543-1234				IBM References: Customer Number: 123456 IBM Contact point: Your IBM Branch Office Phone: 0800- 543-2100				
Case Number	Machine Type Model	Feature Code	Part Number	Serial Number	Qty	Misc. Info	Description		Origin	IBM Sales Order #	Customer Purchase Order #
4M1234567801		2000			1					JK76Q3	1234500001
		The above feature code(s) consist of the following parts:									
		0375867 07H8604 07H8605 08L0054 08L8761 09L0060 09L2640 1624779 34L9391		2 1 1 1 1 2 1 4 1		Nut Clip Rail, Left Rail, Right Cover, Black Cover, White PSU Cable EOM Logo Screw Enclosure		US US US JP JP IT TW US US			
4M1234567802		4200	85H7251		12		Memory expansion option		JP	JK76Q4	1234500001
This shipment contains merchandise from : Italy, Japan, United States of America, Taiwan Check shipment for any damages or missing cases and let carrier confirm by signature. Please contact IBM immediately on any claims. Please confirm receipt of products listed on this document.											
Date : _____			Stamp / Signature : _____			Print Name : _____					
*** end of list ***											

Figure 2: AoD for a shipment containing feature items

A.2 Shipment of Integrated Products

This is an example of a customer shipment of a 7014-T42 rack system and two 7026 machine types which are integrated in the T42 rack.

The entities are physically shipped with 2 cases.

 Advice of Delivery / Proof of Delivery		AoD No.: 307195271 Page 1 of 1								
Ship from: IBM Corporation 2455 South Road Poughkeepsie, N.Y. 12601 USA		Ship To: Great Pacific Bank att. Peter Golombek 1255 Emory Drive Los Angeles, CA 10012 USA		Return to: IBM Returns Center Bldg 301, Dock 8 3039 Cornwallis Road RTP NC 27709 All parts returned must be authorized by IBM prior to shipping						
Shipment References: Ship date : 2003-10-13 Planned Del. : 2003-10-17 Carrier : West Brothers Carrier Code: WBTE		Customer References: Customer phone: 1-543-1160-1240		IBM References: Delivery No.: 0089165812 Customer No.: C11826M IBM contact phone: 800-123-4567 email: custsupport@us.ibm.com						
Case Number	Machine Type-Model	Feature Code	Part Number	Serial No.	Qty	Misc. Info.	Description	Origin	IBM Sales Order #	Customer Purchase Order #
93BIRS9067401 93BIRS9067402	7014-T42 7026-6H1 7026-6H1	0176 2624 2624		6572C6A 65BA56K 65BA56H	2 3 3		<i>Rack or integrated machine of a rack / multiple order case(s)</i> RS/6000 SYSTEM RACK RACK CONT. PRIM. I/O DRW 5EI PSERIES 660 MODEL 6H1 32X(MAX)SCSI-2-CD-ROM DRIVE PSERIES 660 MODEL 6H1 32X(MAX)SCSI-2-CD-ROM DRIVE	US US US	DQ30OM DQ30ON DQ30OO	P134-K5Z9 P134-K5Z9 P134-K5Z9
Total number of machines : 3 Total number of cases : 2 Total gross weight of shipment : 485 kg This shipment contains merchandise from : United States <div style="border: 1px solid black; padding: 5px;"> Check shipment for any damages or missing cases and let carrier confirm by signature. Please contact IBM immediately on any claims. Please confirm receipt of products listed on this document. </div>										
Date : _____			Stamp / Signature : _____				Print Name : _____			
**** end of document ****										

Figure 3: AoD for a shipment of integrated machines

Appendix B. Revision history

Date	EC Level	Changes
1999-11-12	F84029	Created as a separate volume. Previously it existed as a separate chapter in the Global Labeling Implementation Guide version 4.0, which existed as one document.
2000-6-4	F84029B	<ol style="list-style-type: none">1. Removed the need to bar code the packing list.2. Added requirement that net weight per item be specified on shipments to China.3. Changed packing list format so that machine type-model, feature code, part number and serial number now appear in separate columns.4. Added "Miscellaneous Information" to the Data Elements table.
2001-9-26	F84029E	<ol style="list-style-type: none">1. The Ship To address no longer has to be printed in bold.2. Detail information in the packing list should be printed in 8 point Courier font.3. A more readable example of the packing list is provided.4. Gave an illustration of "Terms and Conditions" wording used by the IBM Printing Systems Division.5. Added an example of a packing list for an MES.6. Specified that the description must match the words used in the IBM sales pages.7. Clarified differences between the packing list and the EMEA "Delivery Notice".8. Added a ground rule which stipulates that the pages of the packing list should be numbered "Page 1 of x", "Page 2 of x", etc.9. Added rule that the packing list is not to be treated as a substitute for the invoice10. Replaced quantity column with two columns: "quantity ordered" and "quantity shipped".11. Added "Customer Assigned Part Number" to the data elements list.12. Removed the need to print the ship to address in bold.13. Emphasized that presence of the customer P.O. is extremely vital.14. Removed requirement that net weight per item be specified on shipments to China.
2004-7-30	H19709	General revision. Major changes include: Change of the title from 'The Packing List' to 'Advice of Delivery (AoD)', inclusion of PoD, layout, data elements and rules. The packing list as defined previously is now covered in Vol.7 of the Global Labeling Guidelines.

*** end of document ***