

What happens if I am early or late for a delivery?

Once your appointment has been approved, the delivery will be expected to arrive on site within 30 minutes either side of the booked time.

- **Early Arrival.**

If a delivery arrives at the designated CFC more than 30 minutes before the booked time, it is classed as early. The CFC will take the decision whether to:

- **Hold:** ask the driver to park up and wait onsite until it can be tipped.
- **Return:** ask the driver to come back at the booked time.

- **Late Arrival.**

Late deliveries need to be communicated to the CFC inbound office via the email or phone numbers available in the Ocado Supplier Manual prior to late arrival. The CFC will take the decision whether to:

- **Hold:** ask the driver to park up and wait onsite until a bay becomes available
- **Request Reschedule:** ask the driver to leave the site and supplier to request a reschedule to come in at another time.