

# Collection Points

When an ELM customer despatches product using returnable transit packaging, then the delivery location becomes an ELM collection point.

Contact details are entered onto the ELM SmartController and all packaging movements to and from this location are recorded.

ELM establishes a communication channel directly with the collection point to facilitate recovery of the packaging at a mutually desirable frequency.

Each collection point is individually monitored by an account supervisor based at ELM's contact centre.

As an ELM collection point, your 'account supervisor' is available to assist you in identifying your suppliers' returnable transit packaging, advising you on it's storage and protection, and organising a procedure for return. Your account supervisor will contact you based upon our customers' delivery data, however, you may contact them directly on the ELM collection hotline on freephone number:

## 0800 282488

The contact centre personnel are supported by the ELM Field Service Team. Should you require an on-site visit to discuss our customers' transit packaging or perhaps the transit packaging used by your other suppliers then please let your account supervisor know and we will arrange a meeting.



Direct contact:

Church Gresley Industrial Estate  
Swadlincote Derbyshire  
DE 11 9NR United Kingdom  
Phone: + 44 (0) 1283 - 550660  
Fax: + 44 (0) 1283 - 550509