

ASSAY NOTE DETAILS

As part of the new Assay Office process enhancements, and to improve our efficiency, there will be a number of changes to our paperwork. This is aimed at enhancing the level of information that you receive and to offer a more transparent/simpler approach.

BAO 950

RIGHT FIRST TIME

The Birmingham Assay Office have redesigned the Assay Note to make this easier to complete and clearer for both parties. Feedback has been taken from a cross section of customers to accommodate the variety of work being received. To ensure that we achieve our "right first time" standard, we would ask that you complete the notes fully and clearly. If there are any elements missing or unclear, it will be necessary to have to make contact prior to processing the job into production and this could therefore delay the hallmarking process.

DOWNLOADABLE PDF

The new Assay Notes are now in a downloadable and editable PDF format and are available on the website in the download centre. The Assay Note will need to accompany the goods into the Birmingham Assay Office, whether you are sending by post or delivering through Customer Services. If you require your own copy of this note, please ensure you photocopy/photograph or scan, as the Assay Note will no longer be a multiple copy document. This format can be pre-populated where possible to minimise repetitive information entry, so the process is less onerous for you than currently.

When goods are returned they will no longer be accompanied by the original Assay Note (green copy), they will be accompanied by either an invoice or a despatch note. Our new Assay Note is also not prenumbered. The job number will be generated once the work is booked in. It is therefore important that each Assay Note submitted has a Customer Purchase Order (PO) reference on it. This will enable you to relate the final invoice to the relevant Assay Note. This is

When items are brought into the Customer Services Counter, they will be accompanied by the new Assay Note. In return a receipt will be given with the overall job details and a barcode (receipt ticket/label). This will be required when collecting the parcel. There will no longer be a pink receipt as this has been replaced with the receipt ticket, but the process remains the same.

ASSAY NOTE CRITERIA							
When filling out th	When filling out the Assay Note the following criteria will apply:						
1	One carat standard per Assay Note						
2	One sponsor mark per Assay Note						
3	One service level per Assay Note						
4	One delivery address per Assay Note						
5	If mixed metals present, a separate Assay Note is required						
6	If different marks are to be applied on products, a separate Assay Note is required						













W: www.theassayoffice.co.uk

Birmingham Assay Office 1 Moreton Street, Birmingham B13AX

T: +44 (0) 121 236 6951 E: gem@theassayoffice.co.uk



BAO 950



NEW ASSAY NOTE FORMAT

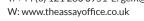
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COMPLETING	THE ASSAY NOTE					
All the Sections of	the document are explained and set out b	pelow.				
1	Does the product require hallmarking	only, non statutory hallmarki	ng or both? Please t	ick the relevan	t option.	
2	What service level is required on these products? This must be one per Assay Note. Please tick the relevant option.					
HALLMARKII NON STATUT BOTH (E.g. Hall	ORY HALLMARKING ONLY	SERVICE LEVEL REQ 1 HOUR *See price list SAME DAY Items receiv NEXT DAY Items receiv STANDARD Standard of Turnaround times are dependent	ved by 9:30am ready 3:30 _l ved by 9:30am ready 9:30 :harge applies. 3 – 5 work	pm same day. 100% Dam next day. 50% ing days. For lead ti	additional charge applies.	
GENERAL DETA	AILS					
These details need	I to be completed to ensure we have the ce which will be received once the goods ha		omplete the "Your Re	ef/PO Ref" sect	ion, this will enable all jobs to be related	
		٦				
YOUR DETAILS						
Invoice To						
Account Ref if know	vn					
Address						
Postcode	Contact Name					
Tel						
Email			-			
Your Ref/PO Ref)————			Ref/PO	Important to link to the Assay Note	
RETURN DELIV	ERY METHOD					
Please note that if	y method is important to ensure both the the level of compensation is not selected Payment details must be completed on eve	, then the £2500 amount will	be selected automa	tically. This ma	y result in higher than necessary	
		-				
RETURN DELIVER	DOVAL MAIL	PAYMENT DETAILS PAYMENT METHOD			G4S	
COLLECTION	SPECIAL DELIVERY G4S G	CREDIT ACCOUNT	CREDIT/DEBIT CARD	_	G4S is only available to pre	
OTHER Please state		Account forms must be submitted and pre-approved by the Finance Dept.	Use card on file Call for BANK TRANSFER	card details	approved business addresses.	
SPECIAL DELIVERY C	COMPENSATION	CHEQUE Made payable to Assay Office Birmingham	Birmingham Assay Office S Acc. No. 00401900	ort Code: 40-11-18		
£750 £1000	£2500	CASH				
If left blank, amount wi		Max cash limit £1,000				
	SS If different to invoice address	Adduses				
Return to		Address				
Postcode	Contact Name					



Birmingham Assay Office 1 Moreton Street, Birmingham B13AX T: +44 (0) 121 236 6951 E: gem@theassayoffice.co.uk













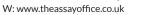




MARKING DETAILS						
Each section below must be stamped or lasered and if I	lasered, if it is ou	ıtline or deep	relief.	·	ompleted and a marki	ing method selected, whether it is to be
If the products are second			•			
MADVING DETAILS This	:!!bk!! !k		٨			The details are ideal will determine which
				omissions or errors. In the absence of any		e. The details provided will determine which BAO will mark where deemed appropriate.
SPONSORS MARK			SM	Die sent (Qty)	Punch sent (Qty)	MARKING METHOD
SPONSORS NAME			SM	Second Hand item		STAMP LASER - OUTLINE LASER - DEEP RELIEF
			∟ Pre-a	applied Second Hand term		
METAL STANDARD				TRADITIONAL	L MARKS	
One metal carat standard circled to indicate the met			Note and	should be One mark should This should be cit	d be selected if requir rcled.	red to be marked.
STANDARD (please circle one	e helow)			OPTIONAL TRAD	DITIONAL MARKS (cire	cle one if reg)
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PALLADIUM		500 950	999		NE Allowed if 500+	7307
	585 750	916 990	999	CROWN Allo		
GOLD 375 PLATINUM		900 950	999	ORB Allowed		
PLATINOM	630	700 730	777	ORD Allowed	111 730+	
MIXED METALS						
MINEDINETALS						
				ned, then this must be indicated below. lied, please indicate this on the bottom l		are present please indicate the
MIXED PRECIOUS ME	TALS PRESEN	IT (tick)				
NB. Mixed precious metal part mar		less instructed				
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Non-precious metal marks are mand			-	K)		
Metal(s)\	Nording					
FURTHER ADDITION	AL MARKS					
Any further marks that are	e required, inclu	ding logos or	numberin	ng should be indicated below.		
				I		
OPTIONAL ADDITIONAL MARKS Tick all required. Selected marks will apply to all items submitted on this Note	DATE LETTER	CONVENTIO	ON MARK	OTHER Please confirm below	SPREADMARK Also indicate style (1-7). Style OR provide an image of layout	
LOGO (Tick) LOGO NAME:		NUMBERIN	IG (Tick)			



Birmingham Assay Office 1 Moreton Street, Birmingham B13AX T: +44 (0) 121 236 6951 E: gem@theassayoffice.co.uk









ADDITIONAL INSTRUCTIONS	
Any additional instructions or images should be inserted here or provided on an a	ccompanying sheet.
ADDITIONAL INSTRUCTIONS:	
	Tick to confirm if sample or additional information sheet is provided. Sample: Additional info sheet

ITEM DETAILS

All item details should be completed in the grid below including the quantity of each product type. Products should be presented by category. For any items that do not fit into any of the categories, they should be put in the "Other Articles" field.

QTY	ITEM DETAILS	Please provide a quantity for each category and present items using the following options	WEIGHT
	Rings		
	Necklet / Chain		
	Earrings (Ea)		
	Locket		
	Pendant / Charms		
	Bangle / Bracelet		
	Cufflinks (Ea)		
	Medals / Coins		
	Miscellaneous Jewelle	ery	
	Other Articles		
	Total items		

It is important that all component parts of the article are submitted for hallmarking. If you have a quantity of products being sent in with components which do not require marking, please complete the quantity box for the items being marked and then indicate in brackets after "Other Articles" the total number of further components being sent.

FORM SIGNATURE
This needs to be completed at the bottom and signed to confirm the contract for the work being carried out by both parties.

By submitting these articles you agree to be bound by our Terms & Conditions which include exemptions of Liability. Full details are available for download from our website: www.theassayoffice.co.uk Authorising Name _ _ Submitted Date _ __ Signature _



Birmingham Assay Office 1 Moreton Street, Birmingham B13AX T: +44 (0) 121 236 6951 E: gem@theassayoffice.co.uk W: www.theassayoffice.co.uk



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BAO 950

Q		ASSAY NOTE	
SINCE 1773	Birmingham Assay Office 1 Moreton Street Birmingham B1 3AX T: 0121 236 6951 E: registration@theassayoffice.co.uk anchorcertgroup.com	HALLMARKING ONLY SERVICE LEVEL REQUIRED Tick one option per Assay Note 1 HOUR *See price list 1 HOUR *See price list SAME DAY Items received by 9:30am ready 3:30pm same day. 1009 NEXT DAY Items received by 9:30am ready 9:30am next day. 50% STANDARD Standard charge applies. 3 − 5 working days. For lead Turnaround times are dependent on quantities/volumes received.	additional charge applies.
Please complete	clearly and provide all relevant information	to avoid delays in processing your order. Only one sponsor mark and one metal alloy standard per As	say Note.
YOUR DETAILS Invoice To	JONES JEWEI	Account forms must be submitted and Use of	
Address		GH ST SPECIAL DELIVERY COMPENSATION CAIST GHAM £750 £1000 £2500 CASH CASH CASH	for card details NK TRANSFER ingham Assay Office Code: 40-11-18 No. 00401900
Postcode B11 Tel Email	AX Contact Name DAVE 0121 236 dave@jonesjeweller	Return to Address	
Your Ref/PO Re	ef 1	14867 Postcode Contact Name	
	ed and no liability will be taken for marking re	d. Any variations of marking instructions must be submitted on a squarate note. The details provided we sulting from omissions or errors. In the absence of any specific instructions, BAO will mark where deal of the structions of the structions of the structions of the structions. BAO will mark where deal of the structions of the struc	emed appropriate.
SPONSORS N	JONES JEWELLERS	SM Pre-applied Second Hand items (Tick) LASER - DEEP REL	
STANDARD (p	please circle one below)	OPTIONAL TRADITIONAL MARKS (circle anns. Mb. YED PRECUOUS METALS PRESENT (tick) NB. Mbx. grecipes metal part marks will be applied unless instr	
SILVER	800 925 958 999	LION 925+ OR BRITANNIA 958+ Metal(s) & Standard	ucteu
PALLADIUM GOLD (500 950 999 375 585 750 916 990 999	PALLAS ATHENE Allowed if 50+ MIXED PRECIOUS AND NON PRECIOUS METAL Non-precious metal marks are mandatory. State metal & wording it	
PLATINUM	850 900 950 999	ORB Allowed if 950+ Wording	
OPTIONAL ADI Tick all required. Sele apply to all items subn		CONVENTION MANK SPREADMARK Also indicate style (1-7): OR provide an image of la	Style
	INICCO ON CHISTNOCC	OK provide an image of ta	
LOGO (Tick)	LOGO NAME: INSTRUCTIONS:	NUMBER NG (TOWN)	yout
LOGO (Tick)		NUMBER NG (Tross Tick to confirm if sample or additional information sheet is provided. Sample:	Additional info sheet
LOGO (Tick)	INSTRUCTIONS:		
LOGO (Tick)	INSTRUCTIONS:	Tick to confirm if sample or additional information sheet is provided. Sample:	Additional info sheet
LOGO (Tick)	ITEM DETAILS Please provide a quanti	Tick to confirm if sample or additional information sheet is provided. Sample:	Additional info sheet
LOGO (Tick) DADDITIONAL	ITEM DETAILS Please provide a quanti	Tick to confirm if sample or additional information sheet is provided. Sample:	Additional info sheet WEIGHT 50 gms
QTY 10 15	ITEM DETAILS Please provide a quanti Rings Necklet / Chain	Tick to confirm if sample or additional information sheet is provided. Sample:	Additional info sheet WEIGHT 50 gms 60 gms
QTY 10 15 20	ITEM DETAILS Please provide a quanti Rings Necklet / Chain Earrings (Ea)	Tick to confirm if sample or additional information sheet is provided. Sample:	Additional info sheet WEIGHT 50 gms 60 gms 20 gms
QTY 10 15 20	ITEM DETAILS Please provide a quanti Rings Necklet / Chain Earrings (Ea) Locket	Tick to confirm if sample or additional information sheet is provided. Sample:	Additional info sheet WEIGHT 50 gms 60 gms 20 gms
QTY 10 15 20	ITEM DETAILS Please provide a quanti Rings Necklet / Chain Earrings (Ea) Locket Pendant / Charms	Tick to confirm if sample or additional information sheet is provided. Sample:	Additional info sheet WEIGHT 50 gms 60 gms 20 gms
QTY 10 15 20	ITEM DETAILS Please provide a quanti Rings Necklet / Chain Earrings (Ea) Locket Pendant / Charms Bangle / Bracelet	Tick to confirm if sample or additional information sheet is provided. Sample:	Additional info sheet WEIGHT 50 gms 60 gms 20 gms
QTY 10 15 20	ITEM DETAILS Please provide a quanti Rings Necklet / Chain Earrings (Ea) Locket Pendant / Charms Bangle / Bracelet Cufflinks (Ea)	Tick to confirm if sample or additional information sheet is provided. Sample:	Additional info sheet WEIGHT 50 gms 60 gms 20 gms
QTY 10 15 20	ITEM DETAILS Please provide a quanti Rings Necklet / Chain Earrings (Ea) Locket Pendant / Charms Bangle / Bracelet Cufflinks (Ea) Medals / Coins	Tick to confirm if sample or additional information sheet is provided. Sample:	Additional info sheet WEIGHT 50 gms 60 gms 20 gms

SAY OFFICE™ ASSAY NOTE GUIDANCE



COMMUNICATIONS THROUGHOUT THE PROCESS

This is to clarify the procedure and the documentation that you will receive.

EMAIL COMMUNICATIONS

To enable us to send updates about your order via email communication, the contact details section on the Assay Note must be completed in full. A valid email address for the person wishing to receive these communications must also be provided in this section. By not providing a valid email address, you are opting out of these communications.

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Examples of our communications are found later in the document.

Please note, that the Order Acknowledgement, Items Returned by Post and Items Ready for Collection notifications will only be sent by email.

ORDER ACKNOWLEDGEMENT

When we receive the goods and they are receipted into our Hallmarking area, an Order Acknowledgement email will be sent to you. This is a confirmation that your goods are now being processed. The acknowledgement will include our Job Number and your PO Reference this can be used as a reference in any future correspondence with us.

ITEMS RETURNED BY POST

If products are returned via the postal method, an email will be sent to you to confirm that your parcel is on it's way. The email will provide you with the Royal Mail (or alternative courier) tracking number, which will enable you to track your parcel and see when delivery is due.

ITEMS READY FOR COLLECTION

If products are to be collected at Customer Services, an email will be sent to inform you that the goods are ready for collection during the Customer Services opening times which can be found on our website at www.theassayoffice.co.uk.

INVOICES

Each Assay Note you submit breaks down your product into the different standards of metal and marking instructions for our production team. All charges relating to a Single Assay Note will be presented on one invoice, apart from the exceptions below.

Postage	For items being returned by post, we will only charge you for postage on one invoice where products on different Assay Notes are despatched in the same parcel.
Handling	Like postage, we will only charge you once for handling, where we have despatched products from multiple Assay Notes together.
Change to marking instructions	There are several reasons why some of your products submitted on an Assay Note, may need to be marked differently to the instruction you have provided. Where this happens and we have to process your items separately, further invoices will be generated to your account for the different services we have provided. In all cases where we consider splitting your product, our team will contact you to discuss this.

The detail section of our invoice is broken down in to work orders. These show the charges for each product type you have submitted on an Assay Note e.g. Bracelets, Rings etc.

Each invoice will show your PO Ref, as specified on your Assay Note, you can then match it back to your order. It will also show our internal references, such as our job number, work order numbers and invoice number. These can be quoted in any correspondence with us regarding your order.

Our invoices will be printed and packed with your parcel.

CONSOLIDATED INVOICES

If you have opted for consolidated invoicing, your charges will be billed at the end of the period you have chosen to receive them. The Consolidated Invoice document will show the total charge for the period and will be accompanied by a detailed schedule of which jobs it relates to.

In place of an invoice to accompany your parcel, you will receive a printed Despatch Note. This will contain similar information as the invoice, including the detail of the product in the parcel, all necessary references needed to use in correspondence with us and your PO Ref so you can match back to your Assay Note.

Unlike the invoice, there will be no indication of price on this document.



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DOCUMENTATION **EXAMPLES**



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ORDER ACKNOWLEDGEMENT EMAIL EXAMPLE

This email confirms that we have received your parcel and it is now being processed through our hallmarking operation. Please note below our Job Number and your Purchase Order (PO) reference:

2100000001 Job Number

Work Order Number 2100000001-01 PO12345 Work Order Number 210000001-02 PO12346 Work Order Number 210000001-03 PO12347

Our standard service lead time is currently 3-5 working days for stamped hallmarking and 3-5 working days for laser hallmarking unless that the stamped hallmarking and 3-5 working days for laser hallmarking unless that the stamped hallmarking and 3-5 working days for laser hallmarking unless that the stamped hallmarking and 3-5 working days for laser hallmarking unless that the stamped hallmarking and 3-5 working days for laser hallmarking unless that the stamped hallmarking and 3-5 working days for laser hallmarking unless that the stamped hallmarking and 3-5 working days for laser hallmarking unless that the stamped hallmarking and 3-5 working days for laser hallmarking unless that the stamped hallmarking and 3-5 working days for laser hallmarking unless that the stamped hallmarking and 3-5 working days for laser hallmarking unless that the stamped hallmarking and 3-5 working days for laser hallmarking unless that the stamped hallmarking and 3-5 working days for laser hallmarking days for laser hallmarking and 3-5 working days for laser hallmarking and 3-5 working days for laser hallmarking days for laser hallmaradvised/agreed otherwise.

Our non statutory marking service will be as per your agreed quotation.

The lead time for second-hand items is currently 5-7 and 22ct + items is up to 5-7 days.

1 Hour*: Goods received at a specific time, upto 2.00 pm will be available for collection

1 hour later.

Same day*: Goods received in before 9.30am will be available for collection from 3.30pm

Monday to Thursday and from 2.30pm on Friday the same day.

Goods received in before 9.30am will be available for collection from 9.30am, the following working day. Next day*: $^* Additional \, charges \, apply \, for \, these \, express \, services \, and \, availability \, is \, subject \, to \, daily \, loading \, and \, quantities \, required.$

 $Customer \ Service \ opening \ times \ are \ 8.30 am \ till \ 4.00 pm \ Monday \ to \ Thursday \ and \ 8.30 am \ till \ 3.00 pm \ on \ a \ Friday.$

Thank you for your custom.

Hallmarking Division - Assay Office Birmingham

Please do not reply to this email as we're unable to respond from this address. For additional assistance contact us at [TBC]



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DOCUMENTATION **EXAMPLES**



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ORDER DESPATCHED CONFIRMATION EMAIL EXAMPLE

Dear Ian

Your parcel reference 2100000001/Purchase Order Number PO123456 has been despatched.

Your parcel has been despatched with Royal Mail (or alternative courier). The tracking number is GB1234567

Thank you for your custom

Hallmarking Division - Birmingham Assay Office

Please do not reply to this email as we're unable to respond from this address. For additional assistance contact us on 0121 236 6951.





#morethanhallmarking #itswhatwedo





















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ORDER COLLECTION CONFIRMATION EMAIL EXAMPLE

Dear Ian

Your parcel, reference 2100000001/Purchase Order Number PO123456 is now ready for collection at Customer Services.

Our opening hours are 8.30am until 4.00pm Monday to Thursday and 8.30am until 3.00pm on Friday.

Please Note: This email notification will not be accepted as proof of identification and goods will only be released if the receipt slip is presented which was issued when the items were submitted. For security reasons, work cannot be released without this receipt.

Thank you for your custom.

Hallmarking Division - Birmingham Assay Office

Please do not reply to this email as we're unable to respond from this address. For additional assistance contact us on 0121 236 6951.



Birmingham Assay Office













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DOCUMENTATION **EXAMPLES**



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INVOICE EXAMPLE



Invoice Original for Recipient AOB-IN11000133

Issued: 06/12/2018
Payment Due: Immediately

Hallmarking

1 Moreton Street, Birmingham, B1 3AX, United Kingdom (UK) Phone +441212366951 Email: invoicing@theassayoffice.co.uk VAT Reg: GB110678587

Carnation, kent, kent, ME104ry, United Kingdom (UK)

Customer ID: 011078 Contact: Ian Dale

Delivery To Ian Dale, Daley Carnation, kent, kent, ME104ry, United Kingdom (UK)

Currency Pound Sterling

Work Order ID	Customer Reference	Type of items	Metal & Standard	Services	Quantity	Unit Price	Nett
1100000087-02	Test PO Ref	Pendants/Charms	Palladium 950	Standard Mark	3	0.50	1.50
				Sponsor Mark	3	0.22	0.66
				Traditional Mark	3	0.22	0.66
				Mixed Precious Metal	3	0.70	2.10
1100000087-03	Test PO Ref	Bangles/bracelets	Palladium 950	Standard Mark	3	0.50	1.50
				Sponsor Mark	3	0.22	0.66
				Traditional Mark	3	0.22	0.66
				Mixed Precious Metal	3	0.70	2.10
				MPC Top Up	1	10.16	10.16
				Service Charge	1	10.00	10.00

TRANSFER MONEY TO Account Name: The Birmingham Assay Office Account No: 00401900 Swift Code: MIDLGB22 IBAN: GB43MIDL40111800401900 Sort Code 401118

PAYMENT TERMS

Immediately after invoice receipt.

TOTAL NETT 30.00 TOTAL VAT (20%) 5.99 **GRAND TOTAL** 35.99

THANK YOU FOR YOUR BUSINESS

APPENDIX 1

CUSTOMER REFERENCE AND SKUs

Work Order ID	Customer Reference	Items Type	Metal & Standard	SKU	Quantity	Supplied By
1100000087-02	Test PO Ref	Pendants/Charms	Mixed Metal	Not specified	3	Carnation, kent, kent, ME104ry, United Kingdom (UK)
1100000087-03	Test PO Ref	Bangles/bracelets	Mixed Metal	Not specified	3	Carnation, kent, kent, ME104ry, United Kingdom (UK)



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