



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.

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 highlighted on the attached note.

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 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







COMPLETING THE ASSAY NOTE

All the Sections of the document are explained and set out below.

1	Does the product require hallmarking only, non statutory hallmarking or both? Please tick the relevant option.
2	What service level is required on these products? This must be one per Assay Note. Please tick the relevant option.

☐ **HALLMARKING ONLY**

☐ **NON STATUTORY HALLMARKING ONLY**

☐ **BOTH** (E.g. Hallmark and Logo)

SERVICE LEVEL REQUIRED

Tick one option per Assay Note

☐ **1 HOUR** *See price list

☐ **SAME DAY** Items received by 9:30am ready 3:30pm same day. 100% additional charge applies.

☐ **NEXT DAY** Items received by 9:30am ready 9:30am next day. 50% additional charge applies.

☐ **STANDARD** Standard charge applies. 3 – 5 working days. For lead times see website.

Turnaround times are dependent on quantities/volumes received.

GENERAL DETAILS

These details need to be completed to ensure we have the correct information. Please complete the "Your Ref/PO Ref" section, this will enable all jobs to be related back to the invoice which will be received once the goods have been despatched.

YOUR DETAILS

Invoice To

Account Ref if known

Address

Postcode

Contact Name

Tel

Email

Your Ref/PO Ref

Ref/PO Important to link to the Assay Note

RETURN DELIVERY METHOD

The return delivery method is important to ensure both the correct method is selected as well as the level of compensation required. Please tick as appropriate. Please note that if the level of compensation is not selected, then the £2500 amount will be selected automatically. This may result in higher than necessary postage charges. Payment details must be completed on every Assay Note to ensure your goods are returned as soon as they are ready.

RETURN DELIVERY METHOD

COLLECTION ☐ ROYAL MAIL SPECIAL DELIVERY ☐ G4S ☐

OTHER ☐
Please state

SPECIAL DELIVERY COMPENSATION

£750 ☐ £1000 ☐ £2500 ☐

If left blank, amount will be taken as £2500

PAYMENT DETAILS

PAYMENT METHOD

CREDIT ACCOUNT ☐

Account forms must be submitted and pre-approved by the Finance Dept.

CHEQUE Made payable to Assay Office Birmingham ☐

CASH ☐

Max cash limit £1,000

CREDIT/DEBIT CARD

Use card on file ☐ Call for card details ☐

BANK TRANSFER ☐

Birmingham Assay Office Sort Code: 40-11-18
Acc. No. 00401900

G4S

G4S is only available to pre approved business addresses.

DELIVERY ADDRESS

If different to invoice address

Return to

Address

Postcode

Contact Name



THE ANCHORCERT GROUP COMPRISES

- BIRMINGHAM ASSAY OFFICE
- SAFEGUARD VALUATIONS
- ANCHORCERT ANALYTICAL
- ANCHORCERT ACADEMY
- ANCHORCERT GEM LAB
- ANCHORCERT INDIA



MARKING DETAILS

Each section below must be filled in if applicable. In every case, the Sponsors Mark and Name must be completed and a marking method selected, whether it is to be stamped or lasered and if lasered, if it is outline or deep relief.

If dies or punches are sent in with the work, then the quantity needs to be completed.

If the products are second hand then this box needs to be ticked.

MARKING DETAILS. This will apply to all items submitted. Any variations of marking instructions must be submitted on a separate note. The details provided will determine which marks are applied and no liability will be taken for marking resulting from omissions or errors. In the absence of any specific instructions, BAO will mark where deemed appropriate.

SPONSORS MARK

SPONSORS NAME

☐ SM
To be applied by BAO

☐ SM
Pre-applied

☐ Die sent (Qty) ☐ Punch sent (Qty)

☐ Second Hand items (Tick)

MARKING METHOD

☐ STAMP ☐ LASER - OUTLINE

☐ LASER - DEEP RELIEF

METAL STANDARD

One metal carat standard should be selected per Assay Note and should be circled to indicate the metal and then the caratage.

STANDARD (please circle one below)

SILVER			800	925	958	999
PALLADIUM				500	950	999
GOLD	375	585	750	916	990	999
PLATINUM			850	900	950	999

TRADITIONAL MARKS

One mark should be selected if required to be marked. This should be circled.

OPTIONAL TRADITIONAL MARKS (circle one if req.)

LION 925+ OR BRITANNIA 958+
PALLAS ATHENE Allowed if 500+
CROWN Allowed if 375+
ORB Allowed if 950+

MIXED METALS

If there are mixed precious metals or non precious metals combined, then this must be indicated below. Where mixed metals are present please indicate the different metals. If there is specific wording that needs to be applied, please indicate this on the bottom line.

MIXED PRECIOUS METALS PRESENT (tick) ☐

NB. Mixed precious metal part marks will be applied unless instructed

Metal(s) _____ & Standard _____

MIXED PRECIOUS AND NON PRECIOUS METALS PRESENT? (tick) ☐

Non-precious metal marks are mandatory. State metal & wording required below

Metal(s) _____ Wording _____

FURTHER ADDITIONAL MARKS

Any further marks that are required, including logos or numbering should be indicated below.

OPTIONAL ADDITIONAL MARKS

Tick all required. Selected marks will apply to all items submitted on this Note

DATE LETTER

☐

CONVENTION MARK

☐

OTHER Please confirm below

SPREADMARK ☐

Also indicate style (1-7). Style OR provide an image of layout. _____

LOGO (Tick) ☐ LOGO NAME: _____

NUMBERING (Tick) ☐





ADDITIONAL INSTRUCTIONS

Any additional instructions or images should be inserted here or provided on an accompanying 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	WEIGHT
	Please provide a quantity for each category and present items using the following options	
	Rings	
	Necklet / Chain	
	Earrings (Ea)	
	Locket	
	Pendant / Charms	
	Bangle / Bracelet	
	Cufflinks (Ea)	
	Medals / Coins	
	Miscellaneous Jewellery	
	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 _____ Signature _____ Submitted Date _____



2019 EDITION



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.

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 its 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.





ASSAY OFFICE™
BIRMINGHAM

DOCUMENTATION EXAMPLES



ORDER ACKNOWLEDGEMENT EMAIL EXAMPLE

Dear Ian

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:

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

Our standard service lead time is currently 3-5 working days for stamped hallmarking and 3-5 working days for laser hallmarking unless advised/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.

Next day*: Goods received in before 9.30am will be available for collection from 9.30am, the following working day.

* Additional charges apply for these express services and availability is subject to daily loading and quantities required.

Customer Service opening times are 8.30am till 4.00pm Monday to Thursday and 8.30am till 3.00pm 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]



Birmingham Assay Office



ANCHORCERT®
GROUP



#morethanhallmarking #itswhatwedo



PASSIONATE. LEADERS. ACCOUNTABLE. INTEGRITY. TEAMWORK.
PROTECTING THE CONSUMER. SERVING THE TRADE.
WE AIM TO BE THE BEST.

This communication contains information which is confidential and may also be privileged. It is for the exclusive use of the intended recipient(s). If you are not the intended recipient(s) please note that any form of distribution, copying or use of this communication or the information in it is strictly prohibited and may be unlawful



PART OF THE
ANCHORCERT®
GROUP

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



THE ANCHORCERT GROUP COMPRISES

- BIRMINGHAM ASSAY OFFICE
- ANCHORCERT ANALYTICAL
- ANCHORCERT GEM LAB
- SAFEGUARD VALUATIONS
- ANCHORCERT ACADEMY
- ANCHORCERT INDIA

@theassayoffice @anchorcertgroup in@anchorcert



ASSAY OFFICE™
BIRMINGHAM

DOCUMENTATION EXAMPLES



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.



Birmingham Assay Office



ANCHORCERT®
GROUP



PASSIONATE. LEADERS. ACCOUNTABLE. INTEGRITY. TEAMWORK.
PROTECTING THE CONSUMER. SERVING THE TRADE.
WE AIM TO BE THE BEST.

This communication contains information which is confidential and may also be privileged. It is for the exclusive use of the intended recipient(s). If you are not the intended recipient(s) please note that any form of distribution, copying or use of this communication or the information in it is strictly prohibited and may be unlawful



#morethanhallmarking #itswhatwedo

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



ANCHORCERT®
GROUP



PASSIONATE. LEADERS. ACCOUNTABLE. INTEGRITY. TEAMWORK.
PROTECTING THE CONSUMER. SERVING THE TRADE.
WE AIM TO BE THE BEST.

This communication contains information which is confidential and may also be privileged. It is for the exclusive use of the intended recipient(s). If you are not the intended recipient(s) please note that any form of distribution, copying or use of this communication or the information in it is strictly prohibited and may be unlawful



#morethanhallmarking #itswhatwedo



PART OF THE
ANCHORCERT®
GROUP

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



THE ANCHORCERT GROUP COMPRISES

- BIRMINGHAM ASSAY OFFICE
- ANCHORCERT ANALYTICAL
- ANCHORCERT GEM LAB
- SAFEGUARD VALUATIONS
- ANCHORCERT ACADEMY
- ANCHORCERT INDIA

Twitter @theassayoffice Instagram @anchorcertgroup LinkedIn @anchorcert



INVOICE EXAMPLE



Invoice
Original for Recipient
AOB-IN11000133
Issued: 06/12/2018
Payment Due: Immediately

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

Daley
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

Terms and Conditions: Unless otherwise specifically agreed in writing, all sales are subject to the standard terms and conditions of the AnchorCert Group.

1 / 3

TRANSFER MONEY TO

Account Name: The Birmingham Assay Office
Account No: 00401900
Swift Code: MIDLG822
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

Terms and Conditions: Unless otherwise specifically agreed in writing, all sales are subject to the standard terms and conditions of the AnchorCert Group.

2 / 3

APPENDIX 1

CUSTOMER REFERENCE AND SKUs

The table below shows Customer Reference and SKU information on Work Orders that are referenced by this document.

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)

Terms and Conditions: Unless otherwise specifically agreed in writing, all sales are subject to the standard terms and conditions of the AnchorCert Group.

3 / 3

