



# CONSUMABLE SUPPLY GUIDE AND FREQUENTLY ASKED QUESTIONS

OUR GUIDE TO PRODUCTS AND PROCESSES

PRODUCED BY



**Merton Group**

*Cleaning and hygiene products that don't cost the earth*

[www.MertonGroup.co.uk](http://www.MertonGroup.co.uk)

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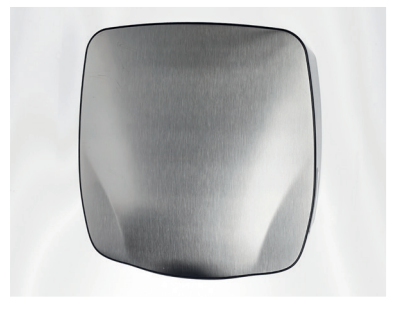
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# Question 1

# How do we arrange a client washroom install with free on loan dispensers?



## Supply of Washroom Consumables and Dispensers

Merton Group UK Ltd are able to supply washroom dispensers either free on loan or chargeable.

**If your client wishes to have dispensers installed free on loan the following procedure is how to arrange an installation:**

- Contact Merton Group giving them the client contact details and brief overview of your client's requirements;
  - **Please use a Site Survey Request Form via [Mertongroup.co.uk/Samsic](http://Mertongroup.co.uk/Samsic)**
- Post survey, we will prepare a proposal on your behalf and forward to the Client using the agreed recharge prices (if applicable) ensuring you are included. This will include specifications agreed prior to the survey.
- Once approved we will arrange the dispenser installation with you and your client via our DSD and Site Fitting Information forms online.
- Installation of dispensers is completed **free of charge**. This is covered by the additional Dispenser clause within your Contract with the client. If the Contract between Samsic and Client does **not yet contain** the clause then a **3-Way Dispenser Agreement** will need to be completed.
- The purpose of the Dispenser clause within the Samsic Terms & Conditions of Contract is to protect the cost of the new dispensers and ensure the Client abides to the Agreement and procures the consumables through Samsic.
- **Modular** washroom dispensers can be supplied free on loan and fitted free of charge (with the exception of bulk refillable soap dispensers).
- Mercury, Supatwin, and Stainless Steel washroom dispensers are chargeable.





# Merton Group

Cleaning and hygiene products that don't cost the earth

## COMMON DISPENSER SPECIFICATIONS

### SILVER RANGE

**CODE: 1942**



#### MODULAR HAND TOWEL DISPENSER LARGE

**DIMENSIONS:**

425mm(h) x 290mm(w) x 145mm

**SUITABLE FOR PRODUCTS\*:**

All hand towels

**CODE: 2292**



#### MODULAR FOAM POUCH SOAP DISPENSER 1L

**DIMENSIONS:**

250mm(h) x 115mm(w) x 115mm

**SUITABLE FOR PRODUCTS\*:**

22109, 2278, 22012

**CODE: 2294**



#### MODULAR LIQUID POUCH SOAP DISPENSER 1L

**DIMENSIONS:**

250mm(h) x 115mm(w) x 115mm

**SUITABLE FOR PRODUCTS\*:**

16671, 16691, 22571, 22731, 22691, 22711, 22701, 22581

**CODE: 20039**



#### MODULAR JUMBO WITH STUB TOILET ROLL DISPENSER

**DIMENSIONS:**

232mm(h) x 338mm(w) x 123mm

**SUITABLE FOR PRODUCTS\*:**

2033, 2087, 2172, 2060, 2171

**CODE: 21005**



#### MODULAR CENTRE FEED DISPENSER LARGE

**DIMENSIONS:**

350mm(h) x 230mm(w) x 235mm

**SUITABLE FOR PRODUCTS\*:**

2195, 2106, 3153, 2155, 21021, 3126, 3152, 3325, 2123

**CODE: 20011**

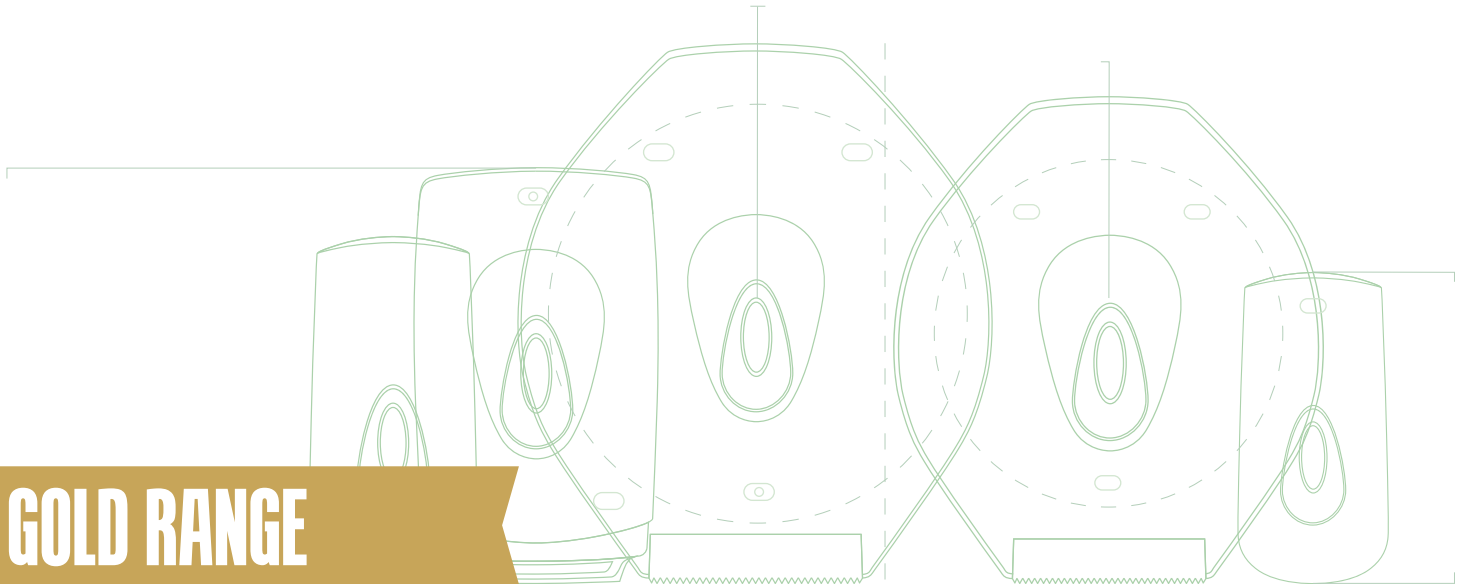


#### MODULAR BULK PACK TOILET TISSUE DISPENSER

**DIMENSIONS:**

275mm(h) x 150mm(w) x 130mm

# GOLD RANGE



**CODE: 1962**

CHARGEABLE



**MERCURY HAND TOWEL DISPENSER  
BRUSHED STEEL EFFECT**

**DIMENSIONS:**  
325mm(h) x 325mm(w) x 150mm

**SUITABLE FOR PRODUCTS\*:**  
*All hand towels*

**CODE: 2219**

CHARGEABLE



**MERCURY FOAM POUCH SOAP DISPENSER  
BRUSHED STEEL EFFECT**

**DIMENSIONS:**  
255mm(h) x 130mm(w) x 120mm

**SUITABLE FOR PRODUCTS\*:**  
*2237, 2205, 2202, 2201*

**CODE: 22014**

CHARGEABLE



**MERCURY POUCH SOAP DISPENSER  
BRUSHED STEEL EFFECT**

**DIMENSIONS:**  
255mm(h) x 130mm(w) x 120mm

**SUITABLE FOR PRODUCTS\*:**  
*22581, 16591, 16671, 16691, 22571,  
22731, 22691, 22711, 22701*

**CODE: 20026**

CHARGEABLE



**MERCURY JUMBO TWIN STUB DISPENSER  
BRUSHED STEEL EFFECT**

**DIMENSIONS:**  
350mm(h) x 260mm(w) x 140mm

**SUITABLE FOR PRODUCTS\*:**  
*2033, 2087, 2172, 2060, 2171*

**CODE: 20025**

CHARGEABLE



**MERCURY BULK PACK DISPENSER  
BRUSHED STEEL EFFECT**

**DIMENSIONS:**  
310mm(h) x 180mm(w) x 125mm

# Question 2

## What washroom products should I be placing on site?

### Further information -

- If you require products outside of the available range please contact John Norris **for approval**.
- All product MSDS and H&S information is available for these products.
- Samsic operate a template Wallchart system supplied by us that allows you to create bespoke wallcharts as required to suit the chemicals used on site.
- Please contact us if you have any questions regarding current or potential products.
- Please visit [Mertongroup.co.uk/Samsic](http://Mertongroup.co.uk/Samsic) to complete a Special Product Request form (SPR) online or contact your local MGUK Sales Manager



**BEST**  
**MID RANGE**  
**ECONOMY**

## HANDTOWELS

- 19661** Z/Fold Luxury Hand Towel Small 2Ply White
- 1919** Interleaf Hand Towels 2 Ply White
- 19081** Interleaf Hand Towels 1 Ply White
- 19051** Interleaf Hand Towels 1 Ply Green
- 19471** Interleaf Hand Towels 1 Ply Blue

## CONVENTIONAL TOILET ROLL

- 20924** Luxury Standard Toilet Roll 3 Ply 20M White 1 x 4
- 20030** Premium Standard Toilet Roll 2 Ply 24M White 1 x 4
- 2070** Standard Toilet Roll 2 Ply 320 Sheets White
- 2016** Standard Toilet Roll 2 Ply 200 Sheets White

## JUMBO/MINI/MINOR JUMBO TOILET ROLLS

- 2081** Mini Jumbo Toilet Roll 2 Ply Soft White 200M - Special
- 2076** Giant Toilet Roll 2 Ply 330M White
- 2172** Minor Jumbo Toilet Roll 2 Ply 200M White
- 3117** Minor Jumbo Toilet Rolls 2 Ply 150M White

## BULK PACK

- 202066G** Bulk Pack Toilet Tissue 2 Ply Soft White 1 x 250 Sheets

## WIPING ROLL

- 3325** Centre Feed Rolls 2 Ply 375 Sheets Blue
- 2155** Centre Feed Roll 2 Ply 375 Sheets White

## SKINCARE

- 2278** Aromatherapy Hi-Foam Soap Pouch 800ml
- 22012** Unperfumed Anti-Bacterial Foam Soap Pouch 800ml
- 22731** Pink Pearlised Liquid Soap Pouch 800ml
- 16591** Viral Plus Hand Sanitiser Pouch 800ml





# Question 3

## How are orders processed?

We ship an average of 8,000 orders per annum to over 1700 sites for Samsic. To enable an efficient cost effective service to be achieved, a delivery schedule is essential. We always advise a Standing Order that meets site needs and minimum order expectations as that is the most suitable solution for ensuring your sites are appropriately supplied.

### Regent Order Processing Information

- Orders are input by you on the Samsic Templa system.  
*Please be mindful of minimum order values and selecting the correct delivery dates, errors can result in additional **costs** to you.*
- Always check that the required delivery instructions are correct.
- Orders are delivered on a schedule by Region or by using a 3 to 5 day lead time.
- Consider setting your order up as a **Standing Order** which will automatically trigger all subsequent orders as required.



- All **approved** submitted orders (approved by Regent Contract Managers or internal staff) will be subject to the agreed delivery schedule. Orders must be approved within the designated schedule slot for each month. **See Page 11 for Order Schedule** which is also available on any smart device by visiting **[www.MertonGroup.co.uk/Samsic](http://www.MertonGroup.co.uk/Samsic)**
- **All deliveries are free of carriage charges subject to a minimum order value of £75 on a Standard Delivery Service.**  
*Please note that historic St.Gobain sites are subject to a lower £50 minimum order value to qualify for free carriage on a Standard delivery Service.*
- Orders placed under the minimum value or ahead of standard lead time will have a carriage charge applied, subject to delivery requirements including considerations for special delivery requirements i.e. white glove / over sized.
- Emergency orders can be facilitated but only on an emergency basis. This is a monitored and managed service that incurs additional cost so can only be used as a last resort.
- If you have a NEW contract Delivery Site Address, we will require a **completed** Delivery Site Details (DSD) Form **prior** to any order being raised. A form will need to be completed 14 working days prior to stock being required on site. Please visit **<https://www.mertongroup.co.uk/dsd/>** to complete the form online.
- Please note our Standard Delivery Definition -  
A 'Standard Delivery' is an order placed to your normal lead time, delivered door to door, any time between 9am and 5pm working weekdays within that lead time excluding Public and Bank Holidays.



- All address forms require a Regent **Region Code** (listed below) to be specified and all delivery questions must be answered before the form is submitted. We suggest a representative from site completes the form for minimal disruption at point of delivery.
- Regent **Region Codes** are as follows:
 

<b>A – Hertfordshire</b>	<b>N – North</b>
<b>S - South</b>	<b>K - Scotland</b>
<b>L – London</b>	<b>W – Wales</b>
<b>M - Midlands</b>	
- **Start-Up Orders** are needed 10 working days prior to stock being required on site.
- For any advice on these instructions, completing documentation or additional training please contact - **Joanna.halas@regentsamsic.com**

**The above ordering and delivery procedure is based upon a standard door to door service. Any SPECIAL DELIVERY REQUIREMENTS / INSTRUCTIONS outside of the above MUST be agreed prior to ordering/delivery, either as a one off request or permanent instruction to the delivery point in question.**

**Please contact MGUK's Customer Support Unit on 0116 231 4040 to discuss any SPECIAL REQUESTS.**



# Order Schedule 2021

WEEK ONE	L (London), A (Herefordshire)
WEEK TWO	N (North), W (Wales), K (Scotland)
WEEK THREE	M (Midlands)
WEEK FOUR	S (South)

## Order Patterns

Orders placed each week will be delivered by the end of the following week, using a 4 week order rotation (excluding Christmas week).

### JAN

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

31

### FEB

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27

28

### MAR

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27

28 29 30 31

### APR

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3		
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

### MAY

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

30 31

### JUN

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

### JUL

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3		
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

### AUG

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

### SEP

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

### OCT

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

31

### NOV

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

### DEC

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Visit [www.mertongroup.co.uk/samsic](http://www.mertongroup.co.uk/samsic) to view online using any smart device.

# Question 4

## Who is my local contact?

To assist you on site with sales, training, product support and surveys or to help you with proposals, tenders and presentations we have regional MGUK representatives assigned to support the Samsic Team.

**Paul Mundy - National/North**  
MGUK National Accounts Manager  
Tel: 07734 366 081  
pmundy@mertongroup.co.uk

**Simon Lester - Midlands**  
MGUK Group Sales Manager  
Tel: 07918 760 092  
slester@mertongroup.co.uk

**Iain Houston - South**  
MGUK Group Sales Manager  
Tel: 07712 407 480  
ihouston@mertongroup.co.uk

**Chris Ware - Midlands**  
MGUK Group Sales Manager  
Tel: 07864 918 555  
cware@mertongroup.co.uk



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