

## Delivery and packaging guidelines For deliveries to the Apiando Group

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## 1. Purpose and area of application

These delivery guidelines apply to deliveries of goods to the logistics centers of the Apiando Group. These delivery guidelines are part of the contract of our services and must be adhered to. They guarantee a proper acceptance of goods in compliance with the statutory provisions and enable the correct allocation of delivered goods, as well as a quick supply to the respective stock. These delivery guidelines do not release the carrier or the supplier from complying with statutory transport regulations.

You can find the currently valid version on our website at <https://www.apiando.de/informationen/> as well as in the customer interface under <https://www.apiando.de/interface/> view and download.

It is the responsibility of the supplier to enable a smooth delivery of goods and to avoid additional work. The supplier must therefore ensure that the carriers commissioned by him as his vicarious agent are familiar with these delivery regulations and are instructed to comply with them. In individual cases, this must be proven to Apiando upon request.

The guidelines must be applied to all shipments of goods delivered to the Apiando Group. Deviations from this delivery guideline must be discussed with the Apiando Group. In the event of non-compliance with the guideline, Apiando reserves the right to charge processing fees in accordance with Section 8.2



**Illustration: Apiando logistics center Koblenz KOB-1**

## 2. Delivery addresses and delivery times

The delivery must be made to the delivery address (destination) that was specified by Apiando (or your customer) when ordering or when placing a return order. An acceptance with a different delivery address does not take place. A distinction must be made between the following delivery addresses. Deliveries outside of the delivery times are only permitted if delivery in accordance with the guidelines was not possible due to Apiando's fault or if an exception was permitted in writing in consultation with Apiando, Incoming Goods Department.

Delivery addresses	Delivery times	Contact
Apiando Group KOB-1 Hans-Böckler-Straße 17 56070 Koblenz	Monday - Friday 8:00 a.m. - 4:00 p.m.; afterwards by arrangement	<a href="mailto:inbound@apiando.com">inbound@apiando.com</a>  +49 (0) 261 - 953297 - 45
Apiando Group KOB-2 Hans-Böckler-Strasse 3 56070 Koblenz	Monday - Friday 8:00 a.m. - 3:00 p.m.; afterwards by arrangement	<a href="mailto:inbound@apiando.com">inbound@apiando.com</a>  +49 (0) 261 - 953297 - 45
Apiando Group NRX-1 Memelstrasse 12 56566 Neuwied	Monday - Friday 8:00 a.m. - 4:00 p.m. and only after approval of the notification	<a href="mailto:inbound@apiando.com">inbound@apiando.com</a>  +49 (0) 261 - 953297 - 45
Apiando Group NRX-2 Hermann-Luchterhand-Strasse 10 56566 Neuwied	Monday - Friday 8:00 a.m. - 3:00 p.m. 8:00 a.m. - 4:00 p.m. and only after notification has been approved	<a href="mailto:inbound@apiando.com">inbound@apiando.com</a>  +49 (0) 261 - 953297 - 45

Your individual delivery address is made up as follows:

<p><b>Apiando Group</b> c / o [customer name] [street, no.] [Postal code City Country]</p> <p>Example: <b>Apiando Group</b> c / o Mustermann GmbH Hans- Böckler-Strasse 1756070 Koblenz, Germany</p>
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### 3. Notification of deliveries (ASN)

#### 3.1. Notification requirement

The notification must contain at least the following points:

- Date and time of delivery
- Company name of the carrier
- Contact person and contact details of the carrier or his offices
- Goods recipient, ie your CUSTOMER
- Number of euro pallets / package of the delivery
- Delivery note / packing list (information per item)
- If applicable: reference to partial delivery to the goods registration by email

#### 3.2. Contact details for notification

The notification to Apiando takes place **in principle via e-mail**, as well as in urgent exceptional cases by telephone via the **Incoming goods office to the contact details listed in point 2**. If a confirmed notification date cannot be met, you as the supplier or carrier must inform Apiando immediately in advance.

### 4. Notification instructions for each type of shipment

#### 4.1. Cardboard / parcel shipments (also customer returns)

Smaller & normal parcel shipments (up to 10 parcels per shipment) are generally not subject to notification. Any additional parcel quantities must be reported to our logistics centers (to be advised) at least 48 hours before the planned delivery date and must be announced individually for each shipment and day.

#### 4.2. General cargo LTL

We call general cargo shipments that contain a maximum of 10 pallets, i.e. have a correspondingly small volume (LTL = Less Than Truckload). Every delivery of piece goods must be registered (notified) to our logistics centers as a goods notification at least 48 hours before the planned delivery date and must be announced individually for each shipment and day.

#### 4.3. Full load FTL

We call full loads those shipments that comprise an entire truck, i.e. up to 33 pallets (FTL = Full Truck Load). Every delivery of piece goods must be registered (notified) to our logistics centers as a goods notification at least 48 hours before the planned delivery date and must be announced individually for each shipment and day.

#### 4.4. Container 20 feet / 40 feet (ISO container)

We refer to ISO large-capacity containers as sea containers, which are used for the transport of goods by sea, land or air freight. As a rule, these are loaded loosely, which means that unloading takes time and manpower. In order to be able to efficiently plan staff, storage capacities and loading aids, every delivery of sea containers must generally be reported to our logistics centers as a goods notification at least 5 working days before the planned delivery date and must be announced individually for each shipment and day.

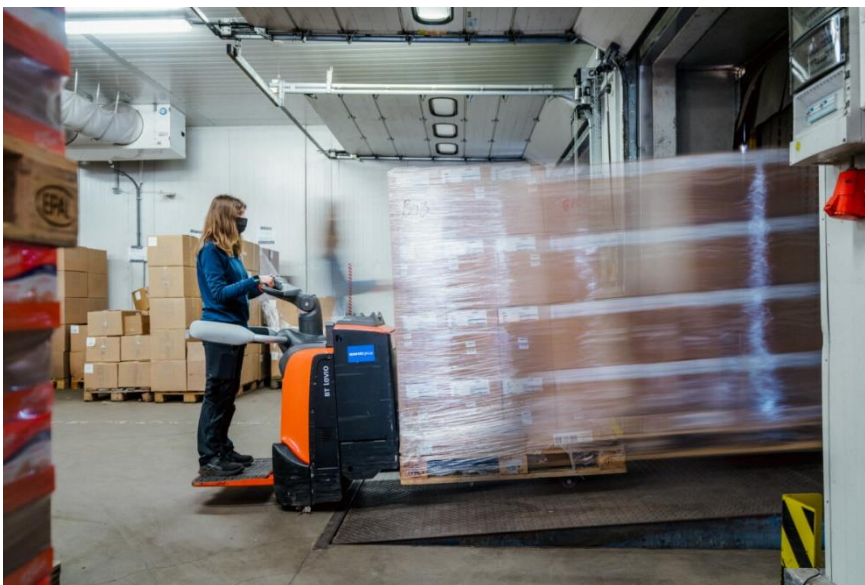
If a confirmed notification date cannot be met, you as the supplier or carrier must inform Apiando immediately in advance.

**Attention: Container deliveries are not possible on Mondays.**

### 5. Packing instructions

All deliveries of goods registered with Apiando must be packed so that they are safe for transport and access (cover) (HGB, ADSP). By using the appropriate load carriers, packaging and necessary loading aids, each supplier must ensure that the goods reach their destination in a proper condition. In general, every delivery must be accompanied by a delivery note. This is generally to be attached to the outside of at least one of the packages.

Pallets must be loaded in such a way that they can be unloaded safely from the rear of the vehicle using an electric pallet truck. If proper unloading is not possible, Apiando accepts no liability for damage occurring during unloading. The delivery of palletized goods is only permitted on undamaged Euro pallets in accordance with DIN 14156-3. The goods must not protrude laterally over the Euro pallet. Damaged or non-original Euro pallets are considered one-way pallets and will not be exchanged. The disposal of such pallets will be charged separately. Overloading the pallet is not permitted. One-way pallets are only accepted in exceptional cases and after consultation. Mesh boxes, plastic or aluminum pallets are not permitted for organizational reasons.



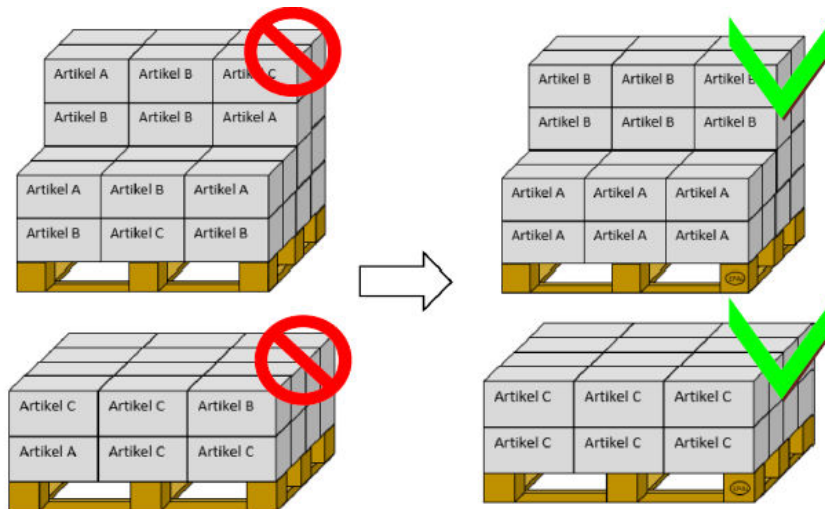
**Illustration: Industrial truck loading / unloading via loading ramp**

## 5.1. Pallet deliveries

<b>Pack dimensions:</b>	<b>Broad:</b>	<b>800 mm</b>
	<b>Length:</b>	<b>1200 mm</b>
	<b>Max. Height (including pallet):</b>	<b>1800 mm</b>
	<b>Max: Weight / pallet:</b>	<b>850 kg</b>

### Pallets must meet the following requirements:

- General delivery only on EURO pallets of quality class A - B
- Palletized goods must not be loaded beyond the edge of the pallet
- Make sure that the weight of the packed pallet is evenly distributed
- In principle, heavy items must be packed at the bottom and light items at the top
- In the case of remaining quantities, mixed pallets with appropriate clear identification are possible. These must be marked accordingly.
- Cardboard boxes are to be packed with the label on the outside
- Packages are to be prepared in such a way that the contents can be accessed without leaving any externally visible traces (wrapping with film or shrink film, strapping, etc.)



**Figure: Examples of single-variety delivery & mixed pallet**

Pallets must not be overpacked at any point. A sufficiently thick cardboard must be placed between each layer within a pallet. A ban on stackability must be clearly marked on the pallet.

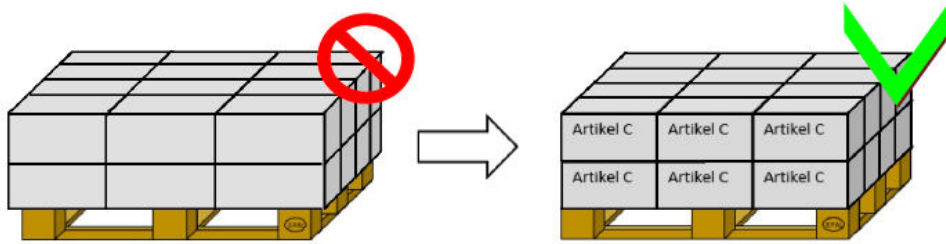


Illustration: Example of labeling and packing pallets

**A NOTICE:** The effort for repacking on Euro pallets can be invoiced!



Left picture: broken one-way pallet on delivery Right picture: goods slipped on delivery

## 5.2. Package deliveries

The delivery of cardboard and parcel shipments is subject to the following guidelines:

- The delivery note and other documents must be visible from the outside and should be in a supplier's bag
- The sender must be clearly identifiable
- The goods must be sufficiently unbreakable and the box must be filled with filling material
- Damaged packages will not be accepted and acceptance will be refused
- The weight of the individual packages must not exceed 20 kg

### 5.3. Marking of the outer box / article / pallet

Each item of shipment, each packaging unit, or each article must be marked with a label with the following information. Only with the help of this data can articles be properly processed in logistics.



- sender
- Order number (batch)
- EAN Code
- Content / piece

### 5.4. Exchange of loading equipment

Only pallets that meet the following requirements, pallet class A - B, are considered to be Euro pallets. In the event of deviations, an exchange will not be made and the defective pallet will be treated as a one-way pallet. This defect is documented in the exchange receipt and must be acknowledged by the carrier. The exchange of pallets takes place on the basis of the rules "Cologne pallet exchange". When commissioning the transport, this must be noted in the forwarding or freight contract. In exchange, delivered lattice boxes are treated like a Euro plate.



## KLASSE A

gebrauchsfähig für **LAGERUNG TRANSPORT MFH**

**Eigenschaften:**

- Holzfarbe hell
- Palette wurde bereits verwendet
- ISPM 15/IPPC nicht garantiert
- max. 22% Restfeuchte



Keine Holzabsplitterungen durch Nutzereinfluss

Keine Anhaftungen, z. B. Pappe, Folie, Bänder, Label

Lizenzierte Reparatur zulässig, Prüfklammer und/oder Reparaturnagel

Gebrauchsspuren, jedoch keine Verschmutzung

Keine verdrehten Klötze

Alle vorgeschriebenen Eck-Kennzeichen lesbar (EPAL, UIC, EUR möglich)

**ACHTUNG:** Die Helligkeit allein garantiert nicht die Zugehörigkeit zur Klasse A. Unbedingt die Abstufungskriterien der folgenden Klassen prüfen

## KLASSE B

gebrauchsfähig für **LAGERUNG TRANSPORT MFH**

**Eigenschaften:**

- Holzfarbe dunkel
- Bei Beurteilung ganzer Stapel dunkel/hell gemischt möglich
- Palette wurde bereits verwendet
- ISPM 15/IPPC nicht garantiert
- max. 22% Restfeuchte



Keine Holzabsplitterungen durch Nutzereinfluss

Keine Anhaftungen, z. B. Pappe, Folie, Bänder, Label

Lizenzierte Reparatur zulässig, Prüfklammer und/oder Reparaturnagel

Gebrauchsspuren, Holznachdunklung zulässig

Keine verdrehten Klötze

Alle vorgeschriebenen Eck-Kennzeichen lesbar (EPAL, UIC, EUR möglich)

### NICHT GEBRAUCHSFÄHIG



**Zulässige Mängelbeseitigung durch Verwender zur Qualitätsklassifizierung (A, B, C):**



**REPARATUR nur durch lizenzierten Reparaturbetrieb zulässig**

Paletten mit diesen Mängeln dürfen ohne Reparatur nicht im offenen Paletten-Tauschpool eingesetzt werden

 Fehlendes Bauteil	 Unzulässiges Bauteil, z. B. unregelmäßig, morsch, Baumkante	 Quer-, an- oder durchgebrochenes Brett	 Verdrehter Klötz > ca. 1 cm
 Sichtbare Befestigungselemente z. B. Nägel	 Verunreinigungen, die an Ladegerät abgegeben werden können, z. B. Farbe, Öl, Geruch, Schimmel, Strohflöckchen etc.	 Unzulässige Reparatur	 Keine vorgeschriebene Kennzeichnung mehr lesbar

## 6. Requirement for the delivery documents

For a quick processing of the orders in the incoming goods department, the following points must be taken into account:

- Freight documents must be enclosed with the delivery in at least one copy.
- Several orders can be made out on one delivery note.
- If several delivery notes are issued, a master delivery note must be created.
- In the case of pallet shipments, a packing list must be attached to each pallet.
- The correct receipt of the goods on a Colli basis or  
Number of pallets confirmed by signature.

### **IMPORTANT:**

Subsequent deliveries must be clearly marked as such. Deviations detected during the quantity and ID control are communicated to the product manager for the purpose of adjustment with the supplier. The handover documents listed below are required to uniquely identify each shipment.

### **6.1. Supplier delivery note**

A delivery note from the supplier must be enclosed with each shipment. The delivery note will either on the long side of the box or on the front side of the pallet with a clear Note (eg "DELIVERY NOTE") attached in a clearly visible manner or attached to the Hand over the shipping documents to Apiando. If the delivery consists of several items, each item is one attach a corresponding package content list or a packing list to each pallet. This The list of contents is directly related to the respective item of consignment or each pallet.

#### **The minimum information is:**

- Delivery address
- delivery date
- supplier
- Consignee; Reference, if applicable (if JTL is used, the JTL order number is used)
- Order / call number for the goods recipient or RMA in plain text and as a scannable code
- Article number and article description goods recipient (see also ff)
- Item number supplier
- EAN
- Total number of items in the delivery, possibly still open quantity
- Content (type & quantity) per delivery unit / sub-delivery unit / container quantity
- Number of packages / pallets
- Best before date, if necessary, e.g. perishable goods
- Temperature specifications / requirements for temperature-controlled goods

## 6.2. In international freight transport

### 6.2.1. Shipping documents

The minimum information is:

- Name of the carrier
- sender
- Consignor (if the delivery is made by an executing carrier)
- Recipient (see point 2)
- the usual description of the type of goods and the type of packaging  
dangerous goods their generally recognized designation
- Weight
- Quantity and type of loading equipment used
- Number of security devices (e.g. seals)

## 6.3. In international freight transport

### 6.3.1. waybill

The consignment note must contain the information specified in Article 6 of the CMR. The original copies of the consignment note are carried and handed over in accordance with the provisions of the CMR.

**Extract from CMR Article 6:**

- The consignment note must contain the following information:
  - Place and day of the exhibition;
  - Name and address of the sender;
  - Name and address of the carrier;
  - Place and date of acceptance of the goods as well as the place intended for delivery;
  - Name and address of the recipient;
  - the usual designation of the type of goods and the type of packaging, in the case of dangerous goods their generally recognized designation;
  - The number, characters and numbers of the packages;
  - Gross weight or the otherwise specified quantity of the goods; the costs associated with the transport (freight, ancillary charges, customs duties and other costs incurred from the conclusion of the contract to delivery);
  - Instructions for customs and other official handling; an indication that, despite an agreement to the contrary, the carriage is subject to the provisions of this Convention.

- If applicable, the consignment note must also contain the following information:
  - the ban on reloading;
  - the costs borne by the sender;
  - the amount of a cash on delivery to be collected upon delivery of the goods;
  - the indication of the value of the goods and the amount of special interest in the delivery;
  - Instructions from the sender to the carrier about the insurance of the goods;
  - the agreed period within which the carriage must be completed;
  - a list of the documents handed over to the carrier.
  
- The parties may enter other information on the consignment note that they consider appropriate.

#### **6.4. Requirement for the consignment note**

The waybill or forwarding transfer note must contain the following information:

- Name of the carrier
- name of the client
- Name of the ship-to party
- Quantity and type of loading equipment used
- Number of delivered Collies with details of the materials they contain (details of the customer's article number / description)

### **7. Acceptance of goods and liability**

The acceptance of goods is generally subject to change. Only the number and condition of the items of mail delivered are acknowledged. Externally recognizable damage is recorded and must be confirmed by the carrier on the shipping documents and on the damage report. Section 377 of the German Commercial Code (HGB) is expressly a contractual condition.

### **8. Deviations from this guideline**

For omissions or errors caused by the supplier or that do not comply with Apiando's delivery guidelines and thus disrupt the associated processes, Apiando reserves the right to invoice the supplier for the flat rates in accordance with point 8.2 and any additional verifiable expenses. Depending on the discrepancy, one or more amounts can be applied.

### 8.1. In international freight transport

We are entitled to refuse to accept the goods in the following cases:

- Transport damage and defects
- wrongly delivered goods
- Overdeliveries outside of the usual agreements
- Delivery that is not notified beforehand or not on time according to point 3 became
- Deliveries that take place outside of our goods acceptance times without prior agreement
- Delivery outside of the announced delivery date
- Shipping documents are missing, incomplete or incorrect
- Pallets are damaged and therefore cannot be unloaded
- Due to their design, pallets cannot be unloaded using industrial trucks (lift trucks)
- Goods are blocked by third-party goods (not intended for Apiando or w-support)
- Goods are visually damaged, soiled or soaked
- Pallets that are built over
- Goods that are not delivered with vehicles that are suitable for ramps
- Incomplete shipment according to the waybill
- The vehicle / shipment has security deficiencies or there is something else in the
- The supplier is responsible for the reason that poses a risk to
- leads or can lead the safety or health of Apiando employees
- In an unacceptable deviation from this delivery guideline

### 8.2. Fee amount

designation	use cases	unit	Rate (net)
Clarification case	<ul style="list-style-type: none"> <li>➤ Clarification cases in connection with the unloading / acceptance or booking of goods</li> <li>➤ Inability to allocate delivered goods to existing notifications</li> <li>➤ Clarification of deliveries of non-registered goods</li> <li>➤ Clarification of non-culpable cases of damage or irregularities in incoming goods</li> </ul>	Employee / hour	€ 38.00
Item identification	<ul style="list-style-type: none"> <li>➤ Inability to allocate delivered goods to advised positions</li> <li>➤ Clarification of article characteristics from incorrect data acquisition / notification (e.g. serial numbers, batches, best before date, dangerous goods classification / classification)</li> </ul>	Per process	€ 5.00

Missing notification on delivery	<ul style="list-style-type: none"> <li>➤ Missing notification / non-booked time slot for unloading</li> </ul>	Per process	€ 100.00
Rebuilding / sorting	<ul style="list-style-type: none"> <li>➤ Conversion of non-compliant pallets</li> <li>➤ Conversion / repackaging of non-conforming stacked / arranged goods</li> <li>➤ Sorting effort for mixed containers without labeling or spatial separation</li> <li>➤ Sorting effort with mixed containers when distributing goods over several packages</li> </ul>	Employee / hour	€ 38.00
Euro pallet not exchanged	<ul style="list-style-type: none"> <li>➤ Without changing pallets</li> </ul>	Per pallet	€ 12.50
Clarification zone	Should not goods due to missing data can be collected, they are stored in the "clarification zone" for incoming goods.	Pallet space / day	€ 7.50
Not communicated postponement	Not communicated postponements, as well as Containers not delivered will be charged a flat rate.	Per shipment	€ 200.00