

# Supplier Instruction

## Packaging, Labelling and Transport

Location: Logistics Center Nuremberg

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\*separate chapter available

## 1. General information

The following packaging, labelling and transport regulations (VETV) apply independently of the separately agreed purchasing and delivery conditions and must be followed imperatively for all deliveries to the Hoffmann Supply Chain (HSC). In case of possible deviations or non-performance HSC reserves the right to return the goods to the supplier. Costs arising from this or from necessary reworking for the acceptance of the goods can also be charged.

- This version replaces all previous packaging, labelling and transport regulations.
- These VETV could (partially) lose their validity if HSC stipulates otherwise.
- Any deviations from these VETV require the approval of HSC.

## 2. Acceptance of goods

**Hoffmann Supply Chain GmbH  
Logistics Center (LC)  
Virnsberger Str. 45  
90431 Nuremberg**

**Goods acceptance:** Monday - Friday, 07:00 - 12:00 h and 13:00 - 16:00 h

**There is no acceptance of goods on public holidays. Deliveries outside of the goods acceptance times as well as deliveries with documents that are not or only partially available will be rejected! Unloading the trucks from the side is not possible!**

## 3. Freight and accompanying documents

When handing over the goods to HSC, a properly issued freight document must be handed over. A waybill is required for shipping within Germany.

The following information must be provided:

- date and place of issue
- company name and address of the sender
- company name and address of the carrier
- date and place of acceptance of the goods by the carrier
- company name and address of the recipient
- date and place of the handover of goods to HSC
- description of the cargo, if necessary, according to dangerous goods regulations
- reference numbers of the freight items
- total number of freight items
- type of loading means
- weight per freight item
- total weight of all freight items
- indication of applicable payment conditions (Incoterms + place of performance)
- instructions from the sender to the carrier concerning insurance of the goods

A CMR document must be submitted for shipments that were sent outside Germany.

The following information must be provided:

- consignor (name, address, country)
- consignee (name, address, country)
- place of delivery of the goods (place, country)
- place and date of taking over of the goods (place, country, date)
- attached documents
- marks and numbers
- number of parcels
- type of packaging

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- description of the goods
- gross weight in kg
- freight payment instruction (Incoterms)
- carrier (name, address, country)
- if applicable, the following carriers (name, address, country)
- made out in (location)
- signature and stamp of the sender
- signature and stamp of the carrier
- received on; signature and stamp of recipient
- information on the vehicle (registration number of vehicle and trailer)

**These documents must be signed by both the carrier and HSC. Acknowledgment of the consignment note only confirms receipt of the goods in accordance with the document. It does not release the supplier from his warranty obligation in case of defects discovered later.**

### **4. Electronic notification**

An electronic notification via EDIFACT-DESADV is required for each delivery to HSC. The message must be reported to LC at least one [1] day before the goods are dispatched. For detailed information, please refer to the separate chapter "*EDI-DESADV Messages*".

### **5. Goods announcement and punctual delivery**

Goods are expected in the LC on the requested delivery date listed in the purchase order, unless both parties have agreed on an alternative delivery schedule. In the following cases a goods announcement is necessary **at least 3 days before delivery** under the contact mentioned below:

- delivery over 1.5t per loading means and/or
- more than 15 loading means

#### **LC-Nuremberg / Yard Management:**

contact person: Mr. Vitalij Michel

e-mail: [lc-yardmanagement@hoffmann-group.com](mailto:lc-yardmanagement@hoffmann-group.com)

phone: +49 911 6581-6128

fax: +49 911 6581-1900

### **6. Delivery note**

In order to be able to receive goods, a delivery note is required. All delivery notes of the complete consignment must be singular, cumulative, clearly visible, attached to the outside in a delivery note pocket.

The following information must be indicated on it:

- delivery note number (in plain writing and barcode)
- Hoffmann purchase order number (in plain writing and bar code)
- position number from Hoffmann purchase order
- Hoffmann article number
- supplier article number / ID number
- technical article designation
- order quantity
- delivery quantity
- unit of quantity
- UN numbers (substance numbers)
- contact person HSC Operations
- creditor number

## **7. Packing list**

Each parcel must be accompanied by a packing list. The information on it is identical to the delivery note, but only refers to the contents of the corresponding parcel. Packing lists must be in the parcel, immediately visible.

## **8. Packaging material in general**

The supplier is responsible for packaging that is suitable for transport as well as for further handling and processing.

- All packaging must be designed in such a way that it is not possible at any time for the goods to fall out or be accessed from outside.
- Packaging is sufficiently stable to be stacked.
- Cardboard boxes must be suitable for transport on a fully automatic conveyor system.
- Oiled or lubricated articles must additionally be packaged in such a way that contamination or damage to both the packaging and the articles in contact with it is prevented.
- Colli must not show any visible damage on delivery. Otherwise HSC reserves the right to refuse acceptance.

## **9. Load securing**

Goods must generally be protected against damage. During transport, slippage in or on the packaging material must be prevented. The following aids must be used for this purpose:

- bubble wrap
- packing paper (in whole, maximum net-mat structure)
- adhesive tape
- strapping band (no steel strap)
- stretch foil (pallet must be free of foil)

## **10. Means of transport - parcel**

The receiving of CEP deliveries (courier, express and parcel service) takes place by means of fully automatic conveyor technology. In order to ensure an error-free operation, the following points must be observed:

- Deliveries from 10 parcels and/or 200kg total weight and parcels from 31.5kg must be delivered on pallets, by the forwarding agent.
- Maximum dimension per parcel is 800mm x 590mm x 610mm.
- Maximum weight per parcel is 31.5kg.
- There must be a shipping label (address label) on each parcel with the following information:
  - sender
  - recipient
  - numbering in relation to the total number of all parcels in the delivery (parcel x of y)
  - NVE/SSCC number as 1D or 2D code (required for matching the electronic notification)

## **11. Means of transport - pallet**

The LC of the HSC is designed for storage on Euro pallets. In order to be able to collect the goods as quickly as possible, the following points must be observed:

- Deliveries are made exclusively on Euro pallets. These must be of quality class A or B, according to DIN EN 13698-1.

- According to ISPM15, means of transport must not fumigated with methyl bromide (MB). Alternatives are for example heat treatment (HT) or technical drying.
- Weight of the articles is evenly distributed on the pallet.
- Maximum loading height including loading means is 2000mm.
- Maximum load weight including pallet is 975kg.
- Goods must not project beyond the base of the pallet.
- Maximum inclination of the load, in relation to the pallet, is 10mm on all sides.
- Pallets can be easily unloaded by forklift.
- A transport by lift truck is possible.
- There must be a shipping label (address label) on each pallet with the following information:
  - sender
  - recipient
  - numbering in relation to the total number of all pallets in the delivery (pallet x of y)
  - NVE/SSCC number as 1D or 2D code (required for matching the electronic notification)

**Based on the EU Timber Trade Regulation (Regulation (EU) No. 995/2010 of 10-20-2010), since 03-03-2013, market participants have been required to prove that timber and timber products placed on the internal market for the first time originate from legal harvesting. Traders must be able to identify suppliers and recipients of timber and timber products throughout the supply chain. This information must be kept for at least five years and made available on request.**

### **12. Use of module cardboard box (MK)**

In order to be able to receive the high incoming goods quantities in our LC as quickly as possible, delivery in modular cardboard boxes is necessary.

The main advantages are summarized here:

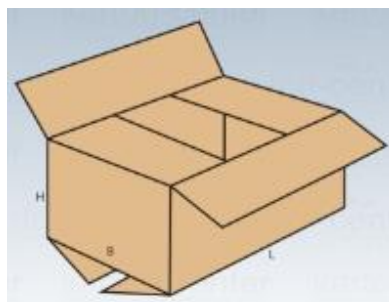
- modular construction, exactly designed for Hoffmann transport container dimensions
- fully automatic collection possible
- clear, clean, protected
- optimal use of the transport and storage space volume

Module cartons (MK) with the following external dimensions (LxWxH in mm) are to be used for this purpose:

MK1: 560x345x240

MK2: 350x270x230

MK3: 280x175x230



The following information must be observed:

- specified dimensions must not be exceeded
- one-piece folding carton (no lid)
- corrugated board with wall thickness of at least 3mm
- do not use filling material
- do not apply strapping band

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- maximum gross weight per MK type:
  - MK1: 27kg
  - MK2: ideal 13.5kg; max. 27kg
  - MK3: ideal 6.75kg; max. 27kg

Special conditions have been agreed between HSC and **Smurfit Kappa** for the above-mentioned module boxes, which we will be happy to provide you with.

For an individual offer (graduated prices) please contact:

Fa. Smurfit Kappa / Markus Hartmann  
Gottlieb-Daimler-Strasse 8  
94447 Plattling  
phone: +49 (0)99 31 5 04-0  
email: [markus.hartmann@smurfitkappa.de](mailto:markus.hartmann@smurfitkappa.de)

### **13. Single-variety packaging**

The goods are to be packed single-variety, in appropriately marked bags or cartons or on separate pallets. HSC must be informed of the unit quantities. Bulk material is not accepted.

### **14. Scope of delivery**

All articles must be delivered with any accessories.

Components like

- operating instructions
- test report
- certificate
- assembly tool

must to be fixed firmly to the article.

### **15. Delivery quantity**

The quantities to be delivered must correspond exactly to the quantities ordered at position level. Partial deliveries are to be approved by HSC. In case of disregard or deviations from this, HSC reserves the right to return the goods partially or completely. The supplier must bear the costs of this.




Deviations are categorized into the following points:



- shortages:
  - non-approved partial deliveries
  - missing quantities for total delivery
- overdeliveries:
  - more delivered than ordered
- incorrect goods:
  - not ordered items

**16. Labelling**

All tools, individual items such as containers, must be able to be identified by standardized labels. These must be uniformly attached. The goods must be placed on the load carrier or in the packaging material in such a way that immediate identification is possible.

The following is an overview of the labelling- and label types:

 	<b>Imprint</b>	<b>Single item</b>	<b>Container / Outer packaging</b>
	<b>barcode:</b>	Hoffmann barcode (GTIN-13)	Hoffmann barcode (GTIN-13) Individual GTIN-13 per container!
	<b>article number:</b>	Hoffmann article number	Hoffmann article number
	<b>layout:</b>	Garant / HOLEX	Garant / HOLEX
	<b>company address:</b>	Hoffmann Supply Chain GmbH Franz-Hoffmann-Str.3 90431 Nuremberg, Germany	Hoffmann Supply Chain GmbH Franz-Hoffmann-Str.3 90431 Nuremberg, Germany
	<b>product designation:</b>	Hoffmann article designation	Hoffmann article designation
	<b>indication of quantity:</b>	Quantity & Unit (quantity & piece/pair/set)	Quantity & Unit single piece (quantity & piece/pair/set)
<b>examples:</b>			

 <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;"> <b>manufacturer brand</b> </div>	<b>Imprint</b>	<b>Single Item</b>	<b>Container / Outer packaging</b>
	<b>barcode:</b>	Producer barcode (GTIN-13)	Producer barcode (GTIN-13)
	<b>article number:</b>	Hoffmann article number and/or manufacturer article number	Hoffmann article number and/or manufacturer article number
	<b>layout:</b>	Hoffmann-Group logo	Hoffmann-Group logo
	<b>product designation:</b>	Hoffmann article designation and/or manufacturer article designation	Hoffmann article designation and/or manufacturer article designation
	<b>indication of quantity:</b>	Quantity & Unit (quantity & piece/pair/set)	Quantity & Unit single piece (quantity & piece/pair/set)
	<b>examples:</b>		

For articles with a limited shelf life, the date of manufacture or best before date must also be indicated on the product.

All information about our Corporate Design (CD) standard can be found under the following link: <https://landingpages.hoffmann-group.com/ci-download/>

**Access GARANT:**  
User: garant2017  
Password: 8391#hoffmann

**Access HOLEX:**  
User: holex2018  
Password: group!9416

*Notice: To switch between accesses, close the browser, call up the link again, press F5 and enter other access data.*



## **17. Usable barcode symbologies**

All goods and documents delivered to HSC are scanned upon receipt and during subsequent handling. The requirement for this is that a clean printed barcode is attached. Following types can be used:

- 1D codes:
  - GTIN
  - UPC
  - Code 128
  
- 2D codes:
  - data Matrix
  - MaxiCode
  - Aztec
  - QR Code

## **18. Cross docking**

Cross docking purchase orders (order numbers beginning with 48...) are sent directly to the end customer after acceptance in the LC. In order to keep the lead times as short as possible, separate provision and processing is required.

For this purpose, the orders must be prepared as follows:

- Orders are accordingly packed to the purchase order, i.e. each purchase order is in a separate parcel.
- For each parcel, the corresponding delivery note is clearly visible, attached on the outside.
- The shipping label contains the addition "Cross Docking".
- There are no documents such as invoices or advertising brochures in the parcel.

**Cross docking purchase orders must not be delivered mixed with stock purchase orders. It is possible to deliver as above packed purchase orders in a collective box or collective pallet. In this case the marking "Cross Docking" on the collection container is necessary and sufficient.**

## **19. Dangerous goods processing**

In addition to the general handling regulations, the following special features must also be observed when handling dangerous goods:

- Safety data sheets must be made available to the responsible contact person in the purchasing department **before** the first delivery.
- The delivery note must show the UN number with the technical article designation, as well as danger label and packing group, if applicable.
  
- Shipment according to the regulations "Limited Quantities".
- Packaging and labelling according to dangerous goods regulations.
- Packaging materials must be marked in accordance with the legally applicable regulations (Overpack, Ltd Qty, etc.).

**In general, the valid rules apply, according to the ADR at the time of transport. HSC reserves the right to charge the supplier for disposal costs incurred due to bad or insufficient packaging of the dangerous goods.**

## **20. Supplier evaluation**

At regular intervals, suppliers are checked and evaluated by HSC for performance indicators relevant to delivery and fulfilment of these VETV.

The evaluation is based on the following criteria:

1. accompanying documents + announcement of goods
  - delivery documents
  - delivery note details
  - EDIFACT notification
2. packaging
  - varietal purity
  - packaging material
  - marking
3. labelling
  - barcode
  - article number
  - quantity
  - compliance with the Corporate Design (CD)
4. delivery accuracy
  - delivery quantity
  - damage in transit
5. complaints
  - expenditure in goods receipt
  - lead time for complaints
  - lead time for repairs
  - information content quotation/response
6. cross docking
  - identification
  - separation
  - packaging

## **21. Complaints processing\***

Please refer to the separate chapter "*Complaints*" for information on complaints processing.

## **22. Invoice\***

Please refer to the separate chapter "*Invoices*" for information on invoices.