



**Gebr. Heinemann**  
Gegründet 1879

## **Gebr. Heinemann Logistics Requirements for Suppliers**





Hamburg - Allermöhe



Frankfurt - Erlensee



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# GENERAL REQUIREMENTS

This catalogue of requirements for suppliers and freight forwarders has been prepared in order to give the parties involved an overview of Gebr. Heinemann's requirements regarding delivery logistics and to optimise supply chain processes.

Gebr. Heinemann is going to review and evaluate the cooperation with its suppliers in the supply chain. The objective is to achieve a continuous increase in service quality, delivery performance and cooperation with the supplier. The supplier agrees to inform all service providers (freight forwarders) commissioned by him of the content of these standard requirements.

In this context, we would like to explicitly point out that we are obliged to provide proof of compliance to the relevant air surveillance authorities of a 'safe supply chain' between our suppliers, our logistics centres and our customers.

Gebr. Heinemann logistics supply shops in secured areas in airports as well as other security-sensitive markets. In this context, we would like to point out that we are obliged to provide proof of compliance to the relevant air surveillance authorities of a 'safe supply chain' up to the final destination of the goods. Incoming deliveries may not be exposed to accessibility by third parties by being unprotected or unattended. Protection is to be ensured by secure transport, which comprises a loading space enclosure, as well as a pallet and/or package seal. Specifically, the following measures must be taken by our suppliers in this context:

- Complete trucks must be sealed at the factory. The seal numbers must be marked on the freight papers.
- Individual pallets must be wrapped or shrink-wrapped. Pallets must be secured cross-wise using company-specific adhesive tape. It is necessary to ensure the goods are secured against access and that in case of access, manipulation is noticeable.
- Pallets must be numbered and the number of pallets must be noted on the freight papers (e.g. Pallet 1 of 5).
- Deliveries to Hermann-Wüsthof-Ring 11 and Hermann-Wüsthof-Ring 15-17, 21035 Hamburg and Marie-Curie-Straße 7-9, 63526 Erlensee–Langendiebach, must have separate consignment notes.
- Individual packages must be secured using company-specific adhesive tape or a supplier's seal.
- The number of packages must be indicated on the delivery papers and individual packages must be numbered (see pallets).

If these requirements cannot be met, we kindly request notification to the following email address:

**Supplier\_Order\_Management@gebr-heinemann.de**

The requirements described apply to deliveries to our central warehouses in Hamburg and in Erlensee, but also to deliveries to outlet warehouses.

Please find below the VAT number for Gebr. Heinemann SE & Co. KG  
and relevant AAD and EMCS numbers: **VAT-No. DE118908680**

ALM	Authorized warehouse keeper number		Warehouse tax number
5a	DE00001507680	7a	DE00001190725
5b	Gebr. Heinemann SE & Co. KG	7b	Gebr. Heinemann SE & Co. KG
5c	Koreastrasse	7c	Hermann-Wüsthof-Ring
5d	3	7d	15-17
5e	20457	7e	21035
5f	Hamburg	7f	Hamburg
ERL	Authorized warehouse keeper number		Warehouse tax number
5a	DE00001507680	7a	DE00001851640
5b	Gebr. Heinemann SE & Co. KG	7b	Hamburg
5c	Koreastrasse	7c	Marie-Curie-Straße
5d	3	7d	7-9
5e	20457	7e	63526
5f	Hamburg	7f	Erlensee

### Dangerous goods

Unrestricted transport and marketability as a result of proper classification, testing, labelling and packaging of products that are subject to the Dangerous Goods legislation, as well as corresponding marking, lettering and labelling of items for delivery, are a prerequisite and are binding on the supplier either by explicit confirmation or equally binding and confirmed by the delivery of goods. In doing so, your confirmation relates in particular, but not exclusively, to the subjects described in this catalogue of requirements. Regulative and authoritative basis of your assessment in relation to the above aspects are the relevant regulations as amended governing mode of transport.

- ADR (European Agreement concerning the International Carriage of Dangerous Goods by Road),
- IMDG (International Maritime Code for Dangerous Goods) Code,
- IATA DGR (IATA Dangerous Goods Regulations),

as well as the laws, ordinances, standards, etc., referred to in regulation legislation. In case of discrepancies between regulations, the more restrictive one applies.

In case of misconduct and/or disregard of rules by a driver on the Gebr. Heinemann site, we shall enforce our domiciliary rights of trespass.

# REQUIREMENTS FOR DELIVERIES TO HAMBURG AND ERLENSEE

## 1 | Order confirmation

After receipt of an order from Gebr. Heinemann, an order confirmation is to be sent within three (3) days by email to the Supplier Order Manager listed at the top of the order. An order confirmation is not required if delivery time is less than 3 days. Textile suppliers are to send an order confirmation within eight (8) weeks.

The following points must be clearly visible on the order confirmation:

- Gebr. Heinemann order number
- Sales order number (applies to Textile Suppliers)
- Confirmed delivery quantity per item
- Confirmed delivery date per item (not for FCA)
- Confirmed delivery date of consignment provisioning (for FCA)
- Gebr. Heinemann article number
- Pickup address (for FCA)
- Articles that are no longer available, even if they have already been communicated to Gebr. Heinemann, must be clearly marked as such.

The delivery date specified by Gebr. Heinemann is binding. Should the entire order or partial quantities be delivered later, we require the new confirmed delivery date for those as well.

In the event of changes by suppliers of goods (delivery addresses), the appointed Supplier Order Manager has to be notified immediately.

## 2 | Notification of deliveries

Notification of a consignment of goods has to be done by telephone by the supplier or the assigned freight forwarder no later than 48 hours before delivery.

### **Inbound Office:**

Hamburg

+49 40 3010 -3312 / -3320

Erlensee

+49 6183 80705 -5859

The supplier/freight forwarder receives a delivery reference from the Inbound Coordination Office; this is also to be noted on the freight papers. Access to the premises of the logistics centres is granted only with that reference number!

Late notifications and deliveries lead to considerable hindrance in the appropriation processes and will have an impact on the supplier's scorecard.

### **Delivery times are Monday to Friday 06.00 AM to 08.00 PM**

Timeframes are assigned (e.g. 06.00-08.00 hours), the freight carrier has to report to the entrance gate officer before the start of that timeframe. If timeframe capacities are fully booked, the freight forwarder receives an alternative date.

### **Delivery address main warehouse (unless otherwise stated in the order text):**

Gebr. Heinemann (Logistics Centre)

Hermann-Wüsthof-Ring 15-17

21035 Hamburg

Gebr. Heinemann (Logistics Centre)

Marie-Curie-Straße 7-9

63526 Erlensee – Langendiebach

### 3 | Freight documents (consignment notes, delivery notes, invoice, customs papers, packing lists)

#### 3.1 Transfer of documents

In case of delivery by a forwarding company, the aforementioned documents must be presented by the freight carrier at the time of delivery at yard management. Receipt of the goods is only confirmed on CMR transport documents. No delivery notes are signed and returned as receipts.

#### 3.2 Delivery note

To identify each consignment and as an accepted transfer document, Gebr. Heinemann requires at least the following information for delivery notes:

- Sender's address (pick-up address)
- Recipient's address/shop number
- Number and type of packages
- Gebr. Heinemann (GH) order number (clearly marked as such)
- Sales order number (applies to Textile Suppliers)
- Delivery note number
- GH article number
- Supplier article number
- Country of origin
- Organic certified items must be marked on the delivery note

The following points are to also be taken into consideration for faster processing:

The ordered items must be marked as individual items on the delivery note when they are delivered. The sequence in which the items appear on the delivery note must match their listing on the order.

To further facilitate the processing the required documents can be send to following addresses containing the PO number and supplier name in the subject line:

Hamburg: LZ\_Allermoehe@gebr-heinemann.de

Erlensee: LZ\_Erlensee@gebr-heinemann.de



### **3.3 Excise Movement and Control System (EMCS)**

All suppliers within the EU supplying goods who are subject to excise duty and use the EMCS procedure, must specify the GH order number in Field 16f (reference number) in the electronic administrative document in order to enable assignment of the electronic document to the GH goods receipt document.

#### **New Computerized Transit System (NCTS)**

Gebr. Heinemann SE & Co. KG has the status of an authorised consignee. Goods that are included in the European Community (EC)/common transit procedure can be delivered by suppliers directly. The transit procedure (T1/T2) ends at the respective logistics location. The EC/common transit procedure shall be deemed to be terminated upon proper transfer of the goods by the principal or the trader to the approved consignee.

**The following information must appear in Field 8 of the single administrative document – transit procedure/transit accompanying document:**

For logistics centre Hamburg:

Gebr. Heinemann SE & Co. KG  
Hermann-Wüsthof-Ring 15-17  
21035 Hamburg

**Destination customs office Field 53: Hamburg-Oberelbe customs office, DE004605**

For logistics centre Erlensee:

Gebr. Heinemann SE & Co. KG  
Marie-Curie-Straße 7-9  
63526 Erlensee-Langendiebach

**Destination customs office Field 53: Hanau customs office, DE003352**

### **3.4 Packing list**

Apart from the usual information generally provided by a packing list, the logistical procedures at Gebr. Heinemann additionally require that package weight as well as pallet weight is listed on the packing list (weight control).

## 4 | Packaging and packing aids

### 4.1 Liability disclaimer

All consignments must be packaged in a transport-safe and access-secure manner.

In the event of non-fulfilment and/or inadequate fulfilment of these requirements, the goods are accepted under reservation of rights. Statutory warranty claims in case of defects, as well as acceptance under reservation of rights, remain unaffected and are the right of Gebr. Heinemann without prejudice to the requirements in this Supplier Requirements catalogue.

### 4.2 EAN-128-Transportetikett

Absender <b>Muster KG</b> Ort/Land <b>Hamburg/Deutschland</b>	Empfänger <b>Gebr. Heinemann</b> Ort/Land <b>Hamburg/Deutschland</b>
SSCC (00): <b>059076543210000039</b>	BEST BEFORE (DDMMYY): 07-01-18
GTIN: 5907654321022 BATCH/LOT: 180105	PROD DATE (DD.MM.YYYY): 12.03.2019
Menge/SKU Palette: Menge Karton: 480 48	Brutto Gew./Pal. in kg: 999,25
Bestellnummer: 451...	Batch/Lot: 170502

(01)05907654321022(11)060312

(21)90540007

(00)059076543210000039

(00)059076543210000039

Gebr. Heinemann uses the EAN-128 transport label affixed to the load carrier (pallet) for article identification and batch number tracking. The structure and content of the label and its attachment are based on the recommendations by GS1 Germany (formerly CCG).

For all pallet configurations, the transport label has to show the following information:

- Number of Shipment Unit (NSU) as the number in the middle segment
- NSU as barcode with plain text line and number in the footer segment
- NSU with unique identifier: NSU
- NSU without additions, i.e. only the 18-digit NSU
- The data identifiers (02) EAN carton, (10) batch number (15), expiry date, (37) carton quantity and (3302) gross pallet weight in kilograms must appear on the label.
- The data identifier (400) order number and the recipient are optional.

Ideally, the EAN-128 label is affixed to all sides of the pallet, though at least on one end and on the long side to its right. The EAN-128 label should be spaced at least 50 mm from the edge of the pallet and placed at a height of 400-800 mm (from the ground).



### **4.3 Identification of packages**

A package label with the following information must be attached to each package:

- Sender and recipient address
- Gebr. Heinemann order number
- Package number

Promotional material, samples, testers and merchandise must be clearly recognisable as such when packaged. This applies to perfume dispatch in particular when original goods are sent as testers.

### **4.4 Additional labelling for packages containing dangerous goods**

In principle, we prefer delivery of dangerous goods that are packaged according to the procedure for 'limited quantities' in accordance with Chapter 3.4 ADR/IMDG-Code and/or Chapter 2.7 IATA DGR as amended.

Packages containing dangerous goods that are packaged in limited quantities must be labelled on one side, in accordance with Subsection 3.4.7.1 ADR/3.4.5.1 IMDG code, or alternatively, if the products were packaged in accordance with the packaging regulations of the IATA DGR, labelled pursuant to 7.1.4.2 IATA DGR. In case the simplified procedure is not applied, all packages are to be labelled according to their dangerous goods category, in accordance with Chapter 5.2 ADR/IMDG Code or Chapter 7 IATA DGR.

Packages containing lithium-ion/lithium-metal/lithium-polymer batteries or cells, or other batteries containing lithium in any form (hereinafter referred to as 'lithium batteries') and/or products containing lithium batteries, or contained separately in the packaging as a product accessory, and which fulfil the limitations (and other regulations) pursuant to Special Provision 188 ADR/IMDG Code and Part II of Packaging Instructions 965 to 970 IATA DGR, are to be labelled pursuant to Subsection 5.2.1.9.2 ADR/Special Provision 188 IMDG Code and/or Fig. 7.1.C IATA DGR.

If the limits are exceeded, packages are to be labelled with Hazard Label 9A or 9 pursuant to Subsection 5.2.2.2.2 ADR/IMDG Code and/or Fig. 7.3.X IATA DGR.

### **4.5 Cardboard packaging requirements for packages containing dangerous goods**

Type-tested cardboard boxes with a type-designation label must be used for dangerous goods. The requirements of Chapter 4.1 ADR/IMDG Code, in particular the requirements of Subsections 6.1.4.12. ADR/IMDG Code and/or Section 6 IATA DGR are to be taken into account.

For dangerous goods delivered in accordance with the procedure for limited quantities, pursuant to Chapter 3.4 ADR/IMDG Code or Subsection 2.7 IATA DGR, and lithium batteries, pursuant to Special Provision 188 ADR/IMDG-Code and/or Part II of Packaging Instructions 965 to 970 IATA DGR, use of a type-tested cardboard box is not necessary. Alternatively, a cardboard box is to be used, which is of the same design type as a type-tested one and which meets the regulated packaging specifications in accordance with Chapter 3.4 ADR/IMDG Code/Subsection 2.7.5 IATA DGR.

#### **4.6      Supplied compressed gas packs (aerosols) requirements**

In accordance with Chapter 6.2 ADR/IMDG Code and Packaging Instructions 203 or Y203 and Special Provision A167 in conjunction with Subsection 6.4.4 IATA DGR, compressed gas packs must be manufactured, filled, classified, procured, tested (incl. quality control and safety system), packaged and secured against unintentional commissioning by a protective cap or alternative effective means.

#### **4.7      Supplied batteries requirements**

With the delivery of lithium batteries (for definition, see “Additional labelling of packages containing dangerous goods”) and/or products containing lithium batteries or contained separately in the packaging as a product accessory, you confirm compliance with all regulations in accordance with Subsection 3.9.2.6 IATA DGR as well as full application of the inspection procedure and criteria in accordance with, at the time of manufacture, the most recent version of the UN Manual of Tests and Criteria, Part 3, Subsection 38.3, or the latest version of the German translation of this UN Manual (published by BAM - Bundesanstalt für Materialforschung und -Prüfung [Federal Institute for Materials Research and Testing]).

Other types of batteries that are not listed in Subsection 4.2 IATA DGR or are classified as dangerous goods (e.g. alkaline-manganese, zinc-carbon, nickel-cadmium batteries) have to be procured or prepared in accordance with Special Provision A123 IATA DGR.

## 4.8 Pallet requirements

Delivery has to be carried out using high-stacking IPPC Euro-pallets (Grade New or A) that conform to the UIC Standard 435-2 integrated into DIN 14156-3, as well as the ISPM 15/NIMF 15 Directive. Damaged or non-standard pallets, or pallets that do not conform with the mentioned directives, are treated as disposable pallets and are not exchanged. The packing scheme on pallets should maximise the base area, but must not exceed the pallet's dimensions (1,200 mm x 800 mm). The maximum pallet height, including the pallet, must not exceed 2000 mm. In case of non-compliance with the above requirements, the pallets are repacked at Gebr. Heinemann's at a fee of EUR 22/pallet. Pallet weight, including goods, must not exceed 900 kg



**GS1**  
Germany

# QUALITY CLASSIFICATION

For the open pallet exchange pool



**EPAL**

### NEW

Usable for **STORAGE TRANSPORT MFH**

**Characteristics:**

- ISPM 15 / IPPC
- Chamber-dried
- 800 x 1200 x 144 mm
- Guaranteed nominal load: 1,500 kg
- Max. 22% residual moisture

No signs of use, light-coloured wood, no splinters caused by user

Rough-sawn wood, even and recurrent nailing pattern

Key marking of the pallet organisation (EPAL, EUR possible)

All base boards are chamfered on both edges

IPPC identifier, manufacturer identifier or license number, control quality staple

4 corner edges chamfered

Key marking of the pallet organisation (EPAL, UIC possible)

CAUTION: Lightness alone does not ensure affiliation to the NEW class. Do check on the grading criteria of the following classes

### CLASS A

Usable for **STORAGE TRANSPORT MFH**

**Characteristics:**

- Light wood colour
- Pallet has already been used
- ISPM 15 / IPPC not guaranteed
- Max. 22% residual moisture

No splinters caused by user

No adhesions e.g. cardboard, film, tapes, labels

Licensed repair allowed control quality staple and/or repair nailing

Signs of use, but no contamination

No skewed blocks

CAUTION: Lightness alone does not ensure affiliation to class A. Do check on the grading criteria of the following classes

Legibility of all the prescribed key markings (EPAL, UIC, EUR possible)

### CLASS B

Usable for **STORAGE TRANSPORT MFH**

**Characteristics:**

- Dark wood colour
- On assessing whole stacks a dark/light mixture possible
- Pallet has already been used
- ISPM 15 / IPPC not guaranteed
- Max. 22% residual moisture

No splinters caused by user

No adhesions e.g. cardboard, film, tapes, labels

Licensed repair allowed control quality staple and/or repair nailing

Signs of use, wood subsequent darkening permitted

No skewed blocks

Legibility of all the prescribed key markings (EPAL, UIC, EUR possible)

### CLASS C

Usable for **STORAGE TRANSPORT**

**Characteristics:**

- Pallet has already been used
- ISPM 15 / IPPC not guaranteed

Adhesions permitted e.g. cardboard, film, tapes, labels. Higher classification possible once removed

Contamination that cannot be passed onto the product

Licensed repair allowed control quality staple and/or repair nailing

Surface moisture resulting from use, e.g. fruit or vegetables

Signs of use, wood subsequent darkening permitted

Slightly skewed blocks, (< 1 cm of overhang)

Splinters permitted

CAUTION: A max. 1 nail shank per construction element, a maximum total of 2 nail shanks visible at the pallet the tips of which are not visible or exposed

Key identification of the pallet organisation at least legible on one block

## NOT USABLE



Hammering down projecting fastening elements



Drying/cleaning soaked boards



Approved eradication of faults by users for quality classification (A, B, C):





REPAIR only permitted by duly licensed repair company:

Without being repaired, pallets with these faults must not be used in the open pallet exchange pool



Missing component



Inadmissible component e.g. under-dimensioned, weather-resistant, waste



Stringer partially or fully fractured board



Skewed block > 1cm



Visible fastening elements e.g. nails



Contaminations which can be passed onto the products e.g. paint, oil, smell, mould, insect scars etc.



Inadmissible repair



No longer any prescribed identification legible

### Contact

GS1 Germany GmbH - Maarweg 133 - 50825 Köln - Phone: +49 (0) 221 94714 - 0 - Fax: +49 (0) 221 94714 - 990 - info@gs1-germany.de - www.gs1-germany.de

European Pallet Association e.V. - Wählerstraße 28 - D-40472 Düsseldorf - Phone: +49 (0) 211 98 480 48 - 0 - Fax: +49 (0) 211 98 480 48 - 48 - info@epal-pallets.org - www.epal.eu



#### 4.9 Parcel weight/dimensions

Individual parcel weight should not exceed 15 kg (recommendation by the Federal Ministry of Health). If maximum weight is exceeded, Gebr. Heinemann reserves the right to refuse acceptance of the goods. No folded or glued edges at the bottom. Height must be more than 12 cm. At the very least, the carton has to be evenly closed to that height. Please do not place cut-outs in that area.

Dimensions:	Length (cm)	Width (cm)	Height (cm)
Minimum dimensions:	40	30	12
Maximum dimensions:	60	40	48

#### 4.10 Package quantity (courier, express and parcel service)

A maximum of 25 packages are accepted for delivery by parcel service providers. If a delivery includes more than 25 packages, delivery using a high-stacking IPPC Euro-pallet is required or, if necessary, delivery assigned to a freight forwarder.

If the quantity (> 25 loose packages) is exceeded, Gebr. Heinemann reserves the right to refuse to accept the goods.

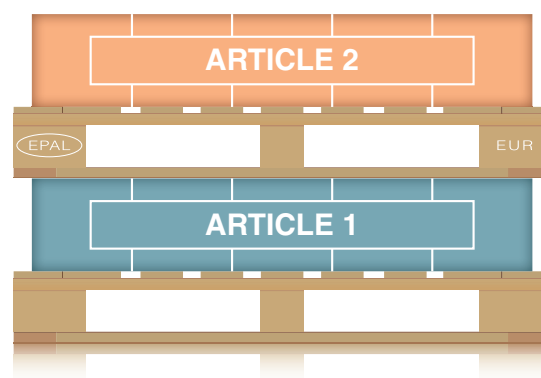
- Courier dispatches must be delivered as a complete delivery. Acceptance may be refused in case of partial deliveries. Pallet deliveries can only be accepted via the goods receiving ramps. Pallets in sprinter (medium-sized) vans, minivans and/or station wagons are denied acceptance.
- Pallets for delivery must be freely accessible; no foreign goods may be placed in front of our goods. For legal reasons, we do not move any foreign goods in the transport unit.

#### 4.11 Mixed cartons

In general, articles are to be delivered in sorted cartons. When several small quantities are combined in one carton, the articles must be bundled in such a way that there is no mixing of loose goods. If there are various items in one carton, it must be marked as a mixed carton.

#### 4.12 Mixed pallets

As for mixed cartons, mixed pallets must also be marked as such. The goods must be separated by product using pallets. (see figure)



## 5 | Goods inbound

- At the inbound, acceptance of the consignment is confirmed in accordance with the number of accepted pallets. Article quantity and value, weight or content of the packages will not be confirmed in this.
- Packages are defined as pallets (also stacked and wrapped pallets are considered as one unit), half pallets or individual colli, but not cartons in a tamper-proof closed pallet.
- Each item and its sales unit must be labelled with an EAN/GTIN. This must be supplemented by a bar code that standard scanners are able to read.

In addition, every packed unit and every outer package must be labelled with an EAN/GTIN and scannable barcode. Externally recognisable damage is recorded on the confirmation of receipt document and countersigned by the freight carrier.

- In case of externally damage, Gebr. Heinemann reserves the right to refuse to accept the goods.
- In case of no visible external damage (concealed damage), the sender shall be notified without delay, at the latest on the seventh working day after delivery.
- Faulty deliveries may be returned at the risk and expense of the supplier.
- Additional quantities will not be accepted and will be sent back at the risk and expense of the supplier.
- Pallet exchange (unless otherwise agreed) is done pallet for pallet. Claims (Gebr. Heinemann pallet debt) against Gebr. Heinemann are to be redeemed within 6 months, otherwise they are forfeited.
- Drivers and external operators have no access to the warehouse and the unload process.

### **The contact for all questions regarding pallet handling is:**

Pallet handling department:

Phone +49 40 3010-3328

palettenabwicklung@gebr-heinemann.de

- Vehicles must have a ramp height of approximately 1,200 mm and a ramp width of approx. 2,000 mm. Unloading can only take place at the rear of the vehicle.
- Pallet deliveries can only be accepted via the goods receiving ramps. Pallets in sprinter (medium-sized) vans, minivans and/or station wagons are denied acceptance.
- Pallets for delivery must be freely accessible; no other goods may be placed in front of our goods. For legal reasons, we do not move any other goods in the transport unit.
- Vehicles are unloaded exclusively by Gebr. Heinemann employees.
- At Gebr. Heinemann the security service inspects all vehicles before they leave the warehouse site.

## 6 | Returned goods

In order to guarantee our 'safe supply chain' also to the supplier for returned goods, the following points are to be observed as of now:

For returned goods that the supplier collects itself from Gebr. Heinemann, the supplier must first agree on the pick-up date with Gebr. Heinemann in writing. He then receives a dispatch ticket with a pick-up ID and an appointment confirmation. On the pick-up ticket, the vehicle registration number of the pick-up forwarder must be entered and returned to the contact person in the Supplier Order Management. Without a valid pick-up ticket with a pick-up ID and a registered licence plate, the freight forwarder will be denied access to company premises. (In case of goods delivery and subsequent acceptance of returned goods, the freight forwarder needs to present two supporting documents: the delivery reference for delivery (see Point 2.3) and the pick-up ID for collection). If in the case of an agreed return, the pickup is not made in a timely manner, Gebr. Heinemann reserves the right to charge costs incurred.

### Contact details for returns:

#### Hamburg:

Phone	Email
+49 40 3010 3346	Retourenversand@Gebr-Heinemann.de
+49 40 3010 3355	Retourenversand@Gebr-Heinemann.de

#### Erlensee:

Phone	Email
+49 618380705 5810	Dispo_Erlensee@gebr-heinemann.de
+49 6183807055818	Dispo_Erlensee@gebr-heinemann.de

Opening hours for returns Monday to Friday 06.00 AM - 08.00 PM

### Pickup address for returns:

Gebr. Heinemann (Logistics Centre)  
Hermann-Wüsthof-Ring 15-17  
21035 Hamburg

Gebr. Heinemann (Logistics Centre)  
Marie-Curie-Straße 7-9  
63526 Erlensee - Langendiebach

## 7 | Costs and Liability in case of failure

In the event of omissions or failures caused by the supplier and the interference they cause in the associated process flows at Gebr. Heinemann, Gebr. Heinemann reserves the right to invoice the supplier the resultant expenses incurred.

Such omissions and failures include among others:

- delivery date exceeded
- no consignment note/delivery note
- no order number from Gebr. Heinemann
- no notification and/or missing delivery reference
- no labelling of package(s)
- unsorted delivery
- not a high-stacking pallet (pallet quality, wrong packing scheme)
- pallet repacking costs
- incorrect delivery (ALM/ERL)

Gebr. Heinemann reserves the right to prioritise suppliers according to the degree of implementation of all the aforementioned requirements in this guideline when processing deliveries in order to achieve a faster run.

# SUPPLY CHAIN REQUIREMENTS WHEN DELIVERING POS MATERIAL

## 1 | General information

Gebr. Heinemann deems POS (point of sale) material to include the following:

- Promotional material
- Sales promotion material
- Training material
- Training samples
- Displays
- Make-up installations

### Delivery addresses for POS materials:

Gebr. Heinemann (Logistics Centre)  
Hermann-Wüsthof-Ring 11  
21035 Hamburg

Gebr. Heinemann (Logistics Centre)  
Marie-Curie-Straße 7-9  
63526 Erlensee - Langendiebach

In general, POS materials are to be sent only after prior confirmation by the relevant contact person in Purchasing or Category Management/Activity Management.

### The following points must be observed

## 2 | Packaging and packing aids

As long as no differing regulations are mentioned, the requirements for commercial goods remain valid in regard to packaging and restrictions.

- All POS Material and Tasting goods must be packed separately by shop/customer and by single promotion. Promotional material must not be mixed for different shops/customers in one box. Boxes and pallets will not be unpacked/resorted.
- A delivery note must be attached to every consignment.
- Boxes need to be labeled as followed:  
**outlet, shop, date of promotion, brand** (e.g.: AMS Lounge 1, 03/16, Chivas)
- AES – file must be sent to activity manager upfront



In case we receive shipments that do not comply with the above requirements, we will charge the supplier with the additional costs that incur on our side for allocating the shipment to the right promotion/warehouse or we might have to destroy the material.

Tasting goods of promotions should be provided by the supplier in sufficient quantity. All returned goods will be destroyed (costs will be charged to supplier: 500 € per palette) or can be picked up at our warehouses. Please mark your chosen option on activity letter. If not marked, we will destroy it at your costs.

### 3 | Time limits

Delivery time periods for the arrival of POS materials in Hamburg and Erlensee are binding. Otherwise timely delivery of the POS materials at the destination cannot be guaranteed. If the agreed delivery periods are exceeded, Gebr. Heinemann reserves the right to assert claims for damages resulting from the delay in delivery. Additional transport will be invoiced to the supplier.

Destination	Time of delivery
Retail and all customers in Turkey and Latvia	4 months before the start of the promotion/activity
All customers in Russia	3 months before the start of the promotion/activity
Retail and all customers in Africa	3 months before the start of the promotion/activity
All customers in Eastern Europe, on cruise liners and Spanish ferries	8 weeks before the start of the promotion/activity
Retail and all customers in Germany, Austria, Scandinavia, Benelux, Great Britain, Hungary, Poland, Italy, Slovakia and Serbia	6 weeks before the start of the promotion/activity
Cruise liners: In winter (Sep-Mar) ships travelling overseas	End of September

## 4 | Notification

### 4.1 Data exchange via email

Please send consignment-relevant information (delivery note and AES file) by email at least 48 h before arrival to:

**Hamburg:**        **POS-LZ\_Allermoehe@gebr-heinemann.de**

**Erlensee:**       **POS-LZ\_Erlensee@gebr-heinemann.de**

Delivery notes must be attached to the goods at all times.

The delivery note must contain the following information:

- Intended use (location/shop/brand/start date of the promotion)
- Supplier article number
- Article description
- Delivery quantity
- Unit price per reference
- Custom tariff rate per reference (for non-EU deliveries)
- Country of origin per reference (for non-EU deliveries)
- Number of pallets
- Number of packages
- Total weight (gross and net)/volume
- Delivery note number
- Delivery date (arriving in Hamburg)
- Freight forwarder
- Contact within Gebr. Heinemann

## **4.2 Telephone notification**

Notification of goods for consignment must be made by the supplier or the assigned forwarder no later than 48 hours before delivery.

### **POS Material Inbound Office**

Hamburg	Erlensee
+49 40 3010 -3312 / -3320	+49 6183 80705 -5801 /-5802
POS-LZ_Allermoehe@gebr-heinemann.de	POS-LZ_Erlensee@gebr-heinemann.de

**Delivery times are Monday to Friday 06.00 AM - 08.00 PM**

### **Delivery address Promotional Material warehouse:**

Gebr. Heinemann	Gebr. Heinemann
Hermann-Wüsthof-Ring 11	Marie-Curie-Straße 7-9
21035 Hamburg	63526 Erlensee - Langendiebach

### **Please indicate intended use:**

‘Location/Shop/Brand/Start date of the promotion’

If displays are delivered in several boxes, the boxes must be clearly marked correspondingly. An EAN and supplier reference number must be attached to the displays.

## 5 | Freight documents (consignment notes, delivery notes, customs papers and packing lists)

### 5.1 Transfer of documents

In case of delivery by a forwarding agency, the above mentioned documents must be submitted by the carrier upon delivery to Inbound Coordination Office. In case of courier, express and parcel services, a delivery note pocket must be attached to one package of the consignment. If no delivery note pocket is used, the package in which the delivery note is located must be clearly labelled as containing the delivery note.

### 5.2 Delivery note

To identify each consignment and as an accepted transfer document, Gebr. Heinemann requires at least the following information for delivery notes (see Point 4.1).

### 5.3 Packing list

Apart from the usual information generally provided by a packing list, the logistical procedures at Gebr. Heinemann additionally require that package weight as well as pallet weight is listed on the packing list (weight control). If a delivery contains POS material, this must be clearly marked in the freight documents.

# LEGAL NOTICE

With the publication of this version 2017, all previous versions of Gebr. Heinemann's 'Requirements Catalogue for Delivery of Goods by Suppliers and Freight Forwarders' cease to apply. The thoughts and suggestions compiled in this document are the intellectual property of Gebr. Heinemann SE & Co. KG and are subject to the applicable copyright laws. Duplication and/or transfer to third parties is not permitted.



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