



Gebr. Heinemann
Gegründet 1879

Delivery Requirements for Suppliers and Carriers



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Prerequisite

This catalogue outlines Gebr. Heinemann SE & Co. KG (hereinafter Gebr. Heinemann) key requirements for suppliers and freight forwarders in relation to delivery logistics. It serves as a guide to ensure transparency and alignment in our supply chain operations.

Gebr. Heinemann regularly reviews and evaluates its collaboration with suppliers to continuously improve service quality, delivery performance, and overall cooperation. As part of this process, suppliers are expected to share these standard requirements with any freight forwarders they engage.

This is particularly important because Gebr. Heinemann is required to comply with security regulations. Due to the nature of our operations—supplying goods to secured airport zones and other security-sensitive markets—we must ensure a documented and secure supply chain.

Incoming deliveries must be protected from unauthorized access. This means they must not be left unattended or exposed in unsecured areas. Secure transport must be guaranteed through enclosed and sealed loading spaces and sealed pallets and/or packages.

To meet these standards, suppliers are required to implement the following specific measures:

- Complete trucks must be sealed at the point of origin. The seal numbers must be clearly indicated on the freight papers.
- Individual pallets must be wrapped or shrink-wrapped. Pallets must be secured crosswise using company-specific adhesive tape. Goods must be protected against unauthorized access, and any tampering must be clearly detectable.
- Individual packages must be secured using company-specific adhesive tape or a supplier's seal.
- Deliveries to Hermann-Wüsthof-Ring 15-17, 21035 Hamburg and Marie-Curie-Straße 7-9, 63526 Erlensee – Langendiebach, must have separate consignment notes.
- All pallets must be numbered, and the number of pallets must be noted on the freight papers (e.g. pallet 1 of 5).
- The number of packages must be indicated on the delivery papers and individual packages must be numbered.

- All loading equipment used for deliveries must have a valid UVV inspection in accordance with the regulations of the German Social Accident Insurance (DGUV). Deliveries with loading swap-bodies whose UVV inspection has expired will not be accepted for safety and liability reasons. Any costs for return transport, waiting times, or re-delivery shall be borne by the supplier
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The requirements described apply to deliveries to our **two central warehouses in Hamburg and in Erlensee**, but also to deliveries to outlet warehouses.

1. Delivery Requirements

1.1 Order confirmation

After receiving an order from Gebr. Heinemann, an **order confirmation** must be sent **via email to Supplier Management** within **three (3) working days**. If the delivery time is less than three (3) working days, no confirmation is required.

The following details 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)

Items that have been ordered but are **no longer available** must be **clearly marked**, even if this has already been communicated to Gebr. Heinemann.

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.

Any changes or inability to meet the requirements must be reported immediately to Supplier Management.

1.2 Notification of deliveries

To ensure a smooth delivery process, please note the following:

- **Advance Notification:** The supplier or freight forwarder must notify the consignment of **palletized goods** by phone **at least two (2) working days** prior to delivery.
 - Hamburg: +49 40 3010 3312 | +49 40 3010 3319 | +49 40 3010 3020
 - Erlensee: +49 6183 80705 5859
- **Delivery addresses** main warehouses (unless otherwise stated in the order text):

<p>Hamburg: Gebr. Heinemann (Logistics Center) Hermann-Wüsthof-Ring 15-17 21035 Hamburg</p>	<p>Erlensee: Gebr. Heinemann (Logistics Center) Marie-Curie-Straße 7-9 63526 Erlensee-Langendiebach</p>
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- **Delivery Reference:** Upon notification, a delivery reference number will be issued by the Inbound Coordination Office. This reference must be clearly indicated on all freight documents.
- **Delivery Times:** Deliveries are accepted Monday to Friday, between 06:00 AM and 08:00 PM, except for national holidays.
- **Assigned Timeframes:** Specific delivery timeframes (e.g., 07:00–09:00 AM) are allocated in advance. The freight carrier must report to the entrance gate officer **before** the start of the assigned timeframe. Late deliveries (**delays >15mins**) will result in prolonged waiting times or refused acceptance.
- **Delivery vehicles:** Vehicles must have a ramp height of approx. 1200 mm, and a ramp width of approx. 2000 mm. Unloading is only possible from the rear. Pallets must be freely accessible. For insurance reasons, we are not moving goods that belong to other customers. Please ensure free access to the goods, otherwise we reserve the right to reject the truck until free access is granted. Pallets delivered in sprinter vans, minivans, or station wagons will not be accepted.
- **Split deliveries:** If one order is delivered in multiple trucks, each truck must carry its own set of freight documents based on its specific contents.
- **Tracking devices** must be reported to Gebr. Heinemann's logistics department at least 48 hours before delivery, specifying exactly in which pallet and in which box the tracking device is located.

- **Acceptance of the consignment:** Confirmation is based solely on the number of accepted pallets. The quantity of articles, their value, weight, or the contents of individual packages are not verified during this process.
- **Access to Logistics Centers:** Entry to the premises is only permitted with a valid delivery reference number. Drivers and external personnel do not have access to the warehouse or unloading area.
- **Damage handling:**
 - **Visible external damage** is documented on the receipt confirmation and must be countersigned by the freight carrier. Gebr. Heinemann reserves the right to refuse acceptance of the goods.
 - **Concealed damage** will be reported to the sender no later than seven (7) working days after delivery.
- **Faulty and over deliveries:** Faulty and over deliveries may be returned at the supplier's risk and expense.

1.3 Freight documents

For deliveries handled by a forwarding company, the freight carrier is required to **present all relevant documents in paper to yard management upon arrival**. The receipt of goods is confirmed solely via the CMR transport documents; delivery notes are not signed as proof of receipt.

In addition, suppliers must send the required documents **via email before the delivery**, including the **PO number and supplier name** in the subject line, to:

- Hamburg: LZ_Allermoehe@gebr-heinemann.de
- Erlensee: LZ_Erlensee@gebr-heinemann.de

Each delivery must include a CMR, waybill, delivery note, packing list, and all relevant [customs documents](#). If freight documents are missing, delivery may be refused.

Delivery note

Please include the following **minimum information** on all delivery notes:

- Sender's address (pick-up address)

- Recipient's address / shop number
- Number and type of packages
- Gebr. Heinemann (GH) order number (clearly stated as such)
- Sales order number (applies to textile suppliers)
- Delivery note number
- GH article number
- Supplier article number
- Country of origin
- Organic items must be marked on the delivery note. The code number of the inspection authority must be evident.

For faster processing, please **mark all ordered items as individual items** on the delivery note. The **sequence of items** on the delivery note must **match the one on the order**.

Packing list

In addition to standard information, Gebr. Heinemann requires the **package weight** as well as **pallet weight** being listed on the packing list (for weight control).

1.4 Packaging and handling requirements

All consignments must be **packaged in a transport-safe and access-secure** manner. If this is not properly done, the goods are accepted under reservation of rights. Statutory warranty claims for defects remain unaffected and are the right of Gebr. Heinemann, regardless of the requirements in this document.

1.4.1 Pallet specifications

Deliveries must be made using **high-stacking IPPC Euro-pallets (Grade New or A)** that comply with the UIC Standard 435-2, as incorporated into DIN 14156-3, and meet the requirements of the ISPM 15/NIMF 15 directive.

Pallets that are **damaged, non-standard, or do not meet above specifications** are considered disposable and **will not be exchanged**.

The **pallet packing scheme** should make **full use of the base area** without exceeding the pallet dimensions of **1,200 mm x 800 mm**. The **total height** of the pallet, including the goods and the pallet itself, must not exceed **2,000 mm**. The **maximum weight** per pallet, including goods, is **900 kg**.

Failure to meet the requirements will result in a charge of **€70 per pallet**.



QUALITY CLASSIFICATION
For the open pallet exchange pool

GS1 Germany | EPAL

NEW Suitable for STORAGE TRANSPORT MFH

CLASS A Suitable for STORAGE TRANSPORT MFH

CLASS B Suitable for STORAGE TRANSPORT MFH

CLASS C Suitable for STORAGE TRANSPORT

NOT USABLE

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

Contact: GS1 Germany GmbH, Wilsberg 113, 11005 Berlin, Phone: +49 (0) 30 21 94714-0, Fax: +49 (0) 30 21 94714-999, info@gs1-germany.de, www.gs1-germany.de

Unless otherwise agreed, **pallet exchange** is carried out **pallet for pallet**. Claims for pallet returns (Gebr. Heinemann pallet debt) must be **settled within six months**, otherwise they will expire.

For all questions regarding pallet handling, please contact the pallet handling department.

- Email: palettenabwicklung@gebr-heinemann.de

1.4.2 Individual parcel weight/dimensions

For ergonomic and health and safety reasons, the **maximum parcel weight is 15 kg**, in line with recommendations from the Federal Ministry of Health. If this weight limit is exceeded, it should be labelled as such.

To ensure proper handling and stability:

- No folded or glued edges are allowed at the bottom of the carton.
- The carton must be evenly closed. Do not place any cut-outs or openings at the edges of the carton.

Parcel dimensions:

	Length (cm)	Width (cm)	Height (cm)
Maximum	60	40	48

1.4.3 Courier, express and parcel service

Deliveries via **parcel service providers** are limited to a **maximum of 20 packages**. **Shipments >20 packages** must be delivered either on a high-stacking IPPC Euro pallet, or via a freight forwarding company. Otherwise, Gebr. Heinemann reserves the right to refuse acceptance of the goods.

Please note that courier shipments must be delivered as **complete deliveries**. Partial deliveries will be refused.

1.4.4 Mixed cartons and mixed pallets

Items should generally be delivered in **cartons containing only one type of article** (single-item cartons).

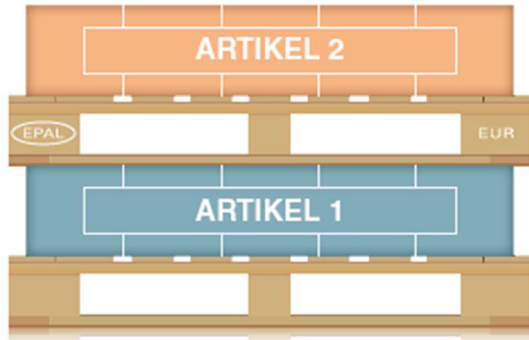
If small quantities of different articles are packed together in one carton, they must be **grouped by article** in a way that prevents mixing of loose goods.

If a carton contains **multiple article types**, it must be **clearly labeled as a mixed carton**.

Like mixed cartons, **pallets** containing **different article types** must be **clearly marked as mixed pallets**.

Goods must be separated by article type using **individual pallets as separators** (see illustration), if the bearing weight of the case allows it and product quality can be granted. Additionally, goods with different Best Before Dates (BBDs) must also be separated, even if they are the same article. For handling purposes, a **different BBD is treated as a different article**.

If mixed pallets are not correctly separated, a charge of **€70 per pallet** will be applied.



1.4.5 Labelling rules

Each item & its sales unit:

- Valid EAN/GTIN
- Scannable barcode, readable by standard scanners
- Same applies to every packaged unit & outer packaging

Each package:

- Package label, including
 - Address of sender and recipient
 - Gebr. Heinemann (GH) order number
 - Package number
 - Scannable barcode, readable by standard scanners

Packages containing promotional items, samples, testers or merchandise, none of which carry EAN codes, must be clearly identifiable as such. This is particularly important for perfume shipments where original goods are sent as testers.

Each pallet must be labelled with an **EAN-128-transport label**.

Gebr. Heinemann uses the EAN-128-transport label on pallets to help track products and batches. This label follows rules from GS1 Germany.



Absender Muster KG Ort/Land Hamburg/Deutschland	Empfänger Gebr. Heinemann Ort/Land Hamburg/Deutschland
SSCC (00): 05907654321000039	BEST BEFORE (DDMMYY): 07-01-18
GTIN: 5907654321022	PROD DATE (DD.MM.YYYY): 12.03.2019
BATCH/LOT:180105	
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)05907654321000039

Each pallet label must show:

- A shipment number (NSU) in the middle section.
- The same NSU as a barcode with readable text underneath.
- The NSU must be a unique 18-digit number, with no extra characters.
- The following data identifiers:
 - (02) EAN carton code
 - (10) Batch number
 - (15) Expiry date
 - (37) Quantity per carton
 - (3302) Gross pallet weight in kilograms
 - Optional: (400) Order number and recipient information.

The EAN-128 label should be placed on all sides of the pallet, or at least on one short end and the long side to its right. It must be positioned 50 mm away from the edge and at a height of 400-800 mm from the ground.



If the labelling requirements cannot be met, we will ensure compliance by applying the correct labels for a small service fee.

1.5 Customs instructions for goods deliveries

Allermöhe (ALM)	Authorized warehouse keeper number		Warehouse tax number
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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
Erlensee (ERL)	Authorized warehouse keeper number		Warehouse tax number
5a	DE00001507680	7a	DE00001851640
5b	Gebr. Heinemann SE & Co. KG	7b	Gebr. Heinemann SE & Co. KG
5c	Koreastraße	7c	Marie-Curie-Straße
5d	3	7d	7-9
5e	20457	7e	63526
5f	Hamburg	7f	Erlensee
VAT-Number Gebr. Heinemann SE & Co. KG: DE118908680			

For questions and support regarding import and customs: customsoperations@gebr-heinemann.de.

Gebr. Heinemann uses the New Computerised Transit System (**NCTS**) to manage customs digitally. As an authorized consignee, Gebr. Heinemann operates bonded warehouses.

Transit process overview:

- The transit procedure ends when goods are properly handed over to Gebr. Heinemann at the designated logistics location.
- The principal or trader must ensure that all required transit documents (T1, T2, T2F) are correct.
- If the transit deadline is missed, the supplier, forwarding agent, or customs broker must send a written explanation to Gebr. Heinemann before unloading the goods.
- Key document fields for T1 (T2/T2F):
 - Field 8: address of the relevant warehouse (see warehouse table)
 - Field 53: customs office reference number
 - Hamburg: DE004851
 - Erlensee: DE003352

Excise Goods

Products subject to excise duty must be accompanied by an **e-AD document** via the Excise Movement and Control System (EMCS).

- Field 16f: include the GH order number

Incoterms

- DDP is not permitted for deliveries from non-EU countries due to customs and tax risks for Gebr. Heinemann.

Required documents for non-cleared deliveries:

Customs documents & certificates	<ul style="list-style-type: none"> • Transit documents <i>e.g. T1, T2, T2F</i>
	<ul style="list-style-type: none"> • Preference documents <i>e.g. EUR1, ATR, authorized exporter, registered exporter (REX), certificate of origin, long-term supplier declaration</i>
Invoice & transport documents	<ul style="list-style-type: none"> • Commercial invoices • Bill of lading (B/L) • Airway bill (AWB) • CMR consignment note • Packing list
Other documents (if applicable)	<ul style="list-style-type: none"> • CITES • EUTR • EUDR (EU Deforestation Regulation), 2023/1115 <i>If a product falls under the scope of the EUDR, the supplier is obliged to inform us immediately and to provide us with all necessary documents, in particular the due diligence declaration, and data without being requested to do so.</i> • COI (organic non-EU products, TRACES registration required) • Common Health Entry Documents (for products containing animal produce, TRACES registration required) • Compliance to EU Embargo on Russian steel and iron • Meursing code (or list of ingredients) • Wine product certificates (VI1&VI2, self-certificate for GB produced wines)

	<p><i>Complete, matching the product labeling, and sent in original form with a courier and tracking number to: Gebr. Heinemann SE & Co. KG – Customs Operations – Koreastrasse 3 – 20457 Hamburg</i></p>
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1.6 Dangerous goods

2. Invoices and BBD Compliance

Invoices must be sent exclusively via email to the following email address:

- ebilling@gebr-heinemann.de

To ensure smooth processing, invoices must not be included with the physical delivery. This means they should not be placed inside cartons, attached to pallets, or enclosed with shipment documents. Please note that **physically submitted invoices cannot be processed.**

If the agreed Best Before Date (BBD) is not met, this will result in **invoice shortages**. The table below outlines the tiered deduction model applied in case of **deviations from the agreed minimum shelf-life.**

Deviation from minimum BBD	Reduction of invoice amount
3 – 5%	15%
5,1% - 10%	25%
>10%	Individual examination with Purchasing

3. Returns

Returns will be handled by Supplier Management. Each return or destruction will have a unique **GH order number** which must be quoted in the debit advice and all related correspondence and alternative documents such as credit notes.

To ensure a secure supply chain for returned goods, the following procedure applies:

- Suppliers must **schedule the pick-up date** with Supplier Management.
- Upon confirmation, a **dispatch ticket with a pick-up ID and appointment confirmation** will be issued.
- The **license plate** must be entered on the ticket and returned to Supplier Management
- Without a **valid pick-up ID and registered license plate**, access to the premises will be denied.
- For **deliveries combined with returns**, the forwarder must present both the **delivery reference and the pick-up ID**.
- If the **agreed pick-up is not completed on time**, Gebr. Heinemann reserves the right to charge any resulting costs.

	Hamburg	Erlensee
Pickup address	Gebr. Heinemann Logistics Center Hermann-Wüsthof-Ring 15-17 21035 Hamburg	Gebr. Heinemann (Logistics Centre) Marie-Curie-Straße 7 – 9 63526 Erlensee - Langendiebach

Opening hours for returns: Monday to Friday 6:00 AM – 08:00 PM.

4. Delivery of POS materials

Gebr. Heinemann defines POS (point of sale) materials as including:

- Promotional materials
- Sales promotion materials
- Training materials and training samples
- Displays
- Make-up installations

4.1 Coordination of deliveries

- For POS materials delivered **on pallets**, please follow the delivery instructions [here](#). There must be a clear indication if a pallet contains POS materials.
- For POS materials delivered **via parcel**, please follow the delivery instructions [here](#). There must be a clear indication if a parcel contains POS materials.
- POS materials must **not be sent without prior approval** from the designated contact in **Advertising & Promotion**. A charge of **€250** will apply if POS materials are sent without prior approval or if they are mixed with commercial goods without prior notification.
- Please send all consignment-relevant information (**delivery note and AES file**) by email at least **two (2) working days** prior to delivery.
Hamburg: POS-LZ_Allermoehe@gebr-heinemann.de
Erlensee: POS-LZ_Erlensee@gebr-heinemann.de

Delivery lead times per destination:

Destination	Delivery lead time
Retail & customers in Turkey and Latvia	4 months before promotion start
Customers in Russia	3 months before promotion start
Retail & customers in Africa	3 months before promotion start
Customers in Eastern Europe, cruise liners and Spanish ferries	8 weeks before promotion start

Retail & customers in Germany, Austria, Scandinavia, Benelux, Great Britain, Hungary, Poland, Italy, Slovakia, Serbia	6 weeks before promotion start
Cruise liners: Winter (Sep-Mar) ships, overseas routes	End of September

- **Non-compliance:** Shipments that do not meet the specified requirements may result in additional handling charges to the supplier or destruction of materials if proper allocation is not possible.
- **(Excess) Quantities:**
 - Tasting goods must be supplied in sufficient quantities.
 - Returned goods will either be destroyed or picked up by the supplier – the preferred option must be indicated on the activity letter.
 - If no option is selected, destruction will be carried out at the supplier’s expense (€500 per pallet).
- All POS materials must be marked with the statement “**not for sale**”.
- **Recipient:** For deliveries of POS materials, the address field must clearly indicate that the shipment contains POS materials. To ensure proper identification, please include the addition “**POS**” **under the recipient field in the address**. This is particularly important for deliveries via parcel.

4.2 Freight documents

For deliveries handled by a forwarding company, the freight carrier must **present all relevant documents** (delivery note, packing list, AES file) to the Inbound Coordination Office upon arrival. If documents are missing, the delivery will be refused.

If POS materials are delivered together **with non-POS materials**, this must be clearly indicated on the freight documents.

If POS materials are delivered in **multiple boxes**, each box must be clearly marked. A supplier reference number must be attached to each box.

Delivery note

For **deliveries by pallet**, delivery notes must be handed over to yard management upon arrival. For **deliveries by courier, express and parcel services**, a **delivery note pocket** must be **attached to one package** of the consignment.

Delivery notes must include:

- 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
- Country of origin per reference
- Number of pallets
- Number of packages
- Total weight (gross and net)/volume
- Delivery note number
- Delivery date (arrival in Hamburg or Erlensee)
- Freight forwarder
- Contact person at Gebr. Heinemann

Packing list

In addition to standard information, Gebr. Heinemann requires the **package weight** as well as **pallet weight** being listed on the packing list (for weight control).

AES File

All POS shipments must include an AES file. The AES file must be submitted digitally to the respective contact from Advertising & Promotion in advance.

4.3 Packaging and handling requirements

Unless otherwise specified, our standard [packaging requirements](#) for commercial goods apply to POS materials and tasting goods.

Additionally, the following requirements apply:

- Materials must be **packed and labeled** separately **by shop/customer and promotion**.
- Mixing materials for different shops/customers in one box is not permitted.
- Boxes and pallets will **not be unpacked or resorted** upon arrival.

- Each box must be clearly labeled with outlet/shop name, promotion date, and brand (e.g. AMS Lounge 1, 03/16, Chivas).

5. Costs and liability in case of failure

Gebr. Heinemann reserves the right to charge the supplier for any costs incurred due to non-compliance with the requirements outlined in this document. These costs may arise from disruptions to process flows, additional handling efforts, or corrective actions required to maintain operational standards.

The following charges apply in case of non-compliance:

- **€1,500 per delivery** for shipments sent to the wrong warehouse (Erlensee instead of Allermöhe or vice versa).
- **€250 per item** for deliveries of unknown or unregistered articles.
- **€70 per pallet** if the pallet requirements mentioned in this document are not met.
- **€250 per shipment** if POS materials are sent without prior approval or if they are mixed with commercial goods.
- **€500 per pallet** for destruction of excess quantities of POS materials.

Furthermore, to ensure efficient and timely processing, Gebr. Heinemann may prioritize deliveries from suppliers based on their level of compliance with the specified requirements.

6. Legal notice

With the publication of this version, all previous versions of “Gebr. Heinemann Logistics Requirements for Suppliers” cease to apply.

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