

# DELIVERY GUIDELINES

## Foreword

The competitive situation on the national and international markets has increased considerably in recent years. The increased individuality of our customers places the highest demands on our company in terms of quality and flexibility and thus also on the logistics sector.

The quality of the logistics increasingly determines the competitiveness of our company and thus becomes a strategic success factor.

However, since KOCH Pac-Systeme GmbH can only achieve this high level of quality together with its **vendors**, reliable and competent business partners are needed who pursue the same customer-oriented goals.

These Delivery Guidelines are intended to help improve the supply relationships between the respective vendor of KOCH Pac-Systeme GmbH and their customers and to minimise frictional losses.

The instructions and regulations presented therein form the generally binding framework for all business areas of KOCH Pac-Systeme GmbH.

These Delivery Guidelines, including any additions, are structured as follows:

The text refers to general and standardised rules and processes. The representations refer to specific requirements from the perspective of KOCH Pac-Systeme GmbH as a customer.

Supplements may be necessary due to regional requirements or bilateral contracts between KOCH Pac-Systeme GmbH and its vendors.

# Guidelines for Deliveries to the Company Site:

## Contents

1. Ship-to Party / Scope of application .....	1
1.1. Ship-to Party.....	1
1.2. Scope of application .....	1
2. Principle.....	1
2.1. Deviations from these Guidelines.....	2
2.2. Possible sanctions.....	2
2.3. Delivery complaints in general.....	2
3. Packaging.....	3
3.1. Pallet shipments .....	3
3.2. Parcel shipments.....	5
3.3. Disposable packaging / Container-compliant cardboard packaging .....	5
3.4. Marking of packages and goods.....	6
3.5. Closure of loading units and packages.....	6
4. Documents .....	7
4.1. Accompanying documents.....	7
4.2. Documentation.....	8
5. Delivery .....	8
6. Transport.....	9
6.1. Hours for the acceptance of deliveries .....	9
6.2. Transport damage.....	9
7. Takeover of the goods.....	9
8. Confirmation and acknowledgment of the delivery guidelines handed out .....	10

# Delivery Guidelines (DG)

## 1. Ship-to Party / Scope of application

### 1.1. Ship-to Party

KOCH Pac-Systeme GmbH  
Dieselstrasse 13  
72285 Pfalzgrafenweiler

In principle, all deliveries must be made to the designated delivery address. (Exceptions will be discussed directly with the vendor).

For deliveries to KOCH Pac-Systeme GmbH, it must always be ensured that the full address is given.

This address must also be used on all shipping documents.

#### **Please note:**

- Deliveries of customs goods are generally only possible to previous delivery addresses!
- We assume that parcel labels (address labels), waybill, possibly T1-document and delivery note show an identical delivery address.

### 1.2. Scope of application

The Delivery Guidelines in their current version are a binding component of the delivery conditions and the basis for all deliveries to KOCH Pac-Systeme GmbH based on purchase orders, agreed returns and recalls.

The sender is aware that the current version can be viewed and accessed on the homepage <http://www.koch-pac-systeme.com>.

## 2. Principle

In order to ensure smooth and safe operation of this system, it is imperative to comply with these Delivery Guidelines (DG).

These Delivery Guidelines are binding for the vendor.

Unless otherwise regulated (e.g. product-specific), these Delivery Guidelines set out general rules that are uniform for all vendors, according to which materials are delivered to KOCH Pac-Systeme GmbH.

Should the vendor not be able to deliver according to the instructions, KOCH Pac-Systeme GmbH must be informed of this before delivery.

Existing informal delivery regulations lose their effectiveness with these Guidelines and require a formal approval by KOCH Pac-Systeme GmbH based on the Delivery Guidelines.

The Delivery Guidelines (DG) of KOCH Pac-Systeme GmbH must be observed when determining the packaging for new articles.

## **2.1. Deviations from these Guidelines**

Deliveries deviating from these Guidelines cause considerable effort for clarification in the Incoming Goods Department.

## **2.2. Possible sanctions**

KOCH Pac-Systeme GmbH reserves the right to charge a processing fee to the vendor or transport service provider in the event of additional expenditure. In principle, the calculation is based on expenditure.

In the event of an unjustifiable deviation, KOCH Pac-Systeme GmbH reserves the right to assess the shipment as completely defective and to refuse acceptance. This deviation is also taken into account in the annual vendor assessment.

If the Delivery Guidelines are not observed and a return is not possible due to technical reasons, KOCH Pac-Systeme GmbH reserves the right to correct deviations in accordance with the Guidelines or to have them corrected. The costs incurred for this will subsequently be invoiced to the vendor.

## **2.3. Delivery complaints in general**

In the event of non-compliance with the regulations listed in the Delivery Guidelines or regulations issued for specific locations, KOCH Pac-Systeme GmbH and its logistics service providers reserve the right to refuse acceptance of the shipment and/or to charge additional costs incurred (e.g. for storage, repackaging, disposal, packaging material return, increased handling expense, etc.) to be invoiced to the vendor.

In the event of a logistics complaint, the vendor will be informed promptly. The vendor is requested to analyse the error pattern and to initiate appropriate remedial measures.

A logistics complaint is processed and documented by the vendor in compliance with the 8D system.

Documentation can be requested from KOCH Pac-Systeme GmbH.

### 3. Packaging

The goods must be delivered in the packaging agreed between the vendor and KOCH Pac-Systeme GmbH in accordance with the regulations.

All shipments handed over to a transport service provider must be packed securely for transport and protected against access (cover) (HGB – German Commercial Code, ADSP – German Freight Forwarders' Standard Terms and Conditions).

The foil must be attached in such a way as to prevent deformation of the packaging.

In principle, all goods must be delivered on undamaged loading aids.

In any case, the vendor must ensure that the goods reach their destination in a proper condition by using appropriate loading aids, packaging and appropriate load unit securing devices.

Delivery should be made primarily on undamaged and fumigated Euro pallets, in individual cases on disposable pallets.

Packages must be so prepared that the contents cannot be accessed without leaving visible traces.

#### 3.1. Pallet shipments

Pallets must comply with the following specifications. Deviations require the express approval of KOCH Pac-Systeme GmbH.

It must be possible to transport all loading units using industrial trucks.

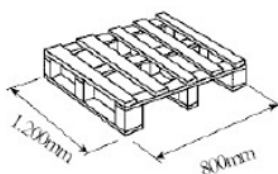
When shipping items that are excessively long (>120 cm), in addition to the front pick-up, a side pick-up option must be provided for the shipped item.

In general:

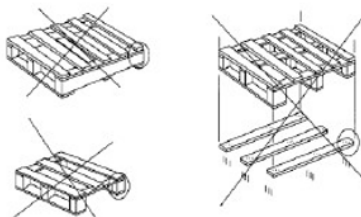
**Length:** 120 cm x width: 80 cm x height: 110 cm

**Max. Weight:** 500 kg

CORRECT



INCORRECT

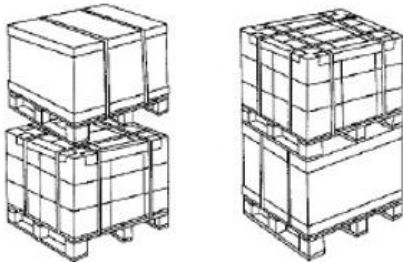


The general principles and criteria for the use of Euro-Pool pallets apply.  
However, if the pallet belongs to the goods as a unit, it cannot be exchanged.

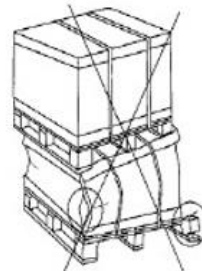
When using “multiple loading units” or combined delivery units, it must be ensured that each loading unit does not exceed the maximum loading height of 110 cm.

Maximum loading height of each unit: 110 cm, including palette

CORRECT



INCORRECT



The goods are to be stacked on the pallet so that the labels (see 3.4.) can be read easily and clearly from the outside.  
Steel strappings are not permitted to secure the pallet.

***A prohibition on stackability must be clearly marked on the pallet.***  
(A decision as to stackability is the sole responsibility of the manufacturer/vendor).

KOCH Pac-Systeme GmbH only exchanges Euro pallets in perfect condition.

**Each pallet has its own delivery note, in which the content of this pallet is listed.**

If a mixed pallet is required for smaller delivery quantities, care must be taken to ensure that the assemblies and individual articles are clearly separated / stacked according to type.

For individual articles, custom-fit (based on the article) packaging (cardboard, bags, heat-shrinkable sleeves, etc.) must be used.

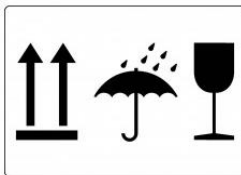
Each article/assembly requires a clear and visible identification.

Collective lists (packing lists) **without** individual identification of the articles/assemblies are not permitted.

### 3.2. Parcel shipments

The following guidelines apply to deliveries of cardboard and parcel shipments:

- Documents must be visible from the outside by means of delivery note pockets.
- The adhesive tape must be applied straight and labels must not be stuck over.
- The application of the labels and their contents are to be carried out in accordance with paragraph 3.4.
- The weight of individual parcel may not exceed **15 kg**.
- Cardboard boxes containing sensitive parts must be marked with appropriate pictograms.



**These must be affixed so that they are clearly visible to the transport service provider.**

### 3.3. Disposable packaging / Container-compliant cardboard packaging

#### **Packaging materials in general:**

##### Cardboard boxes:

- Corrugated cardboard / cardboard with guaranteed recycling
- Labelling only with environmentally friendly colours

Foils: → PET, PP marked

Strapping: → PET, PP marked

Cover boards / plates / boxes: → natural wood untreated or treated with non-toxic pest control

Fillers: → only recyclable materials, e.g. corrugated board (not polystyrene).

Stickers must not hinder material recycling.

In addition, the regulations resulting from the Ordinance on Hazardous Substances and Hazardous Goods shall apply.

### 3.4. Marking of packages and goods

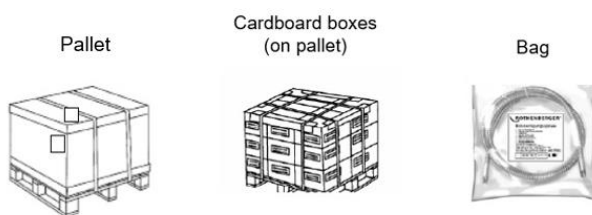
Delivery notes are to be attached to a package (shipping unit) using standard delivery note pockets.

Each package, whether cardboard box, bag or other type, must be marked with a product label for clear identification of the contents.

#### Positioning and number of labels on a shipping unit:

- 1 label per pallet on a wide side
- 1 label per box on a wide or narrow side
- 1 label per bag

CORRECT



### 3.5. Closure of loading units and packages

Bulk goods are to be filled into polybags and sealed. Non-bulk goods must be sealed with cardboard cover lids or empty inner packaging.

Cardboard boxes must be sealed with adhesive tape. Loading units, on the other hand, must be strapped with plastic strapping.

**Steel strappings and metal clips are expressly not permitted!**

Loading units consisting of a pallet and several layers of cardboard must be strapped in two directions.

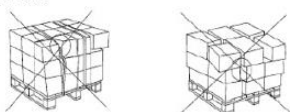
Under no circumstances should the strapping cut into the cardboard layers.

Where the safety of the goods so requires, corner reinforcements must be used vertically and horizontally.

CORRECT



INCORRECT





If the Delivery Guidelines and the specified packaging are not complied with, KOCH Pac-Systeme GmbH reserves the right to charge the vendor for the corresponding handling and repacking costs.

## **4. Documents**

For orders that are not placed on the basis of the standard document, i.e. without reference to the KOCH Pac-Systeme GmbH order number, the contact details (name and telephone number) of the customer must be provided on the delivery documents.

The documents, delivery note, and package contents list must be attached to the outside of the package in the delivery note pocket.

### **4.1. Accompanying documents**

#### **4.1.1 Waybill**

The waybill or shipping transfer note describes the delivery externally and must contain at least the following information:

- Carrier
- Ship-to Party
- Delivery Address
- Customer
- Total weight
- Number of packages
- Amount and type of loading aid used

Handwritten waybills are not permitted.

#### **4.1.2 Delivery note**

A delivery note must be enclosed with each delivery (if possible per shipping unit).

The delivery note describes the delivery contents and must contain at least the following information:

- Vendor with address and contact person
- Delivery date / delivery note number
- Delivery address
- Ship-to Party
- Order number
- KOCH's article number
- Article name
- Quantity per delivery item
- Delivery unit of measure per delivery item

- Number of packages / pallets
- KOCH's order items

The values determined by KOCH Pac-Systeme GmbH during the incoming goods inspection are decisive for quantities, weights and dimensions.

Further requirements for handling delivery notes are:

- Handwritten changes to delivery notes are not permitted
- The delivery note must be attached to the goods/shipment in a clearly visible manner (red delivery note pocket / caution: no attachment to product packaging)
- For mixed pallets, always a **separate** delivery note per pallet must be provided

#### **4.1.3 Other documents for transport**

In the case of dangerous goods, an appropriate transport document must also be handed over in accordance with the ADR regulations.

In the case of deliveries from third countries, the relevant customs documents must be enclosed with the goods.

#### **4.2. Documentation**

The machine documentation (operating instructions, validation documents, etc.), which are delivered together with the machines must be packed in such a way that they are immediately recognisable by clearly describing the contents (e.g. operating instructions...) on the separate box and visibly from the outside. The order number must also be indicated on this box.

The packaging must be designed so that the box can be easily separated from the machine.

### **5. Delivery**

As a rule, deliveries must be made in single-variety containers (assembly and/or article-specific).

If it is not possible to form complete loading units with small order quantities, units with different material numbers can be combined to form a mixed container. The prerequisite for this is that the individual packagings are grouped per material number and indicated separately.

In addition, each collective loading unit must be labelled as a mixed container with a "**MIX**" sticker.

## **Subsequent/Partial deliveries**

Deliveries (subsequent deliveries) that refer to orders that have already been partially delivered may not be mixed with current orders and must be packed and documented separately (in accordance with para 4.1.).

## **6. Transport**

### **6.1. Hours for the acceptance of deliveries**

The goods receipt is as follows:

KOCH Pac-Systeme GmbH Pfalzgrafenweiler:

**Monday to Thursday from**

**07.15 a.m. – 09.15 a.m.**

**09.30 a.m. – 12.00 p.m.**

**12.45 p.m. – 4.00 p.m.**

**Friday from**

**07.15 a.m. – 09.15 a.m.**

**09.30 a.m. – 12.00 a.m.**

A regular delivery must be made in such a way that the vehicle can be completely unloaded within the specified time period.

The objective is to agree fixed delivery times with the vendor.

### **6.2. Transport damage**

The vendor/carrier must ensure that the goods reach the place of delivery in a proper condition.

In the case of damaged goods delivered, acceptance can be refused at the vendor's expense (this process is documented in any case).

## **7. Takeover of the goods**

The receiving point of KOCH Pac-Systeme GmbH will confirm the number and type of packages (shipping units) taken over, but not their contents, value or weight.

Furthermore, the acceptance of loading aids will also be documented. Loading aids that do not meet the criteria in point 3 will not be exchanged and we therefore reserve the right to refuse their acceptance.

## 8. Confirmation and acknowledgment of the delivery guidelines handed out

Herewith the receipt and acknowledgement of the Delivery Guidelines of KOCH Pac- Systeme GmbH is confirmed by signature.

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Date / Signature / Company Stamp

Author: BK2, KHA, KNI	Checked by: Wolfgang Roller	Approved by: Wolfgang Roller
Edition: 09 November 2020		