



# **Delivery note for Zeitfracht Medien GmbH in Erfurt**

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- Hollow spaces in transport packaging must be filled. As filling material, rolled up paper, air cushions and/or bubble wrap are to be used. Styrofoam, popcorn chips, bio pack, shredded paper or the likes may not be used under any circumstance. The filling material must be eco-friendly recyclable.
- Stretch foils may only be made of transparent polyethylene (PE).
- Boxes must be recyclable (print „RESY“ or similar).
- Valuable articles that are at risk for theft should be delivered in a discrete outer packaging.

### Shipments and packages

- All packages/pallets of a shipment must be sent with the same transport type.
- All copies of an item in one shipment are to be concentrated in one package if possible.
- Packages that belong together must be numbered so that they can be recognised as such

### Delivery on pallets Palletization

Whenever it is possible, goods are to be palletized: ■

- All copies of an item per pallet are to be bundled in layers or blocks and to be stapled. Any incomplete boxes are to be positioned in the top layer and are to be labeled with the words „Package incomplete/contains remaining articles“.
- The books are to be protected on the bottom side of the pallet as well as on the top side with gray cardboard inserts.
  - The layers are to be stacked in a offset combined position. On each layer, the same number of copies must be stacked. The layers must be secured against any slippage with inserted cardboard sheets (3 to 5 pieces per pallet).
  - On a slim outer side of each pallet, the publisher, the title number, the short title, the edition and a quantity must be visibly indicated.
  - Due to the use of automatic warehouse and conveying systems, the stability of the pallet packages must be ensured, even without any securing with hooping and covers. If needed, a stable container box is to be preferred over the wrapping with shrink wrap.

### Pallet measurements

The compliance with the following requirements is necessary:

- The maximum pallet height authorized for delivery (goods and pallet amounts to 1,200 mm.

- A maximum pallet overall weight (goods and pallet) of 1,000 kg may not be exceeded.
- Pallets may not be overloaded at any place and may not protrude in any place. From the book block to the pallet's outer edges, a minimum distance of 3 cm must be followed. (Exception pallet container).

### Used pallets, pallet quality and pallet exchange

We receive and exchange the following pallets:

- The delivery may only occur on Euro Pallets in perfect condition.
- EPAL or UIC certifications are accepted.
- The pallet measurements must amount to 1,200 mm (length) x 800 mm (width).
- The EUR-pallets must be manufactured in accordance with UIC standard 435-2 or comply with DIN EN 13698-1. The quality level must meet Class B according to EPAL/GS1 Germany standard. Compliance with the quality level as well as the production standard and, in particular, the dimensions of the individual components in accordance with DIN EN 13698-1 is important and shall be checked upon receipt of the goods.
- In the pallet exchange, pallets with corresponding quality are returned. If the respective number of empty pallets is not in stock, the return shall occur in an appropriate time frame and balancing shall occur through a pallet account.
- Euro pallets that are not ready for use (brittle, missing components, breakage, visible nails, dirt that could be moved on to loaded goods etc.) or euro pallets which do not correspond to DIN EN 13698-1 cannot be exchanged.
- Pallet exchange is a process agreed between the sender and the recipient. The exchange is guaranteed on 2 levels.
  1. Shipper and carrier/forwarder
  2. Carrier/forwarder and Zeitfracht Medien
 Zeitfracht Medien exchanges pallets of the same quality upon delivery. If the corresponding number of empty pallets is not in stock, they will be returned within a reasonable period of time, but after 14 days at the latest, and the pallet account will be settled. If the carrier/forwarder commissioned by the supplier does not request replacement pallets or if the pallets credited to the pallet account are not accepted by the supplier/forwarder within 14 days, the claim shall lapse.

### Pallet safety

Pallet goods must be secured against slippage or falling:

The goods must be fixed with the load element (pallet), so that they cannot slip.

The safeguard should be carried out with a stable lid (full wood or stable corrugated cardboard, no plastic), shrink wrap, edge protection for the sides and hooping.

- If the box size is the same as the pallet (pallet boxes/pallet containers) hooping made of plastic (hooping band) are to be used, a foil wrapping is not necessary in that case.
- Metal bands are not admissible for the hooping.
- Other types of transport securing require previous coordination and agreement.

### Stacking of pallets

The stacking of pallets is desired if the following criteria are followed:

- The lower pallet must be packaged in a way that secure stacking is possible.
- Damage to the goods must be excluded. The use of a wooden cover is advised.

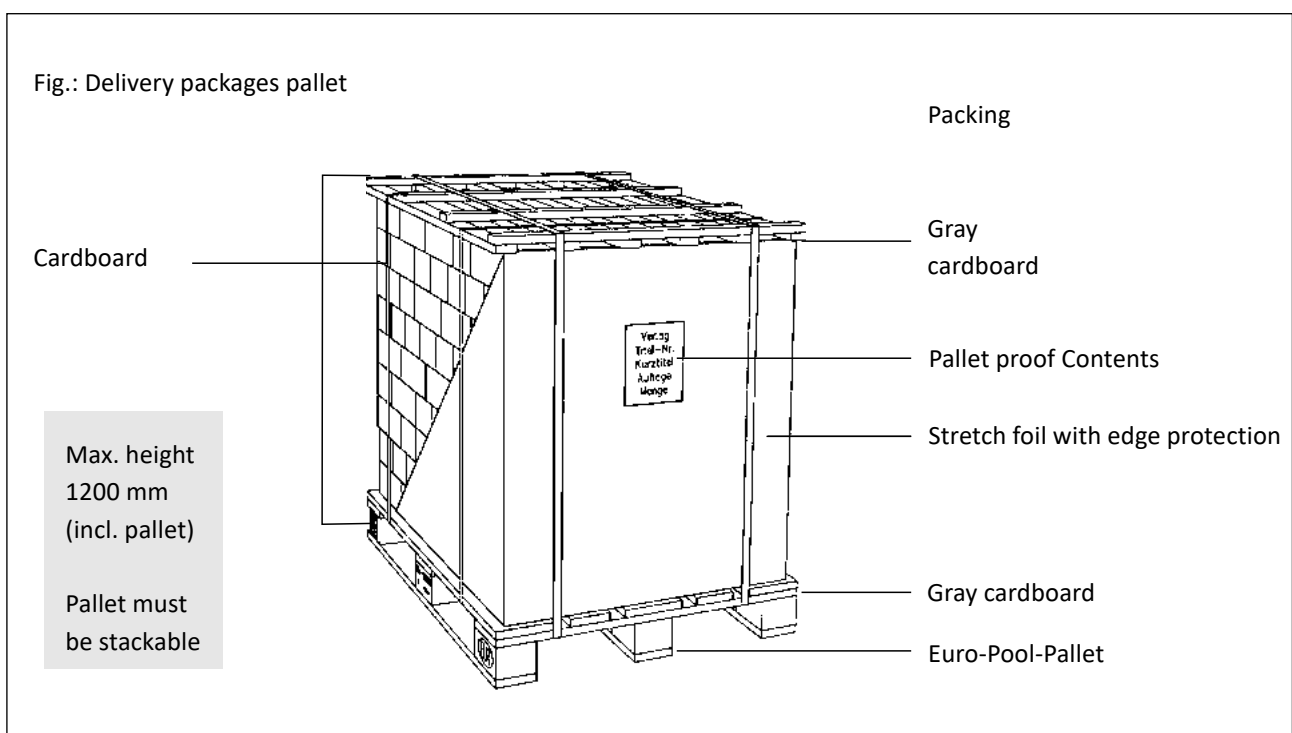
### 3.3 Delivery on mixed pallets

- The delivery of mixed pallets is only intended for the delivery of small quantities. Larger amounts are generally to be packaged as a free-of-title pallet.

- In the case of mixed pallets, a pallet contents list with quantities and EAN/title numbers is to be fixed at the front of the pallets in addition to the delivery note.
- Different titles must be stacked on a pallet, clearly separate and combined. One title may not be distributed through several mixed pallets.
- Every packaging must be visibly labeled on the outside with the publisher, the EAN, the short title and the quantity.

### 3.4 Delivery as package

- Individual packages may not exceed a total weight of 20 kg and must be stacked on a pallet.
- Packages may not be warped in any place.
- Maximum measurements of packages should not exceed 600 x 400 x 300 mm (length x width x height), with the exception of bulk.
- No loose packaging or other material may protrude from individual packages. This includes, for example, loose bands, loose straps, labels, etc.
- Individual and small packages may not be delivered in an outer packaging.
- The use of envelopes is not permitted.



## 4 Address label and shipping documents

### 4.1 Address label

Every delivered package and every pallet must have an address label. Information must contain:

- Sender (Complete address)
- Recipient (using the addressing instructions listed in this instruction)
- Package number
- NVE (number of shipping unit) and SSCC-bar code in the format EAN-128 (if agreed)

#### Specifics for pallets:

- An address label must be affixed to the front side of all pallets.
- Binding must not be placed above the address label.
- Address labels must be attached to the single package side with the largest area.

### 4.2 Delivery note

All shipments must contain a delivery note.

This delivery note must contain at least the following information:

- Sender (Complete address)
- Recipient (using the addressing instructions listed in this instruction)
- Publisher
- Delivery date
- Edition of the item
- Exact number of delivered pieces, boxes and pallets
- Quantity per pallet
- Number of pallets per item
- ISBN/EAN
- Item description (short title)
- The delivery note is to be indicated by the freight forwarder upon delivery at receiving.
- Insofar as a shipment contains several packages, all packages must be assigned a delivery note. In the alternative, a packaging note may also be used, which only contains the information about the respective package.

## 5 Freight costs

The delivery must be carried out according to the agreement with the publisher/client and free-of-charge for Zeitfracht.

## 6 Customs

All shipments from abroad must be cleared through customs before delivery. Customs clearance may occur with one of our customs agents when it is coordinated prior to delivery.

## 7 Control of shipments in receiving

The delivered shipments are accepted with reservations. Ordered and delivered goods are only checked superficially for damage and appropriate delivery at the ramp. Outer damage of the shipments must be confirmed by the freight forwarder on the bill of lading. Otherwise, only the number of the delivered packages (packets, pallets etc.) is confirmed to the driver. The quantity and title control shall occur later with the delivery note.

## 8 Contact persons

For questions regarding the topics of this delivery and shipment instruction, please contact us via email at [Lieferantenmanagement@zeitfracht.de](mailto:Lieferantenmanagement@zeitfracht.de).

Please provide information about delays by telephone under the number 0049 (0)361 74379-900 or send an e-mail to [avis-wareneingang-va@zeitfracht.de](mailto:avis-wareneingang-va@zeitfracht.de).

### Appendices

Appendix 1: Addressing and delivery addresses

Appendix 2: Violations of these guidelines

# Appendix 1:

## Addressing and delivery addresses

### 1 Delivery addressing for Zeitfracht Medien GmbH (Verlagsauslieferung):

Verlagsauslieferung, <Publisher name>  
c/o Zeitfracht Medien GmbH  
Ferdinand-Jühlke-Str. 13  
99095 Erfurt

### 2 Delivery addressing for the reserve storage in Erfurt:

Verlagsauslieferung, <Publisher name>  
c/o Zeitfracht Medien RLE  
Am Lützer Feld 16a  
99310 Arnstadt

Monday–Friday: 8 a.m.– 4 p.m.

Late unloading after 4 p.m. is possible only after prior consultation and approval.

### 3 Correspondence with Zeitfracht Medien GmbH (Verlagsauslieferung):

Zeitfracht Medien GmbH  
Verlagsauslieferung  
Kundenservice, <Publisher name>  
Industriestraße 23  
70565 Stuttgart



# Appendix 2:

## Violations of these guidelines

Only with standardized processes, a swift flow of goods is ensured. For this reason, Zeitfracht Medien feels obligated to charge the publisher/client in case of repeated violation against the delivery and shipment instruction with the fees indicated below (plus the legal VAT and the processing cost) for each violation. The respective amount is due for payment immediately. In the alternative, Zeitfracht reserves the right to refuse acceptance and to return the goods at the cost of the publisher/client:

<b>Violation per incident and pallet</b>	<b>Fee</b>
<p><b>Non-observance of the instructed form of the delivery address</b> If the instructed form of addressing is not observed, the transport free of disturbance and a quick identification of ordered goods is not possible. For this reason, Zeitfracht Medien will charge the publisher/client accordingly in the case of repeated violations against the necessary addressing form.</p>	20,00 €
<p><b>Missing booking of a delivery slot</b> In case of a missing early booking of a delivery slot by the freight forwarder, offloading cannot be guaranteed. Zeitfracht Medien is not responsible for any waiting period. For the additional cost in case of short-term manual slot allocation, Zeitfracht Medien reserves the right to charge for the additionally incurred cost as indicated. Furthermore, these fees apply if a slot is not canceled 24 hours prior to the slot time, if it will not be used.</p>	128,00 €
<p><b>Non-observance of reserved delivery dates</b> If the non-observance of a delivery date is not coordinated with Zeitfracht Medien, Zeitfracht Medien reserves the right to charge the indicated fee for incurred additional cost.</p>	15,00 €
<p><b>Missing notice</b> The notice of goods shipments by the supplier is absolutely necessary for a swift processing of the ordered goods. For shipments that were not announced, Zeitfracht Medien reserves the right to charge a respective fee. This shall only apply if Zeitfracht Medien has requested the notification from the supplier.</p>	15,00 €
<p><b>Missing observance of the provisions regarding media items and items made of several components</b> If an item does not correspond to the mentioned requirement regarding the delivery of media items or multi-part items, this must be charged to the publisher/client per item accordingly for the incurred additional cost.</p>	20,00 €
<p><b>Goods not secured for transport</b> Goods that are not packaged in a manner that is secure for transport cannot be accepted by Zeitfracht Medien. The resulting additional expenditure will be invoiced per pallet that is incorrectly delivered.</p>	40,00 €
<p><b>Non-approved packaging or filler material</b> The use of non-approved packaging or filler material can be charged as indicated per package.</p>	15,00 €
<p><b>Wrong shipment generation</b> If a shipment is delivered without coordination with Zeitfracht Medien in different shipment ways, this can be charged to the publisher/client per case accordingly.</p>	40,00 €
<p><b>Missing pallet security, exceeded measurements</b> For the additional expenditure resulting from non-compliance with the stipulated pallet securing measures, stacking articles with resulting damage, non-compliance with the weight or size specifications or the delivery of damaged pallets, Zeitfracht will invoice the publisher/contracting party per incorrectly delivered pallet and retains the right to reject the delivery.</p>	40,00 €

<b>Violation per incident and pallet</b>	<b>Fee</b>
<p><b>Over-packed packages</b> An over-packaging of the packages or the non-observance of the maximum dimensions leads to additional cost and can result in the damage of the goods.</p>	15.00 €
<p><b>Missing or wrong shipping documents, wrong delivery</b> In case of non-observance of the requirements to contents or in case of missing respective shipping documents or wrong delivery, the identification of the goods can only be carried out with considerable additional cost. This can be charged accordingly per case.</p>	30,00 €
<p><b>Invoice included in shipment</b> If an invoice is included with the shipment, this can be charged to the publisher/client accordingly per case.</p>	15,00 €
<p><b>Delivery with vehicles that do not comply with delivery regulations</b> For deliveries with vehicles that do not comply with delivery regulations (such as jumbo trucks/mega trailers, utility vans/mini vans and mini trucks), the goods can be unloaded only with considerable additional expenditure. For that reason, an appropriate fee will be charged per delivery and vehicle. 150.00 €</p>	185,00 €
<p><b>Delivery on pallets that do not comply with delivery regulations</b> If goods are delivered on pallets that do not meet the required standards (for example, defect pallets or pallets that are not EPAL- or UIC-certified), the goods must be repackaged. The additional expenditure that results will be invoiced for each incorrectly delivered pallet.</p>	40,00 €

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