



Guidelines for the delivery of goods

Introduction

Dear Sir,
Dear Madam,

Together we move products – and we ask for your cooperation. An experienced team, the required technology, and perfectly designed workflows are all in place to ensure trouble-free processing of your deliveries.

Everything beyond the constraints of our routine needs to be specially processed: unpacking, repacking, disposal, etc. – and this costs time and money. We will invoice you for the additional overhead for deliveries on pallets.

To ensure an optimum flow of goods, the following terms and conditions apply. We do not recognize any conflicting or deviating terms and conditions of the supplier or contracting party, unless we would have expressly agreed to their applicability in writing.

With kind regards,

Cornelsen Verlagskontor GmbH

Table of contents

1	Address and contacts	3
2	Notifications	3
3	Time slot reservation via TRANSPOREON Time Slot Management	4
4	Delivery terms	4
4.1	Packing materials.....	4
4.2	Information on vehicle types.....	4
4.3	Marking of bundles	4
4.4	Deliveries on pallets	5
4.5	Parcels.....	5
5	Accompanying documents/Delivery documents	6
5.1	Freight note/Forwarding agent transfer note	6
5.2	Delivery note.....	6
6	Checking the deliveries in incoming goods.....	6
7	Goods from non-EU countries.....	6
8	Failure to comply with the delivery guidelines/billing for expenses	6
9	Appendix.....	7
9.1	Correctly packed pallet.....	7
9.2	Pallet label (example).....	8

1 Address and contacts

Cornelsen Verlagskontor GmbH
WARENEINGANG
Eckendorfer Straße 129
33609 Bielefeld
GERMANY

Delivery times:

Monday – Friday
7.00 h – 9.30 h
9.45 h – 12.30 h
13.00 h – 15.00 h

If deliveries need to be made outside of the stated times, in justifiable, exceptional cases, this must be coordinated with the contacts listed below.

Contacts:

Julia Buchholz
Phone +49 (0)521/9719-345

Daniela Pantelic
Head of incoming goods
Phone +49 (0)521/9719-352

Email for notifications and enquiries: wareneingang@cvk.de
Telefax for notifications: +49 (0)521/9719-131

2 Notifications

Deliveries can be notified at an early stage. The sender must bindingly notify us of delivery by 15.00 h at the latest on the workday (Monday to Friday) before the delivery. Notification is required for each commercial vehicle; the delivery must match the notification in scope and content. Deliveries notified later than this are deemed not notified. The following information is required:

- Name of main contractor (print shop/binding shop)
- Forwarding company
- Delivery date
- Principal/Publishing company
- Complete delivery notes (see Section 5.2), as a hard copy or file

Notification on: wareneingang@cvk.de or by fax to +49(0)521/9719-131

Please inform the forwarding agent making the delivery that goods destined for CVK must be freely accessible. Third party goods not intended for CVK cannot be reloaded by CVK for insurance reasons. Third-party personnel is not permitted to access our warehouse. We expect the driver to be cooperative. We ask for your understanding for any waiting time. CVK will not bear the cost of waiting time caused by failure to notify us of delivery.

To avoid unnecessary waiting time, your forwarding agent has the option of booking a delivery time at CVK via TRANSPOREON Time Slot Management (www.transporeon.com). Forwarding agents can still deliver to CVK without a delivery date/time slot reservation, however, they may need to plan some waiting time in this case.

Orderly notification with full details is still required; reserving a delivery time does not waive this requirement.

Note:
CVK will charge a fee of 80.00 € for deliveries that are not notified, or not notified in good time.

3 Time slot reservation via TRANSPOREON Time Slot Management

In our drive to reduce the throughput times at our unloading bay, we introduced TRANSPOREON Time Slot Management for online reservation of time slots for unloading processes at our logistics centre in Bielefeld in March 2014; we would like to involve you in this development as our logistics partner.

The objectives of this system are:

- Reducing our and your communication costs
- Optimising personnel and equipment
- Reducing throughput times for your vehicles in clearance

TRANSPOREON Time Slot Management is a web-based logistics platform which your forwarding agent can use to book a time slot for delivering goods to CVK on the Internet. This will improve the ability to plan logistics processes on both sides, and as a consequence to shorter clearing times for your vehicles.

If your forwarding agent does not currently work with TRANSPOREON, TRANSPOREON will set up access to the platform (www.transporeon.com). To allow this to happen, your forwarding agent must conclude an agreement with TRANSPOREON.

Access to the TRANSPOREON platform, customer support and user training by phone are provided free of charge by TRANSPOREON. A minor, transaction-based fee is charged for the use of the system; this is invoiced by TRANSPOREON. Please contact TRANSPOREON directly in case of price enquiries.

4 Delivery terms

4.1 Packing materials

All packaging must always be composed of environmentally-friendly and recyclable material.

4.2 Information on vehicle types

Only ramp unloading is possible for goods delivered on pallets (sectional door with dock leveller). The truck's loading surface must have the following dimensions for this:

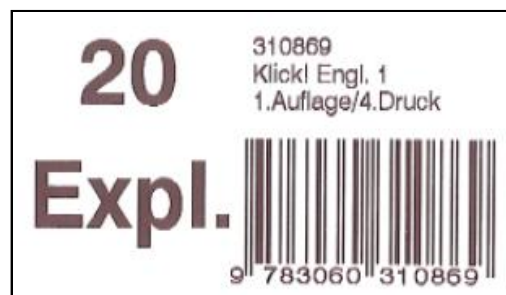
- minimum width of loading area: 2.00 m
- minimum height of loading area: 0.90 m
- minimum free loading area for supporting the dock leveller: 0.05 m

Note:

CVK will charge a fee of 100.00 € for unloading vehicles that cannot use the ramp.

4.3 Marking of bundles

Bundles of 10, 20, 30 books, etc., must be packed in standardised film/paper packaging/cardboard boxes; each bundle must be labelled. In addition to the product number/ISBN, short title, edition/print run [= Auflage/Aufl./Druck] and number of copies [= Exemplare/Expl.], the barcode of the individual book must be printed on the label.



4.4 Deliveries on pallets

4.4.1 Pallets

Only EPAL exchangeable, undamaged euro pallets may be used.

- Dimensions: W 0.80 m x L 1.20 m
- maximum height: 1.20 m (pallet incl. load)
- maximum weight: 750 kg (pallet incl. load)
- Pallet lid: W 0.80 m x L 1.20 m

4.4.2 Pallet packing

- Only one article is permitted per pallet (unmixed pallets; see Section 4.4.4 for exceptions).
- The goods must be packed so as to be externally visible and in countable layers.
- The individual layers must be packed offset in bundles. The same number of books/articles must exist in each layer.
- The pallets must not be overloaded at any point.
- Any incomplete boxes must be packed in the top layer and marked.
- An intermediate layer material typical for the industry must be used.

4.4.3 Pallet safety

- If pallet lids are used, these also must measure exactly 0.80 m x 1.20 m. Pallet lids must be strong enough to withstand the stresses during secure strapping and transportation.
- Pallets must not be used as lids.
- The goods must be protected with an edge guard made of reinforced cardboard and wrapped in transparent PE stretch film (not black film). Following this, plastic straps must be attached.
- Steel strapping must not be used for the pallets.
- The film must not be tied in a knot at the bottom of the pallet.
- Shrink wrap hoods must not be used; instead the pallets must be wrapped in transparent PE stretch film.
- The material used to secure the load must always be made of environmentally-compatible and recyclable material.
- It must be ensured that the packaging and pallet are designed to rule out transport damage. The supplier bears the responsibility for providing packaging that is compatible with the article and the transport mode.

Note:

CVK will charge a fee of 25.00 € per infringement and pallet for repacking of pallets due to the maximum height, maximum width and maximum weight being exceeded, in case of instability, or to check quantities, in case of use of steel strapping, shrink hoods or non-returnable pallets.

4.4.4 Small quantities/Residual quantities

- Small quantities and residual quantities can be grouped on a mixed pallet. The individual articles must be packed separately on it and clearly marked. The pallet must be labelled with "mixed pallet".

4.4.5 Pallet marking/Pallet label

- Each pallet must be marked with the following details on the face and rear side in the top third below the film, and on the lid:
 - Principal/Publishing company
 - Product designation
 - Product number/internal product number
 - ISBN/EAN (incl. barcode)
 - Product quantity (on pallet)
 - Indication of the total number of pallets per title and delivery (e.g.: Pallet 1 of 5)
 - Edition/print run (e.g.: 1st edition/5th print run [= 1. Auflage / 5. Druck])

4.5 Parcels

- For deliveries comprising parcels, indicate the parcel containing the delivery note.
- Each parcel must contain a note on the total number of parcels (e.g.: parcel 1 of 5).
- The maximum weight per box must not exceed 20 kg.

5 Accompanying documents/Delivery documents

5.1 Freight note/Forwarding agent transfer note

A freight note/forwarding agent transfer note must be presented with the following details for each delivery:

- Name of main contractor (print shop/binding shop)
- Name of forwarding agent/subcontracting forwarding agent
- Total number of pallets/parcels in the delivery
- Weight of the delivery
- The freight note cannot be replaced by an electronic confirmation of receipt on mobile terminal devices.

5.2 Delivery note

A delivery note with the following details is required for each delivery:

- Name of main contractor (print shop/binding shop)
- Name of principal/publishing company
- Product designation and product number/internal product number
- SAP reference number (10 digits) and line item number (5 digits) if indicated with order
- EAN (= 13-digit ISBN)
- Edition/print run (e.g.: 1st edition/5th print run [= 1. Auflage / 5. Druck]) if indicated with order
- Country of origin for imported goods
- Quantity per product
- Quantity per pallet
- A sales unit is regarded as one item and must be marked as such.
- Total number of pallets
- Total weight of the delivery

The delivery note must be attached to one narrow end of the pallet in the top third. The delivery note must be sufficiently protected against damage by means of a document pouch made of plastic or reinforced paper.

Note:
CVK will charge a fee of 50.00 € if the accompanying documents and/or the required details are missing.

6 Checking the deliveries in incoming goods

CVK only confirms the number of packaging units (pallets, boxes, etc.) delivered. Titles and quantities are checked later on based on the delivery note. Incoming goods requires the freight carrier to confirm any external damage in the freight documents.

7 Goods from non-EU countries

When delivering consignments from third-party (non-EU) countries, the forwarding agent/deliverer is obliged to deliver the consignment with duties paid. CVK cannot put non-duty-paid consignments into intermediate storage. CVK is obliged to accept only duty-paid goods with appropriate proof of clearance.

8 Failure to comply with the delivery guidelines/billing for expenses

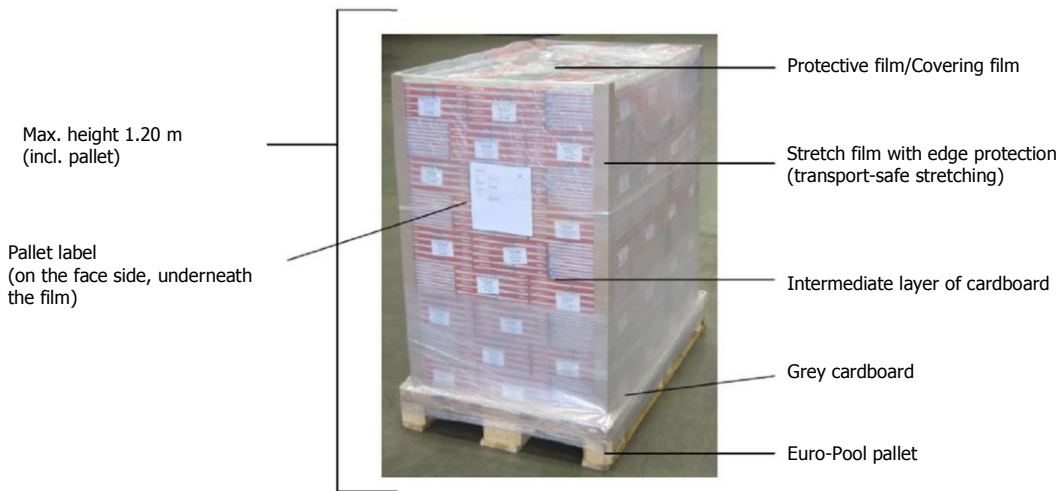
In case of failure to comply with these delivery guidelines, CVK will bill you for the costs incurred as expenses.

Repacking of pallets due to excess height, excess width, excess weight, instability or quantity checks	per infringement and pallet	25.00 EUR
Missing accompanying documents (delivery note and/or freight note), or missing details		50.00 EUR
Failure to notify, or notification too late		80.00 EUR
Unloading of a vehicle not capable of using the ramp		100.00 EUR
Steel strapping	per pallet	25.00 EUR
Shrink hoods	per pallet	25.00 EUR
Non-returnable pallets	per pallet	25.00 EUR

9 Appendix

9.1 Correctly packed pallet

Without wooden lid/cardboard lid:



With wooden lid/cardboard lid:



9.2 Pallet label (example)

Absender: [Sender:]	
Auftraggeber/Verlag: [Principal/Publishing company:]	Cornelsen Schulverlage GmbH
Produktbezeichnung: [Product designation]	EG 21 A1 WOB+CD
Produktnummer: [Product number:]	312311
ISBN:	978-3-06-031231-3
Auflage/Druck: [Edition/Print run:]	1. Auflage / 9. Druck
Menge/Pal.: [Quantity per pallet:]	1440
Gewicht/Pal.: [Weight per pallet:]	577,90 kg
Palette: [Pallet # of # :]	2 von 3