

Delivery and shipping instructions

Valid as of August 2019 for the delivery in Erfurt

1 Delivery and packaging

1.1 General delivery requirements

Requirements for the items

- Each item should have an EAN/ISBN bar code suited for scanning. This bar code must be clear for each product. The bar code must be listed in numerical characters under the bar code.
- Each item must also be identifiable through the respective item description in the shipping documents.
- Each item must be packaged in a way that excludes any risk of injury caused by the item or its packaging.
- The delivery of hazardous goods is not allowed, unless a written authorization is given.

Special items

Certain items require compliance with special standards for their delivery:

- The delivery of multi-volume works and sets, insofar as they are published together and not as a sequence, must occur in combined or closed form (slip-case, shrink-wrapped, tied). All components of the set must visibly form one item and be delivered in an over-boxing, which only has one bar code for the complete item.
- If a packaged unit is delivered that is intended for sales in its over-boxing, then the bar code of the individual item must not be on the over-boxing, but on the packaged unit.
- Palettes or packages with new items should have a colored label added (ideally with red DIN A6 stickers) and be labeled „Novelty“ or „New release“ in writing. This labeling is mandatory for packages containing items which were ordered based on the KNV Zeitfracht novelty identification numbers.

- Media items (software, DVD, CD or similar) must be shrink-wrapped or sealed individually.

General shipping insurance and packaging material

In order to guarantee a safe and smooth processing of your goods, the following general requirements must be followed:

- The goods must be packaged safely for transport, protected against damage. For fragile items in particular, appropriate packaging must ensure undamaged delivery and secure handling in the warehouse.
- Boxes, packets and pallet containers may not be warped in any direction.
- Hollow spaces in transport packaging must be filled. Rolled up paper, air cushions or bubble wrap are to be used as filling material. Styrofoam or shredded paper may not be used under any circumstance. Filling material must be eco-friendly and recyclable.
- Stretch foils may only be made of transparent polyethylene (PE).
- Boxes must be recyclable (print „RESY“ or similar).

Shipments and packages

- All packages/pallets of a shipment must be sent using the same type of transport.
- All copies of an item in one shipment are to be concentrated in one package if possible.
- Packages that belong together must be labeled as such.
- A shipment can consist of several orders, as long as the order numbers included are listed on the delivery note.

1.2 Delivery on pallets (palletizing)

Whenever possible, goods are to be palletized:

- The palletability of the goods has to be ensured by means of appropriate cover boxes.
- All copies of an item per pallet are to be bundled in layers or blocks. Any incomplete boxes are to be positioned in the top layer and are to be labeled with the words „single material“.
- Single title pallets must be labeled „single material“.

Pallet measurements

Compliance with the following requirements is essential:

- The maximum authorized pallet height for delivery (goods and pallet) is 1,200 mm.
- A maximum overall pallet 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.

Used pallets, pallet quality and pallet exchange

We receive and exchange the following pallets:

- The delivery may only occur on Euro Pallets. EPAL or UIC certifications are accepted.
- The pallet measurements must amount to 1,200 mm (length) x 800 mm (width).
- The pallets must be „ready for use“ according to the standard UIC 435-2.
- 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.) cannot be exchanged.

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.
- They should be secured with stretch film. In individual cases further securing through hooping is to be considered.
- If the box size is the same as the pallet (pallet boxes/pallet containers) hooping made of plastic (hooping band) is to be used and a foil wrapping is not necessary in this case.
- Metal bands are not admissible for the hooping.
- If possible, edge protection is to be attached separately.
- Other types of transport securing require previous coordination and agreement.

Stacking of pallets

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

- 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.

1.3 Delivery in multi-use containers

- In general, it is possible to use multi-use containers; however, this requires prior consultation and agreement.

1.4 Delivery as a package

- Individual packages may not exceed a total weight of 31.5 kg.
- Packages may not be warped in any place.
- The maximum measurements of packages should not exceed 600 x 400 x 300 mm (length x width x height), with the exception of bulk.

2 Address label and shipping documents

2.1 Address label

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

- Sender (complete address with book trader identification number, if present)
- Recipient (using the addressing instructions listed in this instruction)

- Sending number
- Package number and package quantity
- Invoice number(s) and invoice date
- NVE (number of shipping unit) and SSCC-bar code in the format EAN-128 (if agreed)

Specifics for pallets:

- For pallets, an address label must be on the long side and on the wide side, so that address labels can be seen, even if stacked.
- The banding of a cover box may not be carried out over the address label.

2.2 Delivery note

- All shipments must contain a delivery note.
- This delivery note must contain at least the following information:
 - Sender (complete address with book trader identification number, if present)
 - Recipient (using the addressing instructions listed in this instruction)
 - Invoice number(s) and invoice date
 - Order date(s)
 - Order date
 - Exact number of delivered pieces, boxes and pallets
 - ISBN/EAN
 - Item description
- Delivery notes must be located in easy reach on the outside of a pallet or a package. It is recommended to use a waterproof shipping envelope.
- An invoice may not be included in the delivery. Invoices must be sent separately and exclusively to the address referenced under Sec. 9.
- The delivery note must not include conditional information.
- Insofar as a shipment contains several packages, all packages must be assigned a delivery note. Alternatively, a packaging note may also be used, which only contains the information about the respective package.

3 Freight cost

The delivery in Erfurt must be made free of charge or as agreed.

4 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 with KNV Zeitfracht to delivery.

5 Control of shipments in receiving

The delivered shipments are accepted with reservations. Ordered and delivered goods are only checked superficially for damage and proper 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 and the order.

Damaged or incorrectly delivered items shall not be accepted. These are remitted at the supplier's cost. The supplier can be charged with a processing fee pursuant to Appendix 2.

6 Contact

For questions regarding the issues relating to this delivery and shipment instruction, please contact us via email at lieferantenmanagement@knv-logistik.de.

7 Invoice

Unless electronic invoice transfer via EDI is agreed, the invoice must be addressed as follows:

KNV Zeitfracht GmbH
 Invoice review
 Industriestraße 23
 70565 Stuttgart

Please send your invoice via mail or as PDF via email to invoice@knv.de. Invoices in the shipments are not accepted.

Appendices

Appendix 1: Addressing and delivery addresses
 Appendix 2: Violations of these guidelines

Appendix 1:

Addressing and delivery addresses

1 Delivery addressing for shipments of KNV Zeitfracht GmbH goods:

KNV Zeitfracht GmbH
<Address, identification number>
Ferdinand-Jühlke-Str. 7
99095 Erfurt

Address and identification numbers used by KNV Zeitfracht:

Book wholesale, TN 31000
Inventory supplements, TN 31002
Procurement, TN 31003
SDL compact, TN 31004
(formerly VEKO)
Speed Stock, TN 31005
Novelties, TN 31009
Export, TN 31010
Continuations, TN 31289

2 Delivery address for clients of KNV Zeitfracht:

KNV Zeitfracht GmbH
<Client, IDN>
Ferdinand-Jühlke-Str. 7
99095 Erfurt

3 Invoice address:

KNV Zeitfracht GmbH
Invoice review:
Industriestraße 23
70565 Stuttgart

4 Correspondence:

KNV Zeitfracht GmbH
<Division and recipient>
Industriestraße 23
70565 Stuttgart5

5 Sample deliveries:

KNV Zeitfracht GmbH
Headquarters, TN 31191
Industriestraße 23
70565 Stuttgart

Appendix 2: Violations of these guidelines

Only with standardized processes is a swift flow of goods is ensured. For this reason, KNV Zeitfracht feels obligated to charge the supplier in the case of repeated breach of the KNV Zeitfracht delivery and shipment instruction with the fees indicated below (plus the legal VAT and the processing cost) on each occasion.

The respective amount is immediately due for payment and can be offset against open receivables. Alternatively, KNV Zeitfracht reserves the right to refuse acceptance and to return the goods at the cost of the supplier.

Violation	Fee
<p>Non-compliance with the specified form of the delivery address If the specified form of the address is not observed, the unimpeded transport and quick identification of ordered goods are not possible. For this reason, KNV Zeitfracht will charge the supplier accordingly in the case of repeated violations against the form of address required.</p>	EUR 15.00
<p>Non-compliance with the specified delivery dates If the failure to comply with a delivery date is not agreed with KNV Zeitfracht, KNV Zeitfracht reserves the right to charge the fee stated for the additional costs incurred.</p>	EUR 10.00
<p>Lack of compliance with the provisions relating to media items and items consisting of several components If an item does not correspond to the requirement referred to regarding the delivery of media items or multi-part items, this must be charged to the supplier per item accordingly for the relevant additional cost incurred.</p>	EUR 15.00
<p>Goods not secured for transport Goods not secured for transport cannot be accepted by KNV Zeitfracht. The resulting additional cost shall be charged.</p>	EUR 30.00
<p>Non-approved packaging or filler material The use of non-approved packaging or filler material can be charged as indicated per package.</p>	EUR 10.00
<p>Wrong shipment generation If a shipment is delivered on different shipping routes without agreement with KNV Zeitfracht, this can be charged to the supplier accordingly in each case.</p>	EUR 30.00
<p>Insufficient pallet securing, measurements exceeded The additional cost incurred due to non-compliance with the specified pallet security, the stacking of items with resulting damage, non-observance of the weight or dimension provisions or the delivery on damaged pallets shall be charged by KNV Zeitfracht to the supplier per case as indicated and KNV Zeitfracht reserves the right to refuse the shipment.</p>	EUR 30.00
<p>Over-packed packages 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>	EUR 10.00
<p>Missing or wrong shipping documents, wrong delivery In case of non-observance of the requirements regarding contents or in case of missing relevant 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>	EUR 25.00
<p>Invoice included in shipment If an invoice is included with the shipment, this can be charged to the supplier accordingly per case.</p>	EUR 10.00