



ExpoCloud® Delivery guidelines 2025.1

Service Hub: Germany

Excerpt from the ExpoCloud Workbook valid from: 01.01.2025

1 Delivery guidelines

Objective of the delivery guideline

WWM GmbH & Co. KG (hereinafter referred to as "WWM") operates modern, semi-automated warehousing and logistics systems as a service provider for its customers. Strict adherence to logistical, administrative and organizational prerequisites is necessary to ensure smooth logistical processing between your suppliers and the goods receiving department, which operates across customer boundaries, and to avoid the need for clarification and additional work due to manual or additional measures. Unless otherwise specified (e.g. site- or product-specific), this Delivery Guideline sets out general rules, standardized for all customers and suppliers, according to which materials are delivered for WWM or its customers, what information must accompany a delivery in paper or electronic form, and what packaging materials and loading aids may be used. This guideline also regulates the procedure in case of deviations and the responsibilities for compliance with these rules.

Scope of validity

This delivery guideline applies to all deliveries of goods, supplies, raw materials or operating materials (hereinafter referred to as material or article) to WWM, irrespective of the customer for whom the goods are intended (goods recipient) and also irrespective of the supplier or the ordering method used. This guideline is an integral part of WWM's general terms and conditions and of customer-specific contracts. It shall enter into force in the version indicated on the date indicated and shall remain in force until canceled by WWM.

Delivery address

Deliveries to WWM GmbH & Co. KG, the following address must always be given in full. This address must also be used on the accompanying documents and, if applicable, on the corresponding invoice documents. As part of the delivery address, the customer of WWM must also be indicated as the recipient of the goods.

WWM GmbH & Co. KG
Service Hub Alsdorf
Konrad-Zuse-Str. 39
52477 Alsdorf

Acceptance periods

Monday to Friday 08:00 am to 12:00 pm and 1:00 pm to 5:00pm.

Deliveries arriving after these times can only be accepted on a case-by-case basis, subject to prior arrangement.

Transfer of risk, acceptance of goods subject to reservation

The supplier shall bear the risk of damage to or destruction of the goods until the goods are accepted by WWM. Delivery to the incoming goods department of WWM shall in no case be considered as delivery or acceptance. Acceptance of the goods shall always be subject to an incoming goods inspection to be carried out at a later date. Upon receipt of the goods, only the number of packages delivered (pallets, boxes, etc.) and the external integrity of the shipping packaging will be acknowledged.

The delivered goods shall be deemed to have been accepted by WWM when they have been subjected to an incoming goods inspection by authorized WWM employees. Only then shall the goods pass into the responsibility and custody of WWM. The details of the incoming inspection are customer-specific and may therefore be subject to different conditions. If damage to the goods is already recognizable at the time of delivery, WWM shall have this confirmed by the carrier on the

waybill.

Deviations from this guideline

WWM's central receiving staff is responsible for monitoring compliance with this delivery policy. To this end, they use a checklist when receiving deliveries to identify deviations from this policy and record them in a defect report.

Deliveries that deviate from this Guideline will result in a considerable amount of work for WWM's central goods receiving department for clarification and for the receipt of goods that deviate from the standard processes. WWM reserves the right to charge the customer or supplier for this additional work. In principle, invoicing will be on a time and material basis. The customer or recipient of the goods is responsible for the supplier's compliance with this guideline; WWM's customer service will therefore inform the customer of any defects that occur.

Delivery of pure articles ready for storage

In principle, a separate shipment must be made for each recipient. Mixed shipments, i.e. shipments containing goods for more than one recipient, are not permitted. Packaging units must always be delivered as individual items. This means that several items may not be packed together in one tangible unit (packaging/delivery unit). Each packaging unit must be labeled on the outside with the article number and quantity.

Delivery unit / sub-delivery unit

Items should be delivered in fixed, controllable quantities (delivery units). If the number of items per delivery unit differs significantly from the expected delivery quantity, reasonable constant partial quantities (sub-delivery units) must be formed within a delivery unit. The separation between the sub-delivery units can be achieved, for example, by bundling, inserting sheets, interleaving or counting strips and must be maintained throughout the entire delivery. Subsequent deliveries of an item must be made in the same delivery and sub-delivery units as the first delivery.

In the case of remnant quantities, the delivery quantity of the corresponding packaging unit must be specially marked.

In the case of posters, a packaging unit must be made visible by inserting a counting strip per 100 pieces. Posters must be stacked at least 2 cm from the edges. If a poster consists of several parts that are not assembled into a set, each part must be shipped separately on a pallet.

Consignment note

The consignment note or carrier's delivery receipt shall describe the shipment and contain at least the following information:

- Carrier
- Consignee (see 1.3)
- Consignee
- Total weight
- Number of packages
- Number and type of loading equipment used

Delivery note

Each delivery must be accompanied by a delivery bill. The delivery bill describes the contents of the delivery and must contain at least the following information:

- Supplier with address and contact person
- delivery date

- Delivery address
- Recipient of goods
- Article number
- Article description
- Total quantity of the shipment, if applicable, indication of the quantity still open
- Number of items per delivery unit and sub-delivery unit
- Number of packages / pallets

The following information, if applicable, must be provided

- Call-off number/order number of the consignee of the goods
- Deviations from the ordered quantity (over or under delivery with indication of the difference)
- Version of the material
- Best before date (BBD)
- Serial numbers or intervals with error/interruption log

For quantities, weights and dimensions, the values determined by WWM during the incoming goods inspection are decisive.

Other documents to be carried

In the case of hazardous goods, a corresponding transport document must also be handed over in accordance with ADR regulations.

The delivery driver must be qualified to transport dangerous goods (ADR certificate). The vehicle must have a special ADR approval for the transportation of dangerous goods (in particular equipment for labeling and carrying a fire extinguisher).

Details on delivery unit

Each delivery unit must be visibly marked on the outside with at least the following information

- Consignee
- Article number
- Article description
- Quantity per delivery unit and sub-delivery unit
- Version of the material
- Expiration date
- Serial numbers or intervals
- For hazardous materials, additional hazard symbol and UN number (or LQ for small quantities)

If item number bar codes are used, they should be placed on the front of the delivery unit and be easily scanned with a laser gun or touchdown.

Euro pallet UIC standard 435-4

Untreated Euro pallets in accordance with the UIC standard are generally permitted as loading aids. Euro pallets must be undamaged and in perfect condition, i.e. the wood must not be broken and all skids must be intact and continuous. The following dimensions must be observed and must not be exceeded at any point on the pallet

- Maximum width 800 mm
- Maximum length 1,200 mm

- Maximum height 1,350 mm
- Maximum height 1,680 mm
- Maximum weight 1,000 kg

The above dimensions may only be exceeded if the basic dimensions of the item exceed the basic dimensions of the Euro pallet or if the height of the item exceeds the specified maximum height. Pallet deliveries must always be kept free of articles. Sufficiently thick cardboard must be placed between each layer of a pallet.

Pallets must not be overstacked at any point. Bulging or skewing of the load due to slippage and damage in transit must be prevented by effective transport securing, e.g. by an outer carton, shrink-wrap or banderole. Only transparent film should be used to secure loading aids in transit to avoid additional work at the receiving dock. Straps are not allowed to secure the pallet. The materials used to secure the load must not exceed the maximum dimensions given above and must not flap. They must be secured or fastened in such a way that they do not cause malfunctions in the automatic operation of the warehouse (e.g. by the automatic contour check, which checks the above-mentioned maximum pallet dimensions). Ensure that the pallets have sufficient clearance.

Only untreated Euro pallets in perfect condition are exchanged.
The exchange of IPPC treated pallets cannot be guaranteed.

Packaging

The following packaging materials are allowed:

Packaging:

- Cardboard boxes Corrugated cardboard / cardboard boxes with recycling guarantee, labeled only with environmentally friendly inks
- PET, PP labeled film
- Strapping PE, PP labeled
- Cover boards Natural wood

Stickers:

- Stickers must not interfere with the recycling of materials

Fillers:

- Only recyclable materials: e.g. corrugated board

In addition, the relevant provisions of the Closed Substance Cycle Waste Management Act, the Packaging Ordinance and the Ordinance on Hazardous Substances and Dangerous Goods shall apply. All materials used for packaging must be clearly marked with the "Green Dot", the recycling symbol of Duale System Deutschland AG (DSD), and/or with the following recycling symbols in accordance with legal requirements. Transport packaging made of composite materials (e.g. paper labels on foil) have special disposal requirements. Since the municipal cost structure cannot be overlooked at this time, we would like to draw your attention to this problem.

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