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## Delivery Guidelines for Self-Deliverers

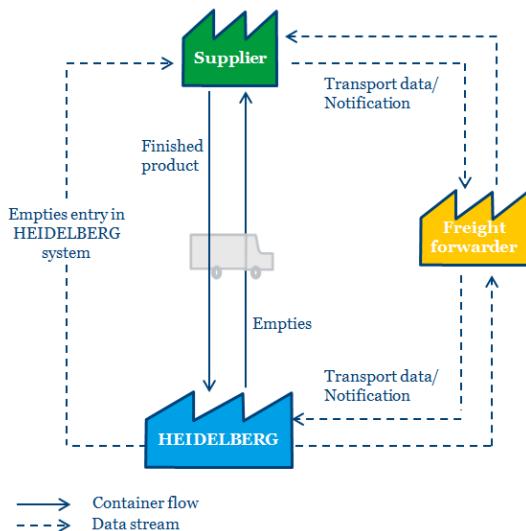
Dear Sir or Madam:

These Guidelines apply to all deliveries to production sites of Heidelberger Druckmaschinen AG. Its purpose is to inform all partners with whom self-delivery (INCO Term CPT, DAP, DDP) has been contractually agreed about the handling of EURO pallets and EURO pallet cages and about our time slot management for truck deliveries for the production site Wiesloch.

### Handling of EURO pallets / EURO mesh box pallet

#### Exchange process

All pool containers are exchanged exclusively between the supplier and HEIDELBERG. The forwarder's function is limited to transportation; the forwarder does not keep an empties account for the supplier and may not exchange EURO pool containers directly.



If the supplier does exchange pool containers with the forwarder, these containers will not be credited towards the supplier's HEIDELBERG empties account. In this case, the return of the pool containers must be agreed bilaterally between the supplier and the collecting forwarder – HEIDELBERG does not accept responsibility and will not offer any help in settling the matter.

The supplier and HEIDELBERG are both responsible for balancing the empties account on a regular basis. To avoid large container credits, the supplier must proactively request empties. Containers will only be exchanged for other containers – other forms of compensation are not possible.

### **Requesting empties**

Pool containers can be requested as follows under the HEIDELBERG container numbers BF.023.1024 (EURO pallet) and BF.032.1022 (EURO mesh box pallet):

- All suppliers registered with EUROLOG must request empties exclusively via EUROLOG.
- Suppliers not yet registered with EUROLOG may request empties by e-mail to [WIE.Versand.H48@heidelberg.com](mailto:WIE.Versand.H48@heidelberg.com)

### **Quality criteria / complaint process**

Only adequate EURO pallets and mesh box pallet of EPAL class B (undamaged) or higher and labeled EPAL/EPAL and UIC/EUR may be exchanged.

If the supplier receives pool containers from HEIDELBERG that do not meet these quality criteria, he must log a complaint by e-mail to [Leergutmanagement@heidelberg.com](mailto:Leergutmanagement@heidelberg.com) immediately after delivery of the containers. The complaint must include the following information:

- A detailed description of the defect and/or relevant photos
- The delivery note number
- The delivery date
- The delivered quantity

If HEIDELBERG receives pool containers from the supplier that do not meet the above quality criteria, HEIDELBERG will make a complaint to the supplier immediately after container delivery.

### **Time slot management for incoming goods for the production site Wiesloch**

The purpose of time slot management is to shorten the dwell time of delivery vehicles on our premises and to make this time more easily calculable.

### **HEIDELBERG uses the time slot management program by Cargoclix.**

To use this program, you only need Internet access and an up-to-date browser (Internet Explorer version 7.0 or higher, or a comparable browser). Further installations on local computers or other administrative activities are not required.

### **Basic rules:**

- The driver must check in at reception (gate 2, building 91 / truck gate), 10 minutes before the start of his time slot.

- Late or unbooked vehicles will be pushed to the next free time slot. Please note this and book only windows that you are sure the vehicle can reach.
- Demands for stall money will not be accepted.
- Cargoclix charges €0.50 per booking. The fee is paid directly to Cargoclix.

Please note that all actions are logged in the background and can be traced seamlessly.

To go to the booking portal, enter the following URL in your browser:

**[www.cargoclix.com/heidelberg](http://www.cargoclix.com/heidelberg)**

If you already have a Cargoclix account, you can now log on to the program and to the Heidelberger Druckmaschinen AG Wiesloch / Walldorf CargoMarket.

If you do not yet have a Cargoclix account, you must create a new account on this page.

You will receive all necessary data via e-mail directly from Cargoclix.  
Once you have logged in, you can go to the time slot portal at

**[www.cargoclix.com/timeslot](http://www.cargoclix.com/timeslot)**

Log in with your access information.

Click on the “Service provider” box, select the CargoMarket “Heidelberger Druckmaschinen AG” and the unloading point under “Site” (see the waybill/delivery note address).

You will see an overview of available time slots. Only slots with a white background can be booked.  
For more information on using the program correctly, click on the “Help” link to the right of “My Cargoclix”.  
Please watch the available video tutorials to familiarize yourself with the program.

**If you are using an external service provider to ship the goods, please inform him/her of our time slot management.**

Your feedback can help make the portal even better and more effective for all users.

Send an e-mail to [Zeitfenstermanagement@heidelberg.com](mailto:Zeitfenstermanagement@heidelberg.com) to report errors and suggest improvements. If you encounter problems with booking time slots, or if no time slots are available on your intended day of delivery, please call us at our central number +49 6222 82 3210. Please use this telephone service only in justified cases.

Please note also that the delivery times noted in orders or delivery schedules are final deadlines, so be sure to take these times into account when scheduling your deliveries.

Best regards

Heidelberger Druckmaschinen AG

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