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# LOGISTICS INSTRUCTIONS



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## DELIVERY ADDRESS

Gipsweg 1-3 / 9940 Evergem

## PHONE NUMBER

09 39 86 721

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## NOTIFICATION

### PALLET SHIPPING

- All deliveries should be notified at least 1 day in advance (before 12:00) via **aan.meldingen@erbg.be**. We kindly ask you to observe the requested delivery date.
- Provided this notification is correct, you will receive a confirmation with a batch number and scheduled time slot. Each driver must report to the "reception" cabin 15 minutes before the specified time slot.
- Opening hours of the reception office: Monday – Friday, 6:00 a.m. – 11:45 a.m.
- The notification is accompanied by a packing list.
- **Delivery is not possible without confirmation.**

### PARCEL DELIVERY

- All parcel deliveries should be notified at least 1 day in advance (before 15:00) via **aan.meldingen@erbg.be**. Please respect the requested delivery date.
- The notification is accompanied by a packing list. Please include the packing list inside the package.
- Provided the notification is correct, you will receive a confirmation with batch number.
- Please write this batch number on the parcel and/or on the packing list attached to the package.
- Please confirm Track&Trace after receiving the batch number.

## DELIVERY



## PALLET DELIVERY

### RECEPTION

- Each driver must report to the “reception” cabin 15 minutes before the specified time slot.
- Opening hours of the reception office: Monday – Friday, 6:00 a.m. – 11:45 a.m.
- If the barriers are closed, please use the intercom to register yourself and state your batch number. An employee will provide you with further instructions.
- Each driver will be assigned a gate by an employee. If the driver needs to wait, he will be issued a beeper: this beeper must always be returned to the reception office.
- Each shipment must be signed off with a name and date by an employee (+ stamp for paper documents).
- A delivery is always “subject to the CMR”. If the supplier does not agree, the driver will stay on site for the duration of the unloading of the goods.
- Without CMR, the shipment will be refused and registered as ‘no-show’.
- Any costs made during the processing of incorrect or unregistered deliveries, might be recharged.

### THE PALLETS

- Goods must be delivered on standard euro size pallets (80 x 120 cm). Only if the delivered goods exceed the size of a euro pallet, may they be delivered on the original AF-factory pallet.
- Pallets cannot be stacked higher than 220 cm (including pallet height).
- All pallets must be wrapped in wrapping film so that they are stable and easy to move.

### THE GOODS

- We reserve the right to refuse goods which do not meet the requirements or which are not delivered in the correct manner, without incurring any costs at our expense.
- Promotion material and commercial goods can't be packed together.
- You will pack the goods in such a way that it is clear how to open the packaging.
- When using multiple boxes, parcels or pallets (one delivery/package list), please use these markings on the outside of the boxes, parcels or pallets: 1/3, 2/3, 3/3, ...

## PARCEL DELIVERY

- Each driver must report to the “reception” cabin.
- Opening hours of the reception office: Monday – Friday, 6:00 a.m. – 11:45 a.m.
- A gate will be assigned by an employee.
- A shipment may never be placed at the gate and must always be received by an employee.
- Each shipment must be signed off by an employee (PDA/CMR). A unique code will be used to sign off the PDA. If a delivery has been made without this unique code, we will consider the delivery as “not received”.



## DISCREPANCIES

### DAMAGED

- Damages will be reported within 48h. They need to be credited and picked up within 10 days. If the pick-up deadline is not met, a storage fee will be charged.

### SHORTAGE/SURPLUS

- Shortages will be reported within 48h. They will not be resent, unless agreed otherwise with our purchasing department. If we do wish to receive the goods, you will need to notify them again. In all other cases, you will need to credit the goods.
- Surpluses or goods delivered by mistake will be reported within 48h. They need to be credited and picked up within 10 days. If the pick-up deadline is not met, a storage fee will be charged.

## PENALTIES APPLICABLE FROM 1/12/2022

<b>INFRINGEMENTS ON DELIVERIES</b>	<b>AMOUNT</b>
No-show = fail to show up	€ 455
Changing the time slot after 12h on day X-1 *only after express permission from Connect+	€ 145
Arriving late, after the time slot *if there is time left after unloading other goods, it may still be possible to unload (fine is still applicable)	€ 198
Delivery without notification *if there is time left after unloading other goods, it may still be possible to unload (fine is still applicable)	€ 245
Delivery note/CMR deviates from PA	€ 245
Delivery note/CMR deviates from actual load	€ 10/logistics item
<b>INFRINGEMENTS ON DELIVERIES / ADMINISTRATION</b>	
Draw up damage report	€ 98
Draw up document for return	€ 98
Draw up document for physical problems during unloading	€ 98
<b>INFRINGEMENTS ON DELIVERIES / OPERATIONAL</b>	
Refusal due to quality problems (both upon receipt and at a later time)	€ 10/ logistics item
Unloading by hand and restacking	€ 10/logistics item
Damaged pallets	€ 10/pallet
<b>INFRINGEMENTS ON DELIVERIES / RETURNS</b>	
Retour supplier	€ 61/ logistics item (Benelux – preferably collected by yourself)
Storage fee *goods awaiting return, shipment or destruction	€10/ logistics item/month (indivisible)

## MISCELLANEOUS

- Infringement fees are cumulative.
- Drivers who repeatedly fail to comply with the aforementioned guidelines, will be denied access to the site.
- Prices ex VAT.