



Delivery note for KNV Logistik in Erfurt

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KNO VA delivery instructions

Valid from 01 January 2018 for deliveries at KNV Logistik Erfurt and the outer warehouses or respectively at warehouses operated by third parties as ordered by KNO VA.

Please read the following detailed information before you declare goods in Erfurt.

1 Notification and slot booking

We reserve the right to accept deliveries as needed in Erfurt or at the outer warehouse or at warehouses operated by third parties as ordered by KNO VA (see appendix 1). Pallet deliveries must therefore be announced before delivery. In order to avoid delivery peaks and unnecessary waiting time, it is necessary that time windows for a scheduled delivery are coordinated with our receiving department.

Deliveries that were not announced or that arrive late are given the next possible time window for offloading. We also reserve the right to forward deliveries that were not announced to our outer warehouse at the cost of the sender.

Notification/slot booking should take place as soon as possible but must take place at least 24 hours before the supplier makes the delivery.

Booking early is advantageous. The place of unloading is always disclosed in conjunction with the slot booking. One slot number is required per truck.

Notification of e-mail to:

avis-wareneingang-kno-va@knv-logistik.de

Please use our notification form. You can find it at www.kno-va.de/downloads by clicking on the link „Anlieferanweisungen“. Alternatively, you can use the delivery slip or the packing list for each truck. Please send us your notification from Monday to Friday before 4:00 p.m. to receive your delivery slot on the same day.

We will send you a confirmation that includes your delivery slot. You absolutely must comply with it.

The employees in the control center in the goods receipt area are available under 0049 (0)361 74379-900 should you have any telephone inquiries.

Note: For deliveries of small quantities in packages that are delivered by a package service, there is no need for notification and slot booking.

2 Delivery

2.1 Delivery address for goods

Please note the different building numbers for delivering palletised goods or small amounts in packages via parcel services.

a) Palletised goods:

It is obligatory to adhere to the following addressing system for all deliveries. You will find the specific address details for the delivery in question in Appendix 1.

Delivery address:

KNO VA <Publisher name>
c/o KNV Logistik
Ferdinand-Jühlke-Str. 7
99095 Erfurt

A ramp can be allocated on-site by the staff of KNV Logistik. The instructions of the staff must be complied with.

b) Small amounts in packages via parcel services

Please use the following delivery address if you would like to have a delivery made by a parcel service (e.g. DHL or DPD):

Delivery address:

KNO VA <Publisher name>
c/o KNV Logistik
Ferdinand-Jühlke-Str. 13
99095 Erfurt

2.2 Delivery times for palletised goods

Incoming goods are only accepted Monday to Friday from 6 a.m. – 4 p.m.

A late delivery can be made after 4 p.m. by arrangement.

The delivery times for external warehouses are given in Appendix 1.

2.3 Delivery vehicles

The unloading at KNV Logistik takes place only on ramps with dock levelers. Accordingly, vehicles that are suitable for the ramp must be used for the delivery:

- High loading surface: at least 120 cm
- Width (clear width) of the loading surface: at least 220 cm

Jumbo trucks/mega trailers, utility vans/mini vans and mini trucks generally do not fulfill the requirements for unloading using the ramp!

Such vehicles can be unloaded only if written confirmation has been received. A fee of 150 € will then be charged for each vehicle.

In the declaration, please indicate expressly if a vehicle is being used that is not suitable for ramps.

2.4 Loading trucks

In general, for goods that are delivered on Euro Pool Pallets, only the unload at the ramp from the back vehicle area with electrical lift trucks is possible. The pallets may therefore not be loaded crosswise. A side unload is not possible.

- The goods destined for KNO VA must be freely accessible and may not be blocked through third party goods. In case of bigger unload obstacles, you must count on refusal of acceptance.
- A contact surface of 10 - 15 cm must be available for a dock leveler. Additionally, a remaining height of at least 10 cm is required so that the pallets can be lifted.

3 Delivery and packaging

3.1 General delivery requirements

Requirements for the items

- Each item should have an EAN/ISBN bar code suited for scanning or an item number. The bar code must be unambiguous per product and must be listed in numerical characters under the bar code. Each item must be identifiable through the respective item description in the shipping documents.
- The individual items must be packaged in a way that any risk of injury through the item or its packaging is excluded.
- The delivery of hazardous goods is not allowed, unless a written authorization is given.

Special items

Certain items require the 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 (slipcase, 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 may not be on the over-boxing, but on the packaged unit.
- Packaging units are to be labeled visibly on the outside and in legible writing with its publisher, EAN short title and the number of copies.
- Packaged units must always contain the same quantity of one title.
- Media items (software, DVD, CD or the likes) must be shrink wrapped or sealed individually.
- Articles like toys and playthings must be protected against soiling (for example, by using appropriate packaging, delivery in plastic bags, etc.).

Large-format displays or advertising materials

When large-format displays or advertising materials are delivered, each must be individually storeable, transportable and ready for shipment. That means that every display or advertising material is provided with a separate carrier (own pallet). The carrier must be connected with the display or advertising material and form a single entity. Displays or advertising materials together with carriers are to be delivered on euro pallets. In the case of ambiguities, the delivery of the goods should be agreed upon in advance with KNV Logistik.

General shipping insurance & packaging material

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

- The goods must be packaged safely for transport, protected against damage. For fragile items in particular, respective packaging must ensure undamaged delivery and secure handling in the warehouse.
- Boxes/packets/pallet containers may not be warped in any direction.

- Hollow spaces in transport packaging must be filled. As filling material, rolled up paper, air cushions and/or bubble wrap are to be used. Styrofoam, popcorn chips, bio pack, shredded paper or the likes may not be used under any circumstance. The filling material must be eco-friendly recyclable.
- Stretch foils may only be made of transparent polyethylene (PE).
- Boxes must be recyclable (print „RESY“ or similar).
- Valuable articles that are at risk for theft should be delivered in a discrete outer packaging.

Shipments and packages

- All packages/pallets of a shipment must be sent with the same transport type.
- All copies of an item in one shipment are to be concentrated in one package if possible.
- Packages that belong together must be numbered so that they can be recognised as such

3.2 Delivery on pallets Palletization

Whenever it is possible, goods are to be palletized:

- All copies of an item per pallet are to be bundled in layers or blocks and to be stapled. Any incomplete boxes are to be positioned in the top layer and are to be labeled with the words „Package incomplete/contains remaining articles“.
- The books are to be protected on the bottom side of the pallet as well as on the top side with gray cardboard inserts.
- The layers are to be stacked in a offset combined position. On each layer, the same number of copies must be stacked. The layers must be secured against any slippage with inserted cardboard sheets (3 to 5 pieces per pallet).
- On a slim outer side of each pallet, the publisher, the title number, the short title, the edition and a quantity must be visibly indicated.
- Due to the use of automatic warehouse and conveying systems, the stability of the pallet packages must be ensured, even without any securing with hooping and covers. If needed, a stable container box is to be preferred over the wrapping with shrink wrap.

Pallet measurements

The compliance with the following requirements is necessary:

- The maximum pallet height authorized for delivery (goods and pallet amounts to 1,200 mm.
- A maximum pallet overall 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. From the book block to the pallet's outer edges, a minimum distance of 3 cm must be followed. (Exception pallet container).

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 meet Class B according to the standard UIC 435-2 /GS1.
- 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.

The safeguard should be carried out with a stable lid (full wood or stable corrugates cardboard, no plastic), shrink wrap, edge protection for the sides and hooping.

- If the box size is the same as the pallet (pallet boxes/pallet containers) hooping made of plastic (hooping band) are to be used, a foil wrapping is not necessary in that case.
- Metal bands are not admissible for the hooping.
- Other types of transport securing require previous coordination and agreement.

Stacking of pallets

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

- 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.

3.3 Delivery on mixed pallets

- The delivery of mixed pallets is only intended for the delivery of small quantities. Larger amount are generally to be packaged as a free-of-title pallet.
- In the case of mixed pallets, a pallet contents list with quantities and EAN/title numbers is to be fixed at the front of the pallets in addition to the delivery note.
- Different titles must be stacked on a pallet, clearly separate and combined. One title may not be distributed through several mixed pallets.
- Every packaging must be visibly labeled on the outside with the publisher, the EAN, the short title and the quantity.

3.4 Delivery as package

- Individual packages may not exceed a total weight of 18 kg and must be stacked on a pallet.
- Packages may not be warped in any place.
- Maximum measurements of packages should not exceed 600 x 400 x 300 mm (length x width x height), with the exception of bulk.

4 Address label and shipping documents

4.1 Address label

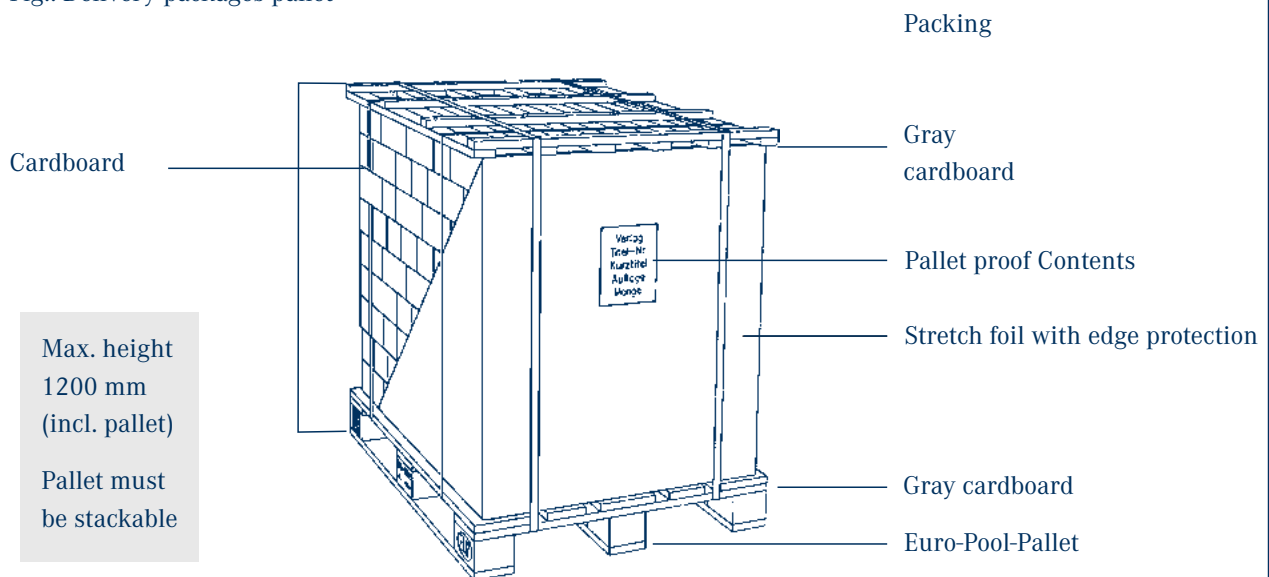
Every delivered package and every pallet must have an address label. Information must contain:

- Sender (Complete address)
- Recipient (using the addressing instructions listed in this instruction)
- Package number
- NVE (number of shipping unit) and SSCC-bar code in the format EAN-128 (if agreed)

Specifics for pallets:

- An address label must be affixed to the front side of all pallets.
- The banding of a cover box may not be carried out over the address label.

Fig.: Delivery packages pallet



4.2 Delivery note

All shipments must contain a delivery note.

This delivery note must contain at least the following information:

- Sender (Complete address)
- Recipient (using the addressing instructions listed in this instruction)
- Publisher
- Delivery date
- Edition of the item
- Exact number of delivered pieces, boxes and pallets
- Quantity per pallet
- Number of pallets per item
- ISBN/EAN
- Item description (short title)
- The delivery note is to be indicated by the freight forwarder upon delivery at receiving.
- Insofar as a shipment contains several packages, all packages must be assigned a delivery note. In the alternative, a packaging note may also be used, which only contains the information about the respective package.

5 Freight costs

The delivery must be carried out according to the agreement with the publisher/client and free-of-charge for KNO VA.

6 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 to delivery.

7 Control of shipments in receiving

The delivered shipments are accepted with reservations. Ordered and delivered goods are only checked superficially for damage and appropriate 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 (packages, pallets etc.) is confirmed to the driver. The quantity and title control shall occur later with the delivery note.

8 Contact persons

For questions regarding the topics of this delivery and shipment instruction, please contact us via email at Lieferantenmanagement@knv-logistik.de.

Please provide information about delays by telephone under the number 0049 (0)361 74379-900 or send an e-mail to avis-wareneingang-kno-va@knv-logistik.de.

Appendices

Appendix 1: Addressing and delivery addresses

Appendix 2: Violations of these guidelines

Appendix 1:

Addressing and delivery addresses

1 Delivery addressing for Koch, Neff & Oetinger Verlagsauslieferung GmbH (KNO VA):

KNO VA, <name of publisher>
c/o KNV Logistik
Ferdinand-Jühlke-Str. 7
99095 Erfurt

2 Delivery addressing for the reserve storage in Erfurt:

KNO VA, <name of publisher>
c/o KNV Logistik RLE
Am Lützer Feld 16a
99310 Arnstadt

Monday-Friday: 7 a.m. – 4 p.m.

Late unloading after 4 p.m. is possible only after prior consultation and approval.

3 Delivery addressing for the outer warehouse Haiterbach:

KNO VA, <name of publisher>
c/o KNV Logistik Metnitzer Straße 50
72221 Haiterbach

Monday – Thursday: 7:30 a.m. – 12 p.m. and
1 p.m. – 4 p.m., Friday: 7:30 a.m. – 2 p.m.

4 Delivery addressing for the outer warehouse Aschersleben:

KNO VA, <name of publisher>
c/o KNV Logistik
TAS Transport Logistik GmbH
Majoranweg 5–7
06449 Aschersleben

Monday – Friday: 8:00 a.m. – 2 p.m.

5 Delivery address for the outer warehouse Schkeuditz:

KNO VA, <name of publisher>
c/o KNV Logistik
An der Autobahn 1
04435 Schkeuditz

Monday-Friday: 7 a.m. – 4 p.m.

6 Correspondence with Koch, Neff & Oetinger Verlagsauslieferung GmbH (KNO VA):

Koch, Neff & Oetinger Verlagsauslieferung GmbH
customer service <name of publisher>
Industriestraße 23
70565 Stuttgart

Appendix 2:

Violations of these guidelines

Only with standardized processes, a swift flow of goods is ensured. For this reason, KNO VA feels obligated to charge the publisher/client in case of repeated violation against the delivery and shipment instruction with the fees indicated below (plus the legal VAT and the processing cost) for each violation. The respective amount is due for payment immediately. In the alternative, KNO VA reserves the right to refuse acceptance and to return the goods at the cost of the publisher/client:

Violation per incident and pallet	Fee
<p>Non-observance of the instructed form of the delivery address If the instructed form of addressing is not observed, the transport free of disturbance and a quick identification of ordered goods is not possible. For this reason, KNO VA will charge the publisher/client accordingly in the case of repeated violations against the necessary addressing form.</p>	15.00 €
<p>Missing booking of a delivery slot In case of a missing early booking of a delivery slot by the freight forwarder, offloading cannot be guaranteed. KNO VA is not responsible for any waiting period. For the additional cost in case of short-term manual slot allocation, KNO VA reserves the right to charge for the additionally incurred cost as indicated. Furthermore, these fees apply if a slot is not canceled 24 hours prior to the slot time, if it will not be used.</p>	100.00 €
<p>Non-observance of reserved delivery dates If the non-observance of a delivery date is not coordinated with KNO VA, KNO VA reserves the right to charge the indicated fee for incurred additional cost.</p>	10.00 €
<p>Missing notice The notice of goods shipments by the supplier is absolutely necessary for a swift processing of the ordered goods. For shipments that were not announced, KNO VA reserves the right to charge a respective fee. This shall only apply if KNO VA has requested the notification from the supplier.</p>	10.00 €
<p>Missing observance of the provisions regarding media items and items made of several components If an item does not correspond to the mentioned requirement regarding the delivery of media items or multi-part items, this must be charged to the publisher/client per item accordingly for the incurred additional cost.</p>	15.00 €
<p>Goods not secured for transport Goods that are not packaged in a manner that is secure for transport cannot be accepted by KNO VA. The resulting additional expenditure will be invoiced at 30.00 € per pallet that is incorrectly delivered.</p>	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>	10.00 €
<p>Wrong shipment generation If a shipment is delivered without coordination with KNO VA in different shipment ways, this can be charged to the publisher/client per case accordingly.</p>	30.00 €
<p>Missing pallet security, exceeded measurements For the additional expenditure resulting from non-compliance with the stipulated pallet securing measures, stacking articles with resulting damage, non-compliance with the weight or size specifications or the delivery of damaged pallets, KNO VA will invoice the publisher/contracting party 30.00 € per incorrectly delivered pallet and retains the right to reject the delivery.</p>	30.00 €

Violation per incident and pallet	Fee
<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>	10.00 €
<p>Missing or wrong shipping documents, wrong delivery In case of non-observance of the requirements to contents or in case of missing respective 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>	25.00 €
<p>Invoice included in shipment If an invoice is included with the shipment, this can be charged to the publisher/client accordingly per case.</p>	10.00 €
<p>Delivery with vehicles that do not comply with delivery regulations For deliveries with vehicles that do not comply with delivery regulations (such as jumbo trucks/mega trailers, utility vans/mini vans and mini trucks), the goods can be unloaded only with considerable additional expenditure. For that reason, an appropriate fee will be charged per delivery and vehicle. 150.00 €</p>	150.00 €
<p>Delivery on pallets that do not comply with delivery regulations If goods are delivered on pallets that do not meet the required standards (for example, defect pallets or pallets that are not EPAL- or UIC-certified), the goods must be repackaged. The additional expenditure that results will be invoiced for each incorrectly delivered pallet.</p>	30.00 €