

Computacenter AG & Co. oHG

Delivery Guidelines

Valid from 01.11.2018

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1. Scope

These delivery guidelines apply for all deliveries made by the supplier to Computacenter AG & Co. oHG, referred to as Computacenter.

When cooperating with logistic-service providers, the vendor has the responsibility to ascertain that these delivery guidelines are adhered to by said logistic-service providers.

You can download these delivery guidelines in their most recent version in German and in English at (www.computacenter.com)

2. Delivery address:

The delivery address of Computacenter is:

Computacenter AG & Co oHG
Computacenter Park 2-4 (Gate 1-22)

50170 Kerpen
Germany

3. Notification and delivery

3.1. General

We have to be notified at least 24 hours before the intended delivery time.
The following listed particulars need to be given with each notification:

- Supplier
- Carrier (each with complete contact details)
- Date and time of the intended delivery
- Number of pallets
- Total number of boxes (boxes on pallets and any loose boxes)
- Electronic delivery notes – Furthermore, product-related serial data (e.g. IMEI) need to be transferred with submission of the delivery note.
- Computacenter order number
- Declaration “exclusively duty-free-goods“ or “delivery contains dutiable good“
- Gas Free Certificate (GFC)

Only duty-free goods must be delivered. Should, in an individual case, deviating agreements have been made; we will need to be told about the fact that the delivery contains dutiable goods at the time of notification. In this case our customs department needs also to be notified (see in 10. contact list)

Once the notification has been made, you will receive the delivery time.

If the allotted delivery time cannot be kept, you will need to inform Computacenter or our notification department (see in 10. contact list) at least 24 hours before the due delivery time. In the event of a short notice inability (hold-up) to deliver on time, you will need to notify Computacenter at the very latest before the allotted delivery time.

Our Receiving Department is open Monday until Friday between the hours of 06:00 am and 12:00 am.

The allotted delivery time is the time by which the truck will need to dock at the gate at the very latest. A delivery is being classified as behind schedule if the truck has not been registered by the driver at the gate at least 15 minutes ahead of the allotted delivery time.

If no delivery note has been made available in electronic form with the electronic notification including the Computacenter order number, it will require a longer lead time or longer standing times might occur.

Split deliveries caused by the carrier will not be accepted.

Computacenter points out that for all currently supplied goods for hazardous materials, the currently valid version according to the regulation of IATA / ICAO and ADR – Chapter 1.4 of ADR Safety obligations of the participants – applies. This concerns the manufacturer and therefore also the supplier or the person acting on behalf of the supplier. Thus the supplier or the person acting on behalf of the supplier guarantees that all required duties are incumbent on him. In that case, a liability claim against third parties is forfeited. As a precautionary measure Computacenter refers to the currently applicable legal requirements for each mode of transport in the various dangerous goods regulations.

4. Transport

The goods have to be secured in such a way to avoid slipping, falling over or falling down. Single parcels have to be packed together into a unit to assure that they are safe during transport and to avoid slipping.

When securing boxes always ensure the following:

- Boxes need to be firmly closed. However, not every box requires a strapping band.
- The box lids have to be secured tightly to the box.
- Lateral straps and other openings on the box have to be sealed with suitable packaging tapes.
- Consignments containing more than 15 boxes have to be delivered on pallets. Please consider the following when delivering on pallets:
 - Goods on pallets have to be wrapped with transparent foil. The foil needs to be fixed onto the pallet.
 - The pallets need to have guard strips along the edges.
 - It has to be possible to safely unload pallets from the truck using a fork lift.
 - Pallets must not be stacked on top of each other, if the items below cannot support the load.
 - Pallets have to be loaded in the way that their access opening (located at the narrow or front side of the pallet) is facing the unloading side.

The truck has to be suitable for ramps; i.e. the cargo area of the truck needs to be at least 2.00 m wide and has a 1.05 to 1.10 m ground clearance.

Furthermore, the goods destined for Computacenter need to be directly accessible for unloading. Due to liability reasons, goods not destined for Computacenter cannot be unloaded.

5. Delivery documents

Each delivery must be accompanied by a waybill and a delivery note. The driver has to keep the waybill as well as a copy of the delivery note at hand and present them when the truck is being registered at the gateway. The original delivery note has to be fixed on the outer box for parcel delivery, for pallet deliveries the delivery note has to be fixed to the pallet.

5.1. Content of waybill

Each delivery can only have one waybill. Products listed on different delivery notes, handed over to the carrier at the same time for delivery have to be considered as 1 consignment.

The waybill must include the following information:

- Waybill Number and Date
- Address of the supplier
- Address of Computacenter
- Address of the carrier
- Total number of pallets
- Total number of Boxes (number of boxes on pallet + number of loose boxes)
- Weight of shipment
- List of the waybill associated delivery note number(s).
- Note on delivery of dutiable goods.
- Seal number(s)
- List of package numbers

5.2. Content of delivery note

Articles that are marked on a delivery note must not be split into several deliveries. The delivery note must include the following information:

- Delivery note number and date.
- Address of the supplier
- Address of Computacenter
- PO-Number (Computacenter order number)
- Computacenter item number (SKU).

- EAN- / UPC-Code
- Manufacturer SKU
- Product description
- Delivery volume (FAD)
- Total number of pallets
- Total number of boxes (boxes on pallet + loose boxes)
- Country of origin

6. Labeling/Identification of the goods

6.1. Pallet goods

The product label must be visible from the outside. The label needs to include all information in Section 6.2 or 6.3. Generally, transparent film is to be used. Shock and tilt indicators (Shock- and Tilt watches) must be visible from the outside.

Mixed pallets must be clearly marked as such and provided with the corresponding packing list. The following information is to be attached to the outside of each pallet on a label in the specified format (generally plain text, when stated additional as a barcode):

- Complete address of the supplier (plain text)
- Computacenter order number – PO (plain text)
- Current number of the pallet and total number, e.g. pallet nr. 3 of 5 (plain text)
- Quantity of the article per pallet (plain text)
- List of all serial numbers for homogeneous pallets (plain text + barcode marked with SN)

6.2. Packing units (master cartons)

Mixed boxes must be clearly marked as such and provided with the corresponding packing list. Packing units, of which the quantity differs from other (standard) packaging (e.g. dawn boxes) are to be clearly marked as such.

The following information is to be affixed to the outside of each carton in the specified format (generally in plain text, when stated, additionally as a barcode):

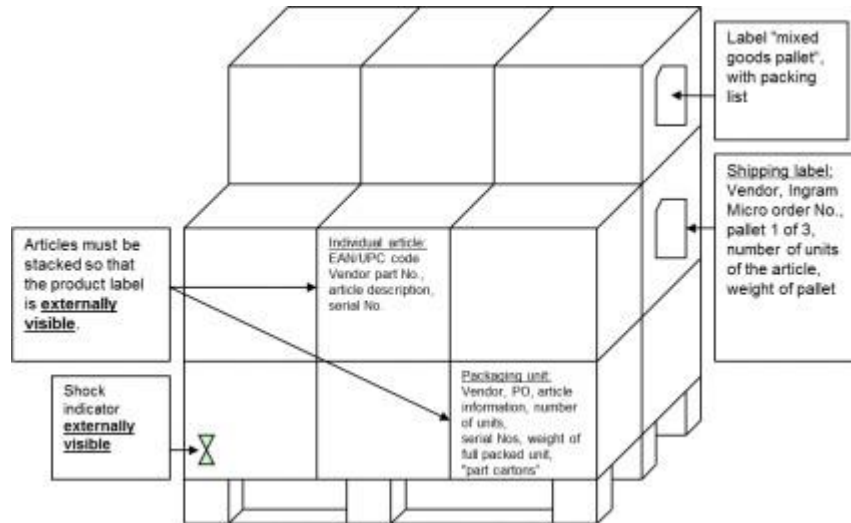
- Complete address of the supplier (plain text)
- Computacenter order number – PO (plain text)
- Current number of the packing unit and total number, e.g. box no. 3 of 5 (plain text)
- Quantity per packing unit (plain text)
- Serial number (plain text + barcode, clearly marked with SN)
- IMEI numbers (plain text + barcode, clearly marked with IMEI)
- EAN- / UPC-Code (plain text + barcode)
- Manufacturer item number (SKU) (plain text + barcode)
- MAC Address
- Computacenter item number (SKU) (plain text)
- Product name (plain text)
- Weight of packing unit (plain text)

6.3. Single Units

Single units may not be covered with shipping information nor labeled. The following information is to be affixed to the outside of each single unit in the specified format (generally in plain text, when stated, additionally as a barcode):

- EAN- / UPC-Code (plain text + barcode)
- Manufacturer item number (SKU) (plain text + barcode)
- Product name (plain text)
- Serial number (plain text + barcode, clearly marked with SN)

This information is to be affixed to the outside of the packing unit (master carton).



7. Requirements for pallet goods

7.1. Pallet dimensions

In general, 4-way Euro-Pallets (1.20 x 0.80 m) are to be used for transport. Alternatively, transport can also be made on disposable (one-way) wooden pallets, as long as the dimensions correspond with the dimensions of Euro or industrial pallets (1.20 x 1.00 m) and the applicable requirements concerning the insertion opening are met. Basic dimensions of pallets must be maintained, overlapping must be avoided at all costs. The delivered pallets must not exceed a height of 2.00 m (product incl. pallet). Articles that exceed the above mentioned dimensions must be delivered on special, suitable pallets. With regards to the insertion opening of pallets the following requirements apply (standard EURO-Pallets):

- The pallet must be accessible from all four sides with hand-lift and fork-lift truck
- The entry width (clear width of the entry opening between the spacer blocks) must be at least 0.60 m
- The entry height (clear height of the entrance opening) must be at least 0.90 m.

7.2. Pallet conditions

In general, flat wooden pallets are to be used. The pallets must be delivered ready for use. Moreover, only heat-treated pallets (HT: Heat Treatment) are accepted. Fumigated pallets (MB: methyl bromide fumigation) are not accepted. Pallets are of no use if they have the following damages or defects:

- A board is missing, slanted or broken
- More than two lower, upper edge boards or cross boards are damaged and so that more than one nail or screw shaft is visible on each board.
- A block is missing, is broken or splintered that more than one nail or screw shaft is visible
- Inadmissible construction elements have been used for repair (too narrow, too short boards or blocks)
- The general condition of the pallet is so poor that the carrying capacity is no longer assured or cargoes may be contaminated or damaged.

7.3. Pallet exchange

When exchanging it is required that the pallets comply with the exchange criteria of the European Pallet Pool for EURO pallets. In general, the pallet exchange takes place concurrently at delivery. If no exchange has taken place, Computacenter is released from its obligation to return; provided that Computacenter is not responsible for the non-exchange (e.g. carrier rejects to take over the exchangeable pallets at delivery.)

- Exclusively EURO pallets are exchangeable, i.e. pool pallets of wood, manufactured according to UIC 435-2 standard in the dimensions 1.20 x 0.80 m
- Euro pallets, which are of no use, i.e. have defects or damages as described under 7.2 are excluded from the exchange.
- Also note that only properly repaired Euro pallets (recognizable by the EPAL marking nail on a center block of the longitudinal side) are exchangeable.

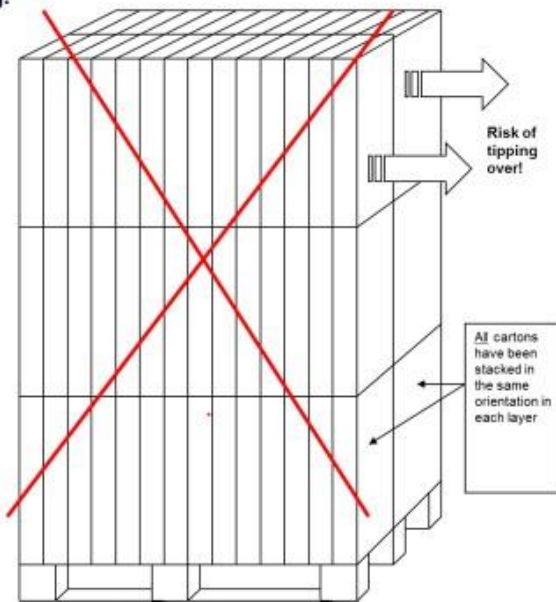
The exchange criteria listed can be found on the Internet at the following address (link): www.gpal.de

8. Stacking and sorting of goods on pallets

The goods must be stably stacked on the pallet, so that no risk of tipping over later in the later piecewise removal!!

Stacking:

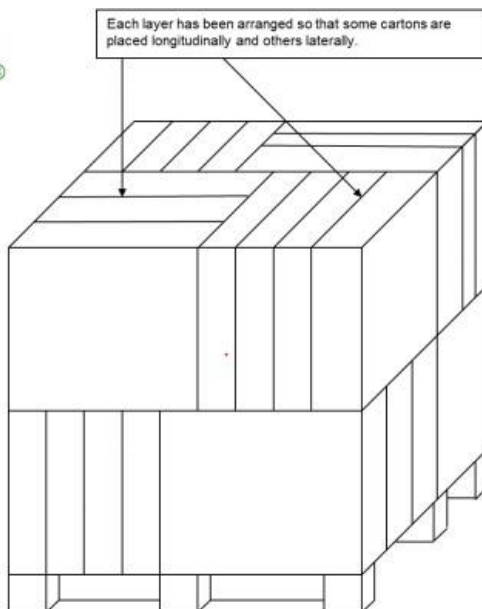
Wrong!
☹️☹️☹️



All boxes are aligned in such a way that they point in the same direction. This makes the stacking on the pallet unstable.

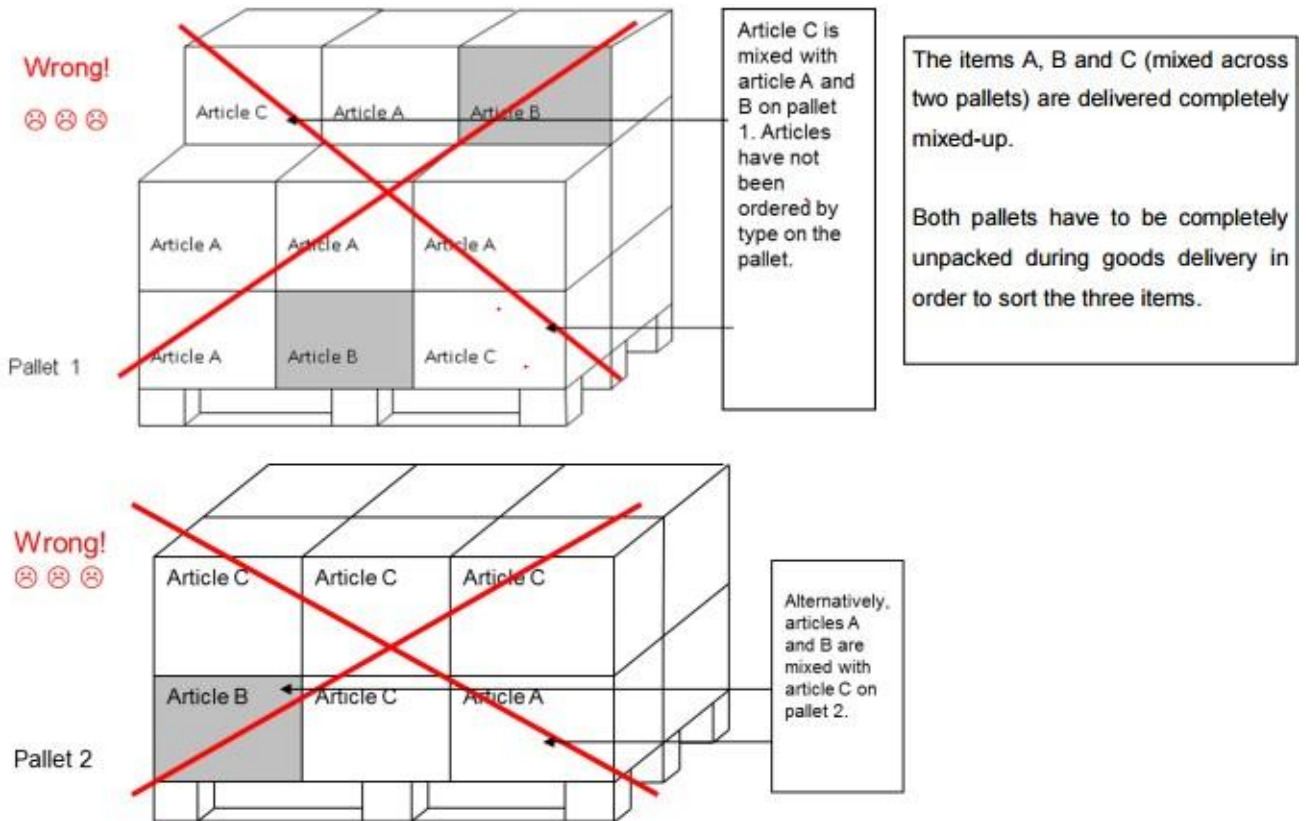
If the pallet gets a (slight) push from the back or front, then there is a risk that the boxes fall into the relevant direction ("domino effect").

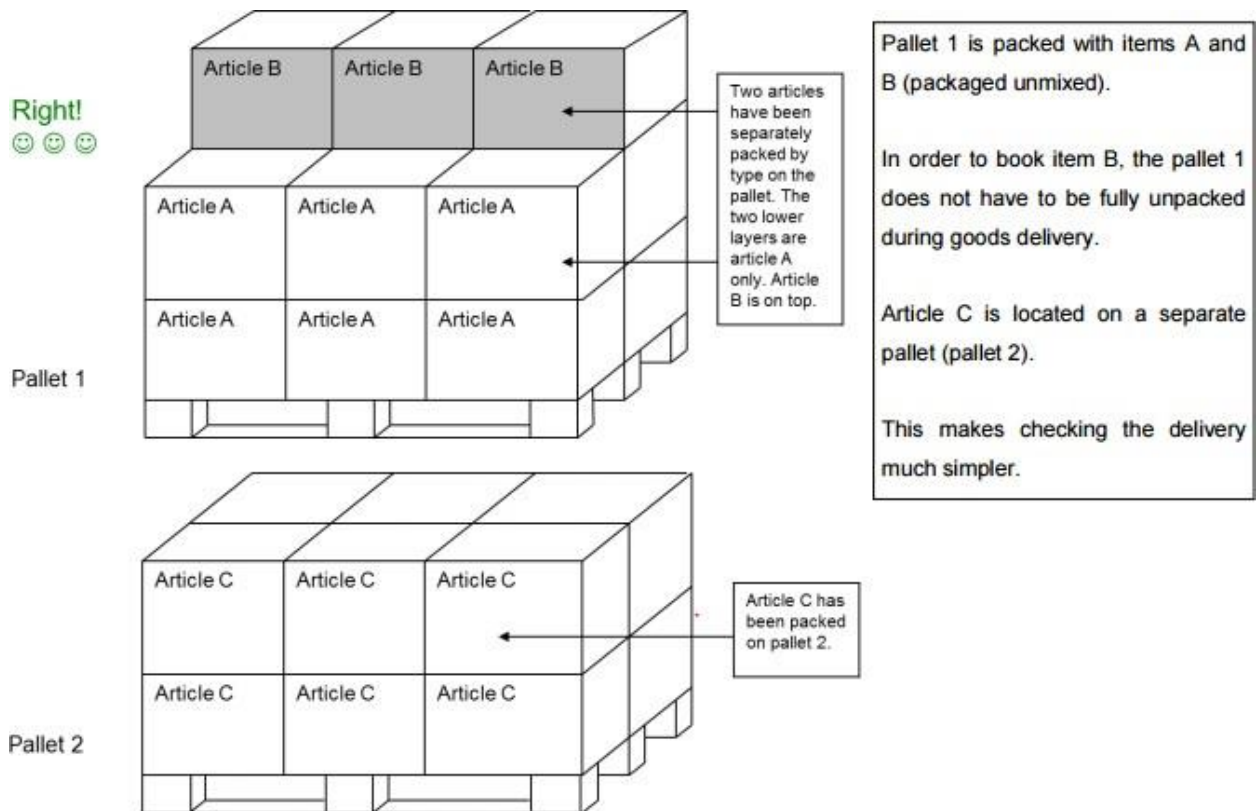
Right!
😊😊😊



The items are stacked in a safe way. The goods can be removed without causing a "domino effect".

Sorting





9. Consequences when breaching applicable delivery guidelines

If the above mentioned points will be disobeyed, consequences must be expected. These consequences can be viewed in the price list.

10. Contacts

Following contacts are available for further questions:

- Electronic notification by Email:

Email: MB.SCS-Inbound-Warenannahme@computacenter.com

- If a notification cannot be met at short notice, please call the following number:

Tel: +49 (0) 2273 / 597-8495

- For the notification of dutiable goods - see 3.1. – additionally the customs department of Computacenter has to be informed:

Email: mailbox.export@computacenter.com