

# Logistics Guidelines for Delivery and Collection



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## 1 Overview

The following guidelines are compulsory for all logistics customers and their suppliers who supply to or collect from one of the Hammer GmbH & Co. KG (hereinafter also referred to as Hammer) warehouses as listed in chapter 2.

These delivery guidelines are contractual components of all our services, and we require all customers and suppliers delivering to or picking up from our logistics sites to adhere to them.

These guidelines are required to ensure that the proper receipt of goods is in compliance with legal regulations and enable the correct allocation of all delivered goods as well as an immediate put away to the relevant customer stock location. These guidelines do not, however, release the customer and/or supplier or the forwarder/carrier from complete compliance with general legal transportation regulations. They only serve to regulate incoming and outgoing goods processes at Hammer GmbH & Co. KG sites as listed in chapter 2.

**You can access and download the current valid version of these guidelines on our website at [www.hammer-ac.de](http://www.hammer-ac.de) in the “Download” section.**

## 2 Sites and delivery addresses

These delivery guidelines apply to the following logistics sites of Hammer GmbH & Co. KG:

Logistik Campus Eschweiler  
Indeland-Str. 2/4  
52249 Eschweiler  
Germany

Logistik Campus Düren  
Jülicher Str. 57  
52382 Düren-Niederzier  
Germany

The correct delivery address is an important part of every delivery and needs to be passed on to the respective sender/supplier.

## 3 Registration and notification of deliveries and collections

The registration of deliveries/collections at Hammer GmbH & Co. KG must be done online via the Cargoclix portal ([www.cargoclix.com/timeslot](http://www.cargoclix.com/timeslot)) by booking a time slot.

Every delivery/collection must be registered at least 24 hours before the planned time slot.

- To clarify: This means that if you book a slot on Day One, the earliest bookable slot is on Day Two at the same time (hence- 24 hours later).

Please note that a separate time slot must be booked for each vehicle. Additionally, if a pick-up and/or delivery is made for several customers with the same vehicle, a separate time slot must be booked for each customer transaction.

Accordingly, the same applies if a single vehicle is intended to be used for a collection after a drop off; a separate time slot must be booked in advance for both delivery and collection.

Cancellation or postponement of any booked delivery/collection slot also needs to be done via the Cargoclix online portal and at least 24 hours before the previously booked slot.

Cancellations/postponements at short notice if the 24-hour deadline cannot be adhered to are only possible after prior consultation with Hammer's Customer Service.

Please note that loading or unloading can only be carried out after prior booking of a time slot. Otherwise, Hammer reserves the right to deny access to its premises.

Registrations by e-mail/fax/telephone are not permitted. Exceptions can only be accepted with the upfront explicit permission of Hammer GmbH & Co. KG's Customer Service.

Please also note that the registered quantity must correspond to the quantity actually delivered (both, in units and pallets).

Loose parcel deliveries and collections via CEP service providers are excluded from the Cargoclix booking process; no delivery slots are needed to be allocated for these.

If the acceptance of a delivery/collection had to be refused due to a missing or incorrect notification / registration any applicable costs incurred will be charged on to the customer.

## 3.1 Registration at Cargoclix

For the notification of deliveries and/or collections at Hammer GmbH & Co. KG via Cargoclix, you need to get access to the portal. You can obtain this at [www.cargoclix.com/hammer-gmbh](http://www.cargoclix.com/hammer-gmbh).

If you have any questions about Cargoclix, please get in touch with your customer service contact at Hammer. Instructions on how to use Cargoclix can be sent to you upon request.

### 3.1.1 New account registration

If you do not yet have an account with Cargoclix, you can create one at [www.cargoclix.com/hammer-gmbh](http://www.cargoclix.com/hammer-gmbh) by clicking on "Create new account now!" You will then receive an e-mail informing you that you have been approved for time slot management at Hammer GmbH & Co. KG. You can now log in at [www.cargoclix.com/timeslot](http://www.cargoclix.com/timeslot) (see 3.1.3).

### 3.1.2 Existing account holders with no access yet to the Hammer Portal

If you already have a Cargoclix account but are not yet activated for time slot management at Hammer GmbH & Co. KG, you can activate your account at [www.cargoclix.com/hammer-gmbh](http://www.cargoclix.com/hammer-gmbh) clicking on "Apply now". As soon as you have received an e-mail informing you that you have been approved, you can log in at [www.cargoclix.com/timeslot](http://www.cargoclix.com/timeslot).

### 3.1.3 Existing users of the Cargoclix Hammer Portal

You can log in with your username and password at [www.cargoclix.com/timeslot](http://www.cargoclix.com/timeslot).

## 3.2 Notification via Cargoclix

After successfully logging in, click on the "Carrier" tab for the notification. Now choose Hammer GmbH & Co. KG as CargoMarket and select the location you would like to deliver to or collect from (Eschweiler LCE / Düren LCD). Then select the corresponding group, i.e. the customer for whom you are delivering or collecting.

At first you can always see the available time slots for the current day, but you can select a different date by clicking on the date planner. Please note that **only white fields (slots) can be booked**.

- Dark gray slots are not bookable (lunch break, ramp closed, etc.)
- Light gray slots are not yet or no longer bookable
- Diagonally grey striped slots are booked by other customers

Please note that in most cases a time slot must generally be booked at least 24 hours in advance. However, you can also get this customer-specific information by clicking on the magnifying glass next to "Slot".

Example: If you want to book a slot at 9:30 a.m. the earliest bookable slot on the following day is 10-11 a.m. The 9-10 a.m. slot is then highlighted in light gray, as it can no longer be booked.

Select an available time slot of your choice. A window for entering the delivery/collection information will open up. It is mandatory to enter **the order number** and **the total number of load carriers**. Once you have entered all the relevant information, click on *Save & Close*. Your time slot is now booked.

You can make changes (e.g. adjust the number of load carriers) in the overview by clicking on your time slot.

Please also pay attention to the instructions given in the booking window. These are highlighted in red.

## 4 Notification of container delivery

Special regulations apply for deliveries of containers.

Before making a booking in Cargoclix, the requested delivery slot must be coordinated with our Customer Service. A standard online booking is **not sufficient** for containers. Any such delivery without a previously agreed time slot with Hammer's Customer Service can lead to refusal of acceptance or delays in processing. Hammer accepts no liability for potential consequential costs resulting from such refusals or delays.

## 5 Delivery conditions and delivery documents

A proper delivery note must accompany each delivery. Which must contain at least the following information:

- Sender's or supplier's address data
- Recipient / warehouse customer address
- Your order or purchase order number (PO number) as a reference
- Item data with supplier or customer article number or EAN

In case of a delivery by third parties with the third-party's documents it is also necessary to list the actual sender's or the supplier's address data on the delivery note or the packing list.

Further customer-specific information on the delivery documents may be required if agreed in advance.

All details on the delivery documents must correspond to the data of goods notification as previously advised!

Generally only cleared goods, i.e. duty paid goods, can be accepted and receipted.

**Important:** Any deviating requests must be coordinated with Customer Service in advance and require- an approval in writing. If such approval had been granted, this must be indicated in the "Customs status" field when registering the goods in Cargoclix.

In -case of palletized container goods- a certificate stating that the container has been fumigated or that the pallets are heat-treated must be presented in addition to the other delivery documents. If this cannot be submitted - acceptance of the complete container may be refused and additional charges may be levied.

Please note that any delivery of hazardous substances and/or goods must be coordinated with and approved by Customer Service at least 72 hours prior to the planned delivery. If approval has been granted, a time slot must be booked in Cargoclix and a "Yes" must be entered in the "Hazardous goods" field.

We would like to point out that the current version of the ADR -*Chapter 1.4 Safety obligations of the parties involved*- applies to all hazardous substances and goods delivered. This applies to the distributor and therefore also to the deliverer or the person acting on their behalf. The deliverer or the person acting on their behalf guarantees that all obligations required are solely their responsibility. A liability claim against third parties is therefore null and void. As a precaution, we refer to the current legal regulations in the respective modes of transport in the Dangerous Goods Act.

## 6 Registration on Site

Generally, an unequivocal reference, e.g. an order number (PO) or Cargoclix booking ID, is required for registration at our logistics sites.

Please also note that waiting times must be accepted if the driver arrives earlier than before the booked loading or unloading slot. There is no guarantee for earlier entry to the premises and/or processing of the unloading/loading.

### 6.1 Warehouse Eschweiler

Upon arrival at the site of our warehouse in Eschweiler you need to register at the gate entrance.

The gate guard - will check the delivery documents and assign a dock/ramp to the driver. Before entering the premises, the existing rules of conduct for the site must be noted. These are displayed at the gatehouse (see also section 12.1) and can be handed out upon request.

### 6.2 Warehouse Düren

The site of our warehouse in Düren is directly accessible during our operating hours. Registration at the site takes place in the incoming goods office. This is signposted as "Anmeldung / Registration" on the corresponding door. This door is located on the right of the main entrance door.

There is a parking lot next to the driveway where trucks can be parked during registration.

Hammer staff in the office will check the delivery documents and assign a dock/ramp to the driver. Please also follow our rules of conduct for the site, which are available in the incoming goods office (see section 12.1).

## 7 Loading and Unloading

Loading and unloading at all Hammer warehouses is exclusively carried out by Hammer staff or by a person authorized by Hammer.

All delivering and collecting vehicles as well as the load itself must be suitable for loading/unloading at the rear via a loading bridge.

All vehicles must be secured with a wheel chock during the loading and unloading process. Furthermore, the engine as well as ignition must be switched off and the parking brake needs to be applied.

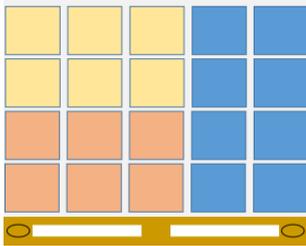
Please note that - side unloading is not considered standard procedure and hence - be agreed in advance with Customer Service. This may have to be charged additionally at an hourly rate.

Loading and unloading of smaller delivery vehicles (e.g. sprinters) is possible at all times.

## 8 Condition of the packaging

Unless otherwise agreed the delivered packages and pallets need to meet the following requirements and standards:

1. **Shipping label:** Each package must have a shipping label with correct address data, which ensures proper assignment to the receiving logistics customer. The sender data on the shipping labels must correspond to the sender address data on the notification. All labels must be clearly visible on the outside of the delivered packages. This also applies if such packages are palletized.
2. **Delivery documents:** The delivery note/goods accompanying bill must be clearly visible on the outside of the packages in a standard delivery note pocket.
3. **Pallet specifications:** For pallet deliveries-the following requirements apply:
  - **Pallet type:** Euro pallets must adhere to the official exchange criteria of the European Pallet Pool with dimensions of 120 x 80 cm (L x W).
  - **Stacking/layering:** The cardboard boxes/articles on the pallet must be stacked flush.
  - **Pallet building / height:** Pallets with packages exceeding the pallet boundaries and/or which are taller than previously agreed are not accepted. The maximum height of the pallets can vary and depends on individual customer agreements. Please always confirm maximum height with our Customer Service before shipping.
  - **Special dimensions:** Goods to be delivered on pallets with non-standard dimensions are only accepted for delivery after prior individual approval by our Customer Service.
  - **Load restraints for pallets:** Only film wrapped pallets are permitted for delivery. Any other pallet securing method must be agreed in advance.
4. **Items loaded on pallets**
  - **Pallets and packages must contain one item only wherever possible.**
  - **Mixed containers:** If this is not feasible for economical or ecological reasons, all products must be clearly identifiable on the pallets (as illustrated below) and each package must be labeled with the total delivery scope (e.g. 1 of 3 or 1/3). However, we always recommend physical separation as much as possible.



### **Summary:**

- Shipping label needs to contain sender and recipient as per the registration
- Delivery documents need to contain
  - Your recipient/warehouse customer address
  - Your order number/PO number (alternatively goods consignment bill)
  - Your item data with supplier or customer item number or EAN
- Exchangeable Euro pallets must be defect-free for all pallet deliveries
- Form-fitting, stable and sorted containers
- Labeling on the outside of each package

**Please note** that deviations from the above-mentioned stipulations may result in chargeable corrective measures / reworking or complete refusal of acceptance.

## 9 Inbound / Outbound

During the process of unloading incoming goods, checks for the following criteria are routinely carried out:

- Visual inspection for any damage
- Verification of accompanying documentation
- Checking for compliance with the delivery guidelines
- Matching of the delivered quantity with quantified indicated (e.g. on carton label)

After completion of unloading/checking the carrier will be handed over the confirmation of receipt of goods.

Only the amount of load carriers can be verified. The number of items will not be verified at this stage. Visible irregularities will be manifested in the delivery documents.

If any clarification is required or questions about the delivered goods should arise, our Customer Service will contact you.

For outgoing goods the carrier will receive- a loading list once the vehicle has been loaded.

If you have any special requirements regarding the documentation of loading and/or unloading, please contact our Customer Service in advance.

## 10 Exchange of load carriers (EURO Pallets)

An immediate exchange of Euro pallets for both deliveries and collections is always preferred. For any exchange, pallets need to meet the exchange criteria of the European Pallet Pool for Euro pallets.

If the carrier refuses to exchange pallets with Hammer GmbH & Co. KG despite an existing pallet exchange agreement, no further pallet exchanges will take place with the carrier; in this case, Hammer GmbH & Co. KG shall be released from its obligation to return such number of pallets to the carrier.

In case the non-exchange can be reasonably justified, the carrier will receive a so-called pallet bill from Hammer GmbH & Co. KG. This pallet bill must be presented in the event of a subsequent exchange request. The subsequent exchange must be made within 60 days after the 'pallet debt' occurred (i.e., after the delivery at which the pallet exchange should have taken place).

After this period has expired, Hammer GmbH & Co. KG is no longer obliged to exchange these pallets.

The exchange of other exchangeable load carriers requires prior coordination with our Customer Service.

## 11 Disclaimer

If a delivery/collection does not comply with any of the stipulations - required by these - delivery guidelines, Hammer GmbH & Co. KG cannot accept any liability for consequential damages (such as delays in processing, refusal of acceptance, etc.).

## 12 Penalties for non-compliance

Additional charges are levied and charged to the customer whenever a delivery does not comply with these delivery and collection guidelines in part or in full. Customer Service can send the applicable up-to-date rates (hourly or other) to you upon request.

## 13 Rules of Conduct

The following rules apply at our locations to ensure smooth operation and to prevent accidents:

**Bitte beachten / Please note:**

- Besucher müssen sich vor Betreten des Werkgeländes an- und beim Verlassen abmelden.  
*Visitors need to sign in before entering our premises and sign out when leaving.* 
- Gebots-, Verbots- und Warschilder beachten und einhalten.  
*Observe and follow mandatory, prohibition and warning signs.* 
- Parken nur auf ausgewiesenen Flächen.  
*Parking only on designated areas.* 
- Das gesamte Gelände wird videoüberwacht.  
*The entire site is under video surveillance.* 
- Abfälle und Wertstoffe gemäß den aushängenden Hinweisen entsorgen.  
*Dispose waste and recyclable materials in accordance to posted instructions.* 
- Essen und Trinken ist in den Hallen verboten.  
*Eating and drinking is forbidden inside the warehouse.*
- Gefahrstoffe sind nur in geeigneten Behältern mitzuführen und zu kennzeichnen.  
*Hazardous substances may only be carried in suitable containers and need to be labelled.*
- Mitarbeiter von Fremdfirmen müssen vor ihrem Einsatz von ihrer Firma gemäß der Hammer Fremdfirmenrichtlinie unterwiesen worden sein.  
*Employees of external companies need to be instructed by their company according to Hammer's external company guidelines before working on site.*
- Gefährliche Arbeiten (Schweißen, etc.) nur mit schriftlicher Genehmigung von Hammer gestattet!  
*Dangerous work (welding, etc.) only with written permission by Hammer.*
- Arbeitsmaschinen dürfen nur mit entsprechender Ausbildung, Unterweisung + Genehmigung von Hammer bedient werden.  
*Machines may only be operated with appropriate training, instruction and approval from Hammer.*

### Bitte beachten!

*Please note!*

 <p><b>Zutritt zu Lager- und Gefahrenbereich verboten</b> <i>Access to storage and danger areas not allowed</i></p>	 <p><b>Fotografieren und Filmen verboten</b> <i>Photography and filming not allowed</i></p>	 <p><b>Ausgewiesene Rauchverbote beachten</b> <i>No smoking</i></p>	 <p><b>Alkohol und andere Drogen verboten</b> <i>Alcohol and other drugs not allowed</i></p>
 <p><b>Auf Fußgänger achten</b> <i>Watch out for walkers</i></p>	 <p><b>Warnweste tragen</b> <i>Wear high-visibility jacket</i></p>	 <p><b>Sicherheitsgurt benutzen</b> <i>Use a seat belt</i></p>	 <p><b>Sicherheitsschuhe tragen</b> <i>Wear safety shoes</i></p>
 <p><b>Bitte ausgewiesene Gehwege benutzen</b> <i>Please use marked sidewalks</i></p>	 <p><b>Stapler und Rangierfahrzeuge haben Vorfahrt</b> <i>Forklifts and shunting vehicles have right of way</i></p>	 <p><b>Fahrzeuge und Anhänger sichern</b> <i>Secure vehicles and trailers</i></p>	 <p><b>Im Notfall ausgewiesene Rettungswege benutzen</b> <i>In an emergency, use designated escape</i></p>