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1 Definition of process

1.1 Scope of application

The following guidelines, in their current version, apply to all customers whose goods deliveries are sent to Lufapak GmbH and its locations within Germany. These inbound guidelines are part of our service contract.

The currently valid version can always be viewed on our website:

http://www.lufapak.de/inbound_guidelines/

1.2 Process owner

Logistics Management Lufapak

1.3 Responsible department

Lufapak customer service and operational goods receipt

1.4 Variables for measuring process performance

Non-compliance with these guidelines is documented in the WMS using standardized error codes. The measurement is carried out via the quality rate (QR) and the Y-Code (why code / wcode):

$$QR_{wcode} [\%] = 1 - \frac{\text{number of incorrect shipments}}{\text{total number of shipments}}$$

1.5 Aim and purpose

The inbound guidelines ensure proper receipt of goods in compliance with legal requirements and enable the correct allocation of the delivered goods, as well as a quick supply to the stock of the respective customer.

1.6 Terms and abbreviations

- ASN = Advanced Shipping Notice
- LOT (Lot Control) = designation of the error report in LUCIE
- LUCIE (Lufapak Communication Interface Exchange) = communication portal
- QR = quality rate
- VA = procedure instruction
- Y-Code (wcode) = designation of the error codes in Lufapak WMS
- WMS = Warehouse Management System

2 General information

2.1 Delivery addresses

The delivery addresses are an important part of every delivery and must be correctly transmitted to the respective sender or supplier:

Lufapak GmbH
c/o Customer Name
Carl-Borgward-Straße 20
56566 Neuwied

Lufapak GmbH
c/o Customer Name
In den Mittelweiden 22
56220 Urmitz

Please inform the forwarder of the customer's name so that they can provide this information when registering the vehicle on site with Lufapak.

2.2 Goods receiving hours

Our goods receiving hours are on weekdays (Mon - Fri) from 07:00 to 15:45 CET.

2.3 Contact at Lufapak

Our customer service will be happy to answer all your questions about incoming goods at Lufapak.

Email inbound@lufapak.de
Tel 02631 – 384 254

3 Error report LOT-Control (LOT)

In case of delivery errors (e.g., quantity discrepancies, incorrect ASN, missing documents, damaged delivered goods, etc.), we record the corresponding error code in our WMS and create a LOT-Control (LOT) as an error report in LUCIE (<https://lucie.world/cc>).

- ⇒ You will receive online access to our communication portal LUCIE. Here, we can quickly and effectively address any discrepancies with you.

If you receive a LOT via LUCIE, action is usually required, and we need your cooperation. A lack of response can lead to certain goods not being immediately received due to the increased administrative effort. As a result, interim storage in the "clarification zone" will incur additional costs: The storage costs for unresolved cases are €7.50 per pallet per day and €3.00 per carton per day.

Detected positive discrepancies are not immediately booked into the system at Lufapak. The excess goods also remain in the "clarification zone" after the corresponding LOT is created until you provide us with the necessary information for further processing (usually an updated ASN) via LUCIE.

4 Information before delivery

4.1 Item master data

Please ensure that all item master data has been transferred to Lufapak using the "item master" template before delivery.

Any delivery that cannot be booked due to missing item master data will be reported to you via LUCIE through a LOT-Control with the **Y-Code W013**.

4.2 Registration of deliveries

For each delivery (individually per shipment/delivery note and day), send the agreed delivery data using the "Receiving Avis ASN" template via the agreed interface and email distribution list.

A missing ASN means significant administrative effort and will be documented through a LOT-Control with the **Y-Code W026**.

Additionally, every delivery of 5 pallets or more must be registered via the CargoClix time slot management system (cargoclix.com). If a lead time of less than 24 hours is agreed, every delivery must be registered. The booking costs for this are to be paid by the supplier or carrier. Bookings and schedule changes can be made **up to 48 hours before the start of the time slot**.

Deliveries that are not properly registered may be rejected by Lufapak. The additional effort for each unregistered or unscheduled delivery of 5 pallets or more will be reported to you through a LOT-Control with the **Y-Code W002**.

4.3 Container delivery

In the case of deliveries by container, the delivery time must be coordinated with our support **at least 7 days before the planned goods receipt**.

⇒ Send an email to inbound@lufapak.de

Changed delivery dates must be communicated to Lufapak **at least 48 hours before the original delivery date**.

⇒ Send an email to inbound@lufapak.de

We reserve the right to refuse acceptance of unregistered container deliveries. Please note that the resulting waiting times will likely be charged to you by the carrier. Delays in communicating schedule changes, as well as containers not delivered despite notification, and the resulting additional effort will be charged to you at a flat rate of €250.00.

4.4 Delivery of hazardous substances and dangerous goods

In general, the delivery of hazardous substances and dangerous goods is only permitted after approval by Lufapak. If non-approved material is delivered, acceptance will be refused. If the goods are identified as non-approved hazardous substances or dangerous goods only after acceptance, we reserve the right to block them until the hazardous substance inspection is completed. Deliveries of unknown hazardous substances are documented by a LOT-Control with the **Y-Code W031**.

5 Requirements for drivers and vehicles

5.1 Language

All drivers must have at least basic knowledge of German or English to communicate with Lufapak personnel.

5.2 Documents and work permit

The supplier must ensure that all forwarding companies only employ drivers who hold a valid driver's license and work permit in accordance with applicable labor law.

5.3 General safety regulations

- The official German road traffic regulations apply on the company premises and in the parking areas.
- All mandatory, prohibitive and instructional signs, as well as the speed limit of 10km/h must be respected.
- Lufapak internal traffic always has priority and must not be obstructed.
- Parking on the access roads or the designated areas for fire and rescue services is strictly prohibited.
- The instructions of Lufapak staff must always be followed.
- Goods and other items may only be placed in the areas provided.
- Access to the goods receipt area is only permitted during the goods receiving hours specified in item 2.2 via the designated access routes.
- Before unloading, the driver must secure the vehicle by applying the handbrake and underlaying a wedge.
- Access is restricted to assigned areas only.
- A high-visibility vest must be worn throughout the entire stay.
- All pedestrians must keep a minimum distance of 3 meters from maneuvering equipment.
- Smoking is only permitted in designated smoking areas.
- Photography, filming and recording of conversations on company premises is strictly prohibited.

5.4 Vehicles

All delivery vehicles must comply with the legal requirements. The supplier is also responsible for ensuring that all the required permits are available.

The vehicles must be in flawless technical condition. We reserve the right to refuse unloading damaged or overloaded vehicles and thus refuse delivery, especially in the case of severe damage such as holes or cracks in the vehicle floor.

6 Delivery

Only registered deliveries are to be made; please refer to point 4 for this. Non-customs-cleared goods are generally excluded from delivery!

The vehicle and the load itself should allow for rear unloading via a loading ramp. Side unloading must be avoided. In this case, the additional effort incurred will be reported to you by LOT-Control with the **Y-Code W019**.

If unloading using industrial trucks is not possible, the effort for manual unloading will be documented by LOT-Control with the **Y-Code W009**.

We point out that for all currently delivered dangerous goods, the current version according to the regulations of IATA/ICAO as well as ADR - Chapter 1.4 of ADR "Safety Obligations of the Parties" is applied.

This concerns the distributor and therefore also the deliverer or the person acting on their behalf. In this way, the supplier or the person acting on their behalf guarantees that all the required obligations are incumbent on them. A liability claim against third parties is therefore forfeited. We refer to the currently valid legal regulations for the respective modes of transport in the Dangerous Goods Act.

If there are any deviating agreements in individual cases, this must be indicated as a remark when registering the goods.

6.1 Documents

For all shipments received at Lufapak, a delivery note or packing list with the following information is mandatory:

- actual sender or supplier address data
- Lufapak customer name
- your order number (PO number)
- item data including item numbers, quantity and supplier number
- in addition to the shipping data and recipient data, the packing list should contain each package with the package number, part numbers and the respective quantities.

⇒ please make sure that we receive the accompanying documents along with the delivered goods, or mail them in advance to inbound@lufapak.de

All information on the delivery documents should correspond to the data given in the goods declaration (ASN)!

The additional effort caused by deliveries without the corresponding accompanying documents will be documented via LUCIE by LOT-Control with the **Y-Code W014**.

6.2 Labeling

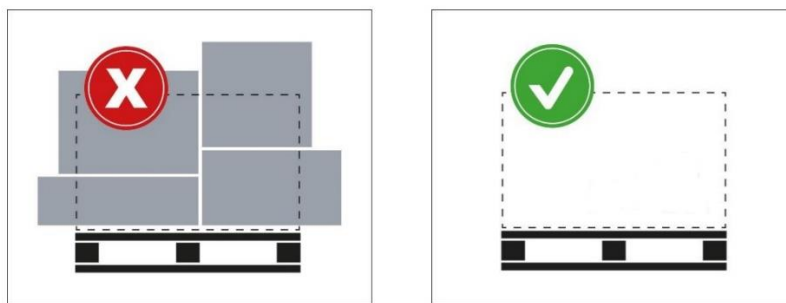
The packages must be marked as follows:

- Each package must be marked with a shipping label (including Lufapak customer name) to ensure proper assignment to the receiving warehouse customer.
- The supplier data on the shipping labels must be identical to the advised details.
- Delivery notes and packing lists must be attached clearly visible in a standard document pouch on the outside of the packages:
 - for pallet deliveries on the long side of the first pallet package
 - for parcel deliveries on the largest side of each parcel

6.3 Packaging

All deliveries must be protected against dirt, moisture, or transport damage by adequate packaging. In addition, the following packaging criteria must be considered:

- Individual packages must be secured against falling by stretching or strapping the pallets.
- The use of stretch films to secure pallets is permitted.
- The use of plastic straps is permitted.
- Metal straps are not permitted! If detected in time, such pallets will not be accepted or processed further (**Y-Code W024**).
- The boxes/items on each pallet must be stacked in a form-fitting and staggered manner to ensure safe storage. Failure to comply may require restacking the pallets before storage.
- The gross weight of a delivered pallet should not exceed 1,000 kg.
- The individual boxes must not be larger than 60 cm x 40 cm x 40 cm.
- The pallets intended for direct storage must not exceed a total height of 1.20 m. Deliveries with larger dimensions are possible, but the pallets will then be restacked in the incoming goods department at a charge. The maximum pallet height is 2.00 m (**Y-Code W023**).
- The packed goods must not exceed the size of the pallet area:

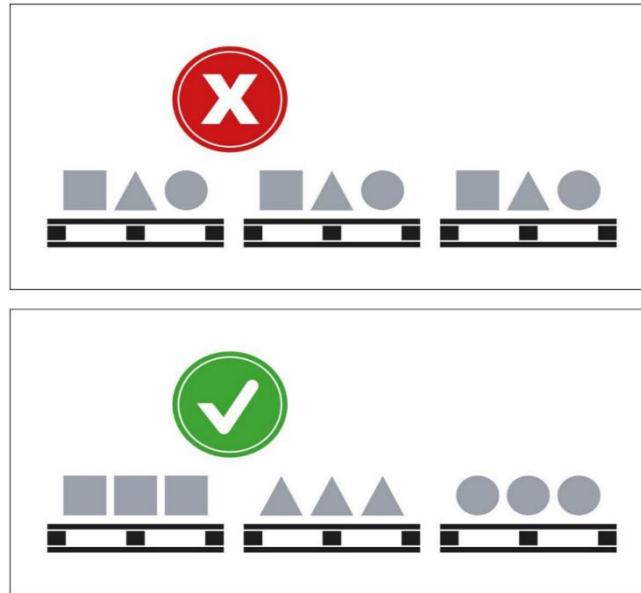


Goods with special dimensions can only be accepted after individual approval or coordination with our support.

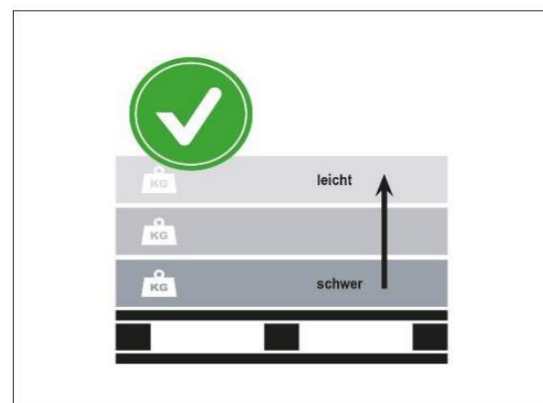
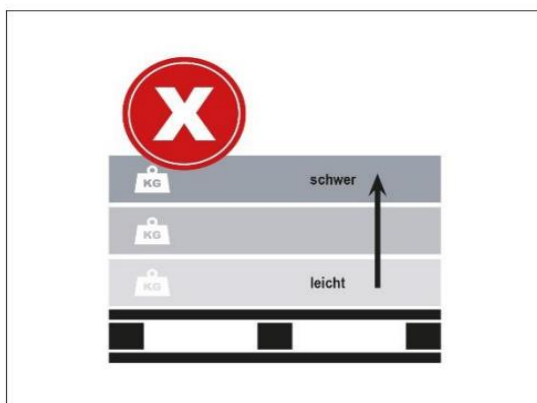
⇒ send your request in advance to inbound@lufapak.de

6.4 Item sorting

If sufficient items of one type have been ordered, each pallet should be packed as single variety until the maximum capacity is reached:



If several different items are to be combined into one package, the goods should be always stacked in single-variety layers. All items must be arranged clearly and differentiated in the container, labeled accordingly, or packaged separately. The individual layers must be stacked according to weight - heaviest at the bottom and lightest at the top:



- Each subpackaged box must be marked with its own label so that the contents and quantities are immediately identifiable.

- The contents of a mixed pallet must be identifiable from the outside by using labels similar to the packing list. There should be a label on the outer packaging for each part number:



If items are distributed across multiple packages, or if the quantities to be booked cannot be recorded without additional sorting effort, this additional effort will be documented via LUCIE by LOT-Control with the **Y-Code W007**. If the packing instructions are not observed, the resulting additional expenditure is documented with the **Y-code W032**.

If there is sub-packaging without the corresponding labeling, the additional effort for separation will be reported to you by LOT-Control with the **Y-Code W008**.

6.5 Pallet Properties

For the load carriers used for storing palletized goods in high-bay warehouses, the following requirements apply:

- The dimensions of 120 cm x 80 cm (L x W) must be adhered to. Conformity to the Euro flat pallet EPAL1 is essential.
- The pallets should be in perfect condition and suitable for high-bay storage in both transverse and longitudinal directions without shelves.
- For occupational safety reasons, storage on defective pallets or disposable pallets with deviating dimensions are not permitted. Repacking onto suitable pallets may therefore be necessary (**Y-Code W023**).

6.6 Pallet exchange

The pallets to be exchanged must comply with the EPAL1 specification and the exchange criteria of the European Pallet Pool for Euro pallets EPAL.

In general, the pallet exchange takes place on a one-for-one basis upon delivery. If no exchange is made, Lufapak is released from its obligation to return the pallets, provided that Lufapak is not responsible for the non-exchange (e.g. the carrier refuses to accept exchangeable pallets). The exchange fee per pallet is then €1.00.

6.7 Goods receipt inspection

In the incoming goods department, the following criteria are checked during unloading and goods acceptance:

- Checking the accompanying documents
- Verifying the identity of the delivered goods
- Quantity control of the packages
- External subjective visual inspection for damages
- Documentation of damages (**Y-Code W017**)
- Documentation of any deviations from the inbound guidelines
- Random checks and documentation of differing delivery quantities (**Y-Code W011**)

7 Individual adjustment

The above-mentioned inbound guidelines can be individually adjusted to your needs after consultation with Lufapak.

⇒ send your request to sales@lufapak.de

8 Y-Codes overview

Y-Code	Error description	Description of services	Price
W002	carrier outside agreed receiving time	Increased administrative effort due to planning uncertainty	50 EUR
W007	part number spread across several pallets	Increased operational effort due to sorting and combining the goods	hourly rate
W008	incorrectly labeled / missing article description	Increased operational effort due to identifying, checking and sorting unlabeled goods. Increased administrative effort to clarify the deviation	10 EUR
W009	delivery must be repacked / unloaded by hand	Significantly increased operational effort due to manual unloading/repacking of the goods and documentation of the deviation	hourly rate
W011	quantity differences	Increased administrative and operational effort for documenting and processing differences	10 EUR + hourly rate
W013	missing item data	Increased administrative effort, occupancy of storage space in goods receipt until the deviation is clarified	10 EUR + hourly rate
W014	missing / incomplete delivery documents	Increased administrative effort, occupancy of storage space in goods receipt until the deviation is clarified	20 EUR
W017	goods delivered damaged	Increased administrative and operational effort to document transport damage	10 EUR + hourly rate
W018	goods do not match delivery papers	Increased administrative and operational effort, occupancy of storage space in goods receipt until the deviation is clarified	10 EUR + hourly rate
W019	forwarder issue (wrong loaded, Truck broken down)	Significantly increased operational effort during unloading, as well as additional administrative effort to document the deviation	20 EUR

Y-Code	Error description	Description of services	Price
W023	repacking of pallets because of weight/height/type	Significantly increased operational effort due to manual unloading/repacking of the goods and documentation of the deviation	20 EUR + hourly rate + material costs
W024	work safety	Increased operational effort to comply with occupational safety, additional administrative effort to document the deviation	35 EUR
W026	ASN-transmission missing, too late or wrong	Increased administrative effort, occupancy of storage space in goods receipt until the deviation is clarified	50 EUR
W031	unknown dangerous material delivered	Increased administrative and operational effort, occupancy of storage space in goods receipt until the hazardous material is identified	50 EUR (Determining, recording and reporting the deviation) + inspection effort
W032	Goods not packed according to delivery guidelines	Increased administrative and operational effort to document and process deviations	hourly rate