

Logistics supplier manual

Version V1.1



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Change management

Only the Supply Chain Management Department is entitled to make changes to the Supplier Logistics Manual. Changes must be requested in writing to SCMLLP@streetscooter.eu.

Revision	Date	Author	Description of the change
V1.0	30/04/2018	Karima Lalee	Initial publication
V1.1	30/11/2018	Karima Lalee	<ul style="list-style-type: none"> - General layout and adaptation of wording, in particular StS supplier number to StS vendor number - Adjustment of the order confirmation in 3.1 - Simplification of requirements for shipment identification in 5.3

			<ul style="list-style-type: none"> - Adjustment to the wording and addition of the forwarding order under 5.4 - Correction under 6: electronic submission replaces sending the invoice by post
V1.1	07/06/2019	Julia Schumilina	<ul style="list-style-type: none"> - Adjustment of delivery addresses and times in 1.3 - Adaptation of Chapter 2.3. Transmission of information

List of abbreviations

Abbreviation	Stands for
ADR	Accord européen relatif au transport international des marchandises Dangereuses par Route - European Agreement concerning the International Carriage of Dangerous Goods by Road
CMR	Convention relative au contrat de transport international de marchandises par route – Convention on the Contract for the International Carriage of Goods by Road
DGR	Dangerous Goods Regulations
DIN	German Institute for Standardisation
EDI	Electronic Data Interchange
EFTA	European Free Trade Association
ESD	Electrostatic discharge
ESDS	Electrostatic discharge sensitive devices
ETA	Expected time of arrival
EU	European Union
GPAL	Gütegemeinschaft Paletten e.V. – The German representative of the EPAL, the European Pallet Association
IATA	International Air Transport Association
IMDG-Code	International Maritime Code for Dangerous Goods
IPPC	International Plant Protection Convention
SLC	Small load carriers
StS	StreetScooter GmbH
PI	Production item
VDA	Verband der Automobilindustrie – German Association of the Automotive Industry

Definition of terms

Term	Definition
Homogeneous stacked unit packs	Separated by part number and, in special cases, by batch and part number (see Table 2: Homogeneous delivery by product type).
Gross weight	Total weight of a shipment consisting of the net weight and the weight of the packaging.
Individual packing unit	Several products combined in one box or small load carrier
Incoterm	The coding of an Incoterm is composed as follows: XXX (e.g. FCA) and location to be specified (e.g. FCA Aachen). The current Incoterms rules apply (e.g. current Incoterms 2010).

Packaging ancillaries	Packaging ancillaries are part of the packaging and serve to further protect the goods (e.g. foam inserts)
StS part number	Enterprise resource planning (ERP) number
StS vendor number	A number issued by StS that is assigned to a specific vendor (supplier)
StS PDM number	Product data management number
Shipping unit	Medium for carrying goods (e.g. pallet, box pallet)






1. General information

This supplier manual provides an overview of the logistical requirements with regard to information and order processing, including packaging guidelines and shipping logistics. In addition, it serves the supplier as a reference for important production and delivery locations, their goods inwards times and contact persons.

1.1 Aims and responsibilities

StreetScooter GmbH (hereinafter referred to as StS) has already become a vital linchpin in forward-thinking transport fleet solutions in Germany, and is Europe's leading manufacturer of electric commercial vehicles. With our continuous growth, the demands placed on our company and the entire supply chain in terms of quality and flexibility are also increasing. That is why StS has set itself the aim of defining and implementing an optimised logistics process in cooperation with our suppliers.

In the course of this optimisation process, this supplier manual standardises the product delivery process from suppliers to StS and thus supplements the General Purchasing Conditions as well as individual agreements between StS and suppliers. In addition, this manual provides our suppliers with a better understanding of our requirements and their responsibilities. Unless otherwise agreed in writing, the supplier shall comply with all applicable logistics requirements specified in this manual. The main areas covered in this manual are:

-  Exchange of information
-  Order processing
-  Packaging instructions
-  Dispatch logistics
-  Invoicing

1.2 Validity

This supplier manual is a standard document for all suppliers and their deliveries to StS. Updates are carried out as required. Our suppliers shall be notified of such updates without delay. Nevertheless, the supplier is expected to ensure they remain informed of the latest updates.

The information in this manual applies to all deliveries to StS until a new agreement is reached. Where appropriate, it is to be supplemented by site-specific regulations in order to take due account of the specific delivery requirements of individual sites.

Deviations from the agreed conditions require a written agreement between StS and the supplier concerned.

1.3 Scope of validity and delivery addresses/times

The delivery conditions stated in this manual apply to all StS locations listed below as well as to all material shipments irrespective of the Incoterms agreed between StS and the supplier.

Location	Aachen Jülicher Straße	Aachen Dresdener Straße	Niederzier Central Warehouse	Düren Neapco	Cologne STS
Address	Talbot Services GmbH c/o StreetScooter GmbH Jülicher Straße 213-237 52070 Aachen, Germany	StreetScooter GmbH Dresdener Straße 1 52068 Aachen, Germany	DHL ZL Niederzier c/o StreetScooter GmbH Neue Straße 19 52382 Niederzier, Germany	Neapco Europe GmbH c/o StreetScooter GmbH Henry-Ford-Straße 1 52351 Düren, Germany	STS FAO. A. Buescher / K. Meyer or Rene Perchtold Henry-Ford Straße 1 50735 Cologne
Goods inwards times	Mon. – Thur.: 07:00 - 12:00 13:00 - 14:00 Fri.: 07:00 - 12:00	Mon. – Thur.: 07:00 - 12:00 13:00 - 14:00 Fri.: 07:00 - 12:00	Mon. – Fri.: 08:00 - 12:00 12:30 - 16:00	Mon. – Fri.: 07:00 - 14:00	Tue., Thur.: 07:00 - 12:30
Notification	<p>For production articles: Digital Order Platform (DOP), see Chapter 5.4</p> <p>For non-production material: lieferavisierung@streetscooter.eu</p> <p>In urgent cases (e.g. customs goods) please contact Mr Senad Brkic (Email: Senad.Brkic@streetscooter.eu, Tel.: +49 172 5716 730)</p>				
Goods inwards	Name: Patrick Voncken Tel.: +49 152 0202 8721 Email: Patrick.Voncken@streetscooter.eu	Name: Thomas Immelen Tel.: +49 1728 9105 50 Email: Thomas.Immelen@streetscooter.eu	Name: Dirk Dronske Tel.: +49 2428 80157 25 Email: Dirk.Dronske@dhl.com	Name: Benjamin Lersmacher Tel.: +49 172 6742 671 Email: Benjamin.Lersmacher@streetscooter.eu	Name: Hüseyin Secen Tel.: +49 174 4019 793 Email: Hüseyin.Secen@streetscooter.eu
Ramp type	Yard loading	Yard loading, Standard ramp	Standard ramp	Standard ramp	Warehouse loading
Loading/unloading	Only possible through the sides	Possible via the sides and rear (at the ramp)	Rear loading and unloading only	Possible from driver's side and rear	Only possible through the sides
Number of ramps	1	2	3	6	1
Acceptance of hazardous materials	Yes	Yes	Yes	Yes	Yes
Specifics/other			Only suitable for undamaged EUR-flat pallets with max. 700 kg gross weight and max. 150 cm height (incl. pallet) with homogeneous stacked unit pack loads. The load must not protrude over the pallet!		Approach via: Emdener Street Ford, Gate 24 Unloading point: W3 LPG area/prototypes No acceptance of mixed pallets!

The mailing address to be used on orders, contract awards etc. for the relevant process may differ from the addresses listed above. StS reserves the right to change the delivery address in writing up to 14 days before the planned delivery at the latest.

It is expected that the supplier will adhere to the fixed acceptance times. StS will not accept any costs for a second journey or any possible downtimes for delivery outside our normal goods inwards hours.

2. Transmission of information

A close working relationship between the partners is ensured by a smooth exchange of information. The following section has been revised as part of Revision 1.1 and contains important changes. This mainly concerns Section 2.3 (Transmission of information). In general, the requirements for the transmission of information have been simplified.

2.1 Contact person and availability

- StS relies on regular and reliable communication with its suppliers, especially with regard to all current and future delivery orders.
- The supplier must be able to send and receive information both manually and electronically via fax, email and EDI, etc. The transmission of information must comply with StS regulations.
- The supplier shall ensure that a qualified contact person is available during normal working hours (08:00 to 16:00, at the supplier's location). The language of communication with StS is usually German or, in special cases, English.
- In addition, an emergency contact must be specified who can be reached outside normal working hours and who has decision-making authority in the areas of production and dispatch.

2.2 Mandatory information on production and supply capability

- The supplier must inform the responsible StS contact person immediately about all events that could hinder delivery or collection (e.g. material shortages, production bottlenecks, accidents, traffic jams, bad weather, strikes, etc.).
- Deviations in process execution are to be reported without delay and corrective measures are to be both taken and communicated immediately and independently. Here a lead time for the transport to the corresponding location has to be included.
- In October, the StS buyer responsible for the supplier must be informed of the times during which the supplier's production is to be stopped for the coming year (e.g. public holidays, company holidays, etc.).
- The supplier must ensure that appropriate capacity and resource planning is carried out in all phases of the product cycle (pre-series to after-sales period included) so that the required demand can be delivered on time even with fluctuations.
- Costs and risks arising from improper communication shall be borne by the supplier.

2.3 Information transfer

The long-term goal is a smooth and integrated data transfer between StS and its suppliers via Electronic Data Interchange (EDI). The online Digital Order Platform (DOP) was established for delivery confirmation, notification of deliveries, the inputting of packaging data and the printing of packaging labels for StS ordered production materials (standard orders):

- DOP can be accessed through the usual web browsers (such as Internet Explorer, Mozilla Firefox and Google Chrome) via the link below [use CTRL + the link directly from the document]:

<https://jupiter.dhl.com/StreetScooter>

- DHL LLP Control Tower contact details:
Email: dsc.streetscooter@dhl.com
Telephone: +49 (0)160 96287293; + 49 (0)1522 8821120
Opening times: Mon. – Fri. 08:00 – 17:00 (except for public holidays in North Rhine-Westphalia)
- All further information as well as training documents for the Digital Order Platform can be found in the Appendix

All other parts, such as after-sales articles, prototypes, etc., are currently excluded from this process. At this stage, the usual process is maintained and there are no changes to the present procedure.

3. Order processing

3.1 Orders

Suppliers receive binding orders from StS on a monthly/quarterly basis. In addition, suppliers receive an annual forecast. If there are any doubts about the transmitted data, the supplier must report this without being prompted to do so.

StS expects a written order confirmation from the supplier no later than five working days after receipt of the order, which will then be compared with the previously negotiated offer conditions. In the event of deviations, StS shall contact the supplier in writing in accordance with the statutory objection period. Should StS not receive written notice of objection from the supplier after receipt of the order, the orders and delivery schedules shall be deemed accepted even without order confirmation.

The delivery date stated in the purchase order is the date of receipt of the goods at the agreed place of delivery in accordance with Incoterms. Should it become apparent that a scheduled delivery is not possible on the specified or even on a confirmed delivery date, the supplier is obligated to contact StS without being prompted to do so and in good time.

3.2 Labelling of components

All individual components must be clearly labelled to ensure traceability and thus containment in the event of a fault.

Labelling should include the following elements:

- ☐ Supplier name
- ☐ StS part number (ERP)
- ☐ StS PDM number incl. revision level (e.g. B14X137134_02_C)
- ☐ Production and load numbers (expiration date, if applicable)
- ☐ Production date production day (the next production day starts at 24:00 and the counter is reset)
- ☐ Inspection result (OK/NOK) (required for initial series delivery)

4. General packaging guidelines

StS distinguishes between the following packaging levels:

- ☐ Shipping unit (e.g. EUR-flat pallets or box pallets)
- ☐ Individual packing unit (e.g. small load carrier or box)
- ☐ Packaging ancillaries (e.g. lids or foam inserts)

4.1 Packaging requirements

The above packaging types are designed on the basis of economical, qualitative and ecological criteria.

Criteria	Significance
Economical	Packaging must not be of higher quality than necessary.
Qualitative	The quality and integrity of the goods must be guaranteed. Packaging is used to protect employees against hazards arising from products. Safe and easy handling of the packaging.
Ecological	Approved, environmentally-friendly, recyclable packaging materials.

Table 1: Packaging criteria

Additional requirements and specifications for the packaging are:

- ☐ As standard, product-specific packaging approved by StS is to be used.
- ☐ The ability to stack Individual packing units while ensuring transport safety and product quality.
- ☐ Optimum use of packaging to minimise transport costs.
- ☐ The maximum load capacity of the shipping units specified by the manufacturer must not be exceeded.
- ☐ Damaged load carriers must not be used for transporting goods.
- ☐ Individual packing units and packaging ancillaries must not exceed the outer contours of the shipping unit.
- ☐ Individual packing units and shipping units are to be packed homogeneously. The exact definition of homogeneous depends on the product type (see Table 2: Homogeneous delivery by product type). Mixed pallets are, therefore, not permitted.
- ☐ Electrostatic discharge sensitive components (ESDS) require ESD-compatible packaging.
- ☐ Components susceptible to corrosion must be protected accordingly for transport and storage (e.g. using a desiccant bag).
- ☐ Hazardous substances must be transported and labelled in accordance with the applicable directives (e.g. ADR, IATA) and the laws of the Federal Republic of Germany and the EU.
- ☐ Other internationally applicable labelling (see Appendix Table 5: Examples of special labels) shall be affixed as necessary.

The terms and conditions with regard to homogeneous deliveries are as follows:

Product type	Definition of homogeneous
Batteries and battery cells	Part number and batch
Other components	Part number

Table 2: Homogeneous delivery by product type

The criteria for dimensions and gross weight are:

Shipping unit/individual packing unit	Shipping unit dimension	Shipment unit & load dimensions	Max. gross weight
EUR-flat pallet	1,200 × 800 x 144 mm	1,200 × 800 x 1,500 mm (incl. pallet)	700 kg
EUR-box pallet	1,200 × 800 × 970 mm		700 kg
Packaging unit (manual handling)			20 kg

Table 3: Packaging regulations

A parcel shipment (several packaging units) may not exceed the weight of 60 kg and may not contain more than 4 individual parcels. If any of these limits are exceeded, the parcels must be loaded onto pallets and delivered accordingly. Delivery weights and dimensions deviating from the above specifications must be agreed with StS prior to delivery. Deliveries on disposable pallets must be coordinated with StS and approval obtained.

4.2 Determination of packaging

Packaging must be defined at an early stage, in consultation between StS and the supplier. Packaging concepts are proposed by the supplier and checked and approved by StS (see Figure 1: Packaging release process). StS uses a packaging data sheet for this purpose (see Appendix Figure 4: Excerpt from Packaging Data Sheet). If you have not yet filled out a packaging data sheet for your articles, please contact Verpackungsdaten@streetscooter.eu. The packaging data sheet must be enclosed with the initial delivery of the articles.

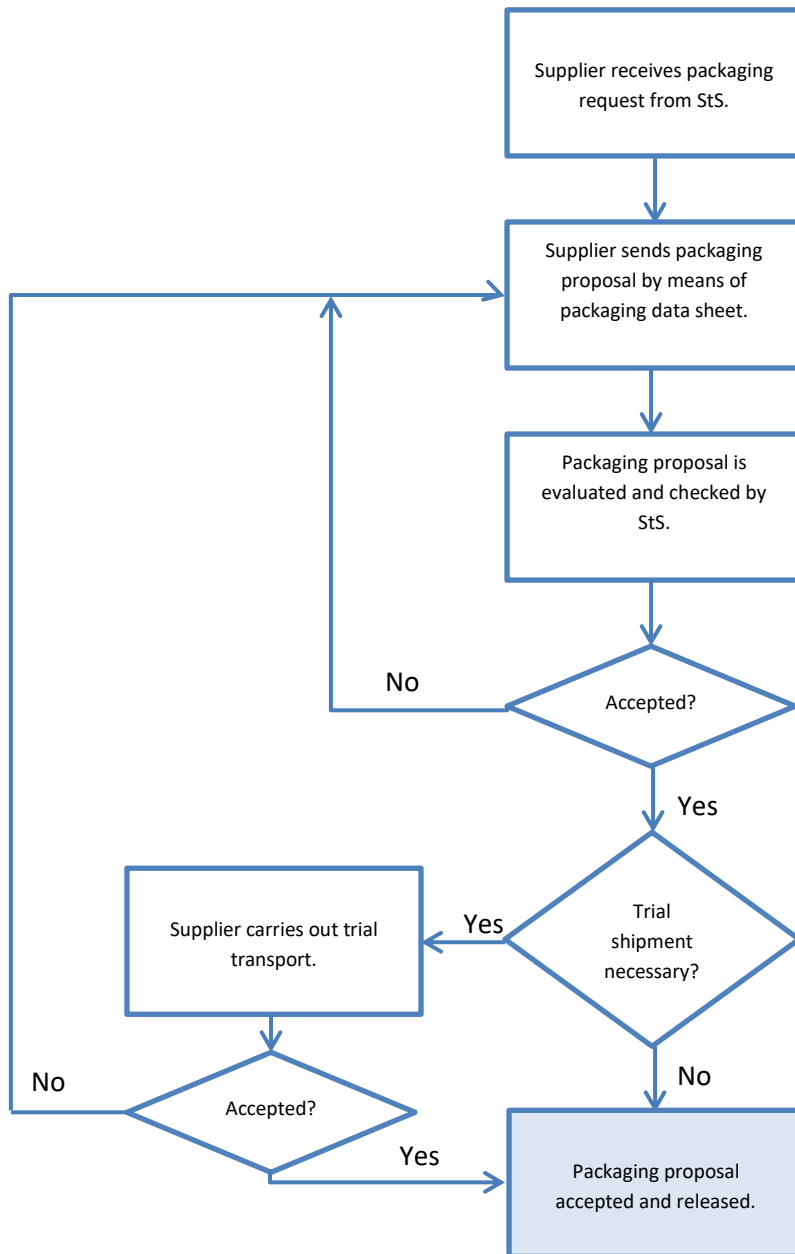


Figure 1: Packaging release process

StS and the supplier ultimately reach mutual agreement on the determined product-specific packaging in the form of a packaging regulation that is to be binding for future deliveries.

If, in the opinion of the supplier, there is a cause for a change in packaging or if a delivery in the agreed packaging is not possible for any reason, the delivery must be carried out in alternative packaging previously approved by StS. StS must be informed of this immediately via Verpackungsdaten@streetscoter.eu before dispatch. Further measures will be taken after written approval from StS. The authorisation is valid only for the consignment in question or for a limited period.

4.3 Packaging materials

As standard, reusable packaging should be used for StS deliveries. In exceptional cases, disposable packaging is permitted after prior consultation and approval (see Chapter 4.2)

4.3.1 Reusable packaging

The following reusable packaging materials are to be used as standard for StS for shipping units and individual packing units.






Reusable packaging			
			
EUR-flat pallet	EUR-box pallet	Small load carriers	Special shipping units
Dimensions: 1,200 × 800 × 144 mm (DIN EN 13698 - 1:2004 - 01)	Dimensions: 1,200 × 800 × 970 mm	External dimensions: 300x200 mm / 400x300 mm / 600x400 mm	Following coordination and approval by StS

Table 4: Guidelines for reusable packaging

4.3.2 Disposable packaging

StS accepts the following disposable packaging:

-  Disposable pallets with dimensions 1,200 × 800 × 144 mm and max. weight of 700 kg
-  Cardboard packaging

Disposable pallets must be designed for the four-way system. In particular, a drive-in height of 100 mm must be observed for smooth handling with a forklift. For overseas shipments, pallets must be used that comply with the phyto-hygienic regulations of the IPPC (International Plant Protection Convention).

Cardboard packaging: The quality of the cardboard is to be consistent with the relevant weight, size and properties of the good. For overseas shipments, cardboard packaging should be made from tested, moisture-resistant, bonded cardboard.

4.3.3 Packaging ancillaries (disposable and reusable)

The use of packaging ancillaries is required for some components. Packaging ancillaries can be both disposable and reusable and are generally subject to the same economic, qualitative and ecological criteria as shipping units and individual packing units.

4.3.4 Empties management

EUR-exchangeable pallets or multiple-use boxes are to be used as standard shipping units. These are exchanged only if they meet the Class 'B' exchange criteria according to the GPAL guideline. If exchangeable pallets are used, the number of pallets to be exchanged must be specified in the shipping notification (see Section 5.4.1).

5. Dispatch logistics

The aim is for the supplier to provide StS with a punctual, complete, qualitatively flawless and secure delivery.

5.1 Responsibility of suppliers and StreetScooter GmbH

- ☐ The responsibilities of both parties are clearly defined in accordance with the Incoterms prescribed in the Framework Agreement.
- ☐ The above terms and conditions shall be valid until a written agreement requiring the waiver of one or more of the above terms and conditions has been signed by both parties.
- ☐ All other cases not covered by the Incoterms will be handled separately by the responsible StS contact person.

5.2 Shipping and transport documentation

Shipping and transport documents must be sent by e-mail to lieferavisierungen@streetscooter.eu as soon as the goods have left the supplier's warehouse (see Section 5.4.2). In addition, printed versions, as described below, must be enclosed with the delivery.

5.2.1 Delivery note

A single copy of the delivery note must accompany every driver and every delivery, and include the following information:

- ☐ Date
- ☐ Supplier name and consignor's address
- ☐ Delivery note number (relationship between invoice and delivery)
- ☐ StS order number
- ☐ StS part number (ERP)
- ☐ StS part description
- ☐ StS PDM number incl. revision level (e.g. B14X137134_02_C)
- ☐ Production and load numbers (expiration date, if applicable)
- ☐ Quantity and units of measurement (e.g. piece, ml, etc.)
- ☐ Type and number of shipping units (EUR-flat pallets, box pallets, packages, etc.)
- ☐ Number of exchangeable items (exchangeable pallets, small load carriers, etc.)
- ☐ For HAZMAT: HAZMAT information (inter alia, marking number, HAZMAT class, packaging group) in accordance with RN 202(3a) ADR
- ☐ Partial deliveries are to be noted on the delivery note.

5.2.2 Freight documents for cross-border transport (CMR)

Every cross-border delivery must be accompanied by a waybill from the carrier in triplicate containing the following information:

- ☐ Consignor's address (supplier)
- ☐ Recipient's address
- ☐ Number of individual packing units/shipping units
- ☐ Type and number of shipping units (EUR-flat pallets, box pallets, packages, etc.)
- ☐ Gross weight of the shipment

- For HAZMAT: Hazardous materials information (e.g. identification number, HAZMAT class, packing group) in accordance with RN 202(3a) ADR 5468 is to be provided and must corresponds as a minimum to goods classes 2.7 - 2.96
- Customs-related documentation.

5.2.3 Other documentation

Should StS require further documents for delivery (e.g. declaration of conformity, safety data sheets), these must be enclosed with the consignment. This may only apply to the initial delivery.

5.3 Labelling of consignments

The following section has been revised as part of Revision 1.1 and contains important changes. This mainly affects Section 5.3.3 (Data blocks on the label). On the whole, the requirements for shipment identification have been simplified.

The aim of shipment identification is a clear and continuous recording and tracking of the goods within the supply chain and the reduction of manual activities involved in StS goods inwards. The information on the labels is linked to the information on shipping notifications and shipping documents.

The labelling of consignments in no way replaces the labelling of the individual components (see Section 3.2), but is a separate process to be followed in as part of delivery logistics. Missing or inadequate labelling of consignments results in unnecessary additional work for the StS goods inwards department.

Example: Missing consignment labelling		
Negative		
		
<p>Shipment identification is missing on shipping unit and individual packing units. Each box must be opened individually and the contents checked. The cardboard packaging must then be marked with a replacement label.</p>		

Table 4: Missing consignment labelling

5.3.1 Dimensions

The label shall be in horizontal DIN A5 format with dimensions of 210 x 148 mm (see Appendix Figure 5: VDA 4994 horizontal DIN A5). It can, alternatively, be used as an insert slip, sticker or combination slip. For smaller individual packing units (e.g. small load carriers), a smaller label measuring 210 x

74 mm (see Appendix Figure 6: VDA 4994 small load carrier label) may have to be used. Code 128 is used as the barcode. The minimum height of the code on a small load carrier label is 15 mm, on an A5 label it is 17 mm. 20 mm high barcodes are recommended for the A5 label.

The above data represents the minimum requirements. Depending on the available printing possibilities, a DIN A4 format can also be used.

5.3.2 Technical requirements

A prerequisite for the clear and continual recording and tracking of the goods is sufficient label quality, in accordance with the following requirements:

Element	Requirement
Insert slip	Min. 120 g/m ²
Sticker	Min. 80 g/m ²
Combination slip <ul style="list-style-type: none"> - Backing material - Slip material 	Approx. 130-150 g/m ² <ul style="list-style-type: none"> - Approx. 50-60 g/m² - Approx. 80 g/m²
Paper	White, machined smooth, moisture resistant
Glue	Firmly adhesive, moisture resistant, easy to remove

Table 5: Label quality requirements

Horizontal attachment is a prerequisite for correct machine recognition. When attaching the labels, it must be ensured that any existing old (and thus invalid) labels are removed.

5.3.3 Data blocks on the label

The contents of the labels are divided into logical blocks and printed according to the layout template.

(1) Warenempfänger DHL ZL Niederzier Neue Straße 19 52382 Niederzier		(2a) Verbraucherort		(2b) Seriennummer (205)	
(3) Lieferschein-Nr. (N) 81804539 		(4) Lieferantenanschrift (Kurzname, Werk, PLZ, Ort) 102 202 		(7) Anzahl Packstücke	
(8) Sach-Nr. Kunde (P) B14X407203_03_A 		(5) Gewicht netto 295 KG		(6) Gewicht brutto 373 KG	
(9) Füllmenge (Q) 176 		(10) Bezeichnung Lieferung, Leihung STOSSDÄMPFER A3-70-42		(11) Sach-Nr. Lieferant (305) 1290197 	
(12) Lieferanten-Nr. (V)		(13) Versanddatum D180829		(14) Änderungsstand Konstruktion	
(15) Packstück-Nr. (S) 340037180301107439 		(16) Bestellnummer (K)			

Figure 2: Arrangement of data blocks in landscape A5 format

Currently, the absence of the StS part number (ERP) on labels leads to a high additional workload for our goods inwards department. Therefore, StS would like to expressly remind suppliers that the StS part number (ERP) must be present on labels!

As a rule, the following information blocks are to be used:

Box description	Additional information	Source	Barcode	Single Label	Master label
(1) Consignee	Contains destination address incl. street, postcode, city and country	StS order	No	Required field	Required field
(2a) Point of use	Not applicable for inbound logistics				
(2b) Serial number (20S)	Serial or batch number of the article. If articles from different batches or series are on the pallet, then all series or batch numbers are to be given.	Entered by supplier	No	Optional	Required field
(3) Delivery note number (N)	Corresponds to the supplier's delivery note number	Entered by supplier	Yes	Optional	Required field
(4) Supplier address (short name, site, postcode, city)	To contain at least the supplier name, post code and city	Entered by supplier	No	Required field	Required field
(5) Net weight	Refers to the net weight of all parts in a packaging unit. If, for example, there are three parts with an individual weight of 50 kg each in one packaging unit, the net weight is 150 kg.	Entered by supplier	No	Required field	Required field
(6) Gross weight	Refers to the gross weight of the packaging including parts. With a master label, the gross weight includes the weight of all parts, cardboard packaging, other packaging materials and the pallet itself.	Entered by supplier	No	Required field	Required field
(7) Number of packaging units	For a box label the value is 1, for a master label the value corresponds to the total number of pallets.	Entered by supplier	No	Required field	Required field
(8) Customer part no. (P)	This is the same as the supplier's internal part number	StS order	Yes	Optional	Optional
(9) Fill level (Q)	For a box label, the value corresponds to the total quantity of parts in that box. For a master label, the value corresponds to the total quantity of parts on the pallet.	Entered by supplier	Yes	Required field	Required field
(10) Delivery description, service	Contains the article description	Entered by supplier	No	Required field	Required field
(11) Supplier part no. (30 S)	Internal supplier part number, which differs from the StS ERP number. On the order this is 'Your article no.'.	Entered by supplier	Yes	Optional	Required field
(12) Supplier no. (V)	The supplier number used by StS for the respective supplier	StS order	No	Required field	Required field

(13) Shipping date	In the format 'D'YYMMDD (see example label)	StS order	No	Required field	Required field
(14) Construction change status	Not applicable for inbound logistics				
(15) Packaging unit no. (S)	Not applicable for inbound logistics				
(16) Order number (K)	Several order numbers can be quoted.	StS order	No	Required field	Required field
Main customer/supplier number	Not applicable for inbound logistics				

Table 6: Data blocks for labelling shipping units and individual packing units

5.3.4 Labelling a shipping unit

A horizontal DIN A5 label is used on shipping units. It can either be designed as an insert slip (if corresponding holders are available) or as a sticker. The label is to be placed where it is clearly visible on two adjacent sides of the shipping unit, parallel to the top edge.

Labels on shipping units can be marked as either:

- Master label of a homogeneous shipping unit: The shipping unit contains parts with the same part number that are packed in inner packaging (e.g. small load carriers). These inner packaging materials are identified with their own label (single label).
- Single label of a simplified shipping unit (box/carton label): The shipping unit contains parts with the same part number that are not packed in other inner packaging.

5.3.5 Labelling individual packing units/single label

The label is to be placed where it is clearly visible on two adjacent sides of the individual packing unit, parallel to the top edge. A DIN A5 label can also be used for small load carriers as long as the size of the card holder allows it to be attached without folding. If this is not the case, the small load carrier label (210 mm x 74 mm) must be used. Stickers must not be used on small load carriers and slips must not be glued on. The inserted labels must be removed before the empty containers from the consignor are shipped. When stacking the individual packing units on a load carrier, it must be ensured that the labels face outwards.

5.3.6 Printing shipping labels

When using the DOP portal, the shipping label is created automatically after the shipment for ordered production materials has been recorded and the packaging data has been entered. These can then be printed and used.

For more information, see the Digital Order Platform (DOP) manual in the Appendix.

5.4 Notification and delivery

Due to the system changeover to the Digital Order Platform (DOP), shipments for production materials (normal orders) must now be registered at <https://jupiter.dhl.com/streetscoter>.

In the event that you are a 'prepaid freight' supplier and ship/deliver the goods yourself, we also ask

you to confirm your shipment using DOP, but to send your time window request to dsc.streetscooter@dhl.com with the subject "Time Window Request".
If you have any questions, please contact dsc.streetscooter@dhl.com.

5.4.1 Notification of non-production articles

Currently, all non-production materials, such as after-sales articles, prototypes, etc., are excluded from the DOP process. The following notification rules apply to these articles at this stage.

If the agreed Incoterms are 'Freight Collect Terms', StS will provide the transport and organise the collection from the supplier on the planned delivery date. If it is necessary to reserve a time window with the supplier, StS expects prior communication of this from the supplier.

Deliveries organised by the supplier in accordance with the agreed Incoterms shall only be made to the locations specified in Section 1.3 and within the period specified below (see Table 7: Ramp booking periods).

Start of booking	End of booking
10 working days before desired delivery date	48 hours before desired delivery date (change status according to Version 1.1)

Table 7: Ramp booking periods



This means that the supplier cannot book a time window more than 10 working days in advance. Similarly, the supplier must make the booking at least 48 hours before the desired delivery date in order to offer StS a sufficient lead time. Notification of delivery is to be sent by email to lieferavisierung@streetscooter.eu, along with the forwarding order and delivery note.

The forwarding order is an Excel file pre-prepared by StS that serves to standardise notification and delivery information. The forwarding order is available in German and English and was sent to all suppliers by email in October 2018. The forwarding order can now also be requested from the following email address: lieferavisierung@streetscooter.eu. An example of how to fill in the forwarding order is given on sheet two of the file. Information concerning the load, collection address and recipient address is mandatory. Please note, depending on the Incoterm used, the arrival date may also be the collection date. An excerpt from the StS forwarding order can be found in Figure 7 in the Appendix.

The supplier is then assigned a time window that corresponds to the date and time at which the truck is to be at the ramp. In the event of a bottleneck in goods inwards, StS reserves the right to postpone the notified time window in good time. Despatches that have not been advised will be accepted and unloaded as the available goods inwards capacity permits. StS does not accept any liability for waiting or stationary times owing to inadequate or missing notification.

5.4.2 Delivery of non-production articles

StS has to be informed 48 hours in advance about the upcoming goods inwards. The email must contain the following information:

-  Date of goods issue
-  StS order number

- ☐ Complete company name of the supplier
- ☐ Name of the carrier
- ☐ Truck number plate
- ☐ Number of load carriers
- ☐ Type of load carriers (e.g. box pallets, EUR-flat pallet, etc.)
- ☐ Number of exchangeable pallets
- ☐ Scheduled delivery date incl. time window
- ☐ Hazardous materials (yes/no)
- ☐ Additional relevant information

Furthermore, the following documents (see Section 5.2) must also be attached to the email:

- ☐ Delivery note (as Excel file)
- ☐ Forwarding order (as Excel file) (*change status according to Version 1.1*)
- ☐ Freight documents (as Excel file)
- ☐ Other documentation

5.4.3 Overdue delivery

Should the delivery be delayed beyond the agreed delivery date, the supplier shall automatically be in default even without prior reminder. In such cases, the supplier is obliged to inform the goods inwards department at the location concerned about the whereabouts of the goods.

Any damages caused by the delay shall be compensated to StS. As soon as the supplier realises that the delivery will not arrive at the agreed time, they must inform StS immediately in writing, stating the reasons and the expected duration of the delay, and have StS confirm this in writing. If, in the event of a delay, production circumstances require rapid delivery in order to avoid negative effects on production, the supplier shall deliver the required quantity of products to the location where the product is required at its own expense and by the quickest route.

5.5 Goods inwards and goods inwards inspection

Before unloading or docking at the ramp, the supplier or carrier is obliged to sign in with the delivery note at the goods inwards office. The documents are checked and the unloading process is then initiated.

StS distinguishes between the following goods inwards processes:

- ☐ One-step goods inwards
- ☐ Two-step goods inwards

5.5.1 One-step goods inwards

- ☐ In the StS goods inwards department, the incoming goods are checked for agreement with the delivery documentation in terms of quantity and identity and for physical integrity (e.g. transport or packaging damage).

- In the event of obvious damage or deviations between the delivered goods and the delivery note, the goods are marked as blocked and, depending on the degree of damage or deviation, the StS Material Requirements Planning Department, the StS Purchasing Department and/or the StS Quality Assurance Department are informed.
- In case of discrepancies between the delivered goods and the delivery note, the original delivery note is forwarded to the StS Material Requirements Planning Department or the StS Purchasing Department and compared with the original order.
- If the details on the delivery note do not correspond to the order details, a complaint will be made to the supplier, which may lead to a replacement delivery or cancellation.
- In the event of surplus deliveries, StS reserves the right to return the surplus quantities at the supplier's expense. In the event of shortfalls, the supplier shall deliver the required quantity to the location where the products are required at their own expense and by the quickest route.
- In the event of obvious damage, the StS Quality Assurance Department or selected qualified service providers will decide on the extent of the resulting goods inwards inspection.

5.5.2 Two-step goods inwards

- For some components, an inspection by the StS Quality Assurance Department or selected qualified service providers is required in addition to the regular one-stage goods inwards process.
- The components to be inspected, the inspection intervals and the inspection quotas are determined by the StS Quality Assurance Department.
- The inspections are carried out in accordance with an inspection plan, which contains both the specific instructions for the inspection and the protocol.
- If one of the defined inspection criteria is not fulfilled, the goods are marked as blocked and the StS Quality Assurance Department is informed, who will immediately contact the supplier concerned.

If the supplier discovers damage immediately after dispatch, the supplier is obliged to inform StS immediately and recall the consignment. In all other respects, StS will examine the delivered goods according to the conditions of normal business processes during production and will notify the supplier in writing of any defects found once they have been ascertained. In this regard, the supplier waives the objection to the delayed notification of defects.

Should the delivered goods be damaged or not comply with the relevant agreements, StS accepts the goods under reservation and reserves the right to charge the supplier or carrier for additional costs incurred (e.g. repacking of pallets, application of missing labels, etc.).

5.6 Special features for the transport of critical goods

5.6.1 Labelling of hazardous materials

The current regulations derived from the HAZMAT and Hazardous Goods Ordinance apply for HAZMAT.

5.6.2 Sample orders

Samples must be clearly identified as sample goods. For this purpose, StS specifies the use of a separate adhesive label in a visually striking colour (see Figure 3: Example sample order label). Samples must be appropriately addressed and must be delivered with a delivery note, on which the name of the customer must be noted in large and clearly visible letters.



Figure 3: Example sample order label

5.7 Customs

Untaxed goods will not be accepted by StS. If you intend to deliver untaxed goods, please contact Mr Senad Brkic (Email: Senad.Brkic@streetscoter.eu, Tel.: +49 172 5716 730).

5.7.1 Goods from the EU

All suppliers are required in principle to submit a supplier's declaration in accordance with VO (EC) no. 1207/2011. For deliveries inside the EU, the VAT-ID number information is mandatory. The data required for EU internal statistical reporting is to be quoted on the delivery papers.

5.7.2 Goods from other countries/EFTA

Export franking is fundamentally the supplier's responsibility. All papers and documents needed for cross-border traffic must be enclosed by the supplier with the delivery at the supplier's own cost. For deliveries from non-EU countries (other countries, EFTA), in principle, evidence of preference (EUR 1 or preference statement on the invoice), if possible, is to be submitted with the documents.

6. Invoicing

StS has established the following invoicing requirements to ensure smooth processing of payments:

- ☐ Specification of the order number
- ☐ Specification of the delivery note number
- ☐ Separate invoicing for orders with order numbers and orders without order numbers
- ☐ Submission to the affiliated accounting department of Deutsche Post AG in Cologne

The order number can be found on the StS order at the top right under "Our Data", directly under the StS company logo. If there is no written order in our system, a cost centre or a cost unit, first name and surname of the person placing the order and the words "without order number" must be noted on the invoice.

StS cannot process invoices containing items with order numbers as well as items without order numbers. For this reason, when issuing invoices, care must be taken to ensure that a separate invoice is issued for each of the two types of orders.

StS financial accounting is carried out by the affiliated accounting department of Deutsche Post AG. Among other things, this means that all incoming supplier invoices must be submitted to Cologne. The invoicing address is:

StreetScooter GmbH
c/o Deutsche Post AG
Finance & HR Operations Germany
Accounting Department for Affiliated Companies
50577 Cologne

In addition, the following options are available for the submission of invoices: By email:
streetscooter.accounting@dphl.com

- ☐ By Tradeshift® Pay: tradeshift.com

Electronic submission can replace sending the invoice by post.

7. Liability

In the event that the supplier fails to comply with any of the above points, we will invoice the resultant damage (e.g. additional expense caused by any repackaging time, lost property of StS).

8. Statutory requirements

In each case, the regulations derived from the German Recycling Code (latest version) apply for the product, those derived from the Packaging Ordinance apply for packaging, and those derived from the HAZMAT and Hazardous Goods Ordinance apply for HAZMAT.

9. Additional information

All additional information, such as General Terms and Conditions or information on Quality Management, can be found on our website:

<https://www.streetscooter.eu/en/terms-conditions//>

10. Appendices

Appendix 1: Examples of special labels



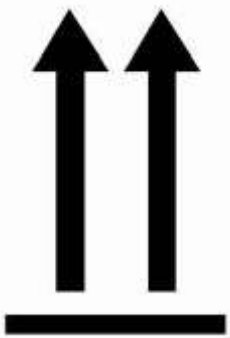





Examples of special labels			
Special labels (if required)			
Specific requirements	 Tilt warning	 Shock warning	
Specific requirements	 Corrosion warning	 Centre of gravity positioned on crate in black with stencil	

Table 5: Examples of special labels

Appendix 2: Packaging Data Sheet



Version: V02		Packaging Data Sheet Verpackungsdatenblatt		 STREETSCOOTER	
Supplier Code (Penta)		StS Part Name			
Supplier Name		StS Part Number			
Contact Name		StS Din Zeichnungs Nr (if known)			
Street Name & No.		Supplier Part Number			
Post Code		Part dimension (lxbxh) mm			
City		Part weight (kg)			
Country		Minimum order quantity (if any)			
Phone no.		Dangerous goods (yes/no) UN No.			
Email					
Packaging Details / Verpackungsdetails					
	Quantity Packaging	Description	Dimensions	Disposable/reusable	Weight of the packaging in kg
	outside				
inside					
Parts per Carton / Box			Weight per carton in kg		
Part per Pallet			Total weight in kg		
Cartons / Boxes per Layer			Layer per Pallet		
Storage in high rack possible?		Pallet stackability	Warehouse Transport	Overall pallet height (m)	
Special Storage Conditions and Comments / Spezielle Einlagerungsvorschriften und Kommentare					
Pictures of Packaging Concept incl. Dimensions / Verpackungskonzept in Bildern mit Maßen (Fotos)					
<p><small>Attention! Each individual packaging (carton) requires a part label attached to it. This shall be in line with Streetscoters delivery guideline (latest version).</small></p> <p><small>Hinweis! Auf jedem Verpackungstück muss ein Label angebracht sein welches den Anforderungen der Anlieferbedingungen der Streetscoter GmbH (aktuelle Version) genügt ist.</small></p>					
Packaging Label / Abbildung Verpackungsetiket					
Change History / Änderungshistorie					
V02					
Approvals / Freigaben					
Logistik (Supplier)		Quality (Supplier)		Logistik Streetscoter	
Name		Name		Name	
Date		Date		Date	

Figure 4: Excerpt from Packaging Data Sheet

Appendix 3: Label formats (not to scale)

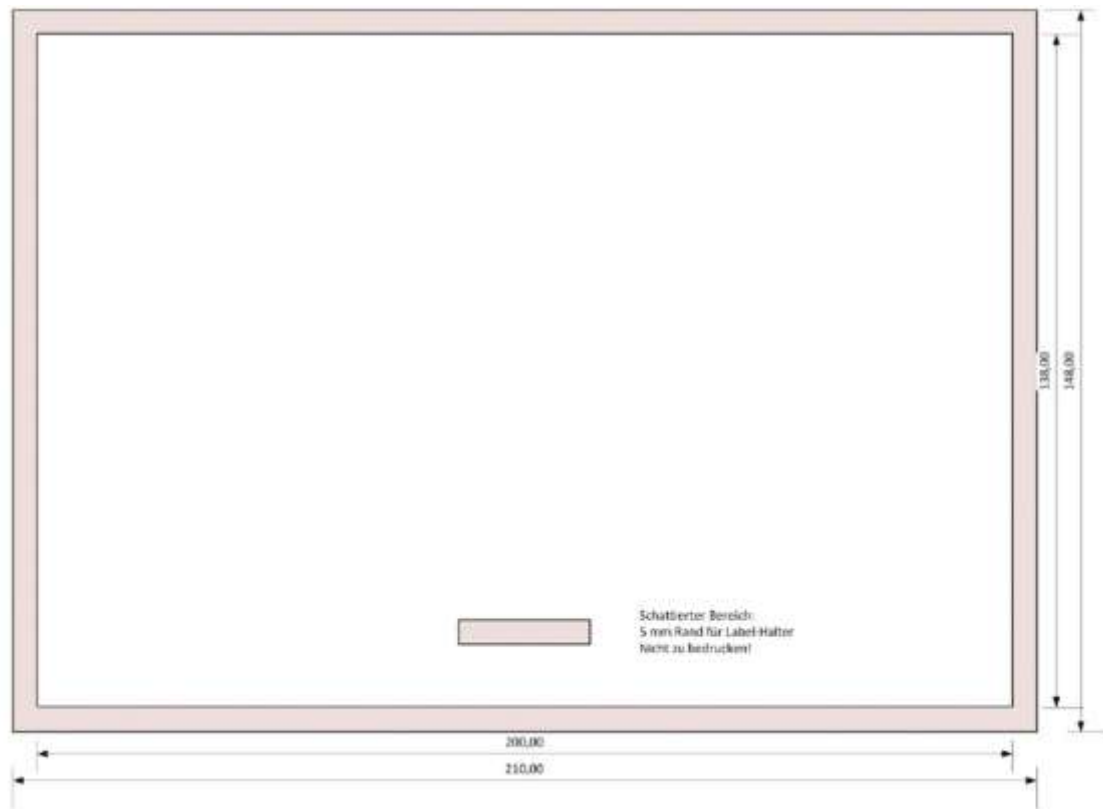


Figure 5: VDA 4994

horizontal DIN A5

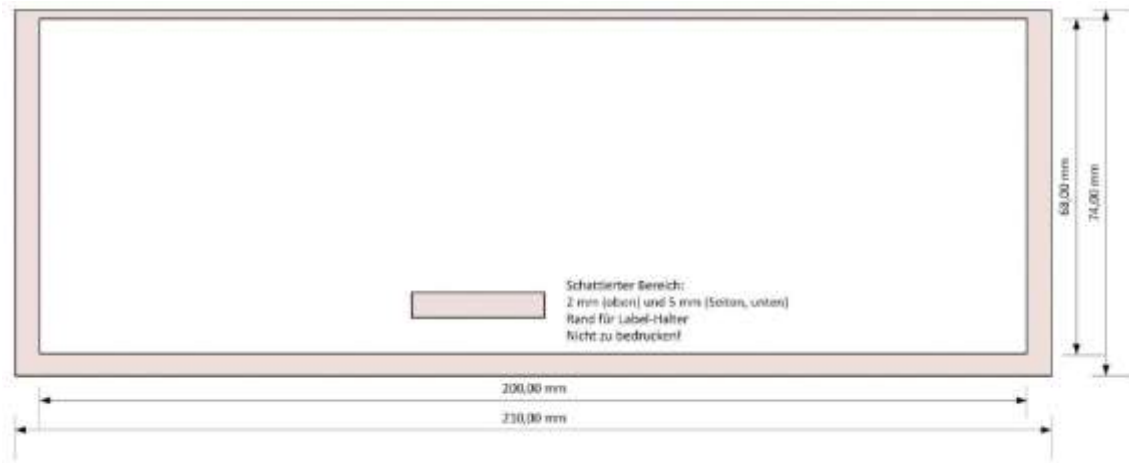


Figure 6: VDA 4994 small load carrier label

Appendix 4: Excerpt from forwarding order

STREETSCOOTER				Speditionsauftrags-Nr.:			
				Nr. Versender beim Versandspediteur:			
				Speditionsauftrag			
				Datum:		Relations-Nr.:	
						Spediteur-Nr.:	
Versender/Liefer				Versandspediteur:			
Straße, Hausnummer:				Straße, Straßenumm.			
Land, PLz, Ort:				Land, PLz, Ort:			
Lieferanten-Nr.:							
Beladestelle/zeit:				Fahrername:			
				Trackingnummer:			
Empfänger-Nr.:				Bordero-/Ladeliste-Nr.:			
Empfänger				Versandvermerk für Spediteur:			
				Eintrefftermin:		Eintreffzeit:	
Order Nummer Streetscooter	Packstück	Anzahl	Abmessung l*b*h in cm	Stapel-Faktor	Lieferscheinnummer	Lademitte l- Gewicht	Brutto-Gewicht
Rauminhalt cdm/Lademeter:				Summe		0	0
Gefahrgut-Bezeichnung:					Gefahrgut UN-Nr.:		
Gefahrzettelnummer-Nr.				Verpackungsgruppe:			
						Nettomasse kg/l:	
Hinweis auf Sondervorschriften:							
Incoterm:				Kontierung:			
Anlagen:				Auftragsnr. Kunde:			
				Transportmittel-Nr.:			
				LKW-Code:			
				Versandart:			
				Abrechnungs-Schlüssel:			
				Empfangsbestätigung des Warenempfängers:			
Empfangsbestätigung des Fahrers:							
				Die Sendung enthält		davon getauscht: Für:	
				GP-Gitterboxpalette		GP-Gitterboxpalet	
				EP-Euroflachpalette		EP-Euroflachpalet	
				KLT		KLT	
Datum	Uhrzeit	Unterschrift					

Figure 7: StS forwarding order