

## 1. Scope / Download information

These delivery guidelines applies for all deliveries to Ingram Micro Distribution GmbH and Ingram Micro Pan Europe GmbH (jointly referred to as „Ingram Micro“).

Die Anlieferrichtlinien sind in der Regel Bestandteil des Vertrags mit Ingram Micro. Sollte es kein Vertragsbestandteil sein gelten diese als akzeptiert, wenn nicht ausdrücklich schriftlich widersprochen wird.

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 the recent delivery guidelines in their valid version in German and in English at <https://de.ingrammicro.eu/public/presse/medien>. The recent version of the delivery guidelines will replace former agreements.

## 2. Delivery address

Ingram Micro's delivery address is: Europaring 20-22, D-94315 Straubing

## 3. Notification and Delivery

### 3.1 General

We have to be notified of each delivery 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
- Statement “exclusively duty-free-goods” or “delivery contains dutiable goods”
- Licence plate number of the delivery truck
- Gas Free Certificate (GFC)

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

Once the notification has been made, you will receive a slot-number as well as a delivery time and place by Ingram Micro.

If the allotted delivery time cannot be kept, you will need to inform Ingram Micro or our notification department (see in 10. contacts) 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 Ingram Micro 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 02:00 pm.

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 classified as behind schedule if the truck has not been registered by the driver at the registration office at least 30 minutes ahead of the allotted delivery time.

If no delivery note has been made available in electronic form with the electronic notification (see chapter 3.2), the truck must be registered by the driver at least 1 hour ahead of the allotted delivery time.

When registering the truck, the allotted slot-number needs to be indicated without fail.

Splitted deliveries are not allowed. That means that one delivery incl. delivery documents may not be delivered with several trucks or on different days. If due to the quantity for one delivery more than one truck is necessary for each load separate delivery documents have to be prepared and for each truck a delivery slot has to be asked for. One slot means one truck. You have to inform us in front if you have loaded more than one slot on one truck.

Ingram Micro points out that for all the currently supplied goods for hazardous materials, the currently valid version according to the regulations of IATA / ICAO, IMDG-Codes and ADR - Chapter 1.4 of ADR Safety obligations of the participants - applies. This concerns the producer 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 Ingram Micro refers to the currently applicable legal requirements for each mode of transport in the various dangerous goods regulations.

## 3.2 Electronic data-transfer

For delivery of goods, Ingram Micro requires the delivery note information as well as the notification in electronic form due to the use of i-LogX, a support internet platform.

The electronic delivery data are for this purpose the basis for the subsequent notification via the internet platform. Furthermore, this means that the product related serial data (e.g. IMEI) have to be provided when sending the delivery note, however, at the very latest with the notification.

There are a range of connection options when sending the electronic delivery note and serial data. Please contact the i-LogX project team for more information. You can find the contact details in item 10.

The notification enquiry is carried out in the next step using the internet platform i-LogX. For this purpose, Ingram Micro provides access information and also training documentation (video & handbook).

An email is sent with all information relevant for the delivery (slot number, address information etc.) after the notification enquiry has been transmitted with all necessary data. The truck turnaround times such as truck arrival or start of unloading can also be found in the internet application.

The vendors should send electronic delivery note data 6 weeks after the first delivery at the very latest. From this time the internet platform should be used for notification.

## 4. Transport

The goods have to be secured in such a way to avoid slipping, falling over or falling down in order to avoid risk of injuring.

Single parcels have to be packed together within in a unit to assure that they are safe during transport and to avoid slipping.

When securing boxes always ensure the following:

- Boxes have 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 tape.
- Each product should be packed in a decent box in order to avoid damages during the transport.
- One bundle should be packed if a product consists of several parts.

Consignments containing more than 15 boxes have to be delivered on pallets.

Please consider the following when delivering goods on pallets:

- Goods on pallets have to be wrapped with transparent foil. The foil has 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 forklift or electric pallet truck.
- Pallets must not be stacked on top of each other, if the items below could not support such a load.
- Pallets have to be loaded in such a way that their access opening (located on the narrow or front side of the pallet) is facing the unloading side.
- Unloading is only possible on ramps. Sidelong unloading is not possible.

The acceptance can be declined if the load shows one of the following conditions:

- Pallets fallen over (Domino effect)
- Instable stacked pallets
- Pallets blocked due to belts, straps
- Pallets blocked due to third-party-shipments
- Wedged pallets
- Damaged goods

The truck has to be suitable for ramps. This means that the cargo area of the truck has to be at least 2.00 m wide and have 1.05 to 1.10 m ground clearance. Due to safety reasons tail-lift and lorry bed have to be in a faultless condition. Furthermore, the goods destined for Ingram Micro need to be directly accessible during unloading. Due to liability reasons, goods not meant for Ingram Micro 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 delivery gates. The original delivery note has to be on the outer box for parcel delivery, for pallet deliveries the delivery note has to be applied to the pallets, but not on the original product carton.

If a sea freight container is used for the shipment, then a Gas Free Certificate has to be provided for the container. Please assume a downtime of 30 minutes to air the container.

Any carriage of dangerous goods governed by ADR must be accompanied by the documentation and handed over, as appropriate. For carriage in a transport chain including maritime or air carriage, the information required under 5.4.1 and 5.4.2 and under any special provision of Chapter 3.3 may be substituted by the transport document and information required by the IMDG Code or the ICAO Technical Instructions respectively provided that any additional information required by ADR is also included.

## 5.1 Contents of the waybill

Each delivery can only have a maximum of one waybill. Products which are listed on different delivery notes, but are handed to a carrier for delivery at the same time have to be considered 1 consignment.

The waybill has to have the following information:

- Waybill no. and date
- Supplier address
- Ingram Micro address
- Carrier address
- Number of pallets
- Total number of boxes (boxes on pallets + loose boxes)
- Consignment weight
- List of all delivery note number(s) included in the waybill
- Comment when delivering dutiable goods
- Slot number issued by Ingram Micro
- Seal number(s)
- List of packing serial numbers

## 5.2 Contents of the delivery note

Items which are listed on a delivery note may not be split into several deliveries.

The delivery note has to have the following information:

- Delivery note no. and date
- Supplier address
- Ingram Micro address
- Purchase order number (Ingram Micro's order number) of the respective article no
- Ingram-Micro-item number
- EAN- / UPC-Code
- Manufacturer item number
- Product description
- Delivery quantity (quantity of single pieces and quantity of packaging units)
- Number of pallets
- Number of boxes (boxes on pallets and any loose boxes)
- Country of origin

## 6. Labelling of the goods

### 6.1 Goods on pallets

The product labelling has to be visible from the outside. Part of the product labelling is all information from chapters 6.2 or 6.3. Shock and tilt watches must be visible from the outside. For this purpose, a transparent pallet foil has to be used. Mixed pallets have to be clearly identified as such and require the relevant packing list.

The following information has to be applied on the outside of every pallet on a sticker in the specified format (generally in legible writing, if stated also as a barcode):

- Full supplier address (legible writing)
- Ingram Micro's order number - Purchase Order (legible writing)
- Sequential number of the pallet and total number e.g. pallet no. 3 of 5 (legible writing)
- Number of units per pallet (legible writing)
- List of all serial numbers for unmixed pallets (legible writing + barcode labelled with SN)

Ingram Micro purchasing department has to be informed about pallet units in advance. If pallet quantities are ordered complete pallet units have to be delivered.

### 6.2 Packaging units (outer box)

Mixed boxes have to be clearly identified as such and require the relevant packing list.

Packaging units, which have unit numbers which are different to other (standard) packaging units (e.g. "incomplete boxes") have to be identified clearly as such. Don't apply shipping labels on the original mastercarton.

The following information has to be applied on the outside of every box in the specified format (generally in legible writing, if stated also as a barcode):

- Full supplier address (legible writing)
- Ingram Micro's order number - Purchase Order (legible writing)
- Sequential number of the packaging unit and total number e.g. box no. 3 of 5 (legible writing)
- Number of units per packaging unit (legible writing)
- Serial number (legible writing + barcode, clearly marked with SN)
- IMEI numbers (legible writing + barcode, clearly marked with IMEI)
- EAN- / UPC-Code (legible writing + barcode)
- Manufacturer item number (legible writing + barcode)
- Ingram Micro's item number (legible writing)
- Item name (legible writing)
- Weight per packaging unit (legible writing)

Ingram Micro purchasing department has to be informed about packaging units in advance. If packaging quantities are ordered overpacks have to be delivered.

**6.3 Single units**

Single units must not be labelled nor marked in any way. This information must be attached on the outside of the packaging unit. Don't apply shipping labels on the original product carton.

The following information has to be applied on the outside of every single unit in the specified format (generally in legible writing, if stated also as a barcode):

- EAN- / UPC-Code (legible writing + barcode)
- Manufacturer item number (legible writing + barcode)
- Item name (legible writing)
- Serial number (legible writing + barcode, clearly marked with SN)

**6.4 Marking of dangerous goods**

Unless provided otherwise in ADR, the UN number corresponding to the dangerous goods contained, preceded by the letters "UN" shall be clearly and durably marked on each package.

All package marks must:

- be readily visible and legible;
- be able to withstand open weather exposure without a substantial reduction in effectiveness.
- be in the minimum dimension/height in accordance with ADR 5.2

Additional provisions for goods of class 1 until 9 applying also in accordance with ADR 5.2

Each package of dangerous goods contained in an overpack shall comply with all applicable provisions of ADR 5.1

Packages containing lithium cells or batteries prepared in accordance with special provision 188 shall be marked as shown as following:



Lithium battery mark  
 \* Place for UN number(s)  
 \*\* Place for telephone number for additional information

The mark shall be in the form of a rectangle with hatched edging. The dimensions shall be a minimum of 120 mm wide x 110 mm high and the minimum width of the hatching shall be 5 mm. The symbol (group of batteries, one damaged and emitting flame, above the UN number for lithium ion or lithium metal batteries or cells) shall be black on white. The hatching shall be red. If the size of the package so requires, the dimensions/line thickness may be reduced to not less than 105 mm wide x 74 mm high. Where dimensions are not specified, all features shall be in approximate proportion to those shown.

**7. Demands regarding goods on pallets**

**7.1 Measurements of the pallet**

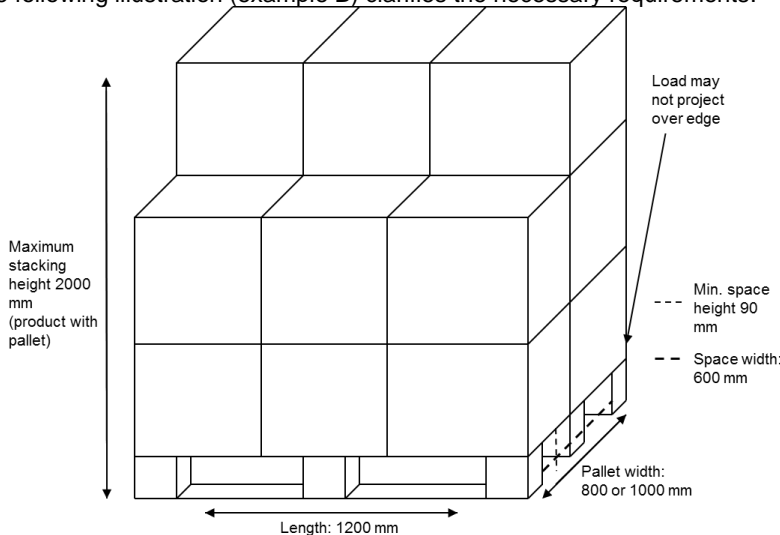
In general, 4 way entry Euro-flat pallets (1.20 x 0.80 m) have to be used for transport. Alternatively, it is also possible to use disposable wooden pallets as long as the dimensions correspond to those of EURO or industrial pallets (1.20 x 1.00 m) and the applicable requirements with regards to access opening are met. The basic measurements of pallets must be observed, projection of goods must be completely avoided. The delivered pallets must not exceed a height of a maximum of 2.00 m (product including pallet).

Items which exceed the individual dimension of the above mentioned pallet size have to be delivered on especially suited pallets which comply with the size of the product.

The following requirements (for standard EURO-pallets) apply with regard to access opening for pallets:

- Access on all sides: A 4 way entry for a full accessibility with forklifts and lift trucks.
- The access width (cleared width of the access opening between the spacing blocks) has to be at least 0.60 m.
- The access height (cleared heights of the access opening) has to be at least 0.09 m.

The following illustration (example B) clarifies the necessary requirements:



**7.2 Nature of pallets**

In general, flat wooden pallets have to be used. The delivered pallet must be usable. Furthermore, only heat-treated pallets (HT: Heat Treatment) are accepted. Fumigated pallets (MB: fumigating with methyl bromide) are not accepted.

Flat pallets are not considered usable if they have the following damages or faults:

- A board is missing, is skewed or is broken across
- More than two bottom, top border boards or a diagonal board have been splintered in such a way that per board more than one nail or screw shaft is visible.
- A block is missing, or broken/splintered in such a way that more than one nail or screw shaft is visible.
- Improper components were used for repair (too narrow, too short boards or blocks).
- The general condition of the pallet is so bad, that its load capacity can no longer be guaranteed or goods could get dirty or damaged.

Please see the attachment "Examples for the delivery guidelines" to look at correct and wrong scenarios.

**7.3 Exchange of pallets**

To be able to exchange pallets, the pallets must conform to the exchange criteria of the European Pallet Pool with regards to EURO-pallets. At Ingram Micro the exchange of pallets generally occurs on a one-for-one basis at the point of delivery. Should there be no exchange of pallets, Ingram Micro is freed of its duty to return, as long as Ingram Micro is not responsible for the non-exchange (example: the carrier refuses to accept exchangeable pallets at the point of delivery).

To be able to exchange pallets, the pallets must correspond with the exchange criteria of the European Pallet Pool with regards to EURO-pallets:

- According to this, only EURO-flat pallets, i.e. wooden exchange pallets, can be exchanged which are manufactured as per UIC standard 435-2 with dimensions of 1.20 x 0.80 m.

- EURO-pallets which cannot be used, i.e. which have damages or faults as described in 7.2 cannot be exchanged.
- Furthermore, please consider that only EURO-pallets can be exchanged which have been repaired properly (can be recognised on the EPAL labelling nail on a middle block at the lateral side).

The stated exchange criteria can be found on the internet at (see link): [www.gpal.de](http://www.gpal.de)

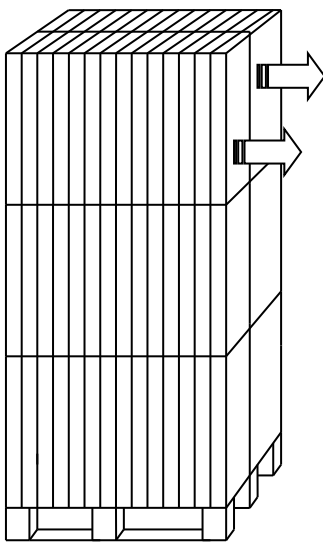
**8. Stacking and sorting of goods on pallets**

The goods must be stacked on the pallet in a stable way to prevent packages from falling over when being unloaded one-by-one later on!

**Not accepted stacking**

**Tipping over**

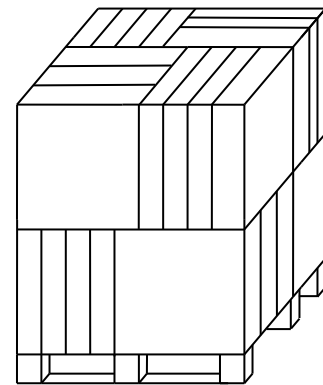
All boxes are aligned in such a way that they point in the same direction. This makes the stacking on the pallet unstable. If the pallet gets a (slight) push from the back or front, then there is a risk that the boxes fall into the relevant direction ("domino effect").



**Accepted stacking**

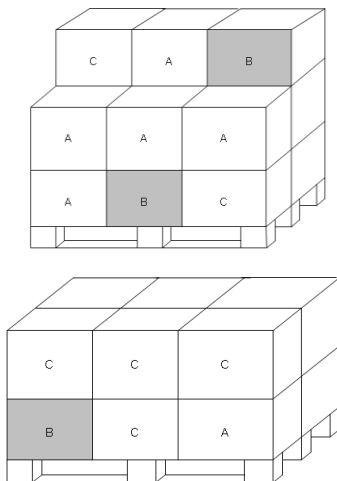
**Stable stacking**

Each layer has been arranged so that some cartons are placed longitudinally and some laterally. The items are stacked in a safe way. The goods can be removed without causing a "domino effect".



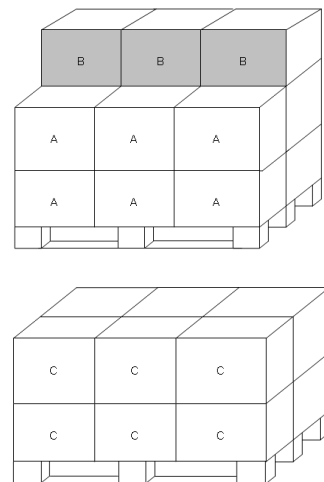
**No unmixed stacking**

Articles are stacked mixed on one pallet (not in layers). An article is stacked on different pallets together with other articles (no unmixed pallet).



**Unmixed stacking**

Articles are stacked on pallet separate and in layers. Both articles generate a mixed pallet. Article C generates a complete pallet.



**No logical stacking**

The higher amount of articles is stacked on the smaller amount.

**Logic stacking**

The smaller amount is stacked on the higher amount.

**9. Consequences when breaching the applicable delivery guidelines**

If you don't meet any of the mentioned points, then you have to face with the following consequences:

- Acceptance of goods will be declined.

OR / AND

- Use of Value Added Services. The respective rates you can see from the price list attached to the delivery guidelines.

**10. Contacts**

If you have any questions then please get in touch with the following contacts:

**Notification prior delivery**

Phone +49 (0)9421 738-785  
 Fax +49 (0)9421 738-771  
 Email [AvisRDC@ingrammicro.com](mailto:AvisRDC@ingrammicro.com)

**Delivery includes dutiable goods / import**

Phone +49 (0)9421 738-265  
 Email [DESR-Customs-Import@ingrammicro.com](mailto:DESR-Customs-Import@ingrammicro.com)

**Delivery guidelines / quality and SCM**

Phone +49 (0)9421 738-450  
 Email [VendorQM@ingrammicro.com](mailto:VendorQM@ingrammicro.com)

**i-LogX project team**

Phone +49 (0)9421 738-450  
 Email [i-logx@ingrammicro.com](mailto:i-logx@ingrammicro.com)

**Pick up of returns**

Phone +49 (0)9421 738-110  
 Email [OrdermanagementRDC@ingrammicro.com](mailto:OrdermanagementRDC@ingrammicro.com)

**11. Pricelist**

Be aware that we reserve the right to charge all arising costs as value added service, if your shipment don't meet the actual delivery guidelines.

The rate includes all costs per unit of an interference process and an administrative fee:

Cost per unit: Cost per unit for interference process (see below)  
 Administrative fee: A charge of 20€ per related shipment

Chapter	Breach of the delivery guidelines	Cost per unit	Unit
3.1	The allocated delivery date cannot be met (delay)	10 €	Delivery
	The notified delivery is not carried out	50 €	Delivery
	The delivery took place without notification or not in the right time	5 €	Delivery
	Notification notice and delivery deviate	10 €	Delivery
	The delivery contains damaged products	25 €	Items
	Goods are in no sellable condition	25 €	Items
	The delivery has a shortfall	25 €	Items
	The delivery requires clarification (e.g. wrong shipment)	20 €	Items
	The delivery contains dutiable goods without notification and documents	200 €	Delivery
3.2	Notification takes place using fax or e-mail and not using i-LogX	5 €	Delivery
	The i-LogX data quality is deficient	1 €	Lines
4.	Unloading the truck poses the risk of injury.	100 €	Delivery
	The consignment can slip, topple or fall down.	100 €	Delivery
	Ingram Micro goods loaded behind goods 3rd-party-goods	10 €	Delivery

Chapter	Breach of the delivery guidelines	Cost per unit	Unit
4.	Vehicle is not suitable for ramps	50 €	Delivery
	Product packaging is not sufficient	10 €	Units
	No transparent foil has been used	15 €	Pallets
	More than 15 boxes were delivered loose.	50 €	Delivery
	The loading quality is insufficient	100 €	Delivery
5.1	Waybill or CMR is missing or content wrong	10 €	Delivery
5.2	Delivery note missing (also not on goods)	20 €	Items
	Delivery note (a copy) is not being presented at the check-in	20 €	Items
	The delivery note does not include the necessary content	20 €	Items
6.1	Palett label missing/wrong	15 €	Pallets
	Serial number list on pallet is missing	15 €	Pallets
6.2	No EAN- / UPC-Code is applied to the outer box	1 €	Units
	Serial no. barcode not available/indicated on master carton	1 €	Units
	Mixed or incomplete boxes are not indicated as such	20 €	Items
6.3	No EAN- / UPC-Code is applied to the single unit	1 €	Units
	Serial no. barcode not available/indicated on single unit	1 €	Units
6.4	Marking for dangerous goods missing/wrong/wrong applied	15 €	Units
7.1	Pallets do not have the required measurements	15 €	Pallets
	The pallet type cannot be used	15 €	Pallets
	The specified pallet height has been exceeded	15 €	Pallets
	Goods are bigger than pallet	15 €	Pallets
7.2	Pallets cannot be used - have faults	15 €	Pallets
8.	Unstable stacking	40 €	Pallets
	Goods have not been sorted and chaotically stacked	40 €	Pallets