

**Terms of delivery  
Hochland Plants  
Heimenkirch, Schongau,  
Oberreute and Hergatz  
as well as  
External warehouse  
Buxheim and Leutkirch  
for raw materials and packaging as  
general cargo (no tanker trucks)**



**Hochland Deutschland GmbH**

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Phone 08381 - 502-0, [www.hochland.com](http://www.hochland.com)



## Table of contents

|  |    |
|--|----|
| 1 Introduction   | 1  |
| 2 Hochland Logistics Locations                               | 2  |
| 3 Article Master Data and Packaging Units                    | 3  |
| 3.1 Basic information on article master data                 | 3  |
| 3.2 Changes to article master data                           | 3  |
| 4 Order Submission and EDI                                   | 4  |
| 4.1 EDI: Orders via ORDERS and notifications via DESADV      | 4  |
| 4.2 Orders by e-mail   | 4  |
| 5 Delivery dates   | 5  |
| 5.1 Delivery day   | 5  |
| 5.2 Appointment notification/ time slot booking              | 5  |
| 6 Terms of delivery  | 5  |
| 6.1 Delivery Condition                                       | 5  |
| 6.2 Place of performance                                     | 6  |
| 6.3 Deliveries from non-EU countries                         | 6  |
| 6.4 Non-delivery capability or partial delivery capability   | 6  |
| 6.5 Type of delivery vehicles                                | 6  |
| 6.6 Loading the truck  | 6  |
| 6.6.1 Longitudinal loading                                   | 7  |
| 6.6.2 Foreign goods before goods for Hochland                | 7  |
| 6.6.3 Stacking of shipping units / double-deck loading       | 7  |
| 6.6.4 Transport and load securing                            | 7  |
| 6.6.5 Sealing of the truck for specific, specified materials | 7  |
| 6.7 Temperature  | 8  |
| 6.8 Delivery of single-item shipping units                   | 8  |
| 6.9 Form-fit   | 9  |
| 6.10 Pallet securing   | 10 |
| 6.11 Unloading of trucks                                     | 11 |
| 6.12 Pallet exchange procedure                               | 11 |
| 7 Charge carrier   | 12 |
| 7.1 Charge carrier   | 12 |
| 7.2 Fork clearance and stretching                            | 12 |
| 8 GS1 Transport Label  | 13 |
| 9 Accompanying Delivery Documents                            | 17 |
| 9.1 Delivery note  | 17 |
| 9.2 Waybill  | 18 |



|  |    |
|--|----|
| 9.3 Electronic Dispatch Notification (DESADV)      | 18 |
| 10 Defective deliveries and refusals of acceptance | 19 |
| 10.1 Defective deliveries                          | 19 |
| 10.2 Complaint                                     | 20 |
| 11 Returns processing                              | 21 |
| 12 Bills   | 21 |
| 13 Appendixes                                      | 23 |

# **1 Introduction**

The following terms of delivery are the basis for the cooperation with Hochland Deutschland GmbH or other companies of the Hochland Group (hereinafter referred to as Hochland) and apply to deliveries to the Hochland logistics locations in Germany for raw materials and packaging as general cargo. Hochland reserves the right to change the terms and conditions of delivery. The provisions described here supplement the General Terms and Conditions of Purchasing of the Hochland Group.

The aim of the Hochland terms of delivery is to ensure cross-supply chain process-, quality- and time-optimized cooperation from the supplier to Hochland logistics to the end customer. They apply to both Free Home (DAP) and FCA (Free Carrier) or Ex Works (EXW) deliveries.

Unless otherwise stipulated in these Terms of delivery, the provisions of the GS1 manuals and standards, which are available for download on the Internet pages of GS1 Germany GmbH (<https://www.gs1-germany.de/gs1-standards/>), apply to the cooperation.

Hochland handles all damage to shipments that are delivered free of charge directly with the supplier. The supplier is liable for all damages resulting from non-compliance with legal regulations. Customs regulations and dangerous goods regulations, including accompanying documents, information obligations and dangerous goods labelling, must also be observed.

In the event of non-compliance with these delivery conditions, Hochland reserves the right to charge the supplier with all demonstrably incurred additional costs and processing fees, or to refuse to accept the goods.

The supplier undertakes to inform all service providers commissioned by him, for example for logistics services and IT, about the content of the delivery conditions.

Goods are delivered to the Hochland logistics locations exclusively in logistical units consisting of the delivered goods and the load carrier. This unit is hereinafter **referred to as** the Shipping Unit.

All documents can also be accessed via the Hochland extranet.

Previously issued delivery terms and conditions hereby lose their validity.



## **2 Hochland Logistics Locations**

Heimenkirch plant GLN 4002468000000  
Kemptener Straße 17  
83831 Heimenkirch  
Phone: +49 (0) 8381 – 502 0  
E-mail: [lagerleitstand-HK@hochland.com](mailto:lagerleitstand-HK@hochland.com)

The opening hours of the incoming goods department are Mon-Fri from 5:00 a.m. to 8:00 p.m.

Schongau GLN plant 4002671000002  
Bernbeurener Straße 14  
86956 Schongau  
Phone warehouse control center: +49 (0) 8861 220 4840  
E-mail: [DESG-Lagerleitstand-SOG@hochland.com](mailto:DESG-Lagerleitstand-SOG@hochland.com)

The opening hours of the incoming goods department are Mon-Fri from 6:00 a.m. to 5:30 p.m.

Distributionszentrum Buxheim GLN 4045575870012  
Nagel Group Logistics SE  
Rudolf-Diesel-Straße 2  
87740 Buxheim  
Phone: +49 (0) 8331 – 924 38 - 182  
E-mail: [adrian.fakler@nagel-group.com](mailto:adrian.fakler@nagel-group.com)  
Phone: +49 (0) 8331 – 924 38 - 180  
E-mail: [Leitstand.d88@nagel-group.com](mailto:Leitstand.d88@nagel-group.com)

The opening hours of the incoming goods department are Mon-Fri from 6:00 a.m. to 4:00 p.m.  
Goods receipt for raw materials Mon-Fri from 6:00 a.m. – 3:00 p.m.

External warehouse Leutkirch GLN 4260463630008  
Spedition Riedle GmbH & Co. KG  
Unterer Auenweg 1  
88299 Leutkirch im Allgäu  
Phone: 07561 – 8260 ext. -14 or - 15  
E-mail: [warehouse@spedition-riedle.de](mailto:warehouse@spedition-riedle.de)  
E-mail: [joerg.riedle@spedition-riedle.de](mailto:joerg.riedle@spedition-riedle.de)  
E-mail: [patrick.riedle@spedition-riedle.de](mailto:patrick.riedle@spedition-riedle.de)

The opening hours of the incoming goods department are Mon-Fri from 6:00 a.m. to 5:30 p.m.  
Registration for the last time slot of the day (4:00 p.m.) by 3:45 p.m. at the latest (see notes when booking the time slot in Cargoclix).



Simply V (E.V.A. GmbH)  
Plant Oberreute GLN 4260444960001  
Irsengunder Straße 13  
88179 Oberreute  
Phone: 08387 – 9248450  
E-mail: andreas.kinzelmann@simply-v.de

The opening hours of the incoming goods department are Mon-Thu from 8:00 a.m. to 3:00 p.m. and on Friday from 8:00 a.m. to 12:00 p.m.

The current addresses of the Hochland production plants can also be found under <https://www.hochland-group.com/de/standorte.htm>

## **3 Article Master Data and Packaging Units**

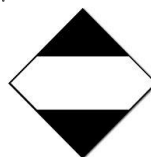
### **3.1 Basic information on article master data**

The article master data reported to Hochland (before the first delivery) is binding and must be complied with when delivering to the Hochland logistics locations. This applies in particular to compliance with the reported logistical data. The "GDSN Dimensions Rules for Packaging" must be considered when determining the logistical data. The document is available for download on the website of GS1 Germany GmbH (<https://www.gs1-germany.de/gs1-solutions/stammdaten/gdsn/>).

To prepare import and export declarations, it is necessary to classify the goods in commodity codes, which can be done by specifying a customs tariff, Intrastat or TARIC number. The specification of one of the listed numbers must be ensured as part of the creation of the article master data.

In the case of articles with hazardous substance labelling (e. g. spray, aerosol, etc.), the required documents must be forwarded to the responsible recipient of the article passport!

Signs for dangerous goods:



A data sheet must be supplied for each item. Otherwise, or if the file is only available digitally, the cost of printing/copying will be charged to the supplier.

### **3.2 Changes to article master data**

In the event of changes to the article master data, information by e-mail is required:

- Changing the GTIN
- Modification of logistical data (dimensions, weights, units/quantity per pallet, etc.)
- Change of product category (legal)
- Change of commodity code (tariff, Intrastat or TARIC number)



Changes to the article master data must be reported at least two weeks in advance of the first delivery (Einkauf@hochland.com).

The order and delivery quantity must always be coordinated in accordance with logistics so that no individual items are left over. If there are any irregularities regarding the order quantity, contact the responsible Hochland dispatcher.

## **4 Order Submission and EDI**

Orders are generally placed according to the contractually agreed conditions.

### **4.1 EDI: Orders via ORDERS and notifications via DESADV**

As a matter of principle, Hochland prefers the electronic data exchange (EDI) of orders by means of the EANCOM message ORDERS and the notification of deliveries by DESADV. An additional contractual agreement is concluded between Hochland and you as a supplier via the electronic message exchange (EDI). The timetable for implementation is also set out there in coordination with Hochland IT.

Hochland's EDI Guide can be found in its current form in Appendix 2 to these Terms of Delivery (HLSE EDI Leitfaden für Lieferanten Version 1.4).

If you have any questions, please do not hesitate to contact the Hochland contact persons at the EDI Competence Center (e-mail: [edi@hochland.com](mailto:edi@hochland.com)).

If, for technical reasons, it is not possible to receive or send ORDERS, an order can be sent by e-mail as an alternative.

### **4.2 Orders by e-mail**

The leading reference in communication is the Hochland order number (e. g. 4510046123). To ensure a smooth e-mail ordering process, the following procedure must be considered:

Orders from Hochland are sent by e-mail during the course of the day on weekdays. All persons entrusted with order processing must have access to the agreed e-mail address at any time (even in the case of representation). In the event of a change in the e-mail address, the contact person or their telephone number, the responsible Hochland dispatcher (contact person in the Hochland Disposition department) must be informed immediately.

#### **Attention:**

If an e-mail cannot be interpreted or if there are questions about the content (e. g. delivery date/availability date or delivery quantities), the responsible Hochland dispatcher must be contacted immediately.



## **5 Delivery dates**

The following requirements regarding the delivery day and the date notification must always be complied with:

### **5.1 Delivery day**

The delivery date specified by Hochland for deliveries to the Hochland logistics locations must be adhered to. The delivery date specified in the order is the day of complete receipt of goods at the logistics location specified by Hochland.

In the event of non-compliance with the specified delivery date, the responsible Hochland dispatcher must be notified immediately, at the latest two days before delivery. Postponements can only be reported to the Hochland dispatcher by the supplier or the logistics service provider permanently commissioned with the transport and are only permitted after consultation with him.

Suppliers must inform their Hochland disposition contact person at least four weeks in advance of upcoming company holidays. System and logistics network changes must be reported at least eight weeks in advance.

### **5.2 Appointment notification/ time slot booking**

For all deliveries to the Hochland logistics locations, fixed time slots must be agreed (the day before by 4 p.m. at the latest). The only exception to the time slot booking is for the delivery of parcel shipments, if they are permitted. It is possible to deliver the goods without an agreed time window within the opening hours of incoming goods, but considerable waiting times are to be expected.

A time slot must be booked for each truck. If an order includes several trucks, a separate time slot must be booked for each truck.

For deliveries in Buxheim (note the correct ramp assignment) and Leutkirch, time slot bookings are made via Cargoclix (see Cargoclix instructions in Appendix 3).

## **6 Terms of delivery**

Deliveries to the Hochland logistics locations are made exclusively according to the following conditions:

### **6.1 Delivery Condition**

For deliveries made free of charge by the supplier to Hochland, the delivery term DAP (Delivered at Place) untaxed is deemed to have been agreed, unless another Incoterm has been agreed.





For orders with delivery conditions FCA (Free Carrier = free carrier named place) or EXW (Ex Works), the goods will be picked up by a freight forwarder commissioned by Hochland directly at the supplier's loading location

## **6.2 Place of performance**

The place of fulfilment is the receipt of goods at the Hochland plant or corresponding warehouse.

The supplier shall bear the risk of loss or damage to the goods and the load carrier during transport to the place of performance vis-à-vis Hochland.

## **6.3 Deliveries from non-EU countries**

The supplier shall ensure that all customs regulations are complied with. As proof of this, the delivery documents must always be accompanied by the tax assessment notice for customs clearance.

In case of non-compliance with customs regulations, the acceptance of the delivery will be refused.

## **6.4 Non-delivery capability or partial delivery capability**

In the event of a non-delivery or partial ability to deliver, the responsible Hochland dispatcher must be informed immediately, but no later than two days before delivery, about the non-availability or partial delivery of articles. In the course of this information, the Hochland order number and item or alternatively the Hochland article number must be specified.

Subsequent deliveries may only be made after consultation with the Hochland scheduling department. No acceptance of the goods will take place without prior agreement.

## **6.5 Type of delivery vehicles**

Deliveries must be made by transport vehicles with a ramp height of at least 1.20 m and a truck width (internal dimensions) of at least 2.40 m. It must be possible to place the ramp on the loading area of the truck. Unloading is carried out exclusively from the back of the truck (rear unloading).

Unloading by forklift – without a ramp – is only carried out in pre-agreed exceptional cases for certain loads. In the case of non-rampable vehicles, no unloading will be carried out. Different shipping methods (e. g. express goods, courier service) are only permitted for parcel shipments.

## **6.6 Loading the truck**

For deliveries to the Hochland logistics locations, the following loading specifications for the shipping units must be observed:



### **6.6.1 Longitudinal loading**

To enable an efficient unloading and receiving process at the Hochland logistics sites, the shipping units must always be loaded lengthwise (three storage spaces next to each other). If the number of pallet spaces cannot be divided by three and there is a need for cross-loading due to load securing, a maximum of two rows (four shipping units) may be loaded crosswise.

### **6.6.2 Foreign goods before goods for Hochland**

It is not permitted to load third-party goods (non-Hochland shipping units) into the truck before the goods destined for Hochland. The Hochland goods must be freely accessible for unloading and unloading must be possible without the movement of third-party shipping units. If this is not the case, the goods will not be accepted. Third-party goods also include empty load carriers and indirect loading equipment (e. g. tension straps, tension rods).

### **6.6.3 Stacking of shipping units / double-deck loading**

In principle, the stacking of shipping units for deliveries to the Hochland logistics locations is permitted. Unloading of double-decker vehicles is possible at the Hochland locations.

### **6.6.4 Transport and load securing**

Deliveries will only be accepted if the supplier complies with all applicable laws and other regulations for transport and load securing. The freight forwarder/service provider must also ensure that the vehicle, the train, the carriage, the load and the crew comply with the regulations and that the roadworthiness of the vehicle does not suffer as a result of the load or the occupancy. The freight forwarder/service provider must instruct and train its drivers accordingly. In addition, it must be ensured that the prescribed number plates are always clearly legible. Mandatory lighting equipment must be present and operational on motor vehicles and their trailers.

According to German BGV D 29 Vehicles § 55 Stopping and parking of vehicles, the driver may only move away from it after securing it against unintentional movement. Therefore, the following measures are required: After arriving at the unloading dock, the driver must secure his vehicle against rolling away by applying the parking brake and using the wheel chocks. The freight forwarder/service provider must instruct and train its drivers accordingly.

The freight forwarder/service provider must load, stowage and fasten (load) the goods in a safe manner. When loading and unloading vehicles, it must be ensured that they cannot roll away, tip over or overturn. Displaced containers, inclined positions, torn wrapping films must be avoided at all costs. The wrapping with wrapping film should be so pronounced that it does justice to the respective transport conditions and external influences. Furthermore, it is pointed out that the use of wood for load securing (e. g. as a cover or edge protection) is prohibited. The freight forwarder/service provider must instruct and train its drivers accordingly.

### **6.6.5 Sealing of the truck for specific, specified materials**

If there is a specification or special agreement for securing by means of a seal for your material to be delivered, the following points must be ensured:



- Every full shipment of raw materials, packaging materials (primary packaging) and operating materials must be sealed with a seal. The seal number is invariably noted on the delivery documents.
- The procurement as well as the correct attachment of the seal is ensured by the supplier. The first opening door of the trailer must be secured with the seal on the closing lever. The consignor must instruct his employees accordingly that this procedure is properly implemented.
- When the trailer is delivered, the correctness of the sealing is checked. If there are irregularities or if there is a suspicion that unauthorized access has occurred, we reserve the right not to unload the trailer and to return the goods.

## **6.7 Temperature**

If a specific temperature requirement is provided for the transport, this must be demonstrably ensured during the entire transport. Recordings will be handed out if needed. Inspections are carried out as part of incoming goods processing.

## **6.8 Delivery of single-item shipping units**

As a matter of principle, deliveries to the Hochland logistics locations are made in item- and batch-free shipping units (full pallet according to article passport) according to the order. This ensures the traceability of the delivered goods during further processing.

If it is not possible to guarantee an item-specific and/or batch-level shipping unit, please actively contact your contact person at Hochland and coordinate the implementation for batch tracking of your items at Hochland.

The following requirements must be complied with:

- Basic pallet dimensions and maximum weight incl. load carrier:
  - Euro pallet 1,200 x 800 mm (max. pallet weight 1,025 kg)  
Heimenkirch plant: max. 850 kg
  - H1 pallet 1,200 x 800 mm (max. pallet weight 1,000 kg)  
Heimenkirch plant: max. 850 kg
  - Industrial pallet 1,200 x 1,000 mm (max. pallet weight 1,025 kg)
  - Cheese pallet 1,200 x 1,200 mm (max. pallet weight 1,250 kg)
  - Carrier pallet for containers: 1,200 x 1,000 mm
  - Special format pallet (Kolb): 1,400 x 1,200 mm
- Max. pallet height uncooled area: 2,050 mm incl. load carrier  
Heimenkirch plant: max. 1,650 mm
- Max. pallet height cooled area: 1,850 mm incl. load carrier  
Heimenkirch plant: max. 1,650 mm
- Max. container height uncooled area: 1,850 mm
- Max. container height uncooled area: 1,700 mm
- Good pallet space utilization (ideally > 95%, at least 90%)
- Form-fitting, no protrusion
- Uniform, stable and even layer pattern (preferably with a composite packing scheme)

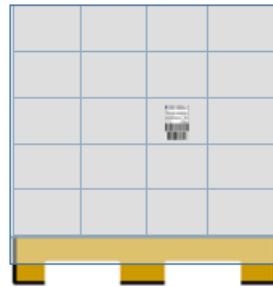


Illustration 1 :Item-only shipping unit (full pallet)

## 6.9 Form-fit

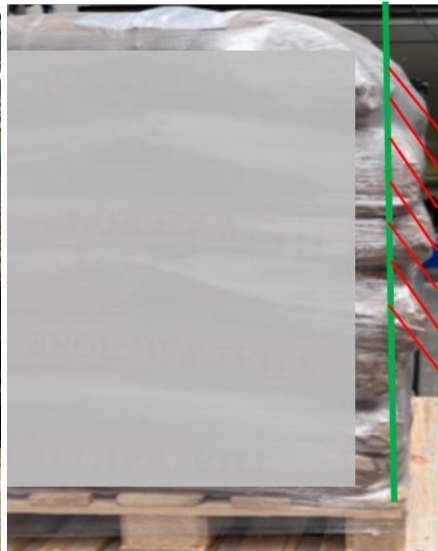
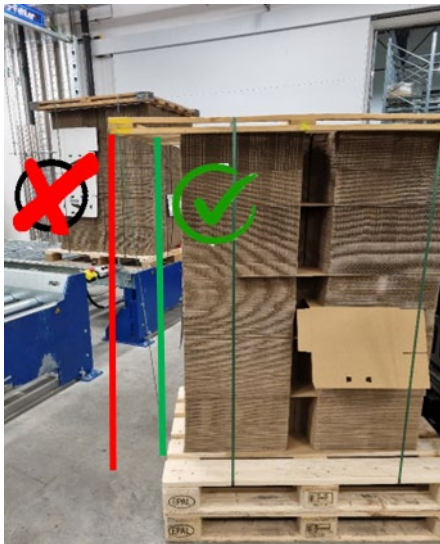
The goods must be secured to the load carrier in a form-fitting manner, without protrusion.

**Green line:**

**Red Line:**

Form-fit given

Form-fit not given



Loose foils can also prevent form fit



## 6.10 Pallet securing

The supplier is obliged to ensure the high-quality delivery of the sale item (primary packaging), the transport packaging (secondary packaging) and the shipping unit (tertiary packaging) by attaching a pallet securing system that is sufficient for each item. Stresses caused by the transport of goods (acceleration and braking) as well as intralogistics processes must be considered.

To ensure damage-free transport, it is necessary to protect the goods on the load carriers from instability and contamination by stretching or wrapping as well as covering the goods with foil. Adequate pallet securing must be ensured by means of machine-compatible, conveyor-compatible and high-bay storage-compatible film wrapping/stretching:

- Foil wrapping/stretching that adheres flush and tightly to the fabric
- Clean film wrapping/stretching without protruding and drooping film scraps
- Composite winding of a maximum of 5 cm over the load carrier (entry clearances must not be foiled)

The transport packaging and the packing scheme must be chosen in such a way that good pallet space utilisation and stability can be achieved with as few additional securing measures as possible.

Pallet securing must be carried out in accordance with the following specifications:

- Securing the goods in such a way that unauthorised access to the goods is clearly visible when it occurs.
- Safety hoods, pallet stretch film and cover sheet films must be made of transparent polyethylene (PE). For reasons of recyclability, the films must not be fixed, coloured or printed with adhesive tape (max. 1% printed area for pallet identification is permitted).
- Intermediate layers must be made of corrugated cardboard, use only if necessary. The intermediate layers must correspond to the layer surface and must not protrude or protrude. The outer covers of the corrugated board must be made of kraft or testliner. Exterior ceilings made of Schrenz are not permitted. Interlayers must not be coated, printed or colored. The use of open shaft as an intermediate layer is not permitted. The requirements for intermediate layers also apply to the floor layers (between the load carrier and the bottom layer of the goods) and the top layers (on the top layer of the goods).



- If necessary, edge protection brackets may be used. These must be made entirely of cardboard and must not be coated, printed or coloured. Very wide edge protection brackets or pallet outer cartons are not permitted. The pallet loading must always be visible.
- If indispensable, strapping made of polypropylene (PP) or polyethylene terephthalate (PET) may be used. These must be welded together, metal sealing is not permitted.
- Other materials, in particular hardboard, plastic boards, polystyrene or other filling materials may not be used.
- Layer bonding, such as adhesive dots and adhesive tapes, is not permitted.

If the materials used for transport packaging and pallet securing do not correspond to the above-mentioned materials, there will be considerable process disruptions and additional costs at the Hochland logistics sites. In order to enable sustainable work in an efficient logistics facility, Hochland's entire logistics and disposal concept is geared towards the use of common packaging materials on the European market (polyethylene film and corrugated cardboard). By disposing of pure packaging fractions (no or minimal contamination due to colouring, coating and other adhesions), the recycling effort of the disposal companies is sustainably reduced.

### **6.11 Unloading of trucks**

Before unloading, the vehicle must be secured with wheel chocks to prevent it from rolling away. At the Heimenkirch and Schongau sites, wedge systems permanently installed in front of the ramps are used, which are linked to the door control system.

As a rule, the unloading is carried out by the employees of the respective Hochland logistics locations and not by the drivers.

### **6.12 Pallet exchange procedure**

As a matter of principle, Hochland operates the pallet exchange procedure. After receiving the goods, the transport service provider receives exchange pallets from Hochland's exchange pool back. This does not apply to partners or suppliers with an LHM account at the respective location. For deliveries on rental pallets (CHEP, IPP, LPR or similar), there is no need to exchange pallets.

The exchange of Euro pallets takes place exclusively in class B (according to the quality classification for the open pallet exchange pool, which is available for download on the websites of GS1 Germany GmbH and EPAL/ Gütegemeinschaft Paletten e.V.).

The use of other load carriers is not permitted and refusals of acceptance are to be expected. In the event of delivery of unusable load carriers, the transport service provider shall receive the same or an equivalent load carrier back.

## 7 Charge carrier

While receiving goods, a detailed condition and stability check of all load carriers is carried out.

### 7.1 Charge carrier

Deliveries to the logistics locations are made in the following dimensions (basic dimensions of the load carrier) and types (exchange/pooling pallet) of the load carriers:

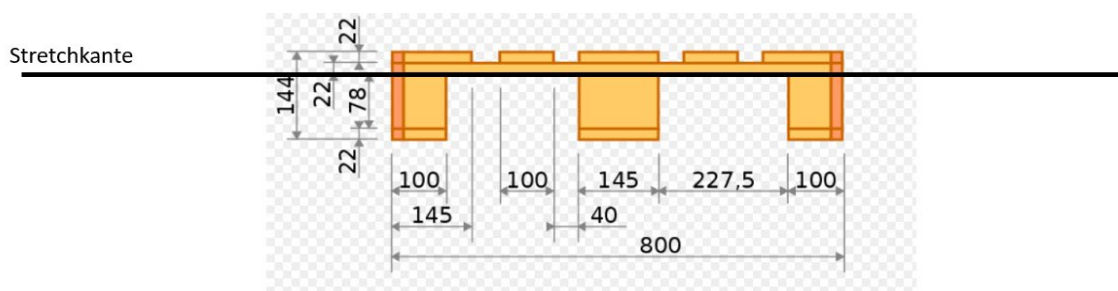
- Euro pallet 1200 x 800 x 144 mm, quality high-bay capable, EPAL category B requirements are based on DIN EN 13698-1
- Plastic H1 pallet 1200 x 800 mm HRL capable  
Max. Deflection / fork clearance min. (FEM 9.831-1): 6 mm / 100 mm  
Requirements are based on DIN EN 13698-2
- Industrial pallet 1200 x 1000 x 146 mm HRL capable  
Requirements are based on DIN EN 13698-2
- Carrier pallet for containers (Schongau plant): 1200 x 1000 x 144 mm (in-house pallet)
- Special format pallet Kolb 1400 mm x 1200 mm loading aids (Schongau plant)

in exceptional cases:

- Parcels

### 7.2 Fork clearance and stretching

The fork clearance for Euro pallets must be 100 mm (+ 3mm / -1 mm).



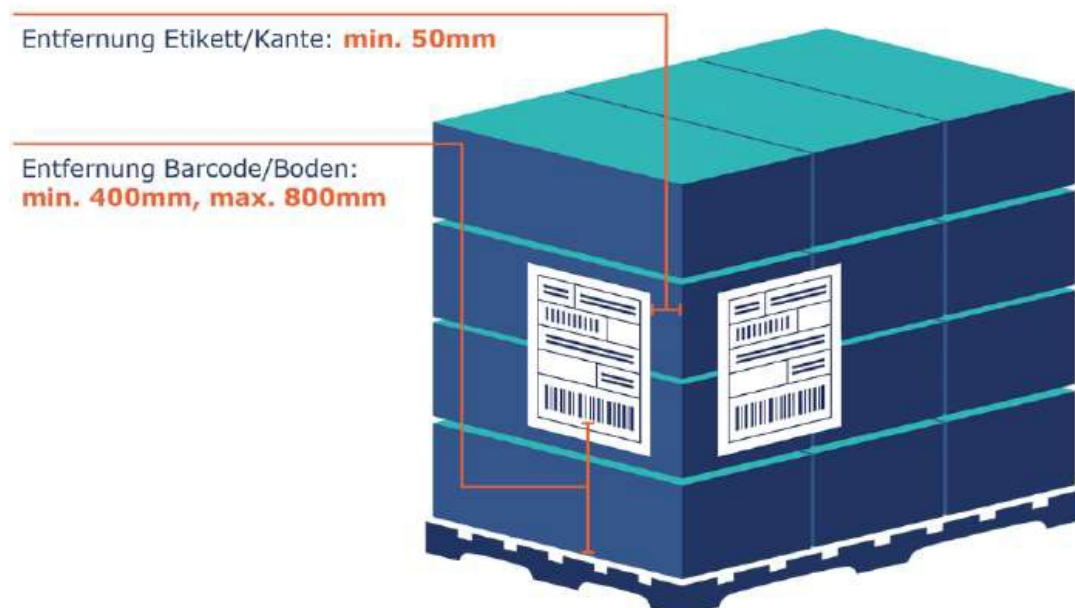
Stretching below the line shown is not allowed.



## 8 GS1 Transport Label

If you have any questions about the transport label = sample label for incoming goods pallets, please do not hesitate to contact the Hochland contact persons at the EDI Competence Center (e-mail: [edi@Hochland.com](mailto:edi@Hochland.com)).

The GS1 transport label is used in the Hochland logistics locations for the identification and receipt of the goods. The required structure and content of the label as well as the label application is based on the recommendations of GS1 Germany GmbH. The application of the label (2 x per pallet) is mandatory for all logistics units delivered.



In accordance with the GS1 standard, the label must be affixed to at least one front side and the long side to the right of it. The GS1 transport label must be applied vertically, wrinkle-free and on the outside of the film so that the plain text is easy to read and the barcode can be scanned directly. It must not be attached only on one side (fluttering) or covered by banderoles or tapes.





The transport label must be affixed to the pallet at a height of 400-800mm (barcode at the bottom edge of the NVE barcode), measured from the ground including pallet wood. It must be ensured that the barcode with the NVE/SSCC is in this area. The distance from the side edge of the pallet must be at least 50mm. For low pallets (<400mm), the transport label must be placed as high as possible (lowest point: lower edge of the transport label = upper edge of the cover board of the load carrier). The minimum distance to vertical edges of 50mm must also be maintained for these pallets.

The GS1 transport label must contain the following information in the header segment:

- Sender
- Recipient (incl. recipient address)



|   |  |
|---|--|
| Empfänger:<br>Hochland Deutschland GmbH<br>Kemptener Str. 17<br>88178 Heimenkirch   | Absender:<br>Musterfirma<br>Musterstraße 420<br>12345 Musterstadt  |
| Produktionsdatum<br><b>01.12.2022</b>   | GLN des Produktionsstandorts<br><br>(416)1234567890123 |
| <b>Hochland Materialnummer und Bezeichnung</b>  |  |
| EAN der Handelseinheit<br><b>04260081262483</b>   | Mindesthaltbarkeitsdatum<br><b>30.12.2022</b>  |
| Charge / Losnummer<br><b>191057433</b>  | Nettogewicht in kg<br><b>160</b>   |
| <b>Lieferanten Nr. und Lieferanten Bezeichnung</b>  |  |
| <br>(01)04260081262483(10)191057433(11)210719 |  |
| <br>(400)4500162463(3103)160000(15)220913    |  |
| S<br>S<br>C<br>C <br>(00)340375240682407669  |  |

Numbers and information in font size min. 7 mm

Magnification factor min. 25 %

Type size min. 3 mm

Magnification factor min. 50 %

Type size min. 3 mm

The following contents/modules (identifier number) must be encoded in the barcodes:

- **Global Location Number (GLN) of the production site (416)**  
13 digits, numeric
- **GTIN of the commercial unit (01) or GTIN of the transport unit (02)**  
14-digit numeric
- **Batch number (10)**  
up to 20 digits (variable length), alphanumeric
- **Production date (11) \***  
6 digits, numeric, format: YYMMDD  
\* The day of production or manufacture must be specified as soon as a specific date (e. g. ripening time for cheese) has been defined within the specification.
- **Consignee order number (400)**  
up to 30 digits (variable length), alphanumeric



- **Best before date (15)**  
6 digits, numeric, format: YYMMDD
- **NVE = Shipping unit number (00)**  
18-digit, numeric  
18th digit is a check digit that must be determined according to the GS1 check digit algorithm.

Depending on the material (unit), the quantity (do not use the identifier (37)):

- **Quantity in Piece (30)** **or**  
up to 8 digits (variable length), numeric
  - **Net weight in kg (310d)** **or**  
6 digits, numeric, d = decimal places
  - **Length in meters (311d)**  
6 digits, numeric, d = decimal places
- ❖ All barcodes are of the GS1-128 type.
  - ❖ Please make the codes as large as possible.
  - ❖ The order of encoding doesn't matter. However, it is recommended to place variable-length codes at the end of a barcode line.
  - ❖ The NVE must be in the bottom row.
  - ❖ If an identifier is not encoded at the end of a barcode line, an FNC1 (ASCII 29) is required after the device.
  - ❖ No **FNC1 (ASCII 29) may be inserted** at the end of a barcode line.

If there are items with a different best-before date on a load carrier, the best-before date expiring must be indicated. If there are items from different batches on a load carrier, no batch number needs to be specified.



## **9 Accompanying Delivery Documents**

The identification and assignment of a delivery at the Hochland logistics locations is generally carried out by comparing the delivery note and the consignment note.

### **Basically, the following applies:**

- A separate delivery note must be created for each Hochland order (Hochland order number).
- If an inbound delivery consists of more than one truck, partial delivery notes must be issued for each truck. All partial delivery notes must be presented with the total delivery note.
- One bill of lading must be presented for each truckload.

Legally required accompanying documents, such as dangerous goods documentation, tax assessments of customs clearance already carried out for deliveries of goods from non-EU countries, etc., must be submitted in full. These documents must be handed in at the receiving office before the goods are unloaded. It is not permitted to attach these documents to the shipping units .

If the required documents are missing at the time of registration, the goods cannot be accepted.

### **9.1 Delivery note**

The information on the delivery note must read as follows:

#### **Head level:**

- Supplier/sender or manufacturer with full sender address and GLN (Global Location Number)
- Recipient with full address (name, address, country)
- Delivery note number
- Hochland order number with order date
- Delivery date
- Net weight of the order in kg
- Number of packages
- Optional: Gross total weight in kg
- Seal number (if the sealing of the truck has been specified)
- Veterinary control number (if required by law)

#### **Item:**

- Hochland article number, order item and, at best, the article GTIN  
(The order of the delivery items on the delivery documents must correspond to the order of the order items)
- Exact Hochland article description
- Specification of product standards (VLOG, ORGANIC, HALAL, etc.)
- Batch number
- Day of production (for raw materials, if the ripening period is relevant)
- Best before date (BBD)
- Net weight of the order item in kg or delivery quantity in pieces and number of packaging units
- NVE/SSCC

In the event of a subsequent change in quantity on the supplier's delivery notes, it must be clearly visible that the change was made by the supplier. The original quantity should be crossed out neatly and provided with a date, as well as the stamp and signature of the supplier or carrier.



## **9.2 Waybill**

The information on the waybill must be as follows:

- Sender with full sender address and GLN (Global Location Number)
- Recipient with full receiving address
- Number of load carriers / shipping units
- Type of load carrier (Euro, H1, IPP, cheese pallet, etc.)
- Hochland order number with order date

## **9.3 Electronic Dispatch Notification (DESADV)**

The electronic dispatch notification (DESADV) contains the exact delivery information of the upcoming delivery and is transmitted in advance to announce the imminent receipt of goods at the Hochland logistics locations. The files are structured according to the EANCOM standard and, in addition to the data from the paper delivery note, contain further information (NVE, best-before date, etc.), with the help of which the goods can be received more quickly at the Hochland logistics locations.

### **Basically, the following applies:**

- The electronic dispatch notification (DESADV) does not replace the paper delivery note.
- In DESADV, the Hochland order number must always be transmitted.
- If partial or split deliveries are made for an order, a separate DESADV with a separate delivery note number must be transmitted for each delivery and truck.
- DESADVs must be received by Hochland prior to receipt of the goods.

Further information on the electronic data interchange with Hochland can be found in the Hochland extranet at <https://de.Hochland-extranet.com/edi/einfuehrung-edi>.



## **10 Defective deliveries and refusals of acceptance**

If deliveries to the Hochland logistics locations are not made in accordance with the defined requirements of the Hochland delivery conditions, Hochland is entitled to refuse to accept the goods or to process the deliveries at the expense of the supplier.

### **10.1 Defective deliveries**

In the following cases, Hochland is entitled to refuse to accept the goods at the Hochland logistics locations:

- Cleanliness of the delivery vehicle (odour-free, swept clean, free of foreign components)
- Delivery of goods that are too heavily soiled (e. g. due to dust), damaged goods (also includes goods that are too heavily wrapped or damaged packaging units), wet goods or goods with mould / pest infestation
- Delivery of goods that fall short of the best-before date or do not have a sufficient or agreed remaining term
- Delivery of goods that do not have the required core temperature
- Delivery of mixed pallets, i. e. non-item-specific shipping unit  
(This requirement does not apply if the delivery of mixed pallets has been agreed in advance with the responsible Hochland dispatcher.)
- Delivery of >5% defective load carriers (not suitable for high-bay and conveyor systems, not suitable for foodstuffs)
- Pallets not suitable for high-bay storage as a result of
  - Shipping units above the maximum permissible total heights (incl. load carriers) or total weights (incl. load carriers)
  - Shipping units with contour errors (goods protruding beyond the pallet footprint or packaging/pallet securing materials)
  - No uniform packing scheme (e. g. different layers) or layer bonding (e.g. adhesive dot, adhesive tapes)
- Differing packaging materials
- Items with logistical data that differ from the master data transmitted to Hochland, e.g. dimensions, weights or article quantities
- Delivery of unpalletized (no load carriers) or double palletized (two load carriers stacked on top of each other) goods
- Delivery of unsecured or insufficiently secured goods
- Suspicion of unauthorised access in the case of ordered sealing
- Delivery of incorrectly or unlabelled goods (see transport label)
- Delivery of unordered goods
- Delivery with non-rampable vehicles (e. g. Sprinter)
- Foreign goods before goods for Hochland
- Missing or incorrect delivery documents
- Postponement of delivery dates/subsequent deliveries without consultation with the responsible Hochland dispatcher
- Failure to comply with legal requirements, e. g. dangerous goods regulations and customs regulations
- Lack of tax assessment of customs clearance for deliveries of goods from non-EU countries



The following deviations should always be **avoided** during delivery:

- Non-fully scannable GS1 transport labels
- Cross-loading of the shipping units in the truck
- Foil pulled down to the base of the pallet
- Unstable Packed Shipping Units
- Missing foil cover (top layer)
- Unclean/drooping foil remnants (foil flags) as well as loose labels and slips of paper on the shipping units
- Continuously foiled/stretched sandwich pallets (several partial pallets connected by foil)
- Pallet securing by means of mesh or wool straps
- Opening pallets (pallet loading not according to article passport)

Hochland is entitled, even in these cases (defective delivery), to refuse acceptance at its own discretion.

If a delivery must be reworked or picked up/returned by the supplier due to defects, a processing fee of

- either 20 € per pallet that has a defect or
- a flat rate of 50 € for delivery,

which is to be borne by the supplier. The calculation is made monthly in the form of a credit note request from Hochland to the supplier if less than 98% of all pallets or deliveries delivered are free of defects and the defects have not improved despite written warnings.

## **10.2 Complaint**

Hochland is obliged to inspect the goods and their proper packaging, including the load carrier, for quality and quantity deviations within a reasonable period of time after delivery by the supplier and to report any defects found.

The notification of obvious defects shall be made in good time if it is sent by Hochland to the supplier within three working days after delivery of the goods.

The assessment of the quality capability of the individual raw materials is regulated in specific work instructions as part of the quality inspection.

The notification of hidden defects shall be made in good time if Hochland sends it to the supplier within three working days of discovery.



## **11 Returns processing**

Returns must be picked up with a notice period of 7 - 10 days. This period begins with the first contact between Hochland-Disposition and the supplier. For the processing of returns, it is mandatory to register the collection in writing by e-mail with at least one working day in advance.

The following information is required for the return registration:

- Date of pick-up day
- Hochland Internal Returns Order Number  
(This can be inquired about at the responsible Hochland dispatcher.)

The provision of the goods cannot be guaranteed without notification of returns.

When picking up the return, the return collection order must be presented. The collection order of the transport service provider must be provided with the Hochland internal returns order number and the recipient of the return.

The returned goods are generally provided on load carriers (this also applies to very small quantities). Depending on the quantity of shipping units to be collected, exchangeable load carriers must be brought along (see chapter [Pallet exchange procedures](#)). If this is not the case, Hochland will invoice the supplier 25.00 € per load carrier. In the case of deliveries on rental pallets, there is no need to exchange pallets. The goods are made available on the delivered rental load carrier.

## **12 Bills**

If you have any questions about information on goods invoices, please do not hesitate to contact your known Hochland contact person in Strategic Purchasing.

Invoices for deliveries to a German delivery address must contain the following legal components:

- The full name including the legal form and the full address of the supplier and the recipient of the service (fulfilled in the electronic data interchange by the indication of the GLN)
- The tax number issued to the supplier by the tax office or the VAT identification number issued to him by the Federal Central Tax Office
- Date
- A sequential number with one or more series of numbers that is assigned once by the issuer of the invoice to identify the invoice (invoice number)
- Quantity and type (customary name) of the goods supplied
- Time of delivery (delivery date)
- The consideration for the supply, broken down by tax rates and individual exemptions,
- Any reduction in remuneration agreed in advance, provided that it is not already taken into account in the remuneration (reference to a reduction in remuneration)
- The applicable tax rate and the amount of tax attributable to the consideration or, in the case of an exemption, an indication that the supply is exempt
- In the case of an intra-Community delivery to a German delivery address, the VAT identification number of the company providing the service and the German VAT identification number of Hochland Deutschland GmbH must be indicated (VAT ID No. DE812 591 033)





The following information must also be noted on the invoice:

- Delivery note number
- Hochland Order Number
- Hochland Order Date
- Consignee (Hochland logistics location) incl. GLN or (if known) company number

A separate invoice must be issued for each Hochland order number. If there are several partial deliveries for a Hochland order number, a separate invoice must be issued for each partial delivery.

The agreed payment period begins as soon as the goods are received at a Hochland logistics location. For technical reasons, this also applies to self-collection. If the invoice arrives at Hochland after receipt of the goods, the payment period begins from the date of receipt of the invoice by Hochland.

Paper invoices must be sent by e-mail with the subject "Invoice" in PDF format to the e-mail address [buchhaltung-heimenkirch@Hochland.com](mailto:buchhaltung-heimenkirch@Hochland.com) (no postal shipping). Multiple invoices can be attached in one e-mail. A separate PDF file is required for each invoice (e. g. five invoices = five PDF files).



## **13 Appendixes**

- Appendix 1: Contact persons Hochland
- Appendix 2: HLSE EDI Leitfaden für Lieferanten Version 1.4.pdf (German)
- Appendix 3: Instruction manual for service provider Cargoclix –  
Nagel Group and Spedition Riedle  
(German and English)