

# Requirements for the delivery of goods to the HANSA-FLEX AG

## General Cargo



## Manual

freigegeben Vorstand  
Approved by board of directors

A blue ink signature of Uwe Buschmann.

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**Uwe Buschmann**

freigegeben Einkaufsleitung  
Approved by Head of Purchasing

A blue ink signature of Edwin Maringka, with "i.v." written above it.

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**Edwin Maringka**

## 1. General information

### 1.1. The company HANSA-FLEX AG

HANSA-FLEX is Europe's leading system partner for fluid technology. In addition to hydraulic hoses and connecting elements, the company supplies all hydraulic and pneumatic products from a single source: from A to Z.

Together with its customers, HANSA-FLEX AG develops innovative solutions in the field of hydraulic and pneumatic drive and control technology. The company also offers services such as nationwide mobile service, specialized industrial service teams and high-performance concepts for original equipment.

The wide range of products and services coupled with high availability and absolute customer proximity makes HANSA-FLEX a valued partner for companies in all sectors. A constantly growing network of over 450 branches in 42 countries, 400 service vehicles and over 4,100 employees (as of 12.2020) guarantee the HANSA-FLEX service level. For detailed information, please visit our website [www.hansa-flex.com](http://www.hansa-flex.com).

### 1.2. Supplier management at HANSA-FLEX

It is of central importance for HANSA-FLEX that suppliers deliver a flawless performance in terms of quality and logistics. To ensure this, HANSA-FLEX has implemented a supplier management system which includes the selection, evaluation and development of suppliers. So far, the main measures taken have been focused on optimizing the quality and delivery date adherence.

In the future, the supply **quality** will become equally important in order to avoid follow-up costs for HANSA-FLEX and its customers. The basic principles for the delivery of goods to the HANSA-FLEX central warehouses are stated in this manual.

### 1.3. Objective of the document

The logistics guidelines formulated below shall ensure the frictionless flow of materials and information.

Please note that this guideline is part of the general terms and conditions of purchase of HANSA-FLEX and therefore is mandatory for all goods described in this document. If any deviations from your current logistic procedure are determined, the supplier shall outline a suitable plan of action to meet all requirements of this document before delivering goods. If there is no notification of deviations, we assume that all required aspects are met. Should HANSA-FLEX nevertheless discover supply quality deviations, the escalation steps will take effect (see [section 7 Sanctions for non-compliance with the Logistics Manual](#)).

### 1.4. Scope and communication

The supplier is responsible for compliance and implementation of the delivery concept for himself and for his subcontractors, if the delivery concerns HANSA-FLEX AG.

The following provisions apply to all deliveries of hose goods to the central warehouses of HANSA-FLEX AG:

HANSA-FLEX AG  
**Central warehouse north**  
Zum Panrepel 44  
28307 Bremen  
Germany  
  
mail: [ZL@hansa-flex.com](mailto:ZL@hansa-flex.com)  
phone: +49 421 48907 440

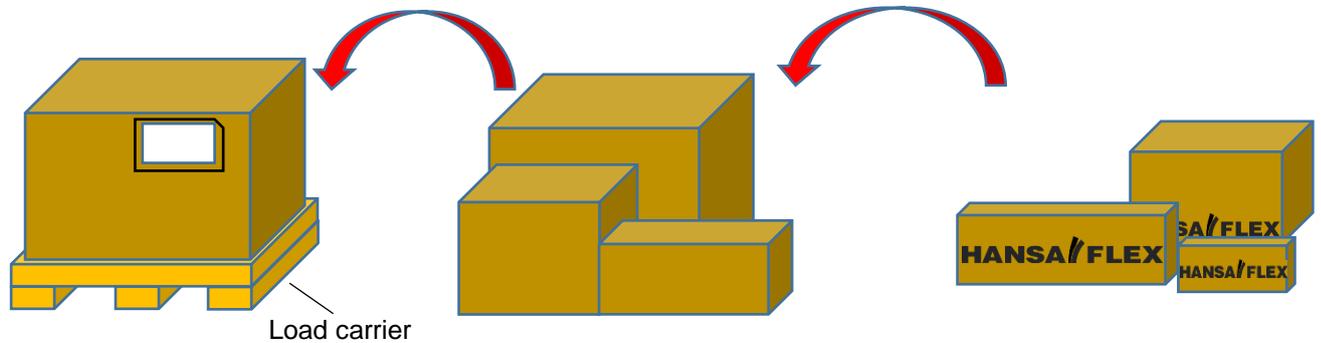
HANSA-FLEX AG  
**Central warehouse south**  
Bajuwarenstraße 1  
85290 Geisenfeld  
Germany  
  
mail: [zl2-we@hansa-flex.com](mailto:zl2-we@hansa-flex.com)  
phone: +49 8457 93670 10

#### contact person

Please direct general questions about the manual to your HANSA-FLEX purchaser.

## 2. Important terms

The following chapter defines the most important terms of the document



Package(s) on a load carrier

Outer packaging  
(according to DIN 55 511)

Product packages  
HANSA-FLEX AG  
(see section 5)

Delivery	Includes all packages delivered to HANSA-FLEX by the supplier. An inbound delivery can consist of several purchase orders.
Goods	All goods which can be delivered to HANSA-FLEX.
Load carrier	Loading equipment which enables goods to be combined to a loading unit and makes handling and transport easier (e.g. pallet/cross-barrel box).
Package	Collective package in which several outer packaging and/or product packaging can be stored or transported. A package can be delivered on a load carrier. Hose goods can also be delivered as a coil in one package without outer packaging.
Outer packaging	Collective packaging, in which several articles of one article number can be stocked and transported. The surfaces of the outer packaging should be a sub-multiple of the surface module 600x400mm, so that the base area of a load carrier is filled. More detailed descriptions can be found in DIN 55 511.
Product packaging	Smallest packaging unit in which HANSA-FLEX products are packed. (see above and section 5.1)

### 3. Consignments basics

In the following sections the principles of physical shipments are formulated.

HANSA-FLEX AG **is not permitted to move any third-party goods!** Please instruct your forwarding agent/ freight carrier/ service provider to load the goods in the appropriate sequence. **Correct load securing** - both operational and transport safe - must be ensured by yours. Load carriers must be secured against slipping, tipping and falling out. Make sure that **the loading area of the truck is in a drivable condition for a forklift**, otherwise unloading is not possible and the goods will not be accepted.

Please note this information on the consignment note for your forwarder!

In this regard, observe the details on load securing as specified by the Federal Office for Goods Transport.

[https://www.bag.bund.de/DE/Navigation/Rechtsvorschriften/Strassenverkehrsrecht/Ladungssicherung/ladungssicherung\\_node.html](https://www.bag.bund.de/DE/Navigation/Rechtsvorschriften/Strassenverkehrsrecht/Ladungssicherung/ladungssicherung_node.html)

#### 3.1. Shipment notification

From 2020, HANSA-FLEX will use an online tool for announcing deliveries. All HANSA-FLEX suppliers are obliged to announce **deliveries > 3 pallets** in the online tool. Concretely it is **your responsibility** to ensure that for each delivery a free time slot is booked in the tool. If you use a freight forwarder/ freight carrier, you must ensure that the forwarder/ freight carrier books a free time slot for himself.

There are **no costs** for this on your side. You will receive a registration link from us, with which you must register in the tool.

The booking of a time window can be done on the following online platform: <https://hansa-flex.plxapps.cloud/#/login>.

The tool will guide you through the necessary steps on how to notify your shipment and book time slots.

This standard simplifies the capacity allocation in the goods receipt of the receiving warehouse. Your delivery will be unloaded within the booked time window. Waiting times on your side are prevented by this procedure.

### 3.2. Registration at the warehouse office at arrival

As soon as your delivery arrives at one of the locations, the driver registers himself at the respective warehouse office. The HANSA-FLEX warehouse staff will then allocate an appropriate unloading point.

HANSA-FLEX AG  
Central warehouse north  
Zum Panrepel 44  
28307 Bremen  
Germany  
mail: [ZL@hansa-flex.com](mailto:ZL@hansa-flex.com)  
phone: +49 421 48907 440

HANSA-FLEX AG  
Central warehouse south  
Bajuwarenstraße 1  
85290 Geisenfeld  
Germany  
mail: [zl2-we@hansa-flex.com](mailto:zl2-we@hansa-flex.com)  
phone: +49 8457 93670 10

### 3.3. Accompanying documents

The following documents must be enclosed with the shipment:

<u>Document</u>	<u>Section in the manual</u>
Label of packages/carriers	4.3, template 8.4
Label of product packages	5.2, template 8.6
Shipping note	6.1, template 8.3
Packing lists per package	6.2, template 8.5

The contents of the individual documents are given in the subsections. On the documents some information must be provided as barcodes. Please note that the barcode type **Code-128** (see **ISO/IEC 15417** standard) must be used. Other barcodes are not accepted!

Please note that the templates of the accompanying documents in sections 8.3 to 8.6 do not show a mandatory layout. In terms of content, the specifications must be met.

## 4. Packages

### 4.1. Packaging principles

The supplier must ensure that the delivered products are delivered in flawless packaging. This means that the packaging must be delivered in accordance with the following principles.

The principles to be observed are:

1. Cleanliness and damage: Packaging must be provided **clean** and **undamaged**. Reusable packaging must be designed in such a way that it can be completely emptied and cleaned. We will **charge you the full cost** of repackaging due to damaged packaging or even refuse acceptance.
2. Avoidance of redundant packaging: The packaging **should not be larger and more elaborate** than necessary to protect the goods. Wooden boxes/plastic containers as outer packaging/ packages on a loading equipment or shrink-wrapped cardboard boxes will not be accepted unless explicitly agreed in writing!
3. Maximum filling level: Packages must always be delivered by the supplier with a **maximum degree of filling** if the protection of the goods is guaranteed.
4. Dimensions: Outer packaging/ packages should correspond to **standard sizes**.
5. Conservation of resources: According to our mission statement "environmental awareness" **reusable packaging should be preferred instead of one-way packaging**. Redundant packaging and filling material should be avoided if it is not necessary for the protection of the goods.
6. Stackable packaging: All outer packaging/ packages must be stackable.

The Supplier must ensure **single variety packaging** so that additional repackaging and sorting by HANSA-FLEX is not necessary. A load carrier therefore **only consists of packages of one article number** (see section 4.2 item 8).

#### 4.2. Delivery on a load carrier

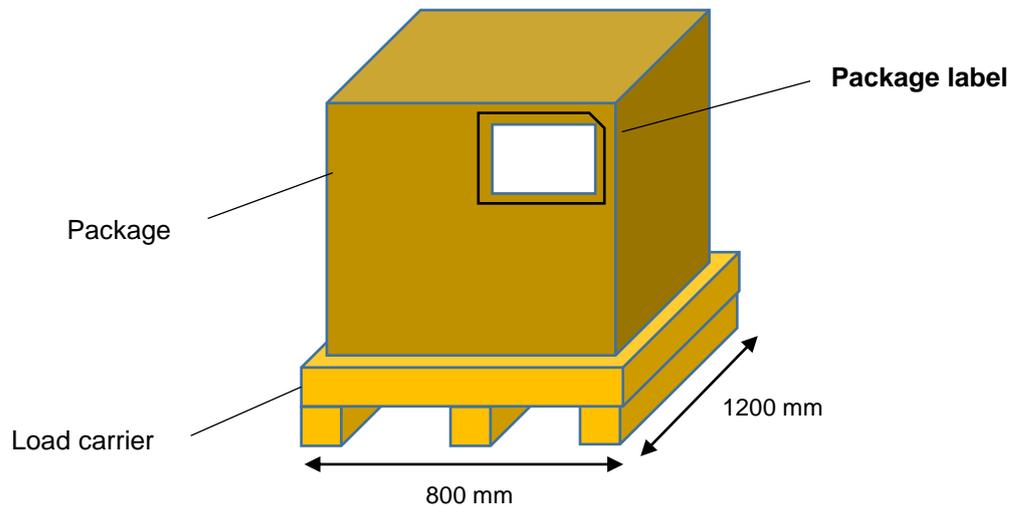
Goods and packages which are delivered to the above-mentioned locations on a load carrier (e.g. pallet) must be delivered according to the following provisions.

The supplier must ensure:

1. Dimensions of pallets: Only pallets with the dimensions 120x80 cm (EPAL Euro pallet) are accepted.
  - Only in exceptional cases and after written agreement other pallets are also possible.
2. The structure (components, dimensions) of the **Euro pallet** (EPAL 1) must correspond to the standard Europool pallet according to **DIN EN 13698**.
3. For environmental reasons, wooden pallets must be delivered with IPPC (*International Plant Protection Convention*) identification.
4. The pallets must be undamaged.
  - It must be ensured that the permissible total weight of the pallet is not exceeded!
5. The maximum **total packing height** is **110 cm**
6. The maximum **total weight 600 kg** per load carrier.
7. The maximum **weight of product or outer packaging must not exceed 20 kg**.
8. Packages and outer packaging on a load carrier are to be delivered packed **according to article number**. Mixed pallets must be avoided whenever possible!
  - Mix pallets are only tolerated if individual load carriers become uneconomical for the correspondingly small quantity of packages.
  - The individual items for which it is uneconomical to deliver single-variety items (pallet height < 60 cm) must be delivered in outer packaging. This ensures that the items can be distinguished from another. The outer packaging is then delivered on the mixed pallet.
  - In the case of a mixed pallet the largest position in terms of quantity must be placed at the bottom of the pallet.
  - Mixed pallets **must always be marked as mixed pallets** from the outside!
  - The individual positions of a mixed pallet must always be arranged coherently, thus avoiding the splitting of one position onto several pallets!
9. **One packing list (1:1) for each package** on the load carrier, see sections 6.2/8.5.

### 4.3. Marking of packages

To ensure that HANSA-FLEX internal warehouse processes run frictionless, the packages must be labelled. The package label with the information listed below must be attached to the **top right-hand side of the front end in a clearly legible manner**.



All packages must be clearly marked with the following information:

- Date
- Weight in kilograms [kg]
- Supplier (your company)
- Your supplier number
- Delivery note number (numeric **and** barcode)
- HANSA-FLEX order number (numeric **and** barcode)
- Package number (=Handling Unit (HU)) (numeric **and** as barcode)

One packing list **must always** be supplied **per package**. It must be possible to allocate **the contents of a package and the packing list** (see section 6.2) **correctly at any times!**

## 5. Product packaging

### 5.1. HANSA-FLEX product packaging

If goods are delivered, the products must be delivered in HANSA-FLEX product packaging. Pictures of the HANSA-FLEX product packaging can be found in the appendix of the document in section 8.6.

Five different product packages are available as standard:

Material	External dimensions LxWxH	Inner dimensions LxWxH
<b>V-FOLDING CARDBOARD 2</b>	135 x 84 x 86 mm	134 x 79 x 78 mm
<b>V-FOLDING CARDBOARD 2L</b>	304 x 194 x 160 mm	300 x 190 x 150 mm
<b>V-FOLDING CARDBOARD 3</b>	143 x 145 x 87 mm	138 x 137 x 82 mm
<b>V-FOLDING CARDBOARD 4</b>	138 x 138 x 173 mm	134 x 134 x 162 mm
<b>V-FOLDING CARDBOARD 5</b>	278 x 136 x 184 mm	272 x 131 x 176 mm

The type of product packaging as well as the procurement of the packaging material is individually coordinated with the responsible purchaser!

Only in **exceptional cases and with the written permission** of HANSA-FLEX is it possible to deliver general cargo in neutral product packaging. The packaging **must not bear any manufacturer's own branding or other markings/stickers**. The dimensions of the packaging shall correspond to those of the above-mentioned HANSA-FLEX product packaging.

As soon as you deliver goods in product packaging, you undertake to inform your personal HANSA-FLEX contact person of the **quantity of a packaging unit** (e.g. 100 pieces / V-FOLDING CARDBOARD 4) and to comply with this when delivering. Any changes to the quantity of a packaging unit must be agreed in advance with your HANSA-FLEX contact person. Independent changes to the quantity without prior agreement are not permitted.

HANSA-FLEX reserves the right to change the type and dimensions of the product packaging if necessary. In this case you will be notified by HANSA-FLEX and an updated version of this manual will be made available to you.

## 5.2. Marking of the product packaging and outer packaging

All product and outer packaging must be labelled. The labels must be attached to the outside of all packaging in a clearly visible manner. At least the following must be indicated:

- Delivery note number (numeric and barcode)
- HANSA-FLEX AG order number (numeric **and** barcode)
- The position(s) contained in the packaging unit
- HANSA-FLEX AG Article number (numeric **and** barcode)
- Quantity of items in the product packaging
- Weight

## 5.3. Notes on the delivery of certain product groups

### Delivery of surface-coated goods

It must be ensured that the type of surface-coating **is free of Cr6**. Articles containing **Cr6** are **not accepted!**

### Minimum order quantities

The minimum order quantities as per individual agreement between the supplier and HANSA-FLEX shall apply.

## 6. Document regulation

### 6.1. Delivery note

The following required information on the delivery note ensures an efficient receipt of goods and a fast processing of the delivery. A template for the delivery note can be found in section 8.3.

The delivery note must always be prepared in accordance with DIN 4991 2006 (additional country of origin).

The following must be included:

- Receiver
- Delivery address
- Delivery note number (numeric and barcode)
- Delivery note date
- Name and address of the sender
- HANSA-FLEX AG Supplier number
- Transport details (shipping method)
- Terms of delivery

At item level, you also need to specify:

- delivery note position
- HANSA-FLEX AG article number (numeric **and** barcode)
- HANSA-FLEX AG Material description
- HANSA-FLEX AG order number (numeric **and** barcode)
- Delivery quantity
- Quantity unit as specified in the purchase order
- Weight
- Package number
- (type of coating)
- Country of origin according to ISO-3166 ALPHA-2 coding list (in Germany also region)

Please note that **one** delivery note (1:1 relationship) must be provided per delivery!

## 6.2. Packing list per package/carrier

A packing list **must be provided** for the identification of packages. A packing list must be supplied for each package/carrier.

It must be noted on this list:

- Name and address of the sender
- Delivery note number(s) (numeric and barcode)
- Package number (numeric and as barcode)
- Contents of the package
  - Position
  - HANSA-FLEX article number(s) (incl. barcode)
  - Actual piece quantity with indication of the unit of measure (piece)
  - HANSA-FLEX order number(s) (numeric and barcode)

The items must be sorted according to the HANSA-FLEX order number.

A template for a packing list can be found in section 8.5.

## 7. Sanctions for non-compliance of the logistic manual

HANSA-FLEX reserves the right **to refuse acceptance of the delivery in the event of gross misconduct of the logistics quality**. Repeated failure to comply with the logistics principles set out here can **result in termination** of the business relationship.

If you do not comply with the specifications noted in this manual and no other agreements have been made, HANSA-FLEX AG reserves the right to impose sanctions in three stages.

1. If there is a lack of compliance with the manual, this is initially communicated with the supplier. Special attention is paid to the supplier for a certain time period so that an improvement in the quality of the delivery can be noted. The supplier **must submit an action plan** to HANSA-FLEX with a target date for implementation.
2. If the supplier has not succeeded in adjusting the delivery quality after this period despite notification of the defects, the supplier shall be invoiced for the **additional expenditure** incurred by HANSA-FLEX for defective deliveries after the expiry of the period at an hourly rate of € 38/h net.
3. In addition to the amounts stated in 2. above, **penalty payments** by the supplier to us per faulty delivery will be due in this last sanction level, unless the supplier is not responsible for the violation of the manual. We shall determine the amount of the penalty payment in each individual case at our reasonable discretion. The contractual penalty may not exceed a **sum of € 1,000 per defective delivery**. Our right to claim further damages shall remain unaffected. A forfeited contractual penalty shall be set off against the damages if the damages and the contractual penalty relate to the same legal interest of HANSA-FLEX.

Please note that any additional agreements not expressly made cannot be claimed as part of this manual!

## 8. Appendix

### 8.1. Suppliers checklist

- Packaging principles according to section 4.1
- Packed according to HANSA-FLEX article number Goods packed **by type**
  - Order items **packed together**
  - Avoid mixed pallets if possible (only if the **height of unmixed load carriers is < 60 cm**)
  - Largest position in terms of quantity **at the bottom** of the mixed pallet
- Marking Package according to section 4.3
- Marking product packaging according to section 5.2
  - Informing HANSA-FLEX of **the quantity per packaging unit**
- Maximum total packing height **110 cm**
- Maximum total weight per load carrier **600 kg**
- Dimensions of load carrier **120x80 cm**  
(In exceptional cases and only by agreement, this may be deviated from.)
- Do not exceed the loading area of the load carriers
- Load carrier marking
  - One packing list per package according to 6.2 and template 8.5 (1:1 relation)
  - Mixed pallet **marked clearly visible from the outside**
- Delivery note: **one** note per delivery (1:1 relation)
  - Delivery note information according to section 6.1 and template 8.3
- Shipment notification: delivery announced according to procedural instructions at <https://hansa-flex.plxapps.cloud/#/login>

## 8.2. Freight forwarders checklist

- Loading in the correct sequence so that no foreign goods need to be moved by HANSA-FLEX
- Cargo securing completed
- Truck in a drivable condition for forklift trucks

8.3. Delivery note template<sup>1</sup>

**LIEFERSCHEIN / DELIVERY NOTE**

<b>Versanddatum / shipment date:</b> dd.mm.yyyy  Lieferant / supplier Adresse / address of supplier	<b>Lieferscheinnummer / delivery ticket no.:</b> 500234   500234  <b>Lieferscheindatum / delivery ticket date:</b> dd.mm.yyyy
	<b>Lieferantenummer / supplier no.:</b> 7123456   7123456
<b>Versandanschrift / shipping address:</b> HANSA-FLEX AG Zentrallager Nord Zum Panrepel 44 28307 Bremen Germany	<b>Transportdetails / details of transport:</b>  Lieferbedingungen / conditions of delivery:

Pos	HANSA-FLEX AG Art.-Nr. Bezeichnung Barcode	Liefermenge/ delivery quantity	ME	Gewicht/ weight [kg]	Packstück/ package	Bestell-Nr./ order no.	Coating/ CR6-free	Ursprungs-land/ country of origin
10	Art.-No.: <b>PN210</b> Bezeichnung/ description: PRESSNIPPEL NM 210   PN210	150	Stk	200	001859337 301079883 61	4512345678   4512345678	Coating: ZnNi  CR6Free	DE-HB

Gesamtgewicht brutto in KG / total gross weight in kg: 200,00 kg

Notes: \_\_\_\_\_

Receipt of the goods: \_\_\_\_\_

Date: \_\_\_\_\_

<sup>1</sup> This delivery note shows an exemplary layout. The contents are obligatory.

#### 8.4. Package label template<sup>2</sup>

Date: 24.01.20	Weight: 600 kg
Supplier: Your company	Suppliers no.: 7213445
Order no.: 4512345678	Delivery note no.: 500234
 4512345678	 500234
Package number	
 00185933730107988361	

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<sup>2</sup> This package label shows an exemplary layout. The contents are obligatory.

### 8.5. Packing list template<sup>3</sup>

<b>PACKLISTE / PACKING LIST</b>					
Date: 24.01.20			Weight: 600 kg		
Supplier: Your company			Supplier no.: 7123456		 7123456
Delivery note no.: 500234					
 500234					
Package no.*:					
 00185933730107988361					
Pos.	HANSA-FLEX Artikelnr./ article no.	Artikelnummer Barcode / article no. barcode	Stückmenge/ quantity	Bestellnummer/ Order no.	Bestellnummer Barcode/ Order no. barcode
10	PN210	 PN210	100	4512345678	 4512345678
20	PN270	 PN270	150	4512345678	
30	PR520	 PR520	50	4512345678	
...	...	...	...	...	...

\* The package number corresponds 1:1 on the label of the delivered package and the packing list!

<sup>3</sup> This packing list shows an exemplary layout. The contents are obligatory.

## 8.6. Product packaging label template <sup>4</sup>

<b>HANSA FLEX</b>				
<b>order no.:</b> 4512345678		<b>delivery note no.:</b> 500234		
 4512345678		 500234		
<b>Pos.</b>	<b>HANSA-FLEX art.-no.</b>	<b>article-no. barcode</b>	<b>quantity [pcs]</b>	<b>weight [kg]</b>
<b>10</b>	PN210	 PN210	5	1,25
Made in Germany				

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<sup>4</sup> This product packaging label shows an exemplary layout. The contents are obligatory.

8.7. Pictures of the HANSA-FLEX product packaging

**V-FOLDING CARDBOARD 2 Inner dimensions 134x79x78mm**



**V-FOLDING CARDBOARD 2L Inner dimensions 300x190x150mm**



**V-FOLDING CARDBOARD 3 Inner dimensions 138x137x82mm**



**V-FOLDING CARDBOARD 4 Inner dimensions 134x134x162mm**



**V-FOLDING CARDBOARD 5 Inner dimenasioms 272x131x176mm**

