

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

Hose goods



Manual

freigegeben Bereichsleitung Materialwirtschaft
Approved by Director Purchasing & Logistics

A handwritten signature in blue ink, appearing to be "i.v. P".

Edwin Marinka

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 more than 40 countries, 400 service vehicles and over 5000 employees (as of 12.2024) guarantee the HANSA-FLEX service level. For detailed information, please visit our website 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 6 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
phone: +49 421 48907 440

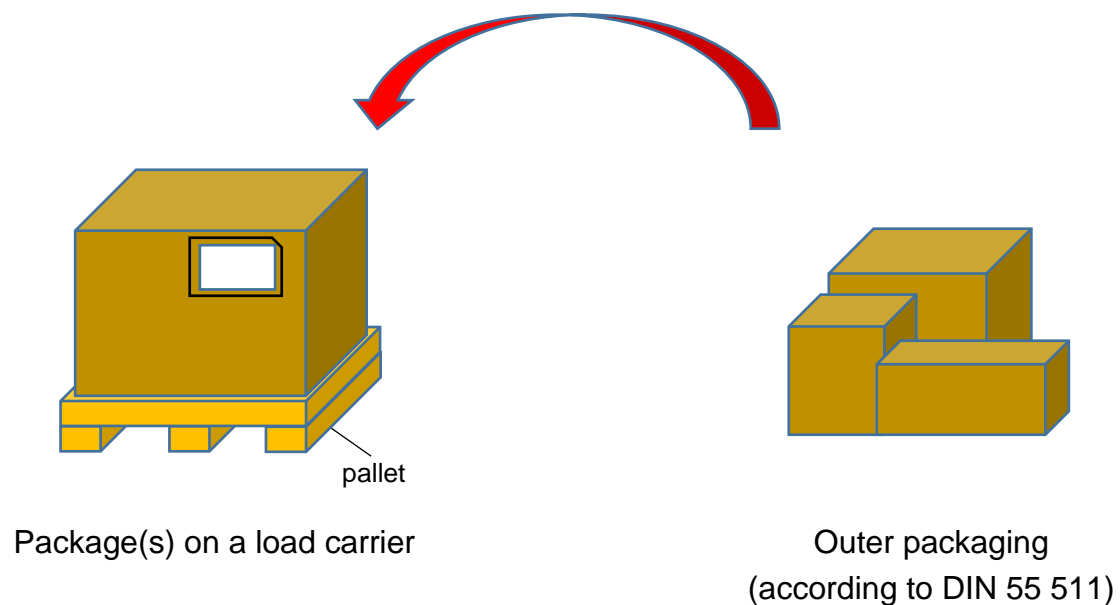
HANSA-FLEX AG
Central warehouse south
Bajuwarenstraße 1
85290 Geisenfeld
Germany
mail: zl2-we@hansa-flex.com
phone: +49 8457 93670 10

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.



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.

3. Consignments bases

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

3.1. Shipment notification

Since 2020, HANSA-FLEX is using an online tool for announcing deliveries. All HANSA-FLEX suppliers are obliged to announce **deliveries > 8 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 slot can be done via 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 slot. 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

phone: +49 421 48907 440

HANSA-FLEX AG

Central warehouse south

Bajuwarenstraße 1

85290 Geisenfeld

Germany

mail: 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 7.4
Shipping note	5.1, template 7.3
Packing lists per package	5.2/5.3, template 7.5

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 documentation in sections 7.3 to 7.5 do not show a mandatory layout. In terms of content, the specifications must be met.

4. Packages

4.1. Packaging principles

Please refer to section 7.7 for the specifications of the package on the load carrier. This is a **folding cardboard box of the type FEFCO 0200**. In addition, the package is closed with a suitable flat self-erecting adhesive slip lid!

The supplier must ensure that the delivered products are delivered in flawless and neutral (no branding or imprint) packaging. This means that the packaging must be delivered in accordance with the present 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 the damage the 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 9).

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*), and pallets with the dimensions **120x120 cm** according to section 7.7 are accepted.

Exception: Industrial hose is also accepted on larger pallets with dimensions **up to 240x240 cm**.

2. The structure (components, dimensions) of the **Euro pallet** (EPAL 1) must comply with the standard Europal pallet as per **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. Maximum total packing height is **110 cm**

Exception: Larger pallets for **industrial hoses** with dimensions **up to 240x240 cm**. The maximum total packing height here is **130 cm**.

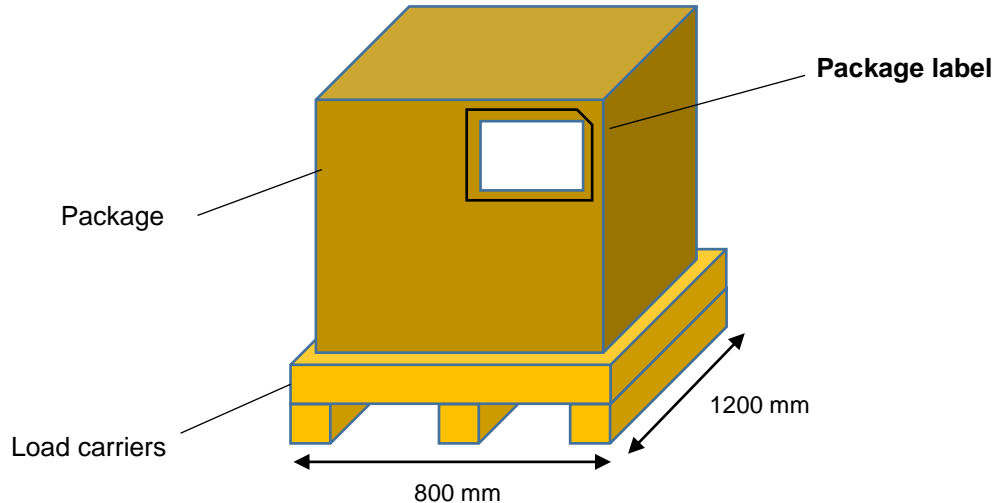
6. Maximum total weight is **800 kg per load carrier/pallet**
7. The maximum **weight of outer packaging shall not exceed 20 kg**.
8. Packages on a load carrier shall be delivered packed with only **one type of material number per package** whenever possible.

Mixed pallets shall be avoided.

- Mix Pallets are only tolerated if individual load carriers become uneconomical for the correspondingly small quantity.
 - A delivery of one type of package becomes uneconomical as soon as the **height of the load on the load carrier falls below 50 cm**.
 - The individual items must be marked accordingly in the package. A flawless assignment of the goods to the items on the delivery note must be guaranteed.
 - In the case of a mixed pallet it must be ensured that **the largest item is 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. A packing list (1:1) for **each** package on the load carrier, see sections 5.2, 5.3 and 7.5.

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)
- Total quantity in meters [m] (**in 55 pt font size**)

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 5.2, 5.3) **correctly at any times!**

Deliveries of hose goods

Quantity deviations may occur in the case of production parts, so HANSA-FLEX accepts a slightly different delivery quantity (short lengths). These must be **marked appropriately on the delivery note and packing list** (e.g. "Deviating quantity X meters").

The **hose coil length** in meters [m] and the **hose coil number/coil ID** must be legibly marked on **each** hose coil numeric and as barcode!

HANSA-FLEX does not accept short lengths of **less than 10 m** when supplying **hose goods**.

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

5. Document regulation

5.1. Delivery Note

The following mandatory 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 7.3.

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

The following must be specified:

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

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 (numeric **and** barcode)
- Quantity unit as specified in the purchase order
- Weight
- Package number
- 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!

5.2. Packing list per package/ carrier

A packing list **must be provided** for the identification of packages. It shall be delivered together with the respective packages in a shipping bag.

Per package/carrier, **one** packing list (1:1 relationship) must be supplied, on which it is mandatory to note to following information:

- Date
- Weight [kg]
- Supplier (your company)
- Supplier number (numeric **and** barcode)
- Delivery note number (numeric **and** barcode)
- Package number (numeric **and** barcode)
- Contents of the package for each position:
 - HANSA-FLEX article number(s)
 - Hose coil number(s) (Coil no.) (numeric **and** barcode)
 - respective **individual roll lengths in meters** [m] (numeric **and** barcode)
 - HANSA-FLEX order number(s) (numeric **and** barcode)

A template for the packing list to be supplied can be found in section 7.5.

5.3. Digital packing list for the shipment

We want to increase the transparency of our stocks and manage the hose goods on coil level. For this purpose, it is necessary for you to send a packing list (CSV format required) **in advance** to the e-mail address: csv.viadat@hansa-flex.com.

For each hose coil one single line must exist. The list must contain the following information and should be sent **without column labeling**:

- HANSA-FLEX order number(s) (**no additions** e.g.: “4512345678-K-Part” is not permitted)
- HANSA-FLEX article number(s)
- Package number/ pallet number (freely selectable, max. 20 digits)
- Hose coil number(s) / Coil-ID (freely selectable, max. 10 digits)
- respective single roll lengths in meters [m] (cm with decimal comma)

Example: Delivery of an order, extent 2 pallets, therefore 1 packing list is sent in the CSV, one line per hose coil number. The columns from left to right contain the information specified above without column labeling:

4512345678	HD216RM	00185933730107988361	9050017	106,7
4512345678	HD216RM	00185933730107988361	9050026	107
4512345678	HD216RM	00185933730107988361	9050053	100,5
4512345678	HD210XY	00185933730185181488	9050015	109,7
4512345678	HD210XY	00185933730185181488	9050028	104

This procedure enables HANSA-FLEX to clearly assign the delivered rolls to the respective pallet. We can then specifically reserve suitable roles when reserving stock (prior the removal from stock) and reduce over- or under deliveries as well as the search effort.

6. 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!

7. Appendix

7.1. 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 <50 cm**)
 - ☐ Largest position in terms of quantity **at the bottom** of the mixed pallet
- ☐ Marking Package according to section 4.3
- ☐ Maximum total packing height **110 cm**
Exception: Larger pallets for **industrial hoses** with dimensions **up to 240x240 cm**.
The maximum total packing height is **130 cm**.
- ☐ Maximum total weight per load carrier **800 kg**
- ☐ Dimensions of load carriers **120x80 cm** (acc. to DIN EN 13698) or **120x120 cm**.
Exception: For **industrial hoses larger** load carriers with dimensions **up to 240x240 cm** are also permitted.
- ☐ Do not exceed the loading area of the load carriers
- ☐ Load carrier marking
 - ☐ Sending the digital packing list in CSV format according to section 5.3
 - ☐ **One** packing list per package acc. to 5.2/5.3 and template 7.5 (1:1 relationship)
 - ☐ Mixed pallet **marked clearly visible from the outside**
- ☐ Delivery note: **one** note per delivery (1:1 relationship)
 - ☐ Delivery note mandatory information according to section 5.1 and template 7.3
- ☐ Shipment notification: delivery announced according to procedural instructions at <https://hansa-flex.plxapps.cloud/#/login>

7.2. 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

7.3. Delivery note template¹

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

Pos.	HANSA-FLEX AG Art.-Nr. Bezeichnung/description Barcode	Liefermenge / delivery quantity	ME	Gewicht / weight [kg]	Packstück / package	Bestell- Nummer / order no.	Ursprungsland / country of origin
10	Art.-Nr.: HD210 Bezeichnung: HYDRAULINKSCHLAUCH 2SN DN10  HD210	150  150	m	600	00185933 73010798 8361	4512345678  4512345678	DE

Gesamtgewicht brutto in KG / total gross weight in kg: 600,00 kg

Notes: _____

Receipt of the goods: _____

Date:

¹ This delivery note shows an exemplary layout. The contents are obligatory.
 Rev. 07 07/2025

7.4. Package label template²

Date: 24.01.20	
Supplier: Your company	Supplier number: 7213445
Order number: 4512345678	Delivery note number: 500234
Weight: 600 kg	Total length hose: 314,2 m
 4512345678	 500234
Package number	
 00185933730107988361	

² This package label shows an exemplary layout. The contents are obligatory.
Rev. 07 07/2025

7.5. Packing list template³

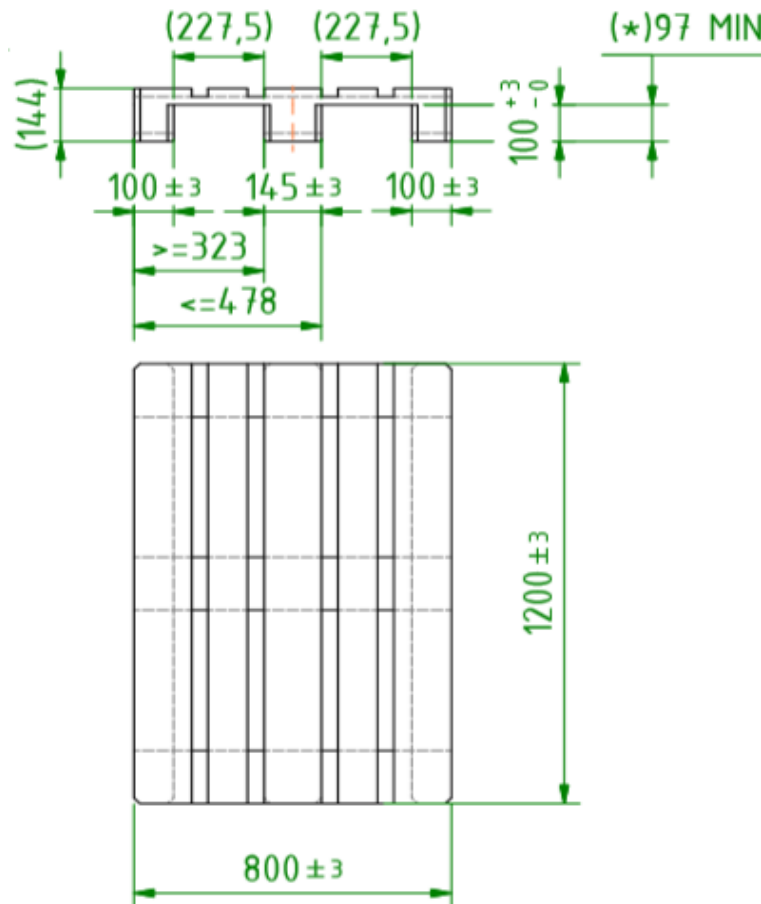
PACKLISTE / PACKING LIST					
Date: 24.01.20			Weight: 600 kg		
Supplier: Your company			Supplier no.: 7123456		 7123456
Delivery note no.: 500234					
 500234					
Package no.*:					
 00185933730107988361					
Pos.	HANSA-FLEX article no.	Hose Coil ID	Coil length [m]	Order no.	Order no. barcode
10	HD216RM	 9050017	 100	4512345678	 4512345678
20	HD216RM	 90502334	 150	4512345678	
30	HD216RM	 975471	 50	4512345678	
...

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

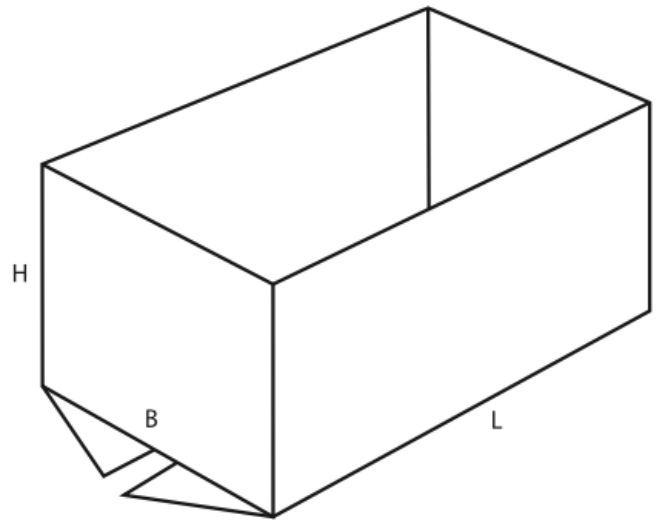
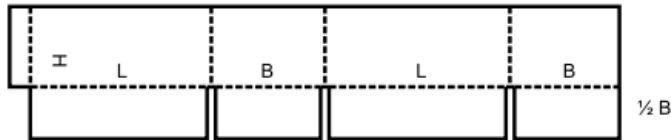
³ This packing list shows an exemplary layout. The contents are obligatory.
Rev. 07/07/2025

7.6. Specification of a package on a euro pallet EPAL 1

Pallet specification: according to DIN EN 13698 / according to the technical drawing
All dimensions in millimetres [mm].

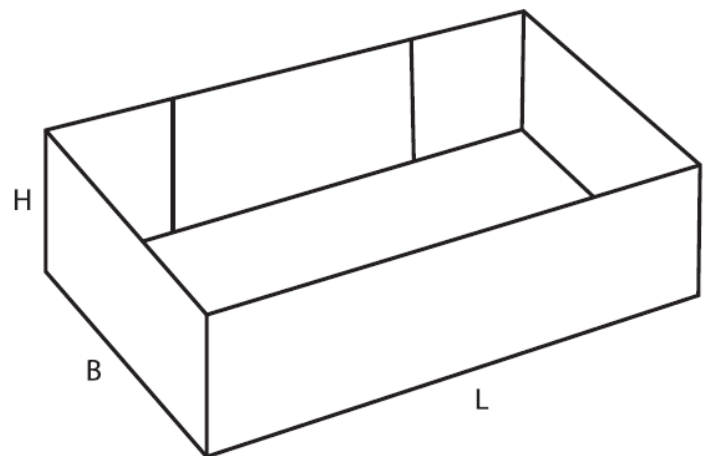
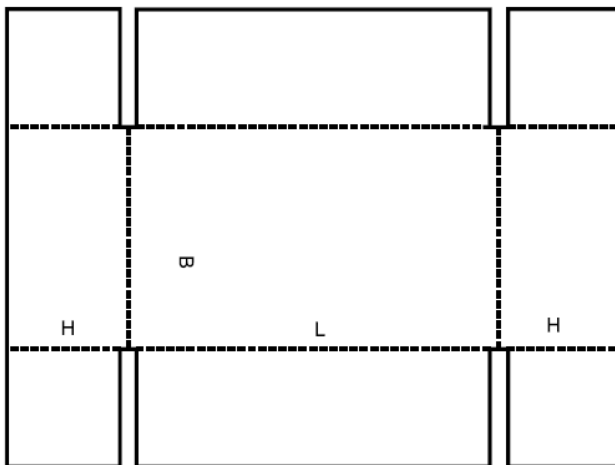


Structure of lower part of package



Package with the maximum (outer) dimension length x width x height	Quality Requirement of the package
<i>L x B x H 1200 mm x 800 mm x 850 mm</i>	3 fluted corrugated board ACA-corrugated (Coarse shaft - medium shaft - coarse shaft)

Structure of the slip lid (self-erecting adhesive)

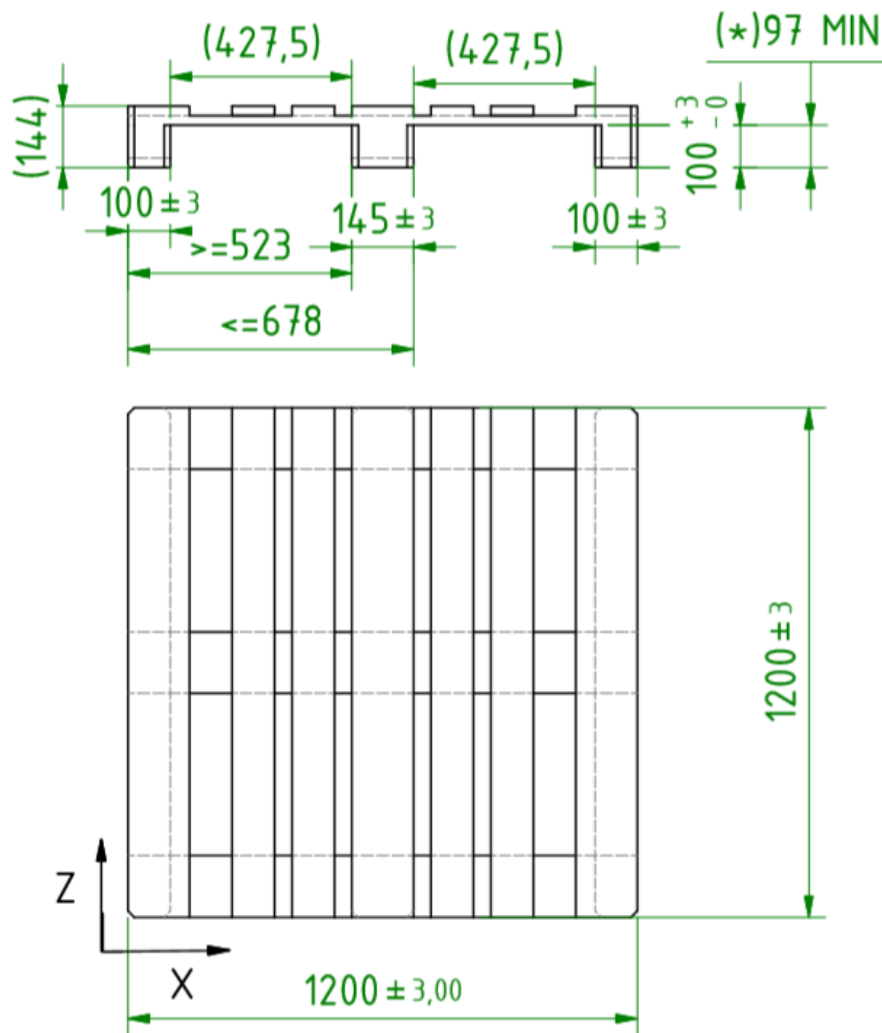


Slip lid with the maximum (outer) dimension length x width x height	Quality Requirement of the slip lid
<i>L x B x H 1200 mm x 800 mm x 100 mm</i>	1 fluted corrugated board: B-corrugated (Fine shaft)

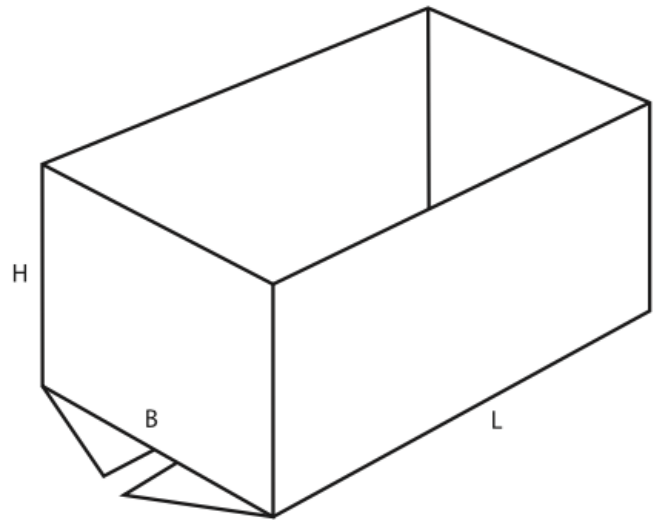
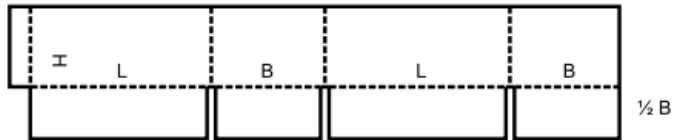
7.7. Specification of a package on a 1200 x 1200 mm pallet

Specification of the pallet according to the technical drawing.

All dimensions in millimetres [mm].

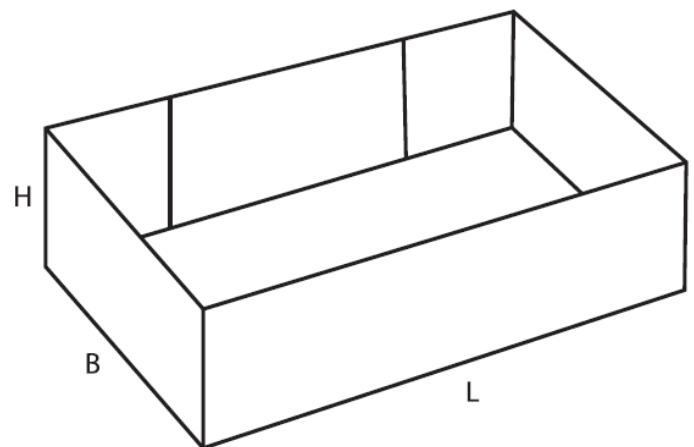
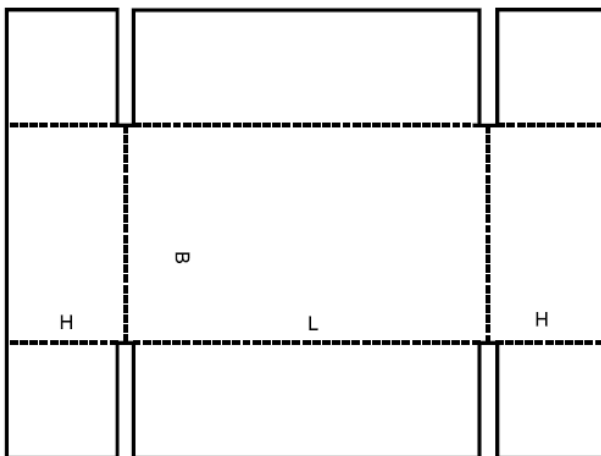


Structure of lower part of package



Package with the maximum (outer) dimension length x width x height	Quality Requirement of the package
<i>L x B x H 1200 mm x 1200 mm x 850 mm</i>	3 fluted corrugated board ACA-corrugated (Coarse shaft - medium shaft - coarse shaft)

Structure of the slip lid (self-erecting adhesive)



Slip lid with the maximum (outer) dimension length x width x height	Quality Requirement of the slip lid
<i>L x B x H 1200 mm x 1200 mm x 100 mm</i>	1 fluted corrugated board: <i>B-corrugated (Fine shaft)</i>