

# Service Level Agreement Conrad Electronic SE



Conrad Electronic SE  
Supply Chain Management  
Klaus-Conrad-Str. 2  
92530 Wernberg-Köblitz

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## 1. Foreword

The objective of Conrad Electronic SE and all companies affiliated with Conrad Electronic SE, hereinafter referred to as CE, is to ensure a smooth supply chain process with its suppliers in a partnership relationship to the satisfaction of its customers.

In order to achieve this objective, this Logistics Agreement sets out the basic quality requirements that are necessary to ensure an efficient logistics process on a permanent and consistent basis. To this end, CE will measure, track, and document all logistical requirements from this document in the future.

This SLA shall apply only to the extent that it is not precluded by mandatory statutory provisions.

The logistical delivery conditions are very extensive due to the Conrad product portfolio. Points that do not apply due to the range of products supplied by the supplier are not relevant (delivery to stores, specific packaging requirements, ESD, etc.) and are not explicitly excluded for each individual case. Should the supplier ever deliver products which concern a point not relevant to date, it shall be deemed known and accepted.

## 2. Scope / download information

The Logistics Agreement in the respective valid version is a binding part of the purchase contract and applies fundamentally to all deliveries and collections at the warehouse locations of Conrad Electronic SE in Wernberg-Köblitz and Obertraubling, as well as to returns of stock surpluses and customer returns within the scope of a take-back agreement.

The supplier shall be responsible for ensuring that all statutory provisions and other specifications and framework conditions are complied with at all times. On site, follow the instructions of CE personnel upon delivery. Should a logistics service provider be commissioned, the supplier shall ensure that both the above points and the Delivery Guidelines are also complied with by them.

The Delivery Guidelines are always published in the respective valid version under <https://support.conrad.de/hc/de/articles/360000947677-Logistikbedingungen-f%C3%BCr-Anlieferungen-LB-> in both German and English and can be viewed and retrieved there. The most current version of the Delivery Guidelines supersedes all previous agreements.

## 3. Deviations from this guideline

In case of deviations from the Delivery Guidelines, Conrad Electronic SE will incur process costs for rework and clarification and will be required to process goods in a way that deviates from the standard.

For this reason, compliance with these Delivery Guidelines is monitored by CE and violations are recorded, reprimanded, and the supplier is requested to take appropriate corrective action.

If violations of the Delivery Guidelines are found, depending on the circumstances, there will be the following **consequences**:

- The acceptance of the delivery will be refused
- Compensation for expenses according to the catalogue (Appendix 1) + charge for possible expenses for fee-based rework
- Consideration in the supplier evaluation

## 4. Consignee / delivery address

The addresses of CE's warehouse locations are:

### **Conrad Electronic SE**

Receipt of goods  
Klaus-Conrad-Str. 2  
92530 Wernberg-Köblitz

and

### **Conrad Electronic SE c/o TransRegina Spedition GmbH**

Edekastr. 1  
93083 Obertraubling

In accordance with the provisions of the framework contract, other delivery addresses than those specified above are possible or provided for in certain cases (samples, branches, drop shipment, etc.). These are specified in the framework contract (sample) or are provided with the data in the course of the ordering process.

## 5. Advance notification

### **5.1. Delivery registration**

Each forwarding delivery should normally be registered at least 3-5 working days in advance via CE's time slot management. In general, bookings and changes to booked slots are only possible up to 24 hours before the scheduled delivery date.

However, it should be noted that there may no longer be any free capacity for the desired day in case of short lead times!

### **Wernberg location:**

A time slot shall be booked via Conrad Electronic's time slot management. The notification is normally carried out by the commissioned forwarding agent, but can also be carried out directly by the supplier, e.g. in the case of direct shipments.

Access data and registration shall be requested via the CE Avis office. A request can be made by sending an informal e-mail to [avis@conrad.de](mailto:avis@conrad.de). Time slots requested via the portal will be cleared and confirmed by Conrad Electronic SE after checking.

If the booked delivery date cannot be met, Conrad Electronic or the Avis office (see section 9 Contact) must be notified at least 24 hours before the delivery date. In the case of events occurring at short notice which prevent a (timely) delivery, Conrad Electronic must be notified at the latest before the booked time slot.

The confirmed delivery date is the date of commencement of unloading. Accordingly, a delivery shall be deemed to be late if the truck is not registered by the driver at the truck gate at least 15 minutes in advance.

#### **Obertraubling location:**

Deliveries for our external warehouse of the forwarding company TransRegina in Obertraubling shall be registered via Cargoclix Slot through the warehouse of TransRegina. If you have an existing Cargoclix account, you shall request a clearance in CargoMarket for the warehouse of TransRegina and the Obertraubling location, Edkastr. 1. After confirmation, time slots can be booked for the CE warehouse. If you do not yet have a Cargoclix account, you shall request one via Cargoclix SLOT at <https://start.cargoclix.com/de/login/>.

The notification via Cargoclix is normally carried out by the commissioned freight forwarder, but can also be carried out directly by the supplier, e.g. in the case of direct shipments.

For deliveries of large quantities, before booking a time slot, an appointment shall be made in advance via the email [versand.v6@conrad.de](mailto:versand.v6@conrad.de).

For further questions about delivery and information on Cargoclix, please email the on-site staff at [versand.v6@conrad.de](mailto:versand.v6@conrad.de).

## **5.2. Provision of SSCC**

The Serial Shipping Container Code (SSCC) (in German: Nummer der Versandeinheit, NVE) shall be specified on the shipping label according to the GS1 standard. The data on the contents of the shipment or the SSCCs contained therein with their contents shall be provided to CE in advance via EDI in the Advanced Shipment Notice (ASN).

# **6. Delivery**

## **6.1. General requirements**

### **6.1.1. Vehicles and loading**

- The truck shall allow unloading from a loading ramp, i.e. the loading area of the truck must be at least 2.00 m wide with a ground clearance of 1.00 m - 1.10 m.
- It must be ensured that unloading can only be carried out via the truck's rear.
- Unloading via the truck's side shall not be possible.

- Pallet stacking and double-deck loading shall not be accepted. Justified exceptions must be coordinated with Yard Management CE before delivery.
- Goods intended for CE must be directly accessible for the unloading process. For safety and liability reasons, unloading and intermediate storage of third-party goods shall be excluded.
- Split deliveries of palletised goods initiated by the carrier will not be accepted.
- Deliveries of palletised goods with vans (e.g. Sprinter) shall be prohibited. Exceptional cases require the prior written consent of Yard Management CE. In case of approval, vans shall be unloaded by the carrier, and the goods shall be handed over on Euro-pallets.
- The loading area of delivery vehicles must be clean and dry, and safe unloading of pallets must be possible.

### **6.1.2. Freight collect / duty unpaid goods**

Freight collect and duty unpaid shipments will not be accepted.

Duty unpaid consignments must already be reported at the gate during registration. Docking at the loading bay with duty unpaid goods shall be prohibited. The driver shall present the consignment note, delivery note(s) and any other documents accompanying the delivery to the loadmaster during truck registration.

### **6.2. Delivery times**

#### **Warehouse location Wernberg-Köblitz**

Monday through Friday from 07:00 a.m. to 4:00 p.m.

#### **Warehouse location Obertraubling**

Monday through Friday from 10:00 a.m. to 3:00 p.m.

(except for days off, see Appendix 2)

### **6.3. Transport damage**

Both the supplier and its commissioned transport service provider shall ensure that the goods are delivered in proper condition.

Should damage to the goods be detected during unloading, this may lead to refusal of acceptance. This may also affect undamaged goods that are part of respective delivery. In any case, any damage found shall be documented.

### **6.4. Acceptance of goods**

The acceptance and inspection of goods by CE shall be carried out in two stages:

- Incoming inspection during unloading that involves checking for the correct number of packages against the CMR, consignment note and loading aids (pallets etc.).
- Final acceptance that involves a detailed inspection of goods and their compliance with the delivery note and order.

Any defects found in the goods and/or the transport (auxiliary) means shall be immediately noted and documented on the consignment note by CE.

If any deviations from the delivery note or our order are found during the subsequent final acceptance, these shall be notified to the supplier, and a written complaint shall be lodged. A complaint within five working days from receipt of the goods shall be deemed to have been made in good time.

If any damage to the goods is found which was not apparent from the outer packaging and during the final acceptance, this shall be deemed to be a "concealed defect" according to Section 377 of the German Commercial Code (HGB).

This provision applies to quality defects as well as to quantity and dimensional deviations. Concealed defects shall be deemed to have been notified in due time from the time of their discovery by CE.

## **7. Shipping documents**

Each delivery shall be accompanied by at least one consignment note and all delivery notes.

Each delivery note shall be attached to the outside of the packages or pallets in document pockets. If the shipment contains several pallets or packages, the delivery note shall be attached to the first package. For multi-truck shipments, one delivery note shall be included per truck.

As far as hazardous goods are concerned, the prescribed accompanying documents as per ADR shall be included in the delivery and handed over.

In the case of goods with a limited shelf life, the delivery note and the goods must show the date of manufacture, the shelf life and the expiry date.

### **7.1. Consignment note / CMR**

The consignment note shall contain the following information:

- CE booking number
- Consignment note number and date
- Address details of the supplier
- Address details of CE
- Address details of the carrier
- Quantity of pallets
- Total number of cartons
- Shipment weight
- List of the delivery note number(s) assigned to the consignment note

## 7.2. Delivery note

### 7.2.1. Delivery note contents

The delivery note shall contain the following information:

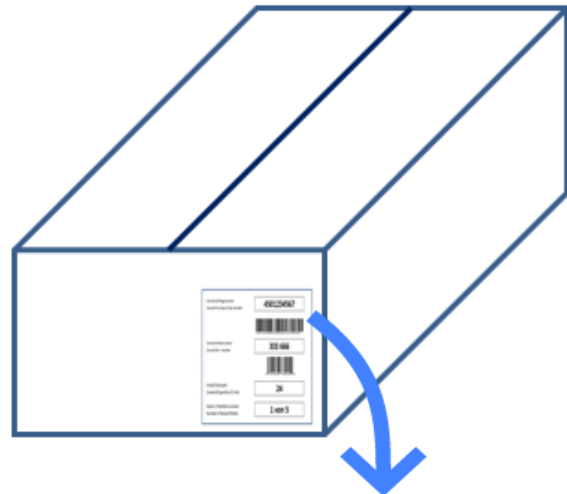
- Delivery note number and date
- Address details of the supplier
- Address details of CE
- CE order number (PO No. - 45.....)
- Order items assigned to the order number
- CE item number
- Item GTIN
- CE item designation
- Supplier item number
- Order quantity
- Delivery quantity
- Marking whether partial or outstanding delivery
- Colli number (number of pallets or packages)

### 7.2.2. Paperless goods receipt

For paperless processing, all packages shall be identified with a label containing our order number and item number in numerical form and a bar code.

Each shipping carton shall have a unique GTIN code, the placement, contents and structure of which are shown below:

The code shall be attached on both narrow sides of the shipping carton in the bottom right-hand corner.



#### Layout and content

Ideally, the sticker shall have a format of 15 x 10 cm. The content can also be displayed using other standard labels. The layout is shown as an example.

Conrad-Auftragsnummer Conrad-Purchase Order Number	<b>4501234567</b>
Conrad-Auftragsnummer Barcode	 (01) 01234567890128 (15) 051231
Conrad-Artikelnummer Conrad-SKU - Number	<b>333 666</b>
GTIN Lieferkarton/Artikelnummer Barcode	 1 23456 78901 2
Inhalt/Stückzahl Content/Quantity of Units	<b>24</b>
Karton-/Palettennummer Number of Boxes/Pallets	<b>1 von 5</b>



### **7.3. Package contents list**

If a shipment consists of multiple collis or pallets and only one delivery note is attached to the shipment, each package (colli/pallet) shall be accompanied by at least one package contents list. The list shall include at least the following information:

- CE item number
- CE order number
- Package quantity

### **7.4. Shipping of dangerous goods / hazardous materials**

As far as hazardous goods are concerned, the prescribed accompanying documents as per ADR shall be included in the delivery and handed over. The consignment note or delivery note shall be provided with the relevant dangerous goods information (including identification number, dangerous goods class, packing group) as per ADR.

All national and international dangerous goods regulations must be observed. The supplier shall be liable for all damages resulting from non-compliance with the statutory provisions.

## **8. Packing / labelling**

### **8.1. General information**

The packaging must protect the item from damage due to pressure, impact and fall, as well as dirt. Other items must not be damaged.

Sharp-edged and pointed objects must not penetrate the packaging. Partially open packaging (e.g. viewing window) or sales packaging shall not be used as shipping packaging.

The individual packaging and outer packaging shall be properly sized to protect the item, and filling material shall be kept to the absolute minimum necessary. The use of packaging chips and shredded paper shall be generally prohibited.

Specific transport and stacking instructions shall be visibly displayed on the packaging, e.g.:



Before the first delivery, Inventory Management CE shall be notified of any changes to item packaging, in particular, any changes to package contents/container units provided by us for ordering purposes.

Every single item/sales unit shall be identified with a unique EAN/GTIN in a bar code form.

## **8.2. Dangerous goods / hazardous materials**

If necessary, type-tested, approved packaging must be used for transport. Furthermore, the proper labelling of the packaging must be ensured. For the packaging of limited quantities (LQ) according to ADR (Dangerous Goods Regulations for Road and Rail), the requirements for composite packaging and its labelling must be observed.

All packages containing dangerous goods shall be clearly identified with the prescribed dangerous goods labels according to ADR. Information on the water hazard is mandatory. The supplier shall be responsible for the control of the dangerous goods transport.

## **8.3. Indication of the SSCC**

The Serial Shipping Container Code (SSCC) (in German: Nummer der Versandeinheit, NVE) shall be specified on the shipping label according to the GS1 standard. In the case of mixed consignments, individual packages shall also be identified with a package SSCC (NVE) specifying the items and their quantity (hierarchical structure of the SSCC).

## **8.4. Pallet shipments**

### **8.4.1. General requirements**

Goods shall be delivered on intact wooden EURO exchange pallets sized 1200 x 800 mm according to DIN 15148, Part 2.

Exceptions to the above provision may only be made on account of the item specifications (e.g. 60 inch TV sets) and/or exclusively for the Obertraubling warehouse location.

The palletised goods shall be secured against movement and shifting with pallet stretch film so that the contents are secured against tipping during transport and later in the warehouse when partial quantities are removed. The film should cover the pallet and the goods. Film knotting at the base of the pallet shall be prohibited.

The side of the box to be opened must always face upwards.

### **8.4.2. Labelling**

The shipping label shall be attached to the front of the pallet in a clearly visible position so that an SSCC attached to it can be scanned without searching during unloading.

Delivery notes and packing lists shall be attached to the outside of the pallet in a clearly visible manner.

If a shipment consists of more than one pallet, the packages must be labelled (numbered) in such a way that the size is clearly evident.

### **8.4.3. Pallet dimensions**

The height of a single item pallet shall not exceed 1,700 mm incl. pallet and a weight of 600 kg incl. pallet.

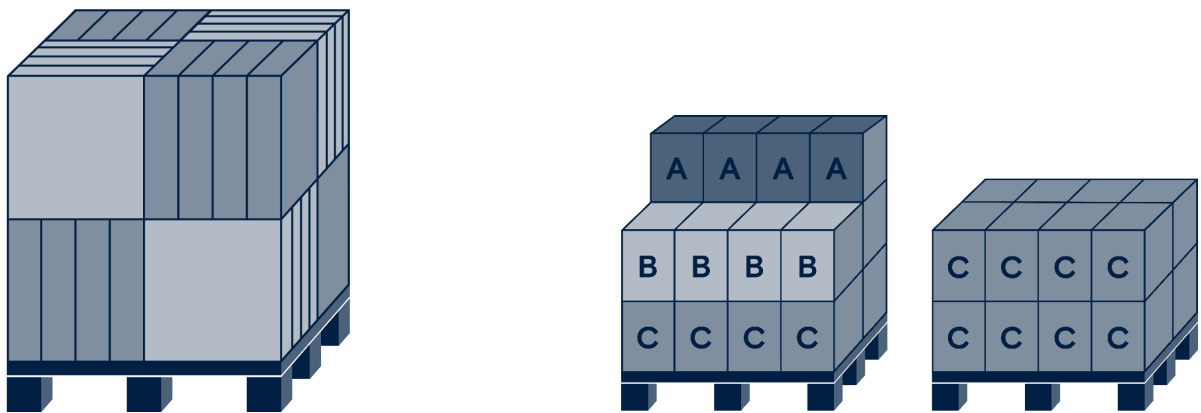
In case of approved pallet stacking or mixed pallets, the height of 1,800 mm shall not be exceeded.

#### 8.4.4. Sorting and stacking of items on the pallet

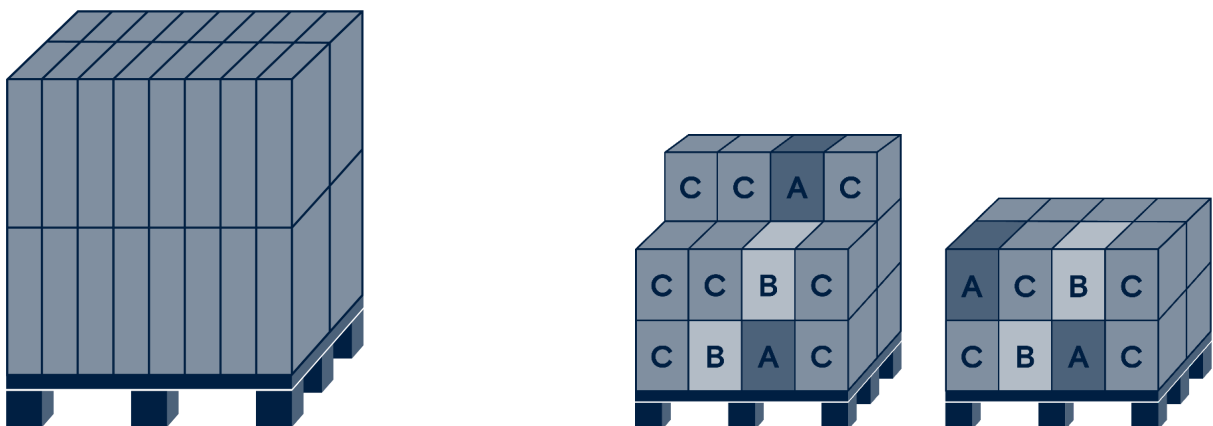
Pallets shall normally be packed by type/item in order to avoid sorting and repacking expenses. If, due to the order quantities, delivery by type is not possible or sensible, items can also be combined in a mixed pallet. In this case, the pallet shall be clearly labelled as a "mixed pallet".

Goods shall normally be sorted by placing heavy cartons under light cartons and large cartons under small cartons.

The following stacking shall be allowed:



The following stacking shall not be allowed:



- Small quantities of different varieties unsorted on a pallet.
- Small quantities of one variety distributed on several pallets.

#### 8.4.5. Pallet exchange

Palletised goods shall normally be shipped on wooden EURO exchange pallets sized 1200 x 800 mm according to DIN 15148, Part 2. Pallets used for delivery must be in perfect condition

(at least quality class B). A EURO exchange pallet shall be deemed to be damaged and not reusable if:

- the general condition is poor and/or the load-bearing capacity is no longer guaranteed,
- a corner block is missing, broken or twisted,
- a board or cross board is missing or individual ends are broken off,
- individual boards or the lower centre board are broken through,
- the pallet is heavily soaked.

Exchange of damaged pallets shall normally be excluded.

At CE, pallets are normally exchanged concurrently with delivery. If no exchange is made at the carrier's request, CE shall be released from its obligation to return the goods. Exchange and transfer fees for loading equipment, such as lattice boxes, etc., shall not be borne by CE. Calculations of non-exchanged pallets will not be accepted.

The execution of the exchange of loading equipment or its non-execution, as well as other remarks concerning the loading equipment, shall be noted by CE on the consignment note, or a pallet note shall be issued.

## **8.5. Parcel shipments**

### **8.5.1. General requirements**

- The shipping package shall comply with the standards of the International Safe Transit Association (ISTA).
- The cardboard boxes shall be sealed or glued with adhesive tape.
- The use of cardboard strapping (metal or plastic) and/or stapling of cardboard boxes shall not be permitted. If, in exceptional cases, the nature of the item makes such a safeguard necessary, this shall be agreed in advance with CE Supply Chain Management.
- Partially open packaging (e.g. viewing window) or sales packaging shall not be used as shipping packaging.
- The use of filling material shall be kept to an absolute minimum. The use of packaging chips and shredded paper shall be generally prohibited.

### **8.5.2. Labelling**

The shipping label shall be placed prominently on the top of the carton for automatic scanning of the shipment number and SSCC.

If a parcel shipment consists of more than one package, the packages shall be labelled (numbered) in such a way that the size is clearly evident.

One shipment should consist of a maximum of 15 packages. Any quantities exceeding the above shall be delivered on a pallet.

Delivery notes and packing lists shall be attached to the outside of the carton in a clearly visible manner.

### **8.5.3. Parcel dimensions**

The dimensions of the shipping carton used shall not be less than or more than the following:

<b>Min</b>	Length: 200 mm	Width: 150 mm	Height: 100 mm
<b>Max</b>	Length: 700 mm	Width: 500 mm	Height: 500 mm

A single shipping carton shall not exceed the maximum weight of 20 kg.

### **8.5.4. Sorting of items in the shipping carton**

Extra sorting and repacking of goods should also be avoided in the case of parcel shipments. Especially in the case of consolidated/mixed parcels, it must be ensured that identical goods are kept together and that no additional effort is required.

Parcels shall normally be packed by type/item. If, due to the quantities ordered, delivery by type is not possible or sensible, items can also be combined in a carton. In this case, the carton shall be clearly labelled as a "mixed carton".

### **8.6. Cross-docking**

If an item is listed as "cross-docking", it will be ordered as soon as a customer places an order. In order to be able to identify and prioritise these goods with an existing customer reference, parcels/pallets with cross-docking items shall be clearly labelled as "cross-docking". Mixing with stock goods on a mixed pallet or in a mixed carton shall not be permitted.

### **8.7. ESD items**

The delivered ESD items shall be packed exclusively in packaging with a shielding effect against electrostatic discharge. Only packaging (e.g. ESD cardboard box, shielding bag, etc.) that has the following ESD material label with the ESD classification symbol S or is marked as shielding packaging shall be permitted for delivery:



As an alternative to shielding packaging, goods may only be delivered in multi-layer packaging that protects against the risk of damage from the Charged Device Model (CDM) and provides shielding against electrostatic discharge:

- Inner packaging in dissipative packaging of protection category D (e.g. pink packaging, dissipative bars).
- Additional packaging in conductive packaging of protection category C (e.g. black bags).

#### **Other applicable documents**

Irrespective of the above guidelines, the supplier must ensure compliance with the specifications according to standard DIN EN 61340-5-3.

## Applicable standards

DIN EN 61340-5-1

## 9. Contact

If you have any questions, the following CE contacts are available:

### Notification

Location Wernberg-Köblitz: [avis@conrad.de](mailto:avis@conrad.de)

Location Obertraubling: [versand.v6@conrad.de](mailto:versand.v6@conrad.de)

### Delivery Guidelines

Both locations: [delivery.quality@conrad.de](mailto:delivery.quality@conrad.de)

## 10. Changes

Any changes or amendments to this Logistics Agreement shall be made in writing.

## Appendix 1

# Compensation for expenses

	Cause	Amount in €	per
1	- Delivery without prior notification - Delivery outside the booked delivery date/no-show without information	100	Case
2	Refusal of acceptance by CE due to violations of the delivery regulations	200	Case
3	Consignment note is not presented or incomplete	50	Case
4	- Vehicle does not comply with the delivery conditions - Poor quality of loading/delivery	120	Case
5	Delivery of freight collect or duty unpaid goods	200	Case
6	Violation of the dangerous goods regulations	200	Case
7	Sales packaging without transport packaging in parcel shipment	50	Case
8	Damaged means of transport / EURO pallet	50	Palette
9	Requirements regarding labelling and marking not complied with	50	Case
10	Requirements regarding packaging and sorting not met	50	Case
11	Delivered goods show damages or are not in a saleable condition	120	Case
12	Violation of the CE safety concept	120	Case
13	Defects found in the delivery item/item during the final acceptance	50	Case
<i>If more than one violation is applicable, the compensation will be cumulative</i>			

## Appendix 2

### Days off on the CE sites mentioned in the document:

- New Year (January 1)
- Epiphany (January 6)
- Good Friday
- Easter Monday
- May Day (May 1)
- Ascension Day
- Whit Monday
- Corpus Christi
- Assumption of Mary (August 15)
- German Unity Day (October 3)
- All Saints' Day (November 1)
- Christmas Day (December 24)
- 1st Christmas Day (December 25)
- 2nd Christmas Day (December 26)
- New Year's Eve (December 31)