



TANN GROUP

# CHECK-IN PROCESS

Guidelines for transport processing  
at TANNPAPIER



# PRINCIPLE

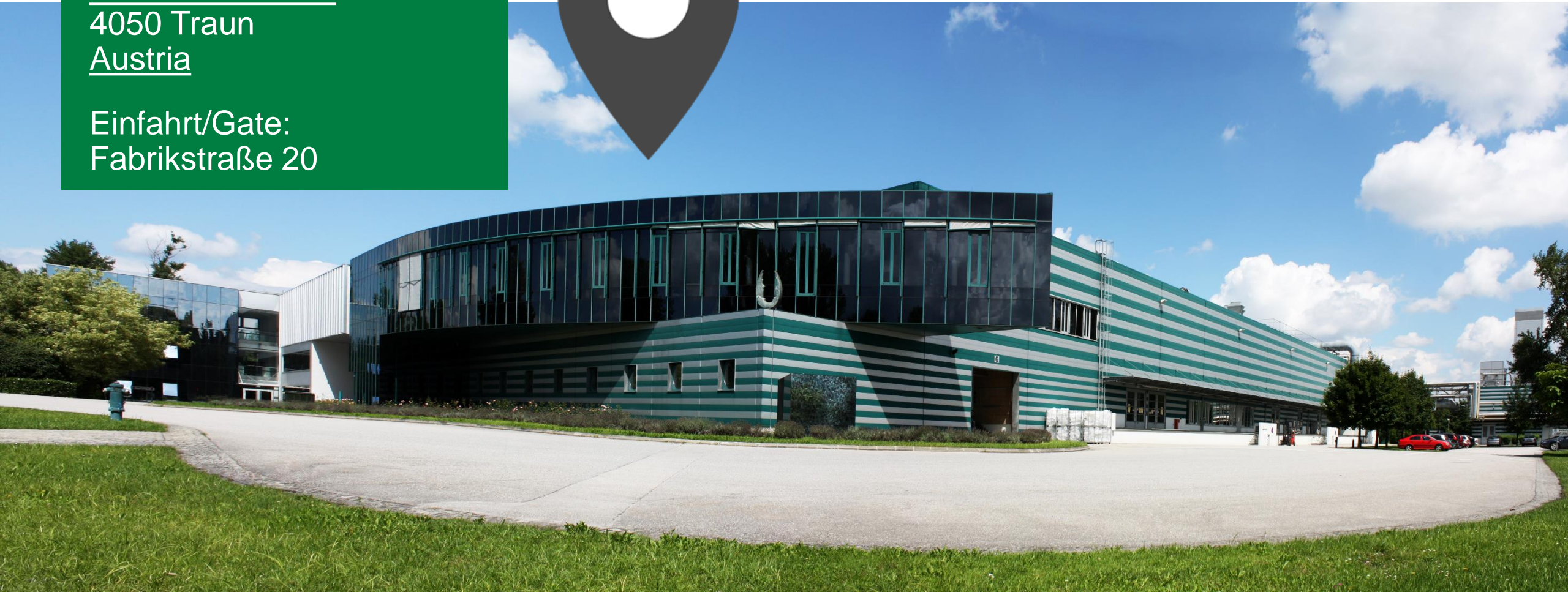
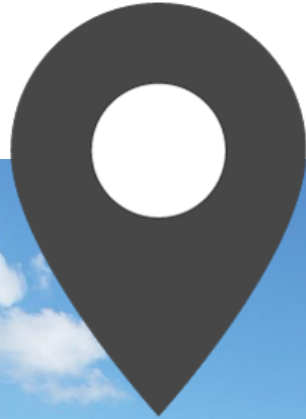
**Immaculate condition  
& in time**

The goods must reach the recipient exactly  
the way they left our warehouse

# Collection / delivery

Fabrikstraße 48a  
4050 Traun  
Austria

Einfahrt/Gate:  
Fabrikstraße 20



# ▶ Loading times & ramp booking

## FCA Login (self-collectors)

<https://transport.tanngroup.com/supplier/Login.aspx>

### Warehouse opening hours

Mo-Th 7:00-15:30 o'clock

Fr. 7:00-12:30 o'clock



# Documents

Important information regarding **freight documents**.



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# ► Freight documents

We create the following documents for road transport:

- **CMR consignment note**

in case we organize the transport  
or in case the recipient is in the EU

- **Confirmation of receipt:**

in case we are not responsible for transportation,  
„Non free"-consignments (FCA/EXW Traun)



# ► Freight documents: Additional information

- **Documents enclosed** with the freight documents must be **handed over** to the recipient together with the goods. (except export accompanying document (ABP), this is required for the EU customs exit)
- In case of **non-free consignments** (for all types of transport – FCA Traun), we must not be listed as the client (shipper) in your freight documents.
- For EU transports / deliveries, we can be named as the sender with the wording: TANNPAPIER GmbH on behalf and on account of ... (Name and address of your client)

# Accounting

## Mandatory information

- 8-digit loading reference (starting with 200 ...)
- Invoice number (starting with AR2 ...)

## Neither of the two numbers known?

Please note the name of the employee who placed the order

**Bills to: [fibu@tanngroup.com](mailto:fibu@tanngroup.com)**

Billing address: TANNPAPIER GmbH, Fabrikstrasse 48a, 4050 Traun



# Behavior on the company premises

There are rules and regulations for staying on our company premises, which ensure **your and our safety**.



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# ► Stay on the company premises

- **Only in/at the truck**
- **Logistics office:** for registration & receipt of the freight documents
- **Warehouse:** only upon permission by the loading staff



**Uninvolved people, children, pets, etc. must not enter the company premises!**

Unloading **waste** is forbidden.

In case of contempt, **disposal costs** will be charged!

# Safety



## Safety vest obligation

when leaving the vehicle



## Safety shoes

on the entire factory premises



## Floor markings

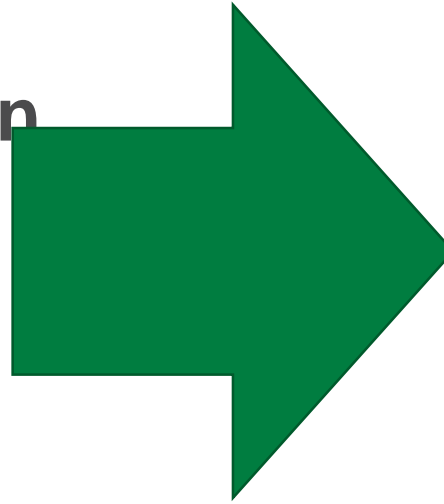
and the designated parking spaces



## Avoid traffic congestion and ramp blocking



## No smoking



**No loading will be carried out without personal protective equipment!**

**The goods must not be contaminated or damaged!**



# ► Parking

- Only allowed **for the loading/unloading of goods**
- Longer parking (especially overnight) is not allowed
- Parking and spending the night on the truck lane is not permitted – this is used to register when entering the factory
- After loading and handing over the documents, the site must be left quickly



**This applies to the entire company premises, including the Feurstein / Delfort!**

# ▶ Order & communication

In our **web portal** you will find **all relevant information**. Please use the web portal to ensure a smooth pick-up process.



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# ► The transport request

- can be viewed in the web portal
- **The request contains:** Quantity, destination and 8-digit tour number, loading meter information, truck registration number



**We ask for quick response times  
in order to guarantee quick processing**

# ► Load meter information

- **Stacking**: We take into account whether pallets are stackable.
- **Axle load**: We will consult the truck driver.



**The basis for the billing are the loading meter specifications we have given**

# ▶ Ramp booking

- For rapid loading and unloading, it is essential to **book a ramp in the web portal**
- If the ramp is not booked or the driver is late, there may be **longer waiting times** (up to 1 day)!

## Ramp allocation on site:

After specifying the tour number, the driver is assigned to a loading ramp or waiting area.

# ▶ Deadlines

**Please respect agreed pick-up and delivery times!**

## **Special / express shipments:**

- daily status update in the morning about the current location of the goods
- confirmation of delivery latest on the arrival day



Please respect our loading hours.

# ► Return of empties

In case one of our customers requests the return of empties, we will **inform you separately in writing or orally.**

## Delivery of empties:

We ask you to **book a ramp and coordinate** with our employees in advance: Transport & Logistik



# ► Condition of the means of transport

To ensure that our products arrive **safely** and **undamaged at our customers**, we have high standards for safety precautions and the means of transport used.



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# Requirements

- **Ramp height** between 120 and 130 cm
- Loading only possible **from rear**
- Lateral loading **with forklift** only possible **after consultation** (only small quantities)
- **Containers** must evenly stand **on the back of a container chassis**
- **Load securing** must be guaranteed! Refrigerated trucks or box bodies usually do not have adequate securing options



**Loading jumbo trucks is unfortunately not possible.**

# ▶ Third-party / empty pallets

Third-party / empty pallets, must under no circumstances hinder our loading / goods. We therefore have to insist on **removing them from the loading area** designated for our goods.

## Possible problems with foreign / empty pallets:

- Risk of damage or soiling of our goods
- lack of space for our goods

Third-party goods: our staff must not reload / unload third-party goods!

# ► State of the interior

- **Walls, tarpaulins, floors and drop sides** must be in perfect condition
  - firm, without holes, cracks, crevices or gaps
  - Swept clean
  - dry and odorless
- **load-bearing capacity:** Floors have to withstand the total weight = loading aids + goods = **min. 2,5 to/m<sup>2</sup>**
- **Tarpaulin truck:** all side slats and min. 2 spreading / tensioning slats must be available

# ► Load securing

- at least 1 tensioning / lashing strap and 2 anti-skid protectors per 1 loading meter
- Belts must be **flawless, functional & with a label** (no tears or knots)
- **When stacking:** minimum length of the straps = **8 m**
- Load securing must be done by **the truck driver**
- The load must be secured in accordance with the **VDI 2700** guideline (latest edition).



**Shipping documents will only be handed over to your drivers after the load has been properly secured!**

# ▶ Customs

The most important points for compliance with all customs guidelines.



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# ► Customs

The export accompanying document (ABP / MRN) is created by us, using E-customs.

## Necessary data:

- EU external border code
- Nationality of the means of transport
- Transport route (countries, except country of departure and destination).

# ▶ Customs

## Border exit:

- should be **recorded electronically** at the border
- the ABPs no longer have to be returned to us
- **electronic exit registration not possible?**  
Please return the ABP / MRN, signed by customs

## Space lock:

If a space lock is required, a valid space lock approval must be presented for the vehicle.

# HAPPY SHIPPING!



In case of questions, please contact  
our Transport & Logistics Team.

[transport@tanngroup.com](mailto:transport@tanngroup.com)