



Georg-Westermann-Allee 66  
38104 Braunschweig

# Inbound Delivery Guidelines

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Dear Customer,

to ensure a smooth performance of goods delivery and receipt procedures, it is absolutely necessary to adhere to our inbound delivery guidelines. Only in this case can we guarantee that your products will be dispatched as quickly as possible at no extra cost.

Please pass on our inbound delivery guidelines to your delivery staff as a set of binding instructions.

## **1 General Data**

### **1.1 Addresses**

VSB-Verlagsservice Braunschweig GmbH  
Borsigstraße 2a  
38126 Braunschweig

Hans Soldan GmbH  
Servicecenter Braunschweig  
Am Hauptgüterbahnhof  
38126 Braunschweig

Industrieservice Braunschweig  
Georg-Westermann-Allee 66  
38104 Braunschweig

### **1.2 Receiving Times**

Monday to Friday	07.00 am to 09.00 am
	09.15 am to 12.00 am
	12.30 pm to 15.00 pm

### **1.3 Contact Persons**

VSB-Verlagsservice Braunschweig GmbH and  
Hans Soldan GmbH

Telefon: 05 31 / 12312211  
Fax: 05 31 / 12312222  
E-Mail: we@vsb-service.de

Industrieservice Braunschweig

Telefon: 05 31 / 70 86 70  
Fax: 05 31 / 70 86 72  
E-Mail: we-isb@vsb-service.de

## **2 Inbound Delivery Guidelines**

### **2.1 Notification**

- 2.1.1 To ensure a timely unloading of vans and trucks each delivery must be notified by suppliers or their representatives at least three days in advance.
- 2.1.2 Failure to advise may result in rejection of receipt.
- 2.1.3 Please use our delivery advice (see sample attached on pages 7 and 8) for this notification.

### **2.2 Postage**

Goods deliveries are principally “post free”.

### **2.3 Customs**

Deliveries from abroad are to be delivered duty-paid.

### **2.4 Delivery**

- 2.4.1 Each article must be equipped with a scannable barcode (ISBN/EAN) and title number on the exterior or outer wrapper, respectively.
- 2.4.2 Pallets must be packed in a way that allows for safe unloading from the vehicle’s rear with electric lifting trucks.
- 2.4.3 Should unloading not be possible in the prescribed form, VSB will not be liable for any damages possibly incurred during unloading.
- 2.4.4 If a delivery using smaller vehicles is planned (unloading via bridge plate not being possible), the following regulations apply:
  - Maximum delivery volume: 2 pallets or 50 individual units
  - Unloading needs to be carried out by the driver. VSB does not unload.
  - Handling units are to be reloaded on a pallet provided near loading ramp.
  - No unloading outside the building (for instance by forklift in the plant’s yard).
- 2.4.5 For each delivery, VSB is to be supplied with the appropriate shipping papers (forwarding note) containing all relevant delivery data.
- 2.4.6 Obvious differences or damages will be noted on the shipping advice and are to be countersigned by the driver.

## **2.5 Unloading**

2.5.1 The delivery vehicle's loading platform needs to have the following minimum dimensions:

- It needs to be wide enough to allow for a 2m wide bridge plate being positioned at the loading area.
- The minimum height of the delivery vehicle's loading edge needs to be 1,10 m.
- The loading space's or delivery vehicle's height needs to be at least 1,90 m.

2.5.2 Unloading pallets must be possible unobstructedly.

2.5.3 Direct unloading must not to be hampered by empty pallets or goods not intended for VSB, Hans Soldan GmbH or the ISB obstructing access to delivery.

## **2.6 Delivery Note**

Each delivery needs to be accompanied by a delivery note containing the following data:

- Delivery Address
- Intended for publisher
- Sender
- VSB title number or ISBN
- Edition / print run
- Title name
- Overall unit number per title delivered
- Number of pallets per title

## **2.7 Shipping Documents**

The ordering publisher and the sender are to be indicated on the shipping documents.

## **3 Packing**

### **3.1 Delivery in Cardboard Boxes**

3.1.1 Box contents need to be graded by product (i.e. one line per box).

3.1.2 On each box front the VSB title number or ISBN and the number of items are to be indicated.

## 3.2 Delivery on Europallets

- 3.2.1 Delivery of palletized goods is only permitted on undamaged Europallets conforming to DIN 14156-3.
- 3.2.2 Goods may not protrude from pallets' sides.
- 3.2.3 Damaged or non-original Europallets will be regarded as one-way pallets and not be exchanged. Disposal of such pallets will be invoiced separately.
- 3.2.4 Pallet height (incl. pallet) may not exceed 1,40 m.
- 3.2.5 Permitted total pallet weight may not exceed a maximum of 700 kg.
- 3.2.6 Overloading of pallets is not permitted.
- 3.2.7 Each pallet is principally to be delivered graded by product (one line per pallet).
- 3.2.8 Stacking is to be carried out in the customary vertical combination with an equal number of units per layer (for instance 5 / 10 / 20 etc.)
- 3.2.9 Each pallet needs to be equipped with a pallet label (see page 9).
- 3.2.10 Goods are to be equipped with edge protection and need to be wrapped in PE stretch film.
- 3.2.11 Shrink-wrapped articles may only be delivered with a slip resistant film.
- 3.2.12 We will invoice our additional expenditure resulting from goods delivered improperly as follows:
- Defective pallet: 15,00 €
  - Pallet disposal: 15,00 €
  - Delivery on mixed pallet: 25,00 €
  - Pallet repacking: 30,00 €
  - Pallet label missing: 10,00 €
  - Delivery note missing 15,00 €

## 4 Load Safety

- 4.1 Loads are to be secured with the minimum amount of packing materials possible.
- 4.2 As a matter of principle, all materials used for securing loads need to be made of environment friendly or recyclable materials.
- 4.3 Safety hoods and edge protections need to be made of recyclable cardboard.
- 4.4 Only safety films made from Polyethylene (PE) are to be used.
- 4.5 The film may not be attached to pallet base.
- 4.6 Only tightening straps made of Polypropylene (PE) may be used.
- 4.7 No metal sealing of tightening straps.
- 4.8 All adhesive tapes need to be made from unbleached, un-dyed paper materials without Nylon reinforcements.
- 4.9 Adhesives need to be easily soluble and may not hamper recycling.

**Packaging containing CFC or PVC or similar materials which do not conform to our conditions will be disposed of at the relevant publisher's cost.**

## **5 Delivery Checks**

- 5.1 VSB confirms receipt of shipments delivered with transport leader.
- 5.2 Volume and condition of individual articles will not be monitored at time of acceptance.
- 5.3 We reserve the right to subsequent damage claims resulting from hidden damages or volume shortages.
- 5.4 VSB do not carry out any quality or functionality checks.

## **6 Fact Finding and Damage Substantiation**

- 6.1 In case of damage, establishment of the facts of a case of obvious transport damages will be promptly implemented and documented by us.
- 6.2 The owner of the goods is solely responsible for pursuing claims of transport damage or volume shortage with third parties.

## **7 Retail Packaging and Over-wrappings**

- 7.1 Packing materials of any articles delivered in retail packaging need to carry the recycling symbol "Green Dot" (Grüner Punkt) in compliance with packaging law.
- 7.2 For all articles packed in retail packaging with additional over-wrapping the over-wrapping needs to carry the recycling symbol "Green Dot" if it will reach the end user.
- 7.3 Over-wrappings and transport packaging made from cardboard need to carry the manufacturer's "RESY" symbol.

## **8 Non-Compliance with inbound delivery Guidelines**

We will invoice the publisher with any additional expenditure resulting from non-compliance with these inbound delivery guidelines accordingly and per hourly rate applicable in each case.

**Special agreements are exempted.**





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## Pallet Label

<b>Delivery for:</b>	<input type="checkbox"/> VSB-Verlagsservice Braunschweig <input type="checkbox"/> Hans Soldan GmbH <input type="checkbox"/> ISB-Industrieservice Braunschweig
<b>Printer / Bindery:</b>	
<b>Date:</b>	
<b>Publisher:</b>	
<b>Title Text:</b>	
<b>ISBN:</b>	
<b>Edition / Print Run:</b>	
<b>Units per Stack:</b>	
<b>Total Volume:</b>	