

TRAINING MANUAL

for kitchen deliveries NEK

(NEK = Nolte- und Express-Küchen)



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QM, Reber Melle Logistik GmbH & Co. KG

For readability reasons, the male and female form are used alternatively.

REBER
Ihre Logistik.
Unser Zuhause.

Express
KÜCHEN
einfach. alles. gut.

nolte
KÜCHEN

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The EK training program for delivery

The purpose of the delivery training program is to ensure a uniform, professional and competent standard in the delivery of NEK products.

It applies to all drivers and unloaders used in NEK delivery.

This manual, as a central component of the training program, defines the contents of the NEK delivery standard in a binding manner. It is an instruction and must be carried by the delivery personnel at all times.

It also serves as a guide, especially when training new employees. If you have any questions, always refer to your training manual first. Here, in addition to our specifications, you will also find a great deal of information on our delivery processes.

Even beyond that, we will not leave you alone!

If you have any questions or suggestions, the tour control hotline is at your disposal:

Hotline :

+49 (0) 5226 / 984 299

(07:00 a.m. – 18:00 p.m.)

hotline.melle@reber-logistik.de

equipment requirements

Semi-trailers and swap bodies must meet a certain minimum standard for loading. Required in all cases:

- Box-type construction with at least three lashing strips running around it
- Flat, solid walls and floors without protruding screws or edges
- At least 10 7-m straps are required per swap body
- At least 15 7-m straps per semi-trailer
- All belts must be certified according to DEKRA Certificate AG 70/11068/1804815963.

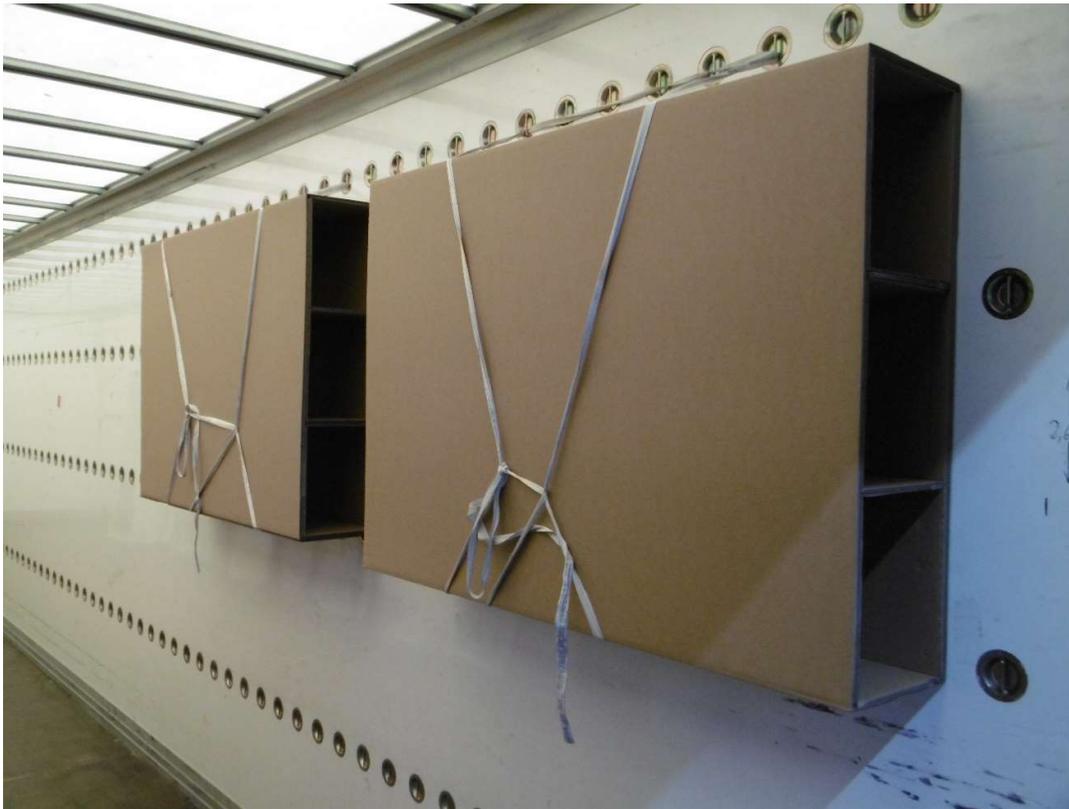


All containers must always be provided clean (empty, swept clean) and in undamaged condition. In keeping with the value of our kitchen furniture, the visual appearance must also be impeccable.

equipment required for unloading

Long-section box

For the safe transport of long parts, NEK will include a long-section box (2 cardboard boxes) in the shipment. Long-section boxes are not exempt from load securing. Check the securing regularly and tighten loose straps if necessary.



Damaged long-sections boxes should be tied off by the driver at the end of the tour and re-tied at the rear left so that they can be disposed of and replaced afterwards.

Unloading trolley

For safe and gentle unloading, it is imperative that you use a suitable unloading trolley.



The trolley must be such that it cannot cause damage to the furniture.

Minimum requirement:

- Pneumatic tires
- uprights must be padded
- Load capacity at least 150 kg (optimal at least 300 kg)
- Overall height: 1200 to 1800 mm (optimal 1600 mm)

Under no circumstances should the trolley be placed in sensitive areas, such as a visible side (information label) or front. Pick up equipment cabinets from the carcass or rear side.

Instructions for placing the trolley - for example on electrical appliances - must also be observed.

Stairs

Due to different load heights and situations at our customers, it is necessary that you always carry a step or a small stair.



We recommend the following design.

- Aluminium safety folding stairs
- 3 steps
- Steps with non-slip rubber coating
- Load capacity at least 150 kg

Attention: It is generally prohibited to climb on furniture parts or use cabinets as a platform.

safety shoes



recommended equipment for unloading

In addition, we recommend the following other tools:



back support belt



gloves



rubber mat (e.g. for customers without ramp) or cardboard



Worktop roller (e.g. for heavy worktops)

discharge/unloading procedure

If there is a problem in unloading, it can be very useful for you if you know at least the rough procedures in our loading, which we briefly describe here.

Each tour usually consists of two parking spaces, one for the motor vehicle and one for the trailer. On semitrailers, two parking spaces are loaded one behind the other accordingly.

The information about the parking space is on the shipping route card, for Nolte as a number (e.g. 51+52) and for Express as a letter in the header (Z=tractor and H=trailer):



pre-loading at Reber-logic

Before the actual loading, worktops and long parts are pre-loaded at Reber Melle.

The following is prepared here:

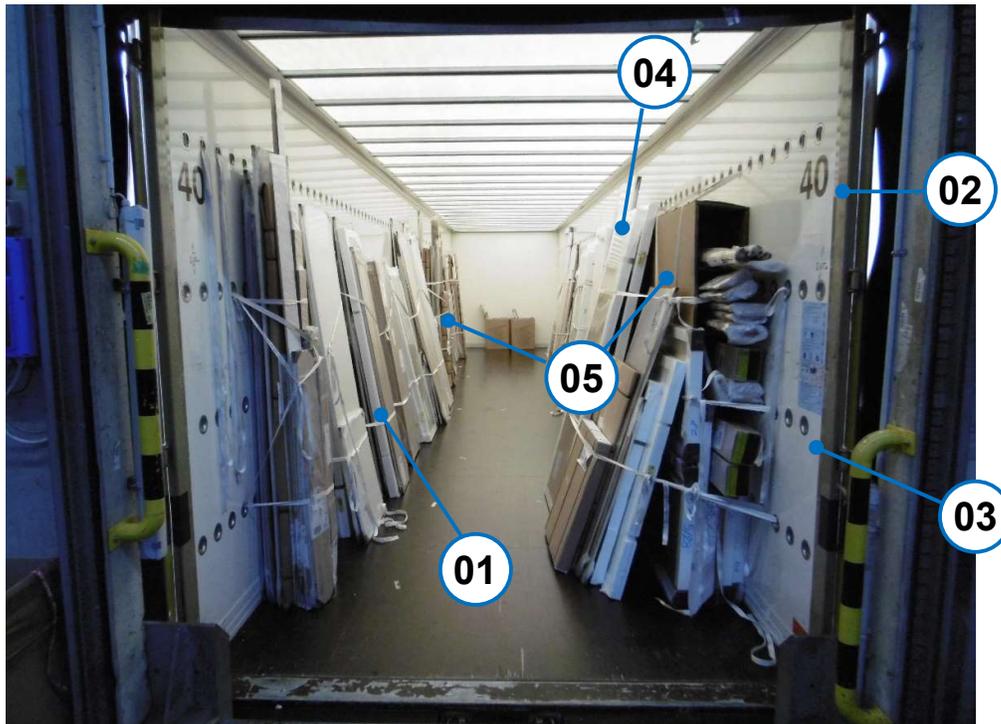
01 Long parts are tied at the rear left, upright (approx. 60 cm from the loading edge). These so-called "Bömmelbunde" are pre-sorted by location. They are only sorted according to size, not according to commission sequence!

02 Long parts longer than the loading height are loaded into the transport box in unloading order. There is a separate compartment for each position.

03 Overlength countertops, niche linings and gallery floors are also tied in unloading order under the transport box and, if necessary, also in front of it and labeled with the commission number.

04 Small parts / small fitting strips are packed in boxes sorted by position.

05 The remaining panel material is pre-sorted by commission and provisionally secured to the ship's side, as it will be integrated into the load during subsequent loading.



loading at NEK

Starting with the largest kitchen, NEK then loads the individual orders from each unloading point on a commission basis.

From right to left, stacks of cabinets are formed layer by layer. Since the shippers must also take load securing and optimum utilization of the storage space into account, we ask for your understanding that not all stacks of cabinets can always be packed completely commission-clean.

Finally, the preloaded long parts of each commission are used to fill the gap to the ship's side on the left; additional long parts can be placed as crosscuts between the individual layers.



Please note that for your convenience, sometimes several packages are combined into one unit. Small parts are sometimes placed in open cabinets or brought together in special cartons per location; wall and base cabinet fitting strips of a commission are usually packed together.

In all cases, however, a separate production label then exists for each package contained.

takeover of the tour/ documents of delivery Nolte Küchen

Your first point of contact in our company is the shipping office of Spedition Reber (main entrance), in Spenger Straße 49, 49328 Melle (at the end of Werkstraße near Nolte-Küchen).

There you will receive your delivery papers and all the information you need.

Note: For Nolte kitchen tours picked up outside of Reber shipping office hours (07:00 - 20:00), documents are deposited in the hallway lockers between doors 13 and 14 of the NK shipping department.



Important: Before departure from NEK, please make absolutely sure that you have picked up the correct load carriers. This is done by opening the doors and checking the cabinets loaded at the back (comparison of the production label with the delivery papers). In the course of this, please also remove the tour folder from the load carrier and also check it for correctness (correct tour number, first customer, etc.).

takeover of the tour/ documents of delivery Express Küchen

1. at the courtyard entrance of the company Express-Küchen (Am Mühlenbach 1, 49328 Melle) you will find all empty swap bodies directly behind the gate on the right. Please park yours there as well. Semi-trailers and pre-assigned carriers with swap bodies will be parked at the Reber forwarding company at Spenger Straße 49.

2. at the lantern, in the center of the express kitchen yard, there is a notice with your tour number and the numbers of your associated load carriers. Here you can also put the folders of completed tours (metal box).



3. the loaded carriers can be found at the back right on the separate, gravelled area.

4. General note: As a professional driver, you drive many thousands of kilometers per year. Therefore, you are always particularly encouraged to achieve the following goals:

- No accidents
- No health hazards
- No danger to the environment

A defensive and anticipatory driving style protects you and other road users and helps reduce the number of traffic accidents. Remember:

- The most important asset, is your health!
- No job is so important that it cannot be done **safely!**

If everything is correct, you are ready to go - have a good trip!

documents of unloading

unloading overview / list of the tour

You will receive an unloading overview, from which you can see the exact route as well as the goods acceptance times, fixed dates and telephone numbers of the customers.

nolte KÜCHEN		Tourliste Tour 21598		REBER Ihre Logistik. Unser Zuhause.	
Korb T. 28.03. Sattel		Bei Rückfragen wenden Sie sich bitte an:			
Ladestelle	Nolte Küchen, Melle	Ihre Tourenbegleitung: +49 (0) 5226 984 299			
Verladetag	24.03.2022	Übernahmetag	25.03.2022	Email: hotline.melle@reber-logistik.de	
1. Liefertag	28.03.2022	Einsatztage	1	Fax: +49 (0) 5226 984 177	
Produktionstag	24.03.2022	Zeitzone/Folge	4 N		
Tourgebiet	BW 1				
Frachtführer	Reber Melle Logistik GmbH & Co. KG				
Fahrerteam	Herr D	69	Kom.	515	km
	Herr G	64,227	cbm	8.640	kg
Tour 21598					
1	Michael Röger Schreinermeister Spitalhofstraße 29 DE-70437 Stuttgart Tel.: 0711 844631	Warenannahmezeiten Mo 08:00 - 17:00 Di 08:00 - 17:00 Mi 08:00 - 17:00 Do 08:00 - 17:00 Fr 08:00 - 17:00	Koffer H 2 8,640	Kom. 492 cbm	km 1.039 kg
	Zusatzinfo zur Adresse	0711 844631 0177 4452178 1/2 STD. VOR ANLIEFERUNG TELEFONISCH AVISIEREN !			
Tour 21598					
2	BDSK Handels GmbH & Co.KG Im Riebeisen 2 DE-71404 Korb Tel.: 07151/1685-0	Warenannahmezeiten Mo Di Mi Do Fr	Koffer Z/H 63 55,212	Kom. 23 cbm	km 7.459 kg
				Avisierter Liefertermin 28.03.2022 Fixtermin 28.03.2022 10:00	
Tour 21598					

If you notice during the tour that some details are no longer up to date, please inform our tour control hotline (+49 (0) 5226 / 984 299) of the correct details.

After successful delivery of the tour, please attach the unloading summary to a copy of the loading and trip report. Both are intended to be kept by your company.

delivery note

The delivery bills are pre-sorted per customer in a plastic sleeve. As a rule, you will receive them in duplicate. Please have one copy acknowledged by the customer with date and signature and return it to us. The second copy remains with the customer.

If you receive the delivery bills only in a simple version, in this case the customer has already received his copies in advance, electronically.

Lieferanschrift Käthe Meyerhoff GmbH Möbelhaus 12799 Hördorfer Weg 33-37 27711 Osterholz-Scharmbeck	Lieferanschrift	Nolte Küchen GmbH & Co. KG Postfach 1453 32557 Löhne, GERMANY
Firma Käthe Meyerhoff GmbH Möbelhaus Hördorfer Weg 33-37 27711 Osterholz-Scharmbeck		 334630400014 LS-Nummer.: 3348.309-00 UST-IdNr.: DE280765728 Kundennr.: 01416 Verband...: EMV Sele ZR-Nr.: AB-Datum.: 9.03.22 Tour/Lafo.: 21672/010 Kom-Nr.: 055
AB- / Lieferscheinnummer	LIEFERSCHEIN NR.: 3348.309-00	Kommissionsfolge
	vom 25.03.22 Seite 01 von 02	
	Warenannahme / Tel. : 04791 804-164 HR. KRAUSE	
	Ihre Kommission... : BOGERT 100407487001	
	Ihr Auftragsingang : 02.03.2022	
	Sachbearbeiter.... : Michael Sander	
	Telefon/Telefax... : 05732 899-8586	05732 899-68586
	Verladedatum..... : 25.03.2022	
	Versandart..... : per Spedition	Packnummer
	Serie..... : 02 MATEX 150	Artikelkurzbezeichnung
	Programm..... : N12 Nova Lack	Artikelbezeichnung
	Front-Kombination.. : 731 Lack, Weiß Hochglanz	
	Korpusaußenfarbe... : FWD Premiumweiß	

Pack	Teile	Pos	Artikel-Bez	A Text	C B M
1	1	0020. 1	T-UST60-75-GK1	L Türfront	,057
2	1	0020. 2	T-UST60-120-GK	L Türfront	,091
3	1	0020. 3	K-GK195-179	L Korpus Geräteschrank 195 NiHoel 1779,00 jedoch kpl zerlegt liefern	,709
4	1	0030	GK195-179	R Geräteschrank NiHoel 1779,00	,709
5	1	0040	W16-ZE195-60	Wange, in Korpushöhe t 585,00	,025
6	1	0886	ZUBEHÖRKARTON	Zubehörkarton	
	1	0070. 2	SOE	Teile sind im Zubehörkarton	,000
	1	0070. 4	SOE	Teile sind im Zubehörkarton	,000
7	50		Packeinheit	Sockelblende	
		0050	E-SOB	b 2100,00 h 170,00	,005
		0060	E-SOB	b 700,00 h 170,00	,001
		0070. 1	SQS	b 527,00 h 170,00	,001
		0070. 3	SCR	b 1194,00 h 170,00	,002
		0070. 5	SOS	b 527,00 h 170,00	,001
7					1,601
Pack					

Aufgeführte Positionen vollzählig und in einwandfreiem Zustand erhalten. Evtl. Mängel sind auf dem Lieferschein vermerkt. Spätere Reklamationen können nicht anerkannt werden.	Datum	Unterschrift	CBM: 1,601
			MBL: 1,601
			ELB: ,000
			KG.: 134,360

Die gelieferte Ware bleibt unser Eigentum bis zur vollständigen Bezahlung unserer Forderungen gemäß den in §11 unserer Lieferbedingungen der Auftragsbestätigung abgedruckten Regelungen über den Eigentumsvorbehalt.

production label Nolte-Küchen

Each package is provided with a production label, from which you can see the following delivery bill information:

01 23.10.12 88704 10 23100001 nolte KÜCHEN
K0 722 KDNR 30924 Herr Dahl 8804 .534 /00

Kunde: Tejo Wohnwelt Lüneburg
Ort: 21365 Adendorf
Komm: 12EOMY-1
Kordt

05 25³⁹ 2,2 0388 POS: 140
43 1,0 Pack: 13 09

PROG Trend Line Plus FRONT 53M Magnolia HG
GRIFF 482 Z KOAFBL KOAFBR KOIFB
AWD AWD AWD

1 H50-90 L 06 07 08

10 02 0970359658 09

Information on delivery bill and production label:

01	Loading day	06	commission number
02	tournumber	07	packing number
03	loading sequence	08	position number
04	order-/delivery note number	09	barcode
05	pitch/ tour part	10	article short description

production label **Express-Küchen**

Each package is provided with a production label, from which you can see the following delivery bill information:

The production label contains the following information:

- 01**: Loading day: 28.03.2022
- 02**: Tour number: 52504
- 03**: Order-/delivery number: 721
- 04**: Pitch / tour part: 01 01 H
- 05**: Commission number: 005
- 06**: Packing number: 10
- 07**: Position number: 0110
- 08**: Barcode: (00) 3 42505173 21839996 7
- 09**: Article short description: YPROFILLEISTE

Additional information on the label includes: Made in Germany, Auftrag 1227673/00, Kunde: 66611 Pohistvo IL Ambienti, Ort: SI-9000 Murska Sobota, and Kommission...: 246Lipnik906 246.

Pack	Pos	Artikel-Nr.	A Text	B	H	T
10	0110	YPROFILLEISTE	Profil L horizontal	1196,0		

Me: 1
021839996 Tour: Murska Sobota - Varazdin

Information on delivery bill and production label:

01	loading day	07	position number
02	tour number	08	barcode
03	order-/deliverynumber	09	article short description
04	pitch / tour part		
05	commission number		
06	packing number		

collection slip

You will receive the collection slips in triplicate.

- The first copy remains with the customer.
- Please attach the second copy to the returned goods as a consignment bill.
- Please return the third copy to us together with your delivery documents.

Please fill in the information in the footer as shown in the example below. If the item is NBK (**still with the customer**), then please note on the bill, incl. signature.

Abholanschrift
Küchenwelt Klingeberg
GmbH & Co. KG
Lange Str. 91-97
27305 Bruchhausen-Vilsen

Nolte Küchen GmbH & Co KG
Postfach 1453
32557 Löhne

A B H O L S C H E I N

Firma
Küchenwelt Klingeberg
GmbH & Co. KG
Lange Str. 91-97
27305 Bruchhausen-Vilsen

Kundennr.: 40613
Verband.: Nolte SE
Zr-Nr.: 00066310
VT-Nr.: 016
E-Plan-Nr.: 0
Tour/Ladef.: 21693/030
Kom-Nr.: 027

ABHOLSCHHEIN NR.: 3178.694-04 vom 28.03.22 Seite 01 von 01

Ihre Kommission.: Kempf GbR 6589 DH EG rechts 11488 BEL6330
Auftragseingang.: 01.12.2021
Sachbearbeiter.: Anna Wallmann
Telefon/Telefax.: 05732 899-8225 05732 899-68225
Tour vom.: 28.03.2022
Versandart.: per Spedition

Serie.: 02 MATRIX 150
Programm.: M20 Manhattan Uni
Front-Kombination.: 490 Melaminharz, Weiß
Korpuserußenfarbe.: FWD Premiumweiß
Arbeitsplattendekor.: S91 Beton
Arbeitsplattenausfü.: APD 40 mm mit Dickkante

Pos	Artikel-Bez.	A Beschreibung	St	Teile	EBC	WE-Bearbeitung
0031	CK567VSEF0	Constructa, Retourniert wird der Geschirrspüler von Zanker!!!	1	1	617	
			1	1		

Teile zurückgenommen Ja Nein Datum 27.03.22 Unterschrift *Dröge*

Verpackungszustand der Ware: CRM: ,599
Unverpackt Ja Nein KGG: 56,420
Teilweise verpackt Ja Nein
Original verpackt Ja Nein

Load report and drive report

The loading and trip report serves as proof for NEK. Fill it out with special care and legibly using the example printed below. **Be sure to enter both names (driver and co-driver).** Otherwise, we must assume that the tour was unloaded with only one employee, contrary to our instructions. In order to support our efforts for good and safe loading, we ask you for a judgment on the loading quality on each tour (in addition to the entry in the scanner). Please rate factually and objectively. Only in this way are we able to make targeted improvements. Please return the loading and trip report together with the delivery documents to NEK / Spedition Reber Melle.

Regardless of this, in case of any problems, always contact our tour control hotline directly by phone at (+49 (0) 5226 / 984 299)!

Tour-Nr.: 21492 Spedition: Reber Melle **Lade- und Fahrbericht** Datum: 24.03.2022

Sattel-/Koffer-Nr.: <u>3404</u>		KFZ-Kz: <u>OS-NK 100</u>		Fahrer 1: <u>DROEGE</u>		Fahrer 2: <u>HANDKE</u>	
Nachgeladen	Kom.-Nr.	Teile	Fehler	01 Fehlteile	05 beschädigtes Teil	09 Annahme verweigert (mit Erklärung)	
				02 falsche Tour	06 falsche Lieferanschrift	10 nicht geschafft (mit Erklärung)	
			03 falsch abgeladen	07 zurück - übersehen	11 Abholungen		
			04 falsche Reihenfolge	08 storniert	12 sonstiges (mit Erklärung)		
besondere Vermerke:							
<u>* bei Komm. 40 gefunden (Arbeitsplätze)</u>							
09 - AV - weil:							
10 + 12 - weil: <u>** keine WA mehr (Donnerstag + Freitag Nachmittags geschlossen → Tel. Info an Hotline)</u>							
gesprochen mit:							
bei Fehler-Nr.							
Verl.-Folge	Kunde/Ort	Kom.-Nr.	Liefer-/Abholschein-Nr.	Pack-Nr.	zurück ja/nein	Fehler-Nr.	
<u>60</u>	<u>Küchen Aktuell, Kälheim-Karbach</u>	<u>25</u>	<u>3296.942-00</u>	<u>12</u>		<u>X</u>	<u>05</u>
<u>"</u>	<u>"</u>	<u>-</u>	<u>insgesamt 4</u>	<u>Abholscheine</u>	<u>X</u>		<u>11</u>
<u>50</u>	<u>Billi Küchen, Kälheim-Karbach</u>	<u>32</u>	<u>3290.963-00</u>	<u>20</u>	<u>X</u>		<u>04</u> *
<u>30</u>	<u>Möbel Max, Nauwied</u>	<u>39</u>	<u>3154.789-01</u>	<u>3</u>		<u>X</u>	<u>01</u>
<u>20</u>	<u>Manfred Salomon, Kelsbach</u>	<u>41+42</u>	<u>kp. Kunde</u>		<u>X</u>		<u>10</u> **
<u>10</u>	<u>Neust-Möbel, Würges</u>	<u>46</u>	<u>3048.608-01</u>	<u>3</u>	<u>X</u>		<u>05</u>
Verladung: gut <input checked="" type="checkbox"/> ausreichend <input type="checkbox"/> schlecht <input type="checkbox"/>							
Achtung! Bitte sorgfältig ausfüllen!						 Unterschrift des Fahrers	

take over of the load

The load is secured by NEK in any case safe for transport with binding straps. However, please note that the operationally safe securing of the load is your responsibility. Your unloading aids, such as barrow and ladder, must also be secured accordingly. NEK will ensure that there is space for the trolley. If this is not the case, take a photo with the hand scanner and additionally report to shipping if necessary. **Do not place the cart on the furniture for transport (risk of damage).**



delivery note submission / customer registration

The planning of our delivery tours is based on the assumption that you will be at the first customer on time at the beginning of the goods acceptance time and can start unloading.

If this is not possible for you, please inform our tour control center in good time (+49 (0) 5226 / 984 299 and outside working hours by mail if necessary) so that we can inform the customer under certain circumstances and plan for any influences on the further course of the tour.

preparation for unloading

When approaching the ramp assigned to you, please bear in mind that the long parts box is located on the right-hand side of the board. Since in most cases you will not be alone at the customer's site, we recommend that every maneuvering operation be carried out with a guide.

In order to be able to unload gently and safely, it is essential that you use the aids provided to you by the customer, such as loading bay lighting, dock levellers, etc.

If space permits, you should pre-sort the long parts tied up at the rear left from the "Bömmelbund" - as shown below - by commission. However, make sure that nothing can fall over.

The extra-long parts in the long parts box are already presorted and should remain there until they are unloaded.



In any case, before you start unloading, inform yourself about the unloading and behavior guidelines and regulations of the respective customer.

If no guideline is posted, ask an employee of the goods receiving department for it. This will save you from having to repack later!

unloading

For gentle unloading, in addition to the unloading truck and ladder, always use the aids available at the customer's site, such as lighting or dock levellers.

unloading of customer orders

At each unloading point, the small and customer service orders are unloaded first.

As a rule, these are placed by commission on a collective corlette, which you please **load clearly** as shown below.

If the customer does not wish otherwise, please attach the respective delivery bill to the corresponding order.



In any case, unload the small and customer service orders according to the customer's specifications!

unloading on corlettes

When loading corlettes, you must always proceed as follows:

- Please do not load defective corlettes that pose a risk of damage to our furniture.
- Always place all "sheet material" on the trolleys with the good side facing inwards. (The good side is usually the one with the production label on it).
- Wall cabinets must never be turned upside down, as this may cause the shelves inside the cabinet to fall out.
- Base cabinets are stacked lying on their sides. When packing stacks of cabinets, always pack the heavy cabinets on the bottom and the lighter ones on the top.
- **Always place all furniture pieces so that the fronts are protected and face inward. (Note: for express kitchens, the production label is "backwards").**
- Load the corlettes so that nothing sticks out over the perimeter. Small and long parts must also be stowed so that nothing can fall out or over.
- In any case, the customer's guidelines are decisive.



unloading on worktop

If the customer does not have corlettes or other storage aids and instead requires unloading onto furniture dollies and countertops, please proceed as follows:

- Always use at least three furniture rollers at a maximum distance of 150 cm.
- Only place the worktop on them with the good side down.
- When packing up stacks of cabinets, again pack the heavy cabinets down and the lighter ones up.
- Again, do not place hanging cabinets upside down.
- Again, when stacking on countertops, place all cabinets so that the fronts are protected and facing inward.
- Be sure to stack so that there is as horizontal a surface as possible at the top, on which you can finally place the long and small parts.
- In any case, the customer's guidelines are again decisive here.



If you need to unload onto storage aids other than those described above, for example flat cars or pallets, please still implement the above specifications as far as possible.

completeness check (by Scan-System)

Each unloading always includes a careful completeness check of each individual commission. For this purpose, Reber Logistics provides you with a hand-held scanner.

If required, you can receive instruction on the device from the hotline. Please handle the scanner with utmost care and work with it as you have been shown.

To avoid unloading errors, please scan only when the package is on the customer's ramp and you have added it to the commission.

Please do not forget to record at the end of each commission and if available the corlet number, but at least the number of loaded wagons.



completeness check by scanner



Signature field in the scan menu

The customer / goods recipient have to sign for receipt of the goods in the scanner (in addition to the delivery bill)!

completeness check (by delivery note)

In exceptional cases where you do not have a hand-held scanner at your disposal, you are obliged to carry out the completeness check using the delivery bill. During unloading by commission at NEK, cross off the **pack numbers** of all unloaded packages as shown below (circle).

Be sure to unload the orders individually, one after the other and in commission order.

Pack	Teile	Pos	Artikel-Bez.	A Text	C B M
1	1	0020. 1	T-UST60-75-GK1	L Türfront	,057
2	1	0020. 2	T-OST60-120-GK	L Türfront	,091
3	1	0020. 3	K-GK195-179	L Korpus Geräteschrank 195 NiHoel 1779,00 jedoch kpl zerlegt liefern	,709
4	1	0030	GK195-179	R Geräteschrank NiHoel 1779,00	,709
5	1	0040	W16-ZE195-60	Wange, in Korpushöhe t 585,00	,025
6	1	0888	ZUBEHÖRKARTON	Zubehörkarton	
	1	0070. 2	SOE	Teile sind im Zubehörkarton	,000
	1	0070. 4	SOE	Teile sind im Zubehörkarton	,000
7		50	Packeinheit	Sockelblende	
		0050	E-SOB	b 2100,00 h 170,00	,005
		0060	E-SOB	b 700,00 h 170,00	,001
		0070. 1	SOS	b 527,00 h 170,00	,001
		0070. 3	SOB	b 1194,00 h 170,00	,002
		0070. 5	SOS	b 527,00 h 170,00	,001
7					1,601
Pack					

checking during the unloading

Basically, during unloading, you are obliged to check the furniture for the following characteristics:

Test characteristic	Description of error	Test equipment
Damages General Packaging	During unloading, please pay attention to any goods for directly visible damage such as breakage, compression, scratches, chipping, bruises, etc. In the event of damage to packaging, it is essential to check that the goods inside are undamaged. If this is possible, please repair damaged packaging.	

Inspection frequency:

During unloading, constantly check for visible damage.

Test Method:

All tests shall be performed by visual inspection during the unloading process and under the prevailing lighting on site.

procedure for damaged goods

In principle, it is prohibited to knowingly deliver damaged goods.

If you notice one or more damaged parts during unloading, always inform the customer's goods recipient first. Ask him to decide whether he still wants to accept the goods or refuse to accept them. **Regardless of the decision of the goods recipient, please use the photo function of the scanner.** Scan the item's shipping docket and then take a photo of the damage with a viewing distance of approx. 60-70 cm.

If the customer wishes to accept the goods, it is nevertheless essential to mark the corresponding package as damaged but accepted on both copies of the delivery bill. Likewise, please set the package to status "V" (= damaged, remains with the customer) in the scanning system.

In this case, the customer will only receive a replacement if he subsequently complains about the goods.

If acceptance is refused, please also be sure to mark this on both delivery bills. In the scanner, please set the package to status "B" (= damaged, return to NEK). We will then automatically redeliver the package without the customer having to make a complaint.

Afterwards, in both cases, please immediately contact our tour control hotline at (+49 (0) 5226 / 984 299) and note the incident on the loading and journey report.

In the event that acceptance was refused, please attach a copy of the loading and trip report to the goods.

retours

Any returned goods must be carefully secured by you and protected against transport damage.

Your returns must be unloaded at the returns point / south hall 2, gate 31, at Spedition Reber (Spenger Str. 49) between 00:00 and 24:00 hrs. and packed there in the corlettes provided.

Access to the gate is possible by entering a code, which you can request from your dispatcher. In addition, sanitary facilities and a shower are available there.



Note: Video recording at gate 31 (in the hall).

Returns processing: 05226 / 984 299 - (Hotline / Tour support)

Please also notify us by telephone of goods whose acceptance has been refused or whose delivery you have not managed in time, as in this case an individual decision must be made as to where the goods will be taken back.

In all cases, it is imperative that a copy of the loading and journey report and the associated return bills remain with the goods!

Please also make sure that the containers on which the returned goods are located are clean and swept.

specialties Express-Küchen

Special control and rescheduling (see sample documents)

Express		Sonderkontrolle		REBER	
Verladetag		09.09.2021			
Tour		49000			
Kommissionsfolge		016 - 011			
<input checked="" type="checkbox"/> Veränderung der Reihenfolge					
<input type="checkbox"/> Vorladung		<input type="checkbox"/> Motorwagen			
		<input type="checkbox"/> Anhänger			
		<input type="checkbox"/> in Stirnwand von Auflieger			
<input type="checkbox"/> Nachladung		<input type="checkbox"/> Motorwagen			
		<input type="checkbox"/> Anhänger			
		<input type="checkbox"/> an Türen von Auflieger			
<input checked="" type="checkbox"/> zwischen Kom		027 und 028			
<input type="checkbox"/> Obige Kommission aus Tour entnehmen					
<input type="checkbox"/> Neuverplanung in Woche oder Verladetag					
<input type="checkbox"/> Abholung durch Kunde am					
<input type="checkbox"/> Storno					
<input type="checkbox"/> Sonstiges					
<div style="border: 1px solid black; height: 20px; width: 100%;"></div>					
Datum:		Unterzeichner:			
28.03.2022		Janine Esche			

Express		Neuverplanung		REBER	
AB - Nr.:		1.070.984-00 aus Abholertour			
ALT					
alter Verladetag:		22.04.2021			
alte Tour / Komfo:		46394 / 005			
NEU					
neuer Verladetag:		28.04.2021			
neue Tour / Komfo:		Vorladung Motorwagen			
Datum:		Unterzeichner:			
28.03.2022		Janine Esche			

Special control:

Information on the change of a loading order or the removal of a commission.

Rescheduling:

There may be kitchen commissions loaded on your current tour that originally belonged to another tour. These commissions were not delivered during the initial delivery for various reasons and have now been rescheduled.

These commissions still have the stickers from the original tour on the items. However, the goods have been loaded in the correct order that you can see on the form.

You can recognize a rescheduling by the **green** form that sticks out a little from the tour folder. The delivery bills are located directly behind this form. The delivery address of this commission is then also on it.

tour controlling

If any problems or questions arise during your tour, please contact us immediately. We will be happy to help you!

In case of the following events, please call our tour escort immediately:

- Delivery date can not be met (please report early)
- Missing parts (also with NVA and yet loaded, hand scanner > notice flashes)
- Refusal of acceptance
- Damages (also transport damages)
- Standstill times, waiting times and delays (> 30 min.), which endanger the planned tour course
- Incorrect delivery address
- Hand scanner (training and problem solving)
- Furniture is requested to be delivered
- Delivery bills are missing or incomplete

Hotline tour control:

+49 (0) 5226 / 984 299

hotline.melle@reber-logistik.de

In all cases, please contact this phone number and e-mail address exclusively!

This is the only way to ensure that your problem is received at a "central point" and that you receive comprehensive assistance.

Reber Melle Logistik



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Ihre Logistik.
Unser Zuhause.

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