



## **BOLL BASICS for Optimum Service!**

Dear Partner,

To be able to give you and your customers first-class service, we need **YOUR** help.

We have put together a brief **BOLL BASICS** which will make it much easier to provide the level of service which we have promised. The game plan does not cost anything but they will have a permanent positive effect on your customer satisfaction levels.

### **1. Order Placement**

When placing an order for the very first time, please use the “**FIRST ORDER form**”. This way, we can be sure that you will be completely satisfied right from the beginning – including with the freight invoice. Later, you only need give us your daily delivery and collection orders by telephone or fax by 10 a.m. for collection on the same day.

To do so, please use our

Order and Collection Service: Tel. +49 (0)5931 40 22 22

Fax +49 (0)5931 402 92

Orders placed after 10 a.m. are normally collected and loaded on the following working day. Please remember to order split shipments upwards of 5 pallets or 2,000 kg per consignment separately. Do not include these on our local vehicles (7.5 t) together with the normal part load consignments.

### **2. Collection Times**

Please organise the collection times, taking into consideration the drive times from the place of loading to our terminal, in such a way that the consignment reaches our early scheduled route departures from 5 p.m. For unloading and loading and dealing with the paper work we need approx. 1 hour. Sometimes, just one traffic jam can mean that the load misses these early departure times because the collection vehicle is stuck in that jam.

### **3. Advantages of a Daily Shipping Advice**

A daily shipping advice makes it easier for us to plan capacities for the scheduled trucks which are required on a daily basis. We will be happy to supply you with a corresponding form to enable you to do this. When we get your shipping advice notification form, we know over the day what consignment volumes we can expect per collection tour/scheduled route/destination. Your shipping advice increases our planning efficiency. We will be glad to supply you with a specimen form. If you do not send us a shipping advice, we will not receive the consignment data until the evening when the collection truck arrives at our terminal. It could be that the scheduled truck is already full and that no more cargo space is available on the market; as a result, your consignment will have to remain at our depot.



#### **4. Standard Delivery Time of 24/48 Hours - Nationwide**

The prices and terms agreed with you refer to the transportation of groupage with a standard delivery time of 24/48 hours for the majority of consignments within Germany. The term 'majority of consignments' does not, however, mean that all deliveries can be guaranteed within those times. Statistically, approx. 93% of all consignments arrive at your customers the next day (figures given without guarantee).

#### **5. Guaranteed Delivery Time = Express Goods**

Please always arrange for these guaranteed 24-hour delivery times (next-day delivery) and any time-specific deliveries via our Express Goods department. If we fail to deliver on time, then you have a guarantee of your money back. This method of transport requires special handling and is therefore subject to a surcharge. For European transport, we use the EURAPID-Express Goods System. Please inform our express goods staff of every load which you wish to go express so that they can process all your orders smoothly right from the beginning.

#### **6. Shipping Order Forms / Labels / Barcode Tags / Delivery Note Plastic Wallets**

As far as possible, please use our shipping order forms as external delivery notes always lead to errors occurring in our computer system. Please fill in the shipping order forms legibly, completely, and accurately. Upon request, we can, of course, also supply you with your own personalised customer forms complete with relevant text. As with all other dispatch documents, we can supply these to you free of charge. In the case of "neutral" consignments, where the dispatcher and the instructing party are not identical, please remember to include your customer number on the shipping order form to ensure that we write the invoice correctly. Please also give us the correct gross weight and, in the case of bulky loads, please state the cubic metres or the metres of cargo space required so that we can calculate the correct freight figures and so that any subsequent complaints about the invoice can be avoided. Please label your consignments in such a way that the label on the side of the goods is easily readable. Please also use barcode tags as this will enable you to track your consignment on the Internet. Per shipping unit/package, a label should always be stuck on the goods and a baby label on the form which will accompany the goods. If you have any questions later, you only need give us the barcode number and our Customer Service staff will be able to assist you more quickly. Another request in this connection: please stick the consignment label horizontally and in the direct vicinity of the shipping label or the delivery note plastic wallet. The address label and barcode must be undamaged and legible. In order to avoid customer complaints, we would recommend that you always put your delivery notes in delivery note plastic wallets and affix these to the goods to be transported. Do not supply any loose delivery notes.



## **7. Your correct Consignment Data will help Security and guarantee Correct Billing**

Germany's traffic regulations and the new index of monetary fines compel us to subsequently weigh certain loads on a random basis. If the weight of the consignment subsequently differs from the gross weight stated on the shipping order form/delivery note then we will correct these documents. As you are no doubt aware, any excess weight and misrepresentations of weight discovered by the police while checking the vehicle will result in a fine. The person giving the incorrect details must bear the costs. Bulky products or goods for which a minimum weight per cubic metre of loading space has been agreed must be marked accordingly by the instructing party (remitter) who must give details of the dimensions or the cubic metre requirements on the shipping order form. If this data is not to hand, we reserve the right to measure up accordingly ourselves. Our data will then be used for the freight calculation.

## **8. Fixed Date Consignments**

We require fixed date consignments only 2 days before the fixed date in question. Please note that, whilst it is not a problem for us to store consignments temporarily either at our own depot or at the receiving terminal for more than 2 days, we will need to charge for this service.

## **9. Announced Delivery**

Upon request, we will be more than happy to notify the recipient of the goods by telephone before making the delivery. In this case, however, we will remove the consignment from our normal goods flow process. It should also be noted that this service will be invoiced. Please ensure that you note the number to be called on the data storage medium (disk).

## **10. Proof of Delivery**

You can follow up the date and time of the delivery on the Internet via our Tracking + Tracing system and also see the name of the person who has taken receipt of the goods at your customer's site. The corresponding website is [www.boll-spedition.de](http://www.boll-spedition.de). Requests for proof of delivery for consignments related to 'complaints' are free of charge. However, we do charge for proof of delivery in the case of 'clean receipts'. In both cases, you can request the receipts both via the Internet and also via our Customer Service.

## **11. Telephone Price Enquiries**

Where required, customers can obtain a quotation over the telephone. In part, these help you to do your internal pre-calculations or determine your prices. Please take into consideration the length of validity of these 'on-the-spot requests'. Telephone quotations are day prices and only valid if the order is placed immediately – i.e. no later than 5 days after quotation. In the case of differences arising between the telephone quotation and the written pricing agreement, the price submitted to the customer in writing shall always be valid.



## **12. We will do everything to prevent damage but...**

... even with the greatest of care and by taking measures to prevent damage, transport damage unfortunately cannot be entirely excluded.

If you have asked us to take out transport insurance or insurance against loss or damage on your behalf, then it is very important to enter the correct insured value for the goods on the shipping documents so that you are not underinsured and are faced with all the possible disadvantages as a result when you claim. If you fail to tell us the value of the goods, then the value will be estimated automatically using the insurance tables deposited with us. In individual cases, this can lead to an increased insurance payment. Any correction after the event is not possible because we automatically remit the insurance premium to the insurance company.

You can speed up the processing and settlement of your claim through the insurers by immediately presenting all the required documentation substantiating your damage claim. For this, we need from you:

- a statement of the damage (invoice)
- a copy of the original commercial invoice
- a complaints notification from your customer
- a customer waiver declaration

Our Customer Services staff will be more than happy to help with questions and problems in connection with claims.

## **13. Together we can guarantee satisfied customers!**

These few practical tips and measures are designed to help the co-operation between YOU and US and are an important part of our lasting and successful business relationship.

We thank you very much for YOUR support and help.

The BOLL team will do everything possible so that YOU and YOUR customers are satisfied.

**GEORG BOLL GMBH & CO. KG**

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