

Gate Booking Reservation Portal

Instructions for Suppliers and Carriers for the Receipt of New Goods

Notice

Use of the Gate Booking system is subject to the conditions set out in this document, in the document Instructions for Suppliers LOG - LC and REC (the “Manual”) and in the Instructions for suppliers and carriers for receipt of new Goods. Failure to comply with these rules may result in cancellation of the request or reservation, refusal of unloading, application of fees under this Manual or the Master Agreement, or restriction of access to the Gate Booking system.

Basic rule

For the unloading of Goods, the Supplier is obliged to submit a request for an unloading slot through the Gate Booking system only once it has accurate delivery information available, in particular order numbers, reference information and the actual number of transport units. Delivery of new Goods is possible only on the basis of an approved Gate Booking reservation.

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1. Purpose of the document and scope of application

- This document sets out the rules for using the Gate Booking reservation portal when delivering new Goods to Alza warehouses.
- The Gate Booking reservation portal and the related instructions are intended for suppliers, carriers, groupage transport companies, parcel companies and companies arranging container imports.
- The rules apply to all entities delivering Goods to Alza warehouses and presenting a Gate Booking reservation number or another pre-approved identifier.

2. Basic principles of the Gate Booking system

- **A request may be submitted only once the real parameters of the delivery are known.** The parameters stated in the request must correspond to the actual status of the planned delivery.
- **Unloading may take place only after the request has been approved.** The mere submission of a request does not create any entitlement to unloading.
- **The information stated in the request must be accurate.** The notified information in the request must correspond to the actual condition of the Goods handed over for receipt at the Alza warehouse.
- **Duplicate and concurrent requests are not permitted.** Only one request may be created for one planned delivery.
- **After a request has been submitted or a reservation has been created, the information cannot be changed in the system.** Editing information, changing the slot or cancelling a request or reservation by the supplier or carrier is not enabled through the Gate Booking system.

- **One reservation = one vehicle.** One reservation may be used for one vehicle only, and one vehicle may apply one reservation only.

3. Who submits a request for an unloading slot

- The Supplier is obliged to verify in advance whether it will arrange a direct delivery using its own transport or whether the Goods will be delivered by an external carrier or groupage service.
- **Direct delivery by one supplier:** the request may be submitted by the supplier using its own transport or by the carrier that physically delivers the Goods.
- **Groupage service for multiple suppliers:** the request is submitted by the carrier, which creates one request for all suppliers delivered within the given delivery.
- **Parcel company or courier:** the request is submitted by the parcel company or courier, not by the supplier.
- **Container import:** the request is submitted by the entity arranging the container import and unloading at the relevant warehouse.
- The Supplier must not create requests on behalf of the carrier, and the carrier must not create requests on behalf of the supplier, unless the relevant entity physically delivers the Goods.
- If the carrier hands over the transport to another carrier, only one request or reservation may exist for the planned delivery. The request is managed by the carrier that has access to the system and physically delivers the shipment.

4. Access request and user administration

Send access requests for the Gate Booking system to: info.logistika@alza.cz

4.1 Information required for registration

- company name, address and telephone number,
- company registration number,
- information on whether the entity is a supplier with its own transport or a carrier,
- for a supplier with its own transport, information on whether it will also use an external carrier,
- name, e-mail and telephone number of the Gate Booking account administrator,
- ALZA order reference number (OB*) relating to the planned delivery.
- information on the type of transport units and vehicles used for deliveries to Alza warehouses, in particular whether they are pallet transport units, parcel shipments, loose MDA Goods or containers, and whether the vehicles used meet the technical conditions for check-in at Alza warehouses, in particular the requirement for unloading at a standard loading ramp.

4.2 Rules for accounts and users

- One e-mail address may be used for one company only. One unique e-mail address cannot administer multiple companies.
- A carrier account must not be created under the name of the supplier company.
- Carriers, groupage services and parcel companies must request separate access.
- If the supplier does not have its own transport, an account for managing transport reservations is not normally created for it.
- Access may be used only by the person whose e-mail address is listed in the system and who has active access from the account administrator of the relevant company.
- Providing access to a third party outside the applicant company may result in account deactivation or access cancellation.

5. Information required before submitting a request

- Before submitting a request, the Supplier or carrier must have all information required to create a request for an unloading slot.
- The information used in the request must be up to date, correct and relate to the Goods intended for delivery to the Alza warehouse.

- The number and type of transport units must correspond to the actual physical delivery.
- If orders are consolidated within one transport unit or delivery, all orders and other required reference information corresponding to the actual contents of the delivery must be stated in the request. If an external carrier is used, the Supplier is obliged to provide the carrier with a complete list of orders and all required reference information relating to the delivery so that the carrier can correctly notify the relevant delivery.

6. Submitting a request for an unloading slot

1. In the Gate Booking system, select the relevant place of delivery and delivery type.
2. Select the corresponding vehicle type or delivery method.
3. State the actual number and type of transport units.
4. Complete all information required by the Gate Booking system relating to the given delivery.
5. Check that the information corresponds to the actual physical delivery.
6. Submit the request for an unloading slot.

After submitting the request

By submitting the request, the supplier or carrier confirms the accuracy and completeness of the information provided and undertakes to carry out the delivery in accordance with the approved unloading slot and the instructions for suppliers and carriers.

7. Approval of the request and allocation of the reservation

- Unloading may take place only on the basis of an approved request and an allocated unloading slot.
- The Supplier or carrier is obliged to continuously monitor the status of submitted requests and reservations in the Gate Booking system and follow the current status recorded in the system.
- An approved reservation is binding for all parameters stated in the request for an unloading slot.
- Reservations with information that does not correspond to reality or is not in accordance with the rules of the Gate Booking system may be cancelled.
- The reservation must not be used for other Goods, other orders, another warehouse, another type of receipt or another vehicle.
- A reservation for new receipt cannot be used for service, returned Goods, complaints or other shipments that do not relate to the receipt of new Goods.

8. Changes, cancellations and exceptional requests

- After a request has been submitted or a reservation has been created, it is not normally possible to change the information through the system.
- Changing the slot, changing the number of transport units, replacing references or cancelling a reservation by the supplier or carrier does not constitute standard use of the Gate Booking system.
- Requests to change an approved unloading slot, reservation or information stated in the request are considered an exceptional procedure and are subject to individual assessment.
- Repeated submission of change or cancellation requests may be assessed as non-standard use of the Gate Booking system.
- Requests concerning changes are sent by the supplier or carrier to technical support at info.logistika@alza.cz.
- If, on the day of unloading, an obstacle occurs that prevents the proper use of the reservation, the supplier or carrier sends an e-mail to the target warehouse with info.logistika@alza.cz in copy. Sending an e-mail does not create any entitlement to approval of the requested change, preservation of the allocated unloading slot or priority handling of the request. Alza decides on the next steps with regard to the conditions of this Manual.

8.1 Deadline for cancelling a reserved slot

Notice

A request to cancel a reserved slot must be submitted no later than 13:00 two days before the day of the unloading slot. In the event of non-use of the reserved slot or submission of a request for its cancellation after this deadline, Alza is entitled to a fee for non-use of the reserved slot.

9. Rules for transport units

9.1 Pallet transport units

- The number of pallets stated in the request must correspond to the actual number of physically delivered pallets.
- If pallets are stacked on top of each other, the number of physical pallets is stated, not the number of pallet positions.
- The Supplier or carrier is required to deliver the Goods using a vehicle type that allows the Goods to be unloaded at a standard loading ramp of the logistics centre. The vehicle must meet the technical conditions of the relevant warehouse, in particular the ramp height requirement. In the Gate Booking system, this is the Truck vehicle type. Vehicles not meeting the technical conditions for check-in at a standard loading ramp are considered Van-type vehicles; for this vehicle type, deliveries of a maximum of 6 pallets are permitted.

9.2 Parcel transport units

- Goods which, due to the total number or volume of transport units, should be delivered on pallets must not be split into multiple parcel shipments, including across multiple carriers, transport shipments, orders, delivery notes or delivery dates.
- The volume of delivered transport units (parcels) to the logistics centre for one Supplier on the day of delivery of the Goods must not exceed 0.5 m3.
- Pallet and parcel transport units may not be combined within one delivery.
- The delivery of separate parcel shipments to Alza warehouses is arranged by parcel transport companies.
- A parcel company (courier) is configured in the system for the Parcel Transport service. For this type, transport units are not stated and the unloading slot is allocated for a duration of 1 hour. Within one unloading slot for Parcel Transport, a maximum of 6 pallet positions of parcels may be delivered.

9.3 Loose Goods and MDA

- Loose Goods without pallets are notified according to the floor area used in the vehicle, corresponding to the area of a physical pallet of 120 x 80 cm.
- MDA (large white goods) intended for handling with clamp attachments must be notified and delivered as loose Goods without pallets.
- MDA Goods intended for handling with clamp attachments must not be combined in the same vehicle with Goods placed on pallets, even if the individual parts of the load are physically separated.
- For the Gate Booking system, MDA shipments (large white goods) intended for handling with clamp attachments are designated as Vehicle Type MDA. For this receipt type, a vehicle must be used that enables check-in at the truck ramp of the logistics centre and handling with clamp attachments.

10. Vehicle arrival and warehouse check-in

- The vehicle must arrive no later than 15 minutes before the start of the approved unloading slot.
- The driver must provide the Gate Booking reservation number and the required identification information for the delivery.
- If the delivery consists of Goods from multiple orders, delivery notes or multiple Suppliers, one consolidated list containing all delivered Goods must be presented for the delivery. Receipt of the delivery is confirmed on the consolidated list; individual delivery notes are not confirmed separately.
- In the event of late arrival of the vehicle or another breach of the conditions related to the allocated unloading slot, Alza reserves the right to check in the vehicle only when it has free capacity at the relevant unloading location, or not to check in the vehicle at all on that day.

11. Breach of rules, refusal of delivery and fees

- Alza may refuse to accept the Goods if the information stated in the request or reservation does not correspond to the actual delivery or is not in accordance with the conditions of this Manual.
- For a breach of the conditions of the Manual, Alza is entitled to a fee of CZK 3,000 or to the fee specified in the Master Agreement.
- In the event of non-use of the reserved slot or submission of a request for its cancellation after the deadline of 13:00 two days before the day of the unloading slot, Alza is entitled to a fee for non-use of the reserved slot of CZK 10,000 or to the fee specified in the Master Agreement.
- The fee for a breach of the conditions of the Manual and the fee for non-use of the reserved slot constitute sanction-based contractual penalties and are therefore not subject to VAT.

12. Contacts

- For communication with warehouses, primarily use e-mail.
- The telephone numbers listed in the system are for information purposes only and do not serve as technical support for suppliers.
- If you do not have access to the system, use the central e-mail address info.logistika@alza.cz.
- Requests concerning a specific warehouse should be sent to the e-mail address of the relevant place of delivery.
- The current contact details of individual places of delivery and the related documentation are published in the Instructions for suppliers and carriers for receipt of new Goods at: <https://www.alza.cz/pokyny-dodavatelum-pro-prijem-noveho-zbozi>