

LOG - LC and REC Supplier Guidelines ("Guidelines")

- Your company (**Supplier**) and Alza (**Customer**) made and entered into a Master Supply Agreement ("**Master Agreement**"), which Master Agreement includes the General Terms of Business ("**Terms**") incorporated therein by reference and available at <https://www.alza.cz/vop-pro-dodavatele>, or, as the case may be, have entered into another supply agreement.
- Clause 4 of the Terms stipulates that the Master Agreement includes also the present Guidelines incorporated therein by reference, which Guidelines lay out the technical requirements for the delivery of the Goods to Alza's warehouse facilities. Alternatively, you have agreed to comply with these Guidelines when reserving an unloading slot.
- **What do the Guidelines include?**
 - instructions and requirements that Alza's suppliers need to follow so that the Goods can be delivered to Alza's warehouse facilities properly and then distributed to Alza's end users; and
 - delivery locations (including contact details and addresses).
- **Are the Guidelines mandatory?**
 - Yes, they are. You have agreed to follow instructions for delivering the Goods as set out in the Guidelines either in the Master Agreement or when reserving an unloading time slot. If you fail to follow the instructions, Alza may refuse to accept and stock the Goods.
 - Alza is required to provide a checklist which contains more detailed information. Alza may not refuse the Goods without this checklist.

1. EDI (Electronic Data Interchange)

- The Supplier is required to implement an identical or similar SW intermediary compatible with Alza's EDI solution and do so within 1 month after entering into the Master Agreement, unless explicitly stated otherwise. Where the Supplier fails to meet this obligation properly and in due time and keeps submitting the relevant documents other than via EDI, Alza has the right to charge the EDI fee specified in the Master Agreement.
- The Supplier may also send the EDI files via the web interface. EDI is a method for exchanging VAT invoices and other documents between trading partners using a standardised electronic format.
- Suppliers using EDI are required to submit a proper (error-free) DESADV message before the Goods are physically delivered. The message must be sent at the earliest 3 days and at the latest 12 hours prior to unloading so that Alza's system can receive it properly. Any DESADV messages returned due to errors must be corrected and sent in due course.
- Any serial and/or IMEI numbers placed on the Goods must as well be documented.
 - Data on paper dispatch advice must correspond to that exchanged via EDI (DESADV) and printed on labels (SSCC).
 - Otherwise, Alza has the right to refuse the delivery.
- The Recipient shall not, upon the Supplier's request, provide subsequent transcripts of APERAK error messages; the obligation to receive, monitor and evaluate such messages shall rest solely with the Supplier.

For more details regarding EDI, please visit: <https://www.grit.eu/edi-komunikace/alza-cz>.

2. Delivery to Logistic Centres

- The Supplier **is required to deliver the Goods to all delivery locations**, that is, to all Alza's warehouse facilities listed at <https://gatebooking.alza.cz/contacts>. **Where the Supplier fails to deliver the Goods to all the delivery locations, Alza has the right to charge the selected delivery fee specified in the Master Agreement.**
- **Each individual logistic unit delivered to the Alza's warehouse facilities must be SSCC labelled.**
 - 1 logistic unit = 1 SSCC.
 - The SSCC label on the logistic unit must match the product distribution data and the information stated in the DESADV message submitted via EDI.
 - Large domestic appliances (bulk-loaded Goods) shall be assigned a single SSCC code for the entire truck or container. The physical contents of the shipment must exactly correspond to the data associated with that SSCC code in the DESADV electronic delivery note. The SSCC label, including the scannable barcode, must be positioned so that it is immediately visible upon opening the vehicle and attached to the first accessible item of Goods. In addition, the driver is required to present a legible and scannable SSCC code within the transport documentation prior to the commencement of unloading.
 - Where the carriers do not allow the logistic units (parcels) to be labelled with own barcodes, the number and barcode of the logistic unit assigned by the respective carrier can be used. This information must be stated in the DESADV message submitted via EDI.
 - Given the packaging of the logistic unit, one despatch advice message can contain several SSCCs and one SSCC can be stated on multiple despatch advice messages.
 - If the Goods are fitted by the manufacturer with a serial number, each individual item must be labelled with the corresponding scannable barcode, and the same information must be included in the electronic DESADV despatch advice.
- **Time slots for unloading must be booked online in advance, via GateBooking, as specified in Section 5 hereof.**
- **Supplier's despatch advice must be submitted to Alza via EDI in advance so that Alza has the respective information available prior to the delivery and acceptance of the Goods.**
- **Suppliers setting up an EDI connection with Alza are required to submit invoices along with their deliveries, which invoices should either be issued in paper form and accompany the Goods or be emailed at sklad@alza.cz.**
- Deliveries of new Goods may in no case include products that have been returned by Alza to the Supplier as part of the return process.
- Any and all repaired or replaced Goods must be delivered to the RMA Unit separately and be clearly labelled as "RETURN MERCHANDISE AUTHORISATION" or "RMA".

SSCC

Serial Shipping Container Code

Coding: GS1-128 (former EAN-128)

Label sizing: see recommendations below

- labels containing only the company name and SSCC: A6 size;
- labels containing more information: A5 size; and
- barcode height: 32 mm.

2.1 Logistic Unit: Parcel(s)

- Each individual logistic unit must state clearly the respective order reference (OB...).
- Accompanying invoices and despatch notes must be marked clearly (**applicable only throughout the period of setting up an EDI connection with Alza**). Once the EDI connection is set up, all documents must be submitted by the Supplier electronically via EDI.
 - Documents must be placed in self-adhesive clear plastic pockets/wallets/envelopes attached to a logistic unit.
 - The despatch note must include the order reference (OB...), which order reference must be readable upon parcel receipt.
- Each component package must be identified accordingly (1/3, 2/3, 3/3), unless this information is stated by the carrier automatically or included in the SSCC after the EDI connection is set up.
- Goods which, due to the total number or volume of logistics units, are to be delivered on pallets must not be split into multiple parcel shipments, including across multiple carriers, consignments, orders, delivery notes or delivery dates.
- **Once the EDI connection is set up:**
 - Each individual logistic unit must be SSCC labelled. SSCCs must be visible and scannable.
- Alza may refuse deliveries of parcels visibly damaged or sealed with carrier's security packing tape.

The daily logistic volume of the Goods (number of parcels) delivered by individual suppliers to a logistic centre must not exceed 0.5 cubic metres. Where either of the said values is exceeded, the Supplier is required to have the Goods delivered on pallets as specified in Section 2.2 Logistic Unit: Pallet.

2.2 Logistic Unit: Pallet

- Each individual logistic unit must state clearly the respective order reference (OB...).
 - The order reference must also be stated on documents submitted by the Supplier's driver (despatch note, invoice, waybill, etc.).
- Pallets must be stretch-wrapped and sealed with security packing tape to prevent damage.
- Shipments must be delivered on standard 800 × 1200 mm EUR-pallets or pallets of similar dimensions and construction. Pallets must be in good condition and suitable for safe handling.
- A non-standard pallet may be used only for Goods whose footprint exceeds 800 × 1200 mm. A larger quantity of smaller Goods shall not constitute grounds for the use of a non-standard pallet. Goods conforming to standard pallet dimensions must not be placed on a non-standard pallet.
- **The maximum pallet height must not exceed 180 cm.**
- **The maximum pallet weight must not exceed 500 kg.**
- Double stacking is allowed.
- The Goods must be placed onto the pallet as indicated on the products or packing.
- The Goods placed onto the pallet must not overhang the pallet edges.
- The Goods must be stacked on the pallet in a manner preventing damage.
- The Goods must be stacked on the pallet so that the product or SN/IMEI barcodes are on the outside of the pallet (if the size of the Goods so allows).
- Placing more than one type of the Goods on a single pallet (mixed pallet) within one delivery is allowed only if there is one pallet left. Such pallet must be identified as a mixed pallet.
- Where the number of products placed in any pack/carton stacked on the pallet is different to that stated by the manufacturer on the product packaging, such pack/carton must be visibly marked, sealed with coloured tape and labelled as "mixed carton/incomplete carton".

- This pack/carton must be placed onto the top layer of the Goods stacked on the pallet or on top of the pallet.
- Alza returns the EUR-pallets back to the respective carrier/Supplier immediately after delivery, applying the one-in-one-out principle. No records with respect to any EUR-pallets are made.
- A standard pallet measuring 120 × 80 cm must be loaded in the vehicle with the 80 cm side facing the unloading area and must be directly accessible to handling equipment so that it can be unloaded without prior turning, repositioning or transhipment.
- The Supplier shall be required to consolidate Goods from multiple orders or despatch notes and to utilise the capacity of logistics units efficiently, in accordance with the limits set out in these Guidelines.
- The combination of palletised and parcel shipping units within a single inbound delivery is not permitted. All Goods must be consolidated into palletised shipping units in accordance with this Manual.
- **Once the EDI connection is set up**, the Supplier is required to have each individual logistic SSCC labelled. SSCCs must be visible and scannable.
 - The transport label, including the SSCC barcode, must be affixed to the side of the pallet facing the unloading area and must remain visible, legible and scannable without any prior handling or repositioning of the pallet.

2.3 Logistic Unit: Bulk (Large and Bulky Goods)

- **Large domestic appliances (refrigerators, washing machines, dishwashers, etc.) must be delivered exclusively as bulk-loaded Goods without pallets and only by a truck suitable for unloading using clamp-handling equipment at a standard truck loading dock of a logistics centre.**
 - The minimum height of a bulk container (internal net height) is 260 cm.
 - Where the Goods are loaded in 3 or more layers on top of each other, there must be at least 25 cm of clearance between the top items and the inner top edge of the container.
 - There must be a minimum margin of 10 cm from the inner side to the stored Goods on each side.
 - The individual items must be loaded in such a way so as to be able to be unloaded using a forklift truck, without being rotated, and always in such a way so as to ensure that the manufacturer's handling instructions indicated on the packaging of the Goods are met.
 - The Goods must be delivered in their original packaging, which packaging will prevent the properly operated forklift truck from damaging the Goods or packaging.
 - Any Goods which, according to the moving and handling requirements, cannot be unloaded with a forklift truck must be delivered on pallets as specified in Section 2.2 hereof.
 - It is not permitted to combine bulk MDA Goods (Large Domestic Appliances) intended to be handled using clamp attachments with Goods placed on pallets within the same vehicle, even where the individual parts of the load are physically separated.
- **Bulky Goods**
 - Bulky goods are goods loaded on other than standard pallets or EUR-pallets or bulky goods loaded directly into the floor of the container.
 - Where the nature of the Goods so allows, even bulky goods must be secured to the base (pallet).

3. Goods

Proper Delivery and Labelling

- The Supplier agrees to deliver the Goods to Alza in the quantity and quality as so required by Alza.
- The Goods must be delivered in their original, undamaged packaging and have EAN, serial number and/or IMEI barcodes. The Goods must be delivered together with the related documents and accessories so that they can be marketed in the EEA countries.
- The Goods must be delivered in accordance with the manufacturer's instructions.

Products lacking EAN barcodes assigned to them by the manufacturer are required to be delivered by the Supplier with a substitute EAN barcode (**Alza EAN**).

How to generate an Alza EAN code:

- The Supplier receives a product code from Alza's staff in charge (an SPD Unit team member), which product code consists of alphanumeric characters – for instance, SAMO1234.
- This product code is then used to generate a label, which label is exported in the desired format (for instance, using the online barcode generators shown below): **barcode + Alza product code**.
- **Free online barcode generators are as follows:**
 - <http://online-barcode-generator.net/> - default setting: **GS1-128**
 - <http://www.barcode-generator.de/V2/cs/index.jsp> - default setting: **CODE-128**
 - <http://barcode.tec-it.com/en> - default setting: **Code-128**
- The Supplier puts the generated Alza EAN on the Goods.

3.1 Master Pack (Case Pack)

A master (case) pack is protective packaging designed to protect the contents of a package from damage during transport. In general, one package contains more than 1 Goods item.

3.2 Protective Packaging Materials

The Goods must be properly packed, by using protective packaging materials (for instance, cardboard, paper, foil, etc.) designed to shield the Goods from any physical harm and damage during handling and moving.

3.3. Sets and Bundles

- Where the Goods (1 item) consist of 2 or more different articles, the Supplier will deliver the Goods in the set ordered by Alza, that is, will put up (bundle) the Goods in sets in such a way so as the Goods can be classified as a single trade item.
- The maximum weight of the set must not exceed 40 kg and its dimensions must not exceed 120 x 120 x 80 cm.
 - Such sets must have a product barcode. SN/IMEI numbers assigned to the products must be placed on the product.
- Large heavy sets will be loaded on a single pallet, which pallet will be wrapped in foil and labelled with the product barcode. The maximum weight of such pallet must not exceed 500 kg and one such pallet can only contain one set (bundle).
- **Where the set (bundle) cannot be delivered as detailed above, it is necessary to arrange with the respective Alza's staff member to divide the product into sub-items and to stock each part of the set separately.**

3.4. EAN Codes

Only 1 specific EAN code can be indicated on 1 piece of Goods. Where there is more than one EAN code placed on the Goods, the remaining EAN codes must be invalidated (for instance, manually crossed out), otherwise the Goods will be returned to the Supplier.

3.5. Expiry

Expiry dates, best before dates, use-by dates and batch numbers must always be indicated on the outside of each item (trade item) and its master case. The Supplier is required to deliver to Alza only the Goods which, on the date of delivery to Alza's warehouse, have at least 2/3 of the total minimum shelf life of the Goods remaining (unless otherwise explicitly agreed in advance by the parties).

3.6. User Manuals and Guides, Warranty Certificates, Other Documents

User manuals and guides, warranty certificates and other documents must always come with the Goods, in such a way so as to prevent them from being lost during transit or handling.

3.7. Miscellaneous

- Where Alza receives a delivery that is damaged or incomplete (for instance, receives different types of the Goods or fewer items of the Goods requested in the order), the Supplier is required to issue a credit memo for the value of such Goods.
- Late delivery of the Goods or their packaging by the Supplier is not possible.
- A damage report is issued if external damage is found during unloading.

4. Gate Specifications

4.1 Zdiby – Czechia (LCZ) and Chrást'any – Czechia (CZLC4)

- The Supplier is required to deliver the Goods in a container enabling unloading on a standard loading ramp of 85 cm (minimum height from the ground) x 203 cm (inner width) and/or in a container fitted with a rear unloading ramp of 275 cm (maximum height) x 280 cm (maximum width).
- The floor of the container must be solid and undamaged to allow the use of warehouse handling equipment.
- Where the requirements for unloading the Goods are not complied with, Alza is not obligated to accept the delivery; within the following 3 business days, the Supplier will either deliver the Goods in a container which will meet the requirements for unloading the Goods at the designated delivery location or issue a credit memo for the value of the undelivered Goods.

4.2 Úžice – Czechia (LCU), Bernolákovo - Slovakia (SKLC3) and Szigetszentmiklós – Hungary (HULC01)

- The Supplier is required to deliver the Goods in a container enabling unloading on a standard loading ramp of 100 cm (minimum height from the ground) x 203 cm (inner width) and/or in a container fitted with a rear unloading ramp of 275 cm (maximum height) x 280 cm (maximum width).
- The floor of the container must be solid and undamaged to allow the use of warehouse handling equipment.
- Large domestic appliances (white goods) delivered by the Supplier to Alza must be delivered as follows:
 - The minimum height of a bulk container (internal net height) is 260 cm.

- Where the delivery consists of washing machines, dryers, refrigerators, etc. loaded in 3 layers on top of each other, there must be at least 25 cm of clearance between the top items and the inner top edge of the container.
- The individual items must be loaded in such a way so as to be able to be unloaded using a forklift truck, without being rotated, and always in such a way so as to ensure that the manufacturer's handling instructions indicated on the packaging of the Goods are met. There must be a minimum margin of 10 cm from the inner side to the stored Goods on each side
- The Goods may never be delivered contrary to the manufacturer's handling instructions (for instance, a refrigerator with a height of 180 cm may never be transported on its side).
- Where the requirements for unloading the Goods are not complied with, Alza is not obligated to accept the delivery; within the following 3 business days, the Supplier will either deliver the Goods in a container which will meet the requirements for unloading the Goods at the designated delivery location or issue a credit memo for the value of the undelivered Goods.

5. Gate Booking, Penalties and Links

The Gate Booking portal is used for submitting unloading slot requests for individual Suppliers or Carriers. Use of the Gate Booking system is subject to the conditions set out in this Manual and in the Instructions for Suppliers and Carriers for the Receipt of New Goods.

- In order to unload Goods, the Supplier is required to submit an unloading slot request through the Gate Booking system only once accurate delivery information is available, in particular order numbers, reference data and the actual number of transport units. Unloading may only be carried out after the request has been approved and an unloading slot has been assigned.
- The Supplier shall submit only such unloading slot requests for which the actual delivery is reasonably expected to take place. It is not permitted to submit duplicate or concurrent requests relating to the same planned delivery.
- The information provided in the unloading slot request must correspond to the actual parameters of the delivery made to the Place of Delivery.
- By submitting a request, the Supplier confirms that all provided information is accurate and complete and undertakes to carry out the delivery in accordance with the approved unloading slot and the Supplier Instructions.
- Once a request has been submitted or a reservation has been created, the information cannot be modified within the system. Editing request details, changing the unloading slot or cancelling the reservation by the Supplier is not permitted through the Gate Booking system.
- Supplier requests to change an approved unloading slot, reservation or information contained in the request are considered an exceptional procedure. Repeated requests of this nature are not regarded as standard use of the Gate Booking system and are subject to review and individual assessment.
- In the event of a late vehicle arrival or any other breach of conditions related to the assigned unloading slot, Alza reserves the right to process the vehicle only when capacity becomes available at the relevant unloading location, or not to process the vehicle at all on that day.
- The Supplier's vehicle must arrive no later than 15 minutes before the start of the reserved unloading slot.
- For any breach of the conditions set out in this Manual, Alza is entitled to charge a fee of CZK 3,000 or such amount as specified in the Master Agreement.
- In the event that a reserved unloading slot is not used, or a request for its cancellation is submitted after the deadline of 1:00 PM, two days prior to the scheduled unloading

date, Alza is entitled to charge a fee for the unused reserved unloading slot in the amount of CZK 10,000 or such amount as specified in the Master Agreement.

- The fee for a breach of this Manual and the fee for an unused reserved unloading slot constitute contractual penalties and are therefore not subject to VAT.

Gate Booking Links:

- <https://gatebooking.alza.cz/>
- <https://gatebooking.alza.cz/contacts>

6. Related Documentation and Contact Information

Instructions for Suppliers and Carriers for the Receipt of New Goods, information regarding registration in the Gate Booking system, Gate Booking operating rules and contact details for individual Places of Delivery are available at: <https://www.alza.cz/pokyny-dodavatelum-pro-prijem-noveho-zbozi>