



# Logistics Guide

Standards for the Delivery of Goods to METRO Cash & Carry Österreich GmbH, AVILO Marketing GmbH

Version 05 2015

## Introduction

This document describes the delivery guidelines (Logistics Manual) for METRO Cash & Carry Österreich GmbH and its associated company, AVILO Marketing GmbH.

AVILO Marketing GmbH, hereinafter referred to as AVILO, is a wholly owned subsidiary of METRO Cash & Carry Österreich GmbH, hereinafter referred to as METRO.

In compiling these standards for the delivery of goods, the specific requirements of METRO Cash & Carry Österreich GmbH and AVILO Marketing GmbH were taken into account, along with food regulatory requirements and GS1 Austria/ECR recommendations.

These delivery guidelines shall apply in addition to and/or in derogation of existing METRO and/or AVILO Agreements.

The supplier must ensure that any logistics service provider with which it is collaborating also complies with the standards for the delivery of merchandise.

Exceptions shall be accepted only if METRO/AVILO and the supplier have signed a written agreement to that effect.

For more information, please refer to [scm@metro.at](mailto:scm@metro.at)

Supply Chain Management

Voesendorf, 12th May, 2015

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## METRO Direct Store Deliveries:

### Store delivery addresses:

Nr.	Store:	Adress:	GLN-Nr.
10	Vösendorf	Metroplatz 1, 2331 Vösendorf, Tel.: 01 / 690 80	9000480000102
11	Linz	Franzosenhausweg 1, 4030 Linz, Tel.: 0732 / 381481	9000480000119
12	Langenzersdorf	Wiener Straße 176-196, 2103 Langenzersdorf, Tel.: 0224 / 31 01	9000480000126
13	Graz	Weblinger Straße 41, 8054 Graz, Tel.: 0316 / 28 25 00	9000480000133
14	Innsbruck	Siemensstraße 1, 6063 Rum bei Innsbruck, Tel.: 0512 / 24 24	9000480000140
15	Salzburg	Großmarktstraße 1, 5071 Wals-Siezenheim, Tel.: 0662 / 85 23 00	9000480000157
16	Dornbirn	Josef-Ganahl-Straße 5, 6850 Dornbirn, Tel.: 05572 / 37 45	9000480000164
17	St. Pölten	Stattersdorfer Hauptstraße 59, 3100 St. Pölten, Tel.: 02742 / 395	9000480000171
18	Wien-Simmering	Jedletzbergerstraße 22, 1110 Wien-Simmering, Tel.: 01 / 760 68	9000480000188
19	Wels	Industriegelände, Boschstraße 9, 4600 Wels, Tel.: 07242 / 662 88	9000480000195
20	Wr. Neustadt	Neunkirchner Straße 118, 2700 Wr. Neustadt, Tel.: 02622 / 870 50	9000480000201
21	Klagenfurt	Görtschitztal Straße 22, 9020 Klagenfurt-Hörtendorf, Tel.: 0463 / 717 70	9000480000218
	AVILO Marketing GmbH	Metro Platz 1, 2331 Vösendorf, Tel.: 0664 / 812 42 39	9000480000843
	Lager Maria Lanzendorf	Industriestrasse 3, 2326 Maria Lanzendorf, Tel.: 0664 / 812 42 39	9005569021009
	Zentrallager Linz-Hörsching	Logistikpark 1, 4063 Hörsching, Tel.: 0664 / 812 42 39	9007057000008

### Billing address:

METRO Cash & Carry Österreich GmbH.

Metroplatz 1; 2331 Vösendorf

### Goods receiving opening hours stores:

All Stores with the exception of Wels: **Monday to Thursday 06:00 to 14:30 h**

**Friday 06:00 to 12:00 h**

Store Wels:

**Monday to Thursday 07:00 to 14:30 h**

**Friday 07:00 to 12:00 h**

### EDI:

Tel.: +43 / 1 / 690 80 – 363

Fax.: +43 / 1 / 690 80 – 8 363

[edi@metro.at](mailto:edi@metro.at)

### Billing Contact Person:

Tel.: +43 / 1 / 690 80 – 361

Fax.: +43 / 1 / 690 80 – 8 361

[dl.gm90.rp@metro.at](mailto:dl.gm90.rp@metro.at)

### Quality Assurance and HACCP:

Tel.: +43 / 1 / 690 80 – 233

Fax.: +43 / 1 / 690 80 – 8 233

[DL.GM90.QM@metro.at](mailto:DL.GM90.QM@metro.at)

### Supply Chain Management:

[scm@metro.at](mailto:scm@metro.at)

## **AVILO Warehouse Delivery – Hörsching**

**Notification:**

[Avisierung@metro.at](mailto:Avisierung@metro.at) - at least 48 hours before delivery only in case of date & quantity changes

**Delivery Address:**

Schachinger marken & frische  
Logistik GmbH & Co KG  
Logistikpark 1  
A-4063 Hörsching

**Billing address:**

AVILO Marketing GmbH  
Metro Platz 1; A-2331 Vösendorf

**Goods Receiving opening hours Warehouse:**

**Monday - Friday 06:00 – 15:00**

**Logistics Contact Person METRO/AVILO (operational Logistics):**

Tel: +43 (664) 812 42 39  
Fax: +43 (1) 690808-349  
Email: [dispo@metro.at](mailto:dispo@metro.at)

**EDI:**

Tel.: +43 / 1 / 690 80 – 363  
Fax.: +43 / 1 / 690 80 – 8 363  
[edi@metro.at](mailto:edi@metro.at)

**Billing Contact Person:**

Tel.: +43 / 1 / 690 80 – 361  
Fax.: +43 / 1 / 690 80 – 8 361  
[dl.gm90.rp@metro.at](mailto:dl.gm90.rp@metro.at)

**Quality Assurance und HACCP:**

Tel.: +43 / 1 / 690 80 – 233  
Fax.: +43 / 1 / 690 80 – 8 233  
[DL.GM90.QM@metro.at](mailto:DL.GM90.QM@metro.at)

**Supply Chain Management:**

[scm@metro.at](mailto:scm@metro.at)

International Tax Code: ATV0010585805  
AVILO UID Nr.: ATU19416601

## AVILO Platform Delivery – Maria Lanzendorf

**Delivery Address:**

Frigologo Lebensmittellogistik GmbH  
Industriestrasse 3  
A-2326 Maria Lanzendorf

**Billing address:**

AVILO Marketing GmbH  
Metro Platz 1; A-2331 Vösendorf

**Goods receiving opening hours Platform Maria Lanzendorf:**

Fruit & Vegetable: **Sunday to Friday 06:00 to 10:30 h**  
Chilled: **Monday to Friday 04:00 to 06:00 h**

**Logistics Contact Person METRO/AVILO:**

Tel: +43 (664) 812 42 39  
Fax: +43 (1) 690808-349  
Email: [dl-mccatsdlavilofrischeog@metro.at](mailto:dl-mccatsdlavilofrischeog@metro.at)

**EDI:**

Tel.: +43 / 1 / 690 80 – 363  
Fax.: +43 / 1 / 690 80 – 8 363  
[edi@metro.at](mailto:edi@metro.at)

**Billing Contact Person:**

Tel.: +43 / 1 / 690 80 – 361  
Fax.: +43 / 1 / 690 80 – 8 361  
[dl.gm90.rp@metro.at](mailto:dl.gm90.rp@metro.at)

**Quality Assurance and HACCP:**

Tel.: +43 / 1 / 690 80 – 233  
Fax.: +43 / 1 / 690 80 – 8 233  
[DL.GM90.QM@metro.at](mailto:DL.GM90.QM@metro.at)

**Supply Chain Management:**

[scm@metro.at](mailto:scm@metro.at)

AVILO UID Nr.: ATU19416601

## AVILO Consignment Warehouse Delivery - Neuburg am Inn

**Delivery Address:**

Brummer Logistik GmbH  
Schmelzing 1  
D-94127 Neuburg am Inn

**Billing address:**

AVILO Marketing GmbH  
Metro Platz 1; A-2331 Vösendorf

**Goods receiving platform:**

Please align supply of goods directly with Brummer.

Tel: +49/8507/9005-0; DW -190 od. -189

Fax: +49/8507/9005- 9 87 od. -990

Email: [info@brummer-logistik.de](mailto:info@brummer-logistik.de)

**Logistics Contact METRO/AVILO (operational Logistics):**

Tel: +43 (664) 812 42 39

Fax: +43 (1) 690808-349

Email: [DL.GM90.AVILOLogistik@metro.at](mailto:DL.GM90.AVILOLogistik@metro.at)

**EDI:**

Tel.: +43 / 1 / 690 80 – 363

Fax.: +43 / 1 / 690 80 – 8 363

[edi@metro.at](mailto:edi@metro.at)

**Billing Contact Person:**

Tel.: +43 / 1 / 690 80 – 361

Fax.: +43 / 1 / 690 80 – 8 361

[dl.gm90.rp@metro.at](mailto:dl.gm90.rp@metro.at)

**Quality Assurance and HACCP:**

Tel.: +43 / 1 / 690 80 – 233

Fax.: +43 / 1 / 690 80 – 8 233

[DL.GM90.QM@metro.at](mailto:DL.GM90.QM@metro.at)

**Supply Chain Management:**

[scm@metro.at](mailto:scm@metro.at)

AVILO UID Nr.: ATU19416601



## **AVILO TK Consignment Warehouse Delivery – Bergheim**

**Delivery Address:**

TKL Lebensmittel Logistik GmbH  
Warenverteilzentrum Salzburg (WVZ-S)  
Siggerwiesen 36  
A-5101 Bergheim

**Billing address:**

AVILO Marketing GmbH  
Metro Platz 1; A-2331 Vösendorf

**Goods receiving platform:**

Please align supply of goods directly with TKL.

Tel: +43 (0)1 33165- 1370  
Fax: +43 (0)1 33165- 1389  
Email: [customerservice@tkl.at](mailto:customerservice@tkl.at)

**Logistics Contact METRO/AVILO (operational Logistics):**

Tel: +43 (664) 812 42 39  
Fax: +43 (1) 690808-349  
Email: [dl.gm90.AVILOLogistik@metro.at](mailto:dl.gm90.AVILOLogistik@metro.at)

**EDI:**

Tel.: +43 / 1 / 690 80 – 363  
Fax.: +43 / 1 / 690 80 – 8 363  
[edi@metro.at](mailto:edi@metro.at)

**Billing Contact Person:**

Tel.: +43 / 1 / 690 80 – 361  
Fax.: +43 / 1 / 690 80 – 8 361  
[dl.gm90.rp@metro.at](mailto:dl.gm90.rp@metro.at)

**Quality Assurance and HACCP:**

Tel.: +43 / 1 / 690 80 – 233  
Fax.: +43 / 1 / 690 80 – 8 233  
[DL.GM90.QM@metro.at](mailto:DL.GM90.QM@metro.at)

**Supply Chain Management:**

[scm@metro.at](mailto:scm@metro.at)

AVILO UID Nr.: ATU19416601

## Contact Data GS1 Austria and ECR

### GS1 & ECR:

GS1 Austria GmbH  
Brahmsplatz 3  
1040 Wien  
T +43/1/505 86 01 – 0  
E-Mail: [office@gs1.at](mailto:office@gs1.at)  
[www.gs1austria.at](http://www.gs1austria.at)  
<https://ecr-austria.at/>

HG Wien, FN 105353g

### GS1 Austria (Labelling & Barcodes):

Mr. Gerald Gruber  
GS1 System  
T: +43 1 505 86 01-43  
E-Mail: [gruber@gs1.at](mailto:gruber@gs1.at)

## 1 GENERAL TERMS OF DELIVERY

Unless agreed otherwise with the supplier (e.g., in a Purchase Agreement or an Agreement on Conditions), liability shall transfer only after the goods have been unloaded.

The store and/or the warehouse clerk/service provider shall provide the supplier or freight forwarders with suitable unloading equipment to unload the goods.

All of the guidelines mentioned in this Manual are based on GS1 Austria or ECR standards. For further details, please use the contact information listed at the beginning of this Manual to contact the responsible parties at GS1 and ECR.

## 2 RECONCILIATION OF LOGISTICAL DATA

A logistical data reconciliation form has been developed to coordinate the logistical capabilities of the supplier with METRO/AVILO. This reconciliation reflects all of the relevant logistical data for a delivery to METRO/AVILO.

Please contact METRO/AVILO if you have not yet filled out a logistical data reconciliation form. ([scm@metro.at](mailto:scm@metro.at))

## 3 DELIVERY DATE & DELIVERY TIME WINDOW

The order and delivery times agreed with METRO/AVILO must be respected as binding. Inbound deliveries must be made on the agreed delivery date (not before and not after) and during the incoming goods acceptance times. If time windows have been agreed to as well, then these must also be respected.

**METRO/AVILO reserves the right to charge the supplier for any indirect and direct costs incurred as a result of noncompliance with the indicated delivery dates and time windows. If necessary, the goods may be refused.**

### 3.1 Warehouse & Platform – Linz Hörsching

Changes of the given delivery date or the ordered quantities have to be announced 48 hours in advance to [avisierung@metro.at](mailto:avisierung@metro.at).

### 3.2 Consignment Warehouse – Bergheim and Neuburg am Inn

Metro C&C Österreich runs two consignment warehouses. To join this process, please contact your category manager.

In case you supply one of these warehouses, you are responsible for the disposability of goods. You order. Stock quantity has to be at a level that assures an availability agreed in the delivery reliability contract. Please align lead times directly with the warehouse carrier.

### 3.3 Regulations for bank holidays

Our automatic regulations concerning bank holidays ensure, that you gain the agreed delivery time around Austrian bank holidays. You have to follow the resulting delivery day:

For the case that the bank holiday is placed between the usual order and delivery day, your lead time is increased for one day.

e.g.

- bank holiday on Wednesday
- originally agreed ordering day: Monday
- originally agreed delivery day: Thursday (delivery time: 3 working days)

→ While the ordering day remains Monday, the delivery day moves automatically to Friday

For the case that the bank holiday is placed on the usual delivery day, the delivery day is moved to the next working day.

e.g.

- bank holiday on Thursday
- originally agreed ordering day: Tuesday
- originally agreed delivery day: Thursday (delivery time: 2 working days)

→ While the ordering day remains Tuesday, the delivery day moves automatically to Friday

For the case that the bank holiday is placed on the usual order day, you will receive our orders one day in advance. The delivery day does not change.

e.g.

- bank holiday on Monday
- originally agreed ordering day: Monday
- originally agreed delivery day: Wednesday (delivery time: 2 working days)

→ You will receive our orders one working day in advance (Friday instead of Monday). The delivery day remains unchanged.

### 3.4 Internal company holidays and international bank holidays

Please note that our regulations regarding bank holidays are just valid for Austrian bank holidays. You have to communicate bank holidays in your country of residence as well as internal company holidays (e.g. stocktaking, bridge days) 4 weeks in advance to our purchasing department (CC: [liefertreue@metro.at](mailto:liefertreue@metro.at))

## 4 COMPLETENESS OF DELIVERIES, AVAILABILITY OF GOODS

The goods ordered must be delivered in their entirety; i.e., the correct items, in the correct quantities, according to the order. In order to ensure this, the supplier shall guarantee the current availability of

goods. Partial deliveries without written approval are not permitted. METRO/AVILO may, at its discretion, excess deliveries or incorrect deliveries.

## 5 SHIPPING DOCUMENTS

Every inbound delivery must be accompanied by a corresponding delivery note. **Each delivery note may list only one order number.** If several orders or order numbers are issued for the same delivery date, then the same number of delivery notes must be enclosed.

Each order or order number must be delivered on a separate pallet. If an order quantity is too high to fit on one pallet, then as many pallets must be used as needed to avoid exceeding the aforementioned maximum dimensions per pallet.

If an inbound delivery contains several orders, interim pallets may be used.

To comply with the CMR (road consignment note) regulations, the shipment must also be accompanied by a CMR Waybill. If the law requires that additional documents (e.g., accompanying documents for excise tax declarations, see Illustration 26: Accompanying Administrative Document. The standard ECR delivery note must be used as the delivery note (see Illustration 1: Standard ECR Delivery Note).

<b>Firmenlogo</b>		<b>Anschrift</b>	
(1) (des Lieferanten bzw. Versenders)		(2) (des Lieferanten bzw. Versenders)	
<b>Lieferschein</b>		(5) Warenempfänger:	
(3) Lieferadresse:		(6) Versender bzw. Lieferant:	
(4) Abladestelle:		(7) Kundennummer:	(16) Seitenzahl
		(8) Lieferbedingungen:	(12) Lieferdatum
		(9) Lieferscheinnummer:	(13) Uhrzeit
		(10) Bestellnummer:	(14) Datum
		(15) Bestelldatum:	
(11) Bestell- u. Lieferscheinnummerncode:			
<b>Pos</b>	<b>Menge</b>	<b>ME</b>	<b>Inhalt/ME</b>
(17)	(18)	(19)	(20)
<b>Artikelbezeichnung</b>		<b>EAN der Menge</b>	
(21)		(22)	
<b>freies Feld</b>		(23)	
(24) freies Textfeld:			
(25) Lademittel (Art und Menge):		(26) Volumen:	(27) Bruttogewicht:
		Ware vollständig übernommen:	Datum:
(28) Stampiglie und Unterschrift			

Illustration 1: Standard ECR Delivery Note

No.	Contents	Number of printing digits	R/O*
1	Supplier's or sender's company name	3x35	R
2	Address of the supplier or sender	4x40	R
3	Delivery address: place where the goods will be unloaded	7x35	R
4	Unloading point: precise description of the receiving door at which the goods will be unloaded at the consignee's premises	2x35	O
5	Consignee: Address of the location where the goods will be received	4x40	O
6	Address of the supplier, if the sender is listed in Point 1	4x40	O
7	Customer number listed for the supplier or sender	1x27	O
8	Supplier's or sender's precise delivery terms	3x27	O
9	Delivery note number	1x27	R
10	Order number under which the delivery was ordered	1x27	R
11	Order/Delivery note number in the form of a GTIN 128 code	5x75	O
12	Delivery date: Date on which the delivery is scheduled	1x12	R
13	Estimated delivery time	1x12	O
14	Date on which the delivery note was issued	1x12	R
15	Date on which the order was placed	1x12	O
16	Number of pages in the delivery note	1x12	R
17	Item numbers in ascending order on the delivery note – up to 25 lines	1x2	R
18	Number of GTINs ordered	1x7	R
19	Unit (e.g., piece, carton, rack, can, case)	1x5	R
20	Contents per unit goods: e.g., 12x150 g, 6 cans, 8 packages goods: the actual chargeable weight, e.g., 135.25 kg	for standard for variable-weight 1x10	R
21	Precise description of item **	1x22	R
22	GTIN for the quantity ordered	1x14	R
23	Unreserved field for product-related supplier notes, e.g. MHD, batch/lot numbers, internal item numbers, number of pallets per item	1x10	O
24	Unreserved text field for other notes, such as legally required data (see Point 8).	2x75	O
25	Loading appliances Type: pallet, CHEP pallet, roll container ... Quantity: exact number of loading appliances	4x28	O
26	Delivery volume, including loading appliances and packaging	1x20	O
27	Gross delivery volume, including loading appliances and packaging	1x20	O
28	Stamp and signature of the consignee	3x40	R

R = Required field, O = Optional field

\*\*When using the ECR model for delivery notes, the item number must be listed in Field 21, "Precise description of item".

**Table 1: ECR Contents – Standard Delivery Note**


If this is not possible, the delivery note must at least include the following data:

- Address of the supplier or sender
- Exact delivery address (the place where the goods will be unloaded)
- Order number under which the delivery was ordered
- Delivery date (date on which the delivery is scheduled)
- Item numbers in ascending order on the delivery note/CMR
- EAN/GTIN of the respective items
- Unit (e.g., piece, carton, etc.)
- Contents per unit (e.g., kg, cans, etc.)
- Precise description of item

Ideally, the METRO item number and the supplier's item number should also be indicated.

**The sequence of the items on the delivery note must match the sequence on the original METRO/AVILO order.**

Between the shipping documents and the delivery note a link must be identifiable. All numbers of the delivery note must be indicated on the shipping documents. In case of assigning EC Logistics (formerly Rail Cargo) with the transport, you have to note the numbers of the delivery notes into the field "Referenznummer Empfänger" (reference receiver) or "Referenznummer Absender" (reference consignor)

RCA-interne Vermerke:		Erklärungen des Absenders: Beilagen	
<b>National</b> BahnExpress <input type="checkbox"/> <b>Bex 10</b> <input type="checkbox"/> <b>Bex 12</b> <input type="checkbox"/> <b>KEP</b> <input type="checkbox"/>		<b>International</b> RailStandard <input type="checkbox"/> <b>KEP</b> <input type="checkbox"/> <b>RailExpress</b> <input type="checkbox"/> (*)	
1 Selbstabholung im LC oder Stützpunkt PLZ: _____		23 Versanddatum _____	
2 Empfänger, Anschrift, Land; abweich. Zustellort PLZ _____		24 Nachnahme in Ziffern Euro (EUR) _____	
3 Absender, Anschrift, Land; abweich. Abholort PLZ _____		25 Transportversicherung Euro (EUR) _____	
4 Anzahl _____		26 Kundnummer 81 _____ UD-Nummer	
5 Art der Verpackung, Bezeichnung des Gutes _____		27 Sendungsnummer <b>3 462 506 - 1</b>  (90) 3 462 506 1	
6 Sperrigkeit, Rauminhalt Abmessungen: _____ m <sup>x</sup> _____ m <sup>x</sup> _____ m <sup>=</sup> _____ m <sup>3</sup>		28 Beförderungsdienstliche Hinweise _____	
7 Tauschgeräte PA *** TR <input type="checkbox"/> TB <input type="checkbox"/> Y <input type="checkbox"/>		29 RID <input type="checkbox"/> <input type="checkbox"/>	
8 Referenznummer Abs. _____		30 Masse kg _____	
9 Referenznummer Emp. _____		31 Annahmestempel _____	
Ihre Logistik-Schiene <b>Rail Cargo Austria</b> Ein Unternehmen der DB		Rail Cargo Austria AG Wien, FN 248731 g	
Blatt 2 (Doppel)		Der stark umrahmte Teil wird vom Absender ausgefüllt. Zutreffendes bitte ankreuzen <input checked="" type="checkbox"/>	

**Illustration 2: shipping document EC Logistics (RCA)**

For shipments of food items requiring refrigeration and deep-freeze facilities, the sender must indicate the required transport temperature on the shipping documents/waybill.

In addition, the shipping documents must contain all the specific legal requirements and/or certification standards stipulated for the respective supplier and/or item (e.g., data required by the Organic Farming Ordinance [*Bio-Verordnung*], data required by the Fish or Beef Labeling Ordinance [*Fisch-oder Rindfleischkennzeichnungsverordnung*], required residue-free guarantees for food items of animal origin, data required by the MSC, data required by the AMA Quality Seal Program [*AMA-Guetesiegel*] for fresh meat in Austria, etc.

The supplier shall indemnify and hold METRO/AVILO harmless against any claims due to defective or missing data requested in the shipping documents that are required by law or by certification standards.

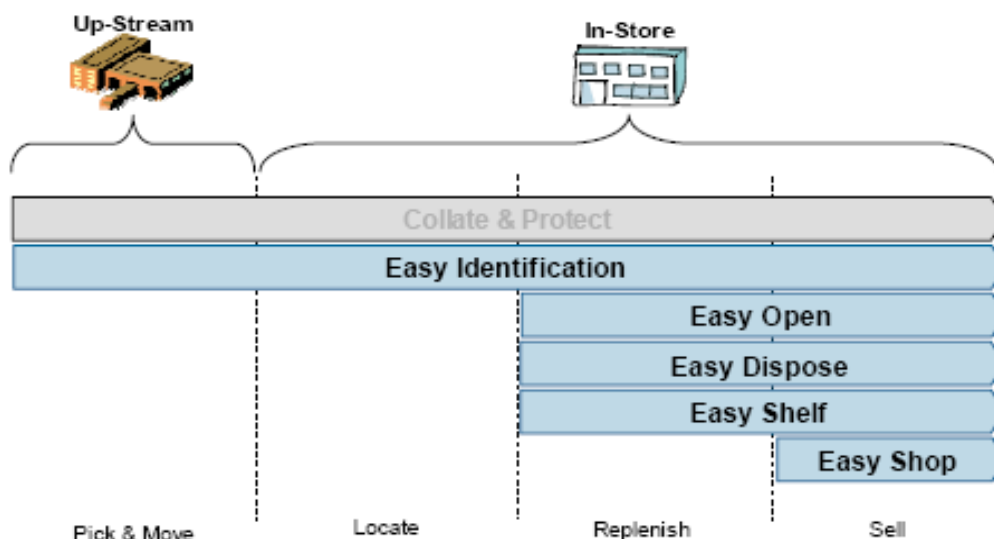
All of the data on the shipping documents must match the associated goods in the inbound delivery.

The delivery notes must be affixed to the goods in a visible spot and securely in order to prevent their slipping off.

Trucks without a delivery note shall automatically be given the lowest priority.

## 6 SHELF READY PACKAGING

We expect from you the realization of the ECR (Efficient Consumer Response) Shelf Ready Packaging (SRP) reference. For us this is a shelf optimized grouping packing. It has to comply with the following functional demand:



**Illustration 3: Requirements Shelf Ready Packaging**

To archive an aligned implementation we please contact [scm@metro.at](mailto:scm@metro.at).



## 7 TRANSPORT CONTAINERS

All inbound deliveries must be made on Euro pallets. Exceptions are goods that may not be delivered on Euro pallets due to legal requirements or their specific properties. If METRO/AVILO orders fall below a delivery volume of  $\frac{1}{4}$  CCG 1 pallet, parcel/package delivery shall be permitted.

### 7.1 Euro Pallet

The basic dimensions of these pallets must be 800 x 1200 x 144 mm (AUSTRIAN STANDARD [ÖNORM] A 5300) and must be labeled with EUR on the right corner block.



Illustration 4: Euro Pallet

### 7.2 H1 Pallet

The basic dimensions of H1 pallets must be 800 x 1200 x 160 mm. These must be used if required by law or contractually agreed. In any case, H1 pallets must be used for meat and sausage items, as well as fresh fish.



Illustration 5: H1 Pallet

### 7.3 E2 Boxes

The basic dimensions of E2 boxes are 600 x 400 x 200 mm. If these are used as goods carriers for inbound deliveries, they absolutely must be delivered on an H1 pallet. Loose E2 boxes shall not be accepted under any circumstances.



**Illustration 6: E2 Boxes**

## **7.4 CHEP Pallet**

Due to the nature of displays, they may be delivered on  $\frac{1}{2}$  or  $\frac{1}{4}$  CHEP pallets, but these must be delivered on a Euro pallet. In addition, they must be secured during transport.



**Illustration 7: CHEP Pallet Example (1/4)**

## **7.5 Euro-Pallets as Transport Containers**

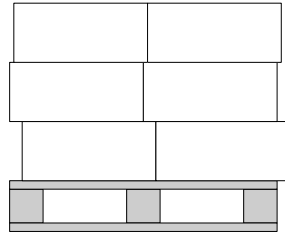
### **7.5.1 Pallet load weight**

For direct inbound deliveries to the wholesale stores and to the METRO/AVILO perishable goods and/or fruit and vegetable hub, the total weight of a pallet may not exceed 1,000 kg.

For inbound deliveries to the METRO/AVILO Central Warehouse, CCG1 pallets may not exceed 600 kg and CCG2 pallets may not exceed 1,000 kg. Pallet height.

### **7.5.2 Pallet overhangs**

Stacking beyond the horizontal section of the pallet must be avoided. If the horizontal section of the transport unit is exceeded, METRO/AVILO reserves the right to refuse the goods and/or to charge the supplier for the costs of restacking the pallet.



**Illustration 8: Pallet overhang**

### 7.5.3 Pallet height

The loading height of the delivered pallets must comply with one of the following standards:

**Preferred:**

- ❖ CCG 1            1050mm (product 900mm + pallet 150 mm)
- ❖ CCG 2            1950 mm (product 1800 mm + pallet 150 mm)

**Accepted:**

- ❖ EUL 1            1200 mm (product 1050 mm + pallet 150 mm)
- ❖ EUL 1.4          1620 mm (product 1470 mm + pallet 150 mm)
- ❖ EUL 2
  - 2250 mm (product 2100 mm + pallet 150 mm)
  - 2400 mm (product 2100 mm + pallet 2x150 mm)

The CCG1 and/or CCG2 standards are mandatory for deliveries to the METRO/AVILO Central Warehouse. Deviations from these standards shall be accepted only with METRO/AVILO's written agreement.

Pallets exceeding the aforementioned dimensions shall not be accepted. Pallet stacking is permitted. The goods on the lower pallet must not be damaged by the stacking.

### 7.5.4 Procedure for exchanging reusable transport packaging (Euro, H1, CHEP, E2 boxes)

The regular exchange procedure shall apply to the exchange – either a back-to-back exchange or via an account set up for this purpose and certified by all the parties involved (signature).

Commercial pallets/boxes that are in normal, usable and marketable condition may be exchanged.

Pallets (boxes) shall not be exchanged if:

- a board is missing or has a horizontal break,
- a board in the pallet's base or frame is split or broken in such a way that a nail or screw shaft is visible,
- a block is missing, broken or split in such a way that the nails or screws are visible,

- there is not at least one identifying label available or visible (EUR or pool operator's ID) on the pallet/box,
- the overall condition is so bad that the load-bearing capability is no longer guaranteed or the products on the pallet might be contaminated or damaged.

CHEP pallets are handled in accordance with the CHEP rental procedures.

**We will not consider other transport containers as described in paragraphs 7.1 bis 7.4 as valid exchange medium (e.g. Dollies, one-way pallets).**

## 7.6 Displays

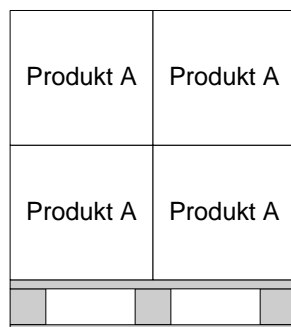
Displays weighing a maximum of 100 kg may be delivered. Ideally, displays should have the dimensions 400 x 600 mm, 800 x 600 mm or 1200 x 800 mm and/or should be flush with the pallet.

In addition, each display must be listed with its own item number and labeled with its own GTIN/EAN.

The number of displays must be indicated under "Quantity" on shipping documents. Invoicing must be done in the display unit.

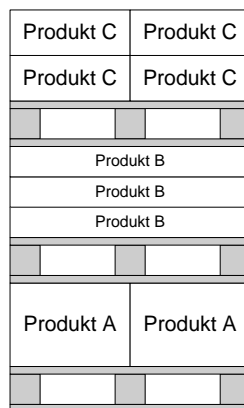
## 8 GENIUS PALLETS

If pallets are used as logistical units, each pallet delivered should contain only one type of product, to the extent order quantities permit.



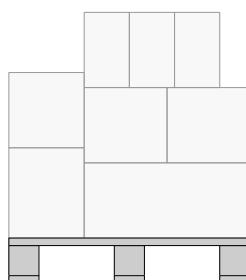
**Illustration 9: Unmixed Pallet**

If the order quantity is not big enough to take full advantage of the pallet's height and/or weight limits, the products must be delivered in unmixed layers. These unmixed layers must be separated by an intermediate/spacer pallet (layer or sandwich pallet). Layered deliveries are allowed only if the load-bearing capability of the items underneath is ensured and the supplier guarantees that the items on the lower layers will not be damaged.



**Illustration 10: Layer/Sandwich Pallet**

If a layered delivery is not possible because the order quantities are too small, then mixed pallets shall be accepted. It must be possible to accept the goods and to identify the individual products without restacking.



**Illustration 11: Mixed Pallet**

In each case, the packages must be stacked in such a way that each package's complete labeling (incl. MHD and/or batch number) is visible on the outside of the pallet.

Basically, if packages are used as logistical units, the same rules shall apply. Packages must be filled with one type of product only, to the extent this is possible, based on the underlying order quantities.

## 9 SECURING DURING TRANSPORT

In order to guarantee a secure delivery and to minimize the risk of damage during transport, all shipments by the supplier must be packaged in accordance with legal requirements and secured during transport and the packaging must be tamper-proof. In addition, the transport must be secured in such a way as to prevent the load from shifting (see 2.5.2).

## 10 MERCHANDISE LABELING

All barcodes and labels must comply with the GS1 Austria and/or ECR guidelines. All barcodes must at least meet Quality Classification 2.5 (see GS1 Austria:

[http://www.gs1austria.at/html/documents/GS1\\_Qualitaet\\_3.pdf](http://www.gs1austria.at/html/documents/GS1_Qualitaet_3.pdf)).



Illustration 12: EAN 13<sup>1</sup>

### 10.1 Shipping Units (Transport Labels)

Each shipping unit must be labeled with a transport label that meets the GS1/ECR standard. The data must be printed on the transport label in clear text and in barcode form.

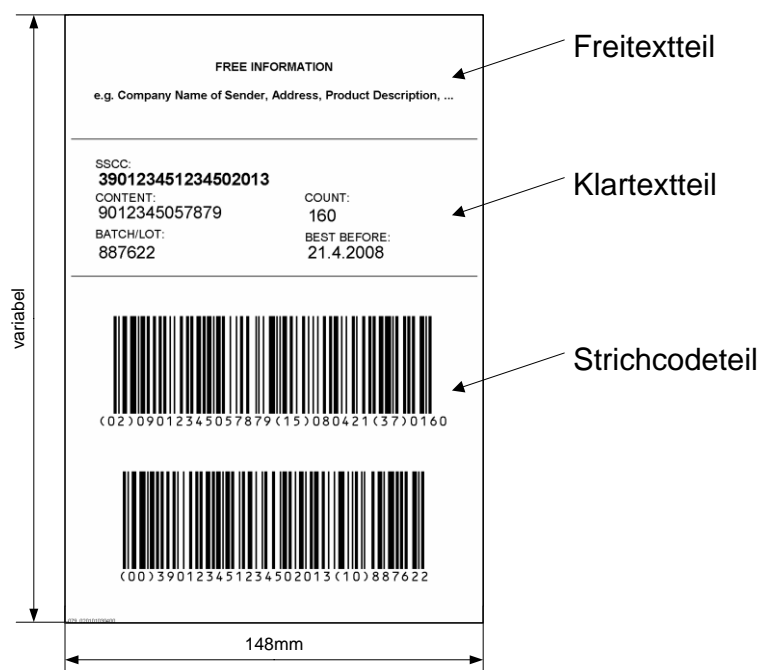


Illustration 13: Composition of a Standard Transport Label <sup>2</sup>

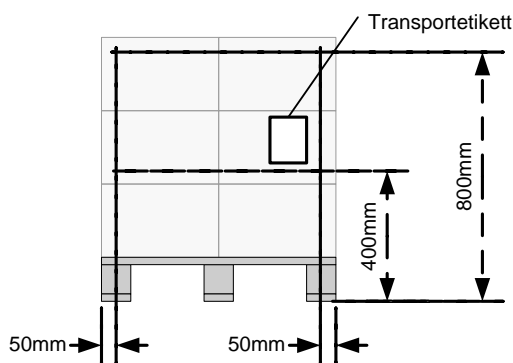
- The free text portion may be used for the company name or the company logo

<sup>1</sup> [http://www.gs1austria.at/html/documents/GS1\\_Qualitaet\\_3.pdf](http://www.gs1austria.at/html/documents/GS1_Qualitaet_3.pdf) [April 29, 2008]

<sup>2</sup> [http://www.gs1austria.at/html/documents/GS1\\_ECR\\_128T1\\_070205\\_Dbl.pdf](http://www.gs1austria.at/html/documents/GS1_ECR_128T1_070205_Dbl.pdf) [April 29, 2008]

- Depending on the composition of the shipping unit, the clear text portion must contain the required information on the goods
- Depending on the composition of the shipping unit, the barcode portion must contain the required information in EAN-128 format

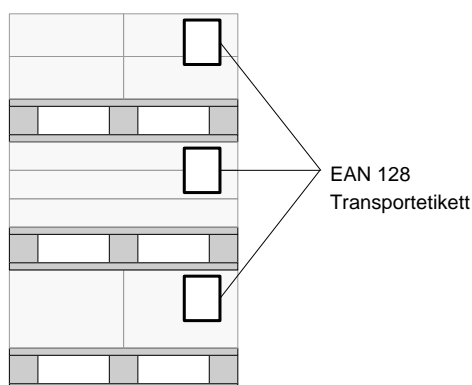
Ideally, this transport label should be placed on all four sides of the pallet. However, it is compulsory to place the label on one of the pallet's narrow sides and on one of the pallet's broad sides. The labels must be placed at a height of between 400 mm and 800 mm and must be 50 mm from the edge.



**Illustration 14: Transport Labels' Position**

If the goods are being shipped in parcels/packages, each parcel/package must be labeled with at least one transport label.

If the goods are being delivered on layer or sandwich pallets, each layer must have its own transport label.

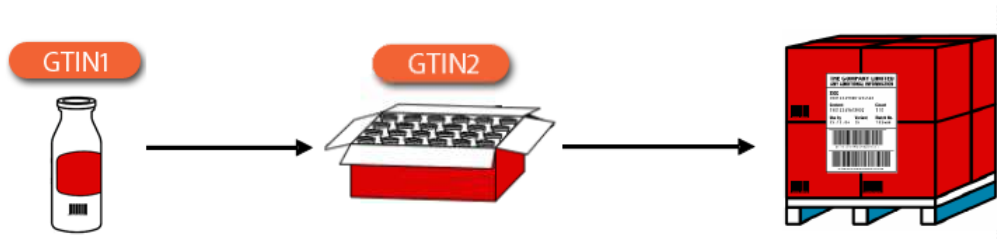


**Illustration 15: Positioning the Transport Label on Layer Pallets**

In each case, this transport label must contain the SSCC (Application Identifier) AI (00) assigned to it. In addition, other information must be added to the transport label, depending on the contents. A compendium of the most important AIs can be found in the Annex (Chapter 20.3, Application Identifiers (AI)).

### 10.1.1 (Homogeneous) shipping unit with a standard number of identical trade units

If the shipment contains a multiple of a standard number of identical trade units, an EAN-128 transport label must be affixed to the pallet.



**Illustration 16: Non-standard homogeneous shipping unit <sup>3</sup>**

The following must be indicated on the transport label:

- SSCC (AI 00)
- EAN/GTIN of the highest-level packaging hierarchy of goods contained in the transport unit (A 02)
- Expiration date (AI 15) – if required by law
- Number of the highest-level packaging hierarchy of goods, in pieces (AI 37)
- Batch/lot number (AI 10)

FREE INFORMATION	
e.g. Company Name of Sender, Address, Product Description, ...	
SSCC: <b>390123451234502013</b>	
CONTENT: 9012345057879	COUNT: 160
BATCH/LOT: 887622	BEST BEFORE: 21.4.2008
 (02)09012345057879(15)080421(37)0160	
 (00)390123451234502013(10)887622	

**Illustration 17: Example: Transport Label for Unmixed (homogeneous) Pallet <sup>4</sup>**

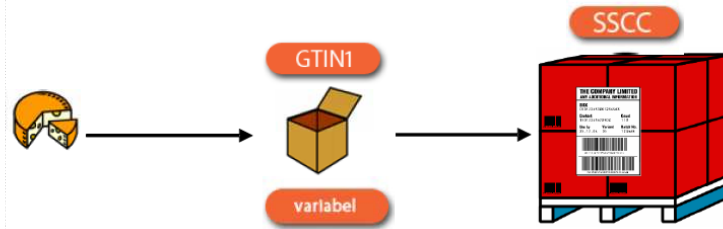
<sup>3</sup> Source: GS1 Austria; ECR – Documentation on Harmonization, GS1–128 (EAN–128)

<sup>4</sup> [http://www.gs1austria.at/html/documents/GS1\\_ECR\\_128T1\\_070205\\_Dbl.pdf](http://www.gs1austria.at/html/documents/GS1_ECR_128T1_070205_Dbl.pdf) [April 29, 2008]



## 10.1.2 (Homogeneous) shipping unit with a variable number of identical trade units

If the shipment contains a variable number of identical trade units, an EAN-128 transport label must be affixed to the pallet.



**Illustration 18: (Homogeneous) shipping unit with a variable number of identical trade units**<sup>5</sup>

The following must be indicated on the transport label:

- SSCC (AI 00)
- EAN/GTIN of the highest-level packaging hierarchy of goods contained in the transport unit (A 02)
- Expiration date (AI 15) – if required by law
- Net weight in kilograms (AI 310x)
- Batch/lot number (AI 10)
- Number of the highest-level packaging hierarchy of goods, in pieces (AI 37)

FREE INFORMATION	
e.g. Company Name of Sender, Address, Product Description, ...	
SSCC: <b>390123451231502474</b>	USE BY: 14.4.2008
CONTENT: 99012345057995	COUNT: 8
BATCH/LOT: 550008	NET WEIGHT (kg): 167
 (02) 99012345057995 (3100) 000167 (37) 08	
 (15) 080414 (10) 550008	
 (00) 390123451231502474	

**Illustration 19: Transport label for Unmixed (homogeneous) Pallet containing Variable-Weight Items**<sup>6</sup>

<sup>5</sup> Source: GS1 Austria; ECR – Documentation on Harmonization, GS1–128 (EAN–128)

<sup>6</sup> [http://www.gs1austria.at/html/documents/GS1\\_ECR\\_128T1\\_070205\\_Dbl.pdf](http://www.gs1austria.at/html/documents/GS1_ECR_128T1_070205_Dbl.pdf) [April 29, 2008]

### 10.1.3 Mixed (heterogeneous) Shipping Units

Mixed shipping units must be labeled using only the SSCC AI (00).

These are shipping units containing different trade units with different GTIN/EAN codes. This applies to both standard and non-standard trade units.



Illustration 20: Heterogeneous Shipping Unit<sup>7</sup>

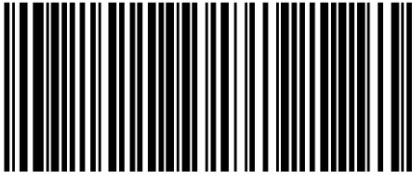
<p><b>FREE INFORMATION</b></p> <p>e.g. Company Name of Sender, Address, Product Description, ...</p>
<p>SSCC:</p> <p><b>490123451234500023</b></p>
 <p>(00) 490123451234500023</p> <p><small>131 020200000000</small></p>

Illustration 21: Transport Label for Mixed Pallet<sup>8</sup>

You can find specific examples on how to create transport labels at:

<https://ssl27.inode.at/gs1-labelview.at/front.php>

<sup>7</sup> Source: GS1 Austria; ECR – Documentation on Harmonization, GS1–128 (EAN–128)

<sup>8</sup> [http://www.gs1austria.at/html/documents/GS1\\_ECR\\_128T1\\_070205\\_Dbl.pdf](http://www.gs1austria.at/html/documents/GS1_ECR_128T1_070205_Dbl.pdf) [April 29, 2008]

## 10.2 Sales Units and Purchasing Units

The labeling of the units must comply with all of the relevant legal requirements for the respective item. In the case of hanging goods/garments, the barcode must be affixed vertically (see Illustration 22: EAN on Open-Mesh Packaging) In cases where open-mesh packaging is used, the barcode must be affixed to a separate label (see Illustration 23: EAN on Open-Mesh Packaging)



**Illustration 22: Vertical EAN**



**Illustration 23: EAN on Open-Mesh Packaging**

Below, a distinction is made between standard and variable-weight items.

### 10.2.1 Standard Items

A GTIN/EAN 13 assigned to the respective hierarchical level of the goods must be affixed at every packaging level (except for those exceptions agreed in writing between METRO/AVILO and the supplier). To the extent possible, the goods must be positioned on the shipping unit so that the GTINs/EANs of the highest hierarchical level designated by barcode are legible from the outside.

On items for which the standard purchasing unit/outer packaging contains non-standard sales units, it is compulsory to affix an EAN 128 with AI (02) and AI (310x).

### 10.2.2 Variable weight items

An EAN 13 with the prefix 21 or 27 assigned to the respective hierarchical level of the goods must be affixed at every packaging level. The affixes EAN 13 has to contain the calculated checksum for the weight as well as the calculated checksum over all. Unless METRO/AVILO and the supplier have agreed otherwise in writing. The variable portion of the EAN must contain the net weight of the respective shipping unit. To the extent possible, the goods must be positioned on the shipping unit so that the GTINs/EANs of the highest hierarchical level designated by barcode are legible from the outside. In addition, the netweight must be affixed to the respective outer carton and/or item (see Illustration : Weight EAN).

An EAN 128 code must be affixed at the highest packaging hierarchy level. This code must contain the net weight of each package (not the price). All of the data contained in the EAN must be printed on the label in plain writing.

All labeling elements must be visible and clearly legible.



Illustration 24: Weight EAN

If the GTIN/EAN marking is missing from the outer packaging and/or the sales units, METRO/AVILO reserves the right to charge the supplier concerned EURO 0.50 per outer packaging and/or sales unit. In the event of complaints regarding defective labeling, the respective supplier shall indemnify METRO/AVILO and hold it harmless from any damages or claims.

### 10.3 Traceability & Product Recalls

The minimum legal requirements regarding traceability must be respected.

To simplify identification of expiration dates and batches/lots as part of product recalls, the precise item name, the weight of the sales units (for food products) and the batch/lot number of the items

contained must be indicated on the outer packaging and must be legible from the outside of the pallet for each package.

In the event of a product recall, if this prerequisite is not met, METRO/AVILO shall in each case withdraw the entire inventory of items from circulation.

• DataBar:

METRO/AVILO have made it clear that they will introduce the GS1 DataBar on January 1, 2010. The long-term goal is to affix it universally on all outer cartons and sales units. For more information, see Chapter 23.5, GS1 DataBar Position Statement

## 11 ACCOUNTING

To be able to process the invoices in an efficient way stick to the below mentioned guidelines. In any case of a deviation to these guidelines METRO/AVILO reserves its right to charge direct or indirect costs.

### 11.1 Invoice Writing

- One copy; paper size A4
- Invoice has to be able to be copied for electronic filing
- Collective invoices for several stores are not allowed
- Collective invoices for several orders are not allowed. One invoice has to include only one order (one METRO Order number)

**Procedure: 1 Order (Order Number) = 1 Delivery (Delivery Note) = 1 Invoice**

### 11.2 Billing Address

The ordering Store or AVILO (Address see below) has to be invoiced). Invoices have to be sent by post to:

**Deliveries to METRO:**

Metro Cash & Carry Österreich GmbH  
Rechnungsprüfung  
Metroplatz 1  
2331 Vösendorf

**Deliveries to AVILO**

AVILO Marketing GmbH  
Rechnungsprüfung  
Metroplatz 1  
2331 Vösendorf

The Invoice recipient as well as the delivery address is to be lead on the invoice.

### 11.3 Invoice Content

Invoices have to comply with any legal demand. Additionally the following points have to be cited:

- METRO Order Number: Invoice processing without METRO order number is not possible
- Delivery note number
- METRO article number
- The article sorting on the invoice has to be equal to the article sorting of the relating order and the relating delivery note

EU-Suppliers (excluding Austrian suppliers) additionally have to cite following points:

- Supplier UID number
- UID Nr. of Metro Cash & Carry Österreich GmbH = ATU19424905
- UID Nr. of AVILO Marketing GmbH = ATU19416601
- A reference to a "intra community tax free delivery"

### 11.4 Invoice Verification

- Variances between quantity and/or price:

Invoice cuts regarding quantity and/or price differences will be announced to you by the so called document „Änderungsmitteilung“ (see 23.4.1 Attachment A)

- Combination of invoices:

In case of splitting up the invoice amount of one account you will be informed by the so called document „Rechnungszusammenfassung“ (see 23.4.2 Attachment B)

- Return of Goods:

Returns are carried out by Goods Supply Note. Debit takes place by document „Warenretoure“ (23.4.3 Attachment C)

- You will be informed about subsequent payment by the so called document „Rechnungsnachzahlung“ (see 23.4.4 Attachment D)

### 11.5 Billing Confinement Warehouse

In case you take part of our consignment warehouse process you will be informed about a dispatch of goods by fax (Warenentnahmebestätigung). On this "Warenentnahmebestätigung" all taken goods are listed including quantity.

On your demand we are able to submit you these quantities via EDI ORDERS. If you are interested please contact Gabriela Binder ([gabriela.binder@metro.at](mailto:gabriela.binder@metro.at)).

On basis of this list, you place your invoice at AVILO Marketing GmbH.

## 12 MASTER DATA

Master data is basis of our common business processes. EDI without EAN is not possible. Orders without matching packing contents creates confusion. It is enormously important to assign same master data to the same product.

By your completing of the METRO Article Listing Sheet we create a common basis. The master data entered into the METRO/AVILO Article Listing Sheet [*Artikellistungsblatt*] must match the data on the items being delivered. The supplier is responsible for seeing to it that the required master data are furnished to METRO/AVILO's centralized procurement department.

Changes to the item's master data (e.g., GTIN/EAN, carton contents, cartons per pallet) must be reported to METRO/AVILO without delay!

Please inform us about all article master data changes in writing.

This Notification has to include:

- The changed article
- The changed attribute (EAN, Content, Intrastat-Data ...)
- The date from with that we order the new article

This notification has to reach the responsible category management team at least two weeks in advance of the change.

## 13 EDI

Thanks to Electronic Data Interchange (EDI), mountains of paper correspondence between trade and industry are a thing of the past. Business partners exchange paperless orders, delivery notes and invoices electronically. For further information, please contact our EDI Competence Center. (Ms. Gabriela Binder; Tel.: +43/1/690 80 - 371; [edi@metro.at](mailto:edi@metro.at))

Orders and invoices shall be received and/or transmitted electronically. Delivery notes must be transmitted both in paper form (See Chapter 6, "Shipping Documents") and electronically. The standard message formats recommended by ECR Austria must be used.

Message contents	Standard ECR message format
Order	ORDERS
Delivery note (UK English: "despatch advice")	DESADV
Invoice	INVOIC

**Table 2: Standard ECR messages**

Three months from approval of the logistics guide invoices have to be sent by EDI INVOICE.

For further EDI messages in the standard ECR message format, please contact METRO.



## **14 UNEXPIRED TIME**

It is imperative that the unexpired times for food agreed upon with METRO/AVILO be respected. "Unexpired time" refers to the time interval between the date of the inbound delivery and a food item's expiration date and/or "use-by" date. If the unexpired time is less than the agreed unexpired time, METRO/AVILO reserves the right to reject the goods (see Chapter 0, Reasons for Refusal of Goods). Goods from only one batch/lot may be delivered for each pallet and item. If this should turn out to be impossible in exceptional cases, a remark about each different batch/lot number must be made on the delivery note.

Deliveries by the supplier must always follow the FIFO approach (First in, First out), i.e., older batches/lots must be delivered before newer ones. If different means of transport are used for the same item (e.g., parallel shipments by air and by sea), inbound deliveries of newer batches/lots arriving before older batches/lots may be tolerated in exceptional cases, so long as this has been agreed with METRO Purchasing.

## **15 TEMPERATURE**

### **15.1 Ensuring compliance with the shipping temperature**

Transports must be carried out in such a way as to ensure that the products being transported, particularly foods, are kept at a suitable, constant temperature. In general, in order to protect products (including non-food items) from frost damage, frost injury, heat damage, damage from drying or other climate-related damages, care must be taken to provide climate control that is appropriate both for the goods being shipped and for the length of the journey (where applicable, heating during winter months) and, where applicable, covering for the cargo.

The current food regulations, as amended from time to time, must be respected during the entire shipping process, including loading, unloading and reloading/transshipment.

If the manufacturer or packer of a packaged food item indicates a storage temperature that is below the legal requirements (e.g., +4° C. for fresh meat, instead of the legally permitted + 7° C.), the lower storage temperature must be observed, because otherwise the shelf-life and safety of the food cannot be guaranteed.

If different storage temperatures are specified for different food items that are being transported together in one transport unit, they must be stored at the lowest specified temperature. Such a combined shipment is only permissible if all of the food items being transported in the same temperature zone are transported in a temperature range that is permitted for these food items.

Goods requiring deep-freeze facilities and those requiring refrigeration must in all cases be transported in separate transport units (e.g., separated by an isolation barrier/partition).

If it fails to maintain the specified temperature, the supplier shall be liable for any and all consequential damages. When transporting sensitive and easily perishable food items, constant refrigeration should be used during transport, in order to keep temperature fluctuations to a minimum.

For food items requiring a controlled temperature, METRO/AVILO reserves the right to carry out measurements of surface temperatures upon arrival of the goods. If the results of these



measurements do not comply with the legal requirements or the specifications of the manufacturer and/or packer, core temperature measurements shall be taken as well. The supplier shall be charged for the products destroyed through such measurements.

Goods for which the temperature requirements were not met during shipment and/or upon delivery shall be rejected by METRO/AVILO.

## **15.2 Proof of the shipping temperature**

Because maintaining the cold chain is a decisive factor for food safety and shelf-life, it must be consistently documented and traceable. Consequently, it is imperative that the shipping temperature be recorded.

For goods requiring deep-freeze facilities and those requiring refrigeration, temperature recordings must be logged throughout the entire supply line, including storage of the end products at the production facility, up until delivery to METRO/AVILO; these must be communicated to METRO/AVILO, upon request. It must be possible, on the basis of these temperature logs, to verify compliance with the legal temperature requirements and/or the temperature specified by the manufacturer or packer for the entire delivery route, including storage at the source plant.

Ideally, this proof should be provided in the form of a temperature printout/chart that can be printed and/or copied immediately after delivery. Alternatively, the proof may be sent by fax, mail or e-mail. All temperature logs must, upon request, be handed over to METRO/AVILO within 5 business days, at the most.

In the case of suppliers of sensitive products and suppliers with frequent temperature deviations or against which there are frequent temperature-related claims/complaints, METRO/AVILO reserves the right to require that, beginning on a mutually agreed date, such suppliers provide a transport log (temperature recording) printout for each inbound delivery to METRO/AVILO, from the moment of acceptance until unloading, and attach it to the shipping documents.

If such temperature recordings are missing, METRO/AVILO reserves the right to refuse the goods.

## **16 CONDITION OF THE DELIVERED GOODS**

The supplier must take the appropriate measures to prevent the delivery of defective products.

If the delivered goods do not match the specifications (color, quality, etc.) agreed to with METRO/AVILO, they shall be considered defective. The driver must report any damage/impairment of the goods occurring during transport immediately after the goods have been approved for acceptance. Damaged or defective goods shall not be accepted by METRO/AVILO.

## **17 PESTS AND PEST CONTROL**

The supplier must ensure that it has suitable pest control procedures in place. If it is demonstrated that pests have been transmitted to METRO/AVILO or its customers with the goods/delivery by a supplier, the supplier shall be liable for any and all resulting costs.

## **18 OVERALL HYGIENE AND CLEANLINESS**

Delivery vehicles and containers for transporting food must be easy to clean and must be clean. Food items must be transported in such a way as to prevent the possibility of any negative impact. If necessary, food items must be separated from other goods (food and non-food items) being transported in the same transport unit in such a way (e.g., through packaging) as to prevent the possibility of any negative impact.

## **19 CLAIMS/COMPLAINTS AND REJECTION OF THE GOODS**

If the goods are wholly or partially rejected by METRO/AVILO, the following procedure must be followed. The supplier must, on its own initiative, make arrangements in writing within 2 business days following the report concerning the defect to take possession of the goods. If it fails to do so, the goods will automatically be destroyed, at the supplier's expense. If the supplier is going to pick up the goods, this must be done within a period of 10 business days from the date on which the defect is reported. When this period has lapsed, the goods will automatically be destroyed, at the supplier's expense. If the items delivered or the warehousing are/is not in compliance with statutory hygiene regulations, METRO/AVILO reserves the right to immediately and properly dispose of the goods, at the supplier's expense.

In the event of a claim/complaint or refusal of the goods, the supplier shall be liable for any and all consequential damages and costs, such as logistics costs, lost revenue, administrative processing fees, the costs of destroying the goods and notifications.

In the event of claims/complaints during deliveries to AVILO, only the outer carton or package is taken into account. This means that if a unit in the outer carton is missing or broken, the entire package shall be claimed as missing or broken.

## **20 RETURN OF GOODS**

If there is no written agreement about the return of goods, METRO C&C/AVILO reserves the right to return goods to the consignor. The originally costs of the article as well as the transport costs will be charged to the consignor, if there is no contrary agreement.

## **21 ADDITIONAL EXPENSES**

As cited in point 1 this guideline is based on GS1 Austria or ECR standards. The METRO Group internationally complies with this standard and expects from its suppliers the same.

**In case of default METRO/AVILO reserves its right to charge additional expense to the supplier.**

## **22 PROCUREMENT LOGISTICS AT METRO GROUP LOGISTICS**

For suppliers participating in the Metro Group Logistics (MGL) procurement logistics system, all sections apply, unless agreed otherwise in writing with MGL.

## REASON FOR REFUSAL OF GOODS

Quality defect in incoming delivery	Action
Shipping units with mixed MHDs/batches/lots/serial numbers, etc. per item (Point 2.6: Displays)	Refusal of the goods (Point 19: Claims/Complaints and Rejection of the Goods)
Missing, defective or wrong merchandise labeling (Point 5: Merchandise labeling)	Refusal of the goods (Point 19: Claims/Complaints and Rejection of the Goods) Possible alternative: timely remedy of the defect by the supplier and at the supplier's expense; e.g., subsequent labeling, repacking, sorting, re-working, sending missing and/or corrected supporting documents, etc.
Unexpired time is less than agreed (Point 13: Unexpired Time)	Refusal of the goods (Point 19: Claims/Complaints and Rejection of the Goods)
Missing shipping documents or legally required information is missing on shipping documents (See Point 6: Shipping Documents)	Refusal of the goods (Point 19: Claims/Complaints and Rejection of the Goods) Possible alternative: corrected shipping documents are transmitted immediately
The temperature range specified for the goods was not respected (Point 14: Temperature)	Refusal of the goods (Point 19: Claims/Complaints and Rejection of the Goods)
Defective goods or retail packaging, e.g., badly crushed or torn packaging, defective seals, dented cans, missing User's Guides, items that do not match the agreed specifications, etc. (Point 15: Condition of the Delivered Goods)	Refusal of the goods (Point 19: Claims/Complaints and Rejection of the Goods) Possible alternative: the defect is remedied by the supplier in a timely manner and at the supplier's expense
Other negative deviations, such as different smell or texture, buckling, discoloration, any signs of spoilage, pests/vermin or traces of pests/vermin	Refusal of the goods (Point 19: Claims/Complaints and Rejection of the Goods) If it is demonstrated that the supplier is responsible for a case of infestation, the respective supplier shall be charged for the resulting costs.
Lack of hygiene (Point 17: Overall Hygiene and Cleanliness)	Refusal of the goods (Point 19: Claims/Complaints and Rejection of the Goods)

This list is not intended to be exhaustive!

## 23 ANNEX

### 23.1 Sample CMR Waybill

<b>1</b> Отправитель (наименование, адрес, страна) Sender (name, address, country) Saaja (nimetus, address, riik)		<b>Международная товарно-транспортная накладная</b> <b>International Consignment Note</b>  Данная перевозка, несмотря на какие-либо договоры, осуществляется в соответствии с условиями Конвенции о договоре международной дорожной перевозки грузов (КДПГ).  This carriage is subject, notwithstanding any clause to the contrary, to the Convention on the Contract for the International Carriage of goods by road (CMR)	
<b>2</b> Получатель (наименование, адрес, страна) Consignee (name, address, country) Saaja (nimetus, address, riik)		<b>16</b> Перевозчик (наименование, адрес, страна) Carrier (name, address, country) Vedaja (nimetus, address, riik)	
<b>3</b> Место разгрузки груза (место, страна) Place of delivery of the goods (place, country) Mahalaadimiskoht (koht, riik)		<b>17</b> Последующий перевозчик (наименование, адрес, страна) Successive carriers (name, address, country) Järgmine vedaja (nimetus, address, riik)	
<b>4</b> Место и дата погрузки груза (место, страна) Place and date of taking over of the goods (place, country, date) Päälelaadimiskoht (koht, riik)		<b>18</b> Оговорки и замечания перевозчика Carrier's reservations and observations Vedaja märkused	
<b>5</b> Прилагаемые документы Documents attached Lisatud dokumendid			
<b>6</b> Знаки и номера Marks and Nos Märkimised	<b>7</b> Количество мест Number of packages Kottade arv	<b>8</b> Вид упаковки Method of packing Pakkimine	<b>9</b> Наименование груза Nature of the goods Kauba nimetus
		<b>10</b> Статист. № Statistical number Mootonik	<b>11</b> Вес брутто, кг Gross weight in kg Bruttokaal kg
		<b>12</b> Объем, м³ Volume in m³ Mah m³	
<b>13</b> Условия отправки Sender's instructions Saaja juhised	Класс Class Klass	Цифра Number Number	Буква Letter Täht
<b>14</b> Условия оплаты Instructions as to payment for carriage Makseingimused <input type="checkbox"/> Франко / Carriage / Franko <input type="checkbox"/> Нефранко / Carriage forward / Nonfranko		<b>19</b> Подлежит оплате To be paid by Kuulub maksmisele:	
<b>15</b> Данная перевозка осуществляется в соответствии КДПГ The liability of the carrier is covered by the CMR Vedu on kooskõlas CMR konventsiooniga		Отправитель Senders Saaja	
<b>21</b> Составлена в Established in Koostatud		Валюта Currency Valuuta	
<b>22</b> Прибытие под погрузку Time of departure Saabumine laadimisele		Получатель Consignee Kauba saaja	
<b>23</b> Подпись и штамп перевозчика Signature and stamp of the carrier Vedaja allkiri ja pitsat		<b>24</b> Груз получен Goods received Kaup saabus	
<b>25</b> Регистрационный номер / Registr. number / Registr. number Tähis / Truck / Veduk		<b>26</b> Марка / Typ / Mark Tähis / Truck / Veduk	
Подпись и штамп отправителя Signature and stamp of the sender Kauba saaja allkiri ja pitsat		Подпись и штамп получателя Signature and stamp of the consignee Kauba saaja allkiri ja pitsat	

Illustration 25: Sample CMR Waybill<sup>9</sup>

<sup>9</sup>[http://www.dietransporteure.at/fileadmin/download\\_fachverband/frachtbrieft/CMR-5fach-Standard.pdf](http://www.dietransporteure.at/fileadmin/download_fachverband/frachtbrieft/CMR-5fach-Standard.pdf)

## 23.2 Application Identifier (AI)

AI	Name	Format	Data Title
0	SSCC (Serial Shipping Container Code)	n2+n18	SSCC
1	Global Trade Item Number	n2+n14	GTIN
2	GTIN of Trade Items Contained in a logistic unit	n2+n14	CONTENT
10	Batch or lot number	n2+an..20	BATCH/LOT
11	Production date (YYMMDD)	n2+n6	PROD DATE
12	Due date (YYMMDD)	n2+n6	DUE DATE
13	Packaging date (YYMMDD)	n2+n6	PACK DATE
15	Best before date (YYMMDD)	n2+n6	BEST BEFORE or SELL BY
17	Expiration date (YYMMDD)	n2+n6	USE BY OR EXPIRY
20	Product variant	n2+n2	VARIANT
21	Serial number	n2+an..20	SERIAL
251	Reference to source entity	n3+an..30	REF. TO SOURCE
30	Variable count	n2+n..8	VAR. COUNT
310(x)	Net Weight (Kilograms)	n6	NET WEIGHT (kg)
311(x)	Length, Meters	n6	LENGTH (m)
312(x)	Width or Diameter (Meters)	n6	WIDTH (m)
313(x)	Depths ( Meters)	n6	HEIGHT (m)
314(x)	Area (Sq. Meters)	n6	AREA (m2)
315(x)	Volume (Liters)	n6	VOLUME (l)
316(x)	Volume (Cubic Meters)	n6	VOLUME (m3)
320(x)	Net Weight (Pounds)	n4+n6	NET WEIGHT (lb)
37	Count of trade items contained in a logistic unit	n2+n..8	COUNT
400	Customer's purchase order number	n3+an..30	ORDER NUMBER
401	Consignment number	n3+an..30	CONSIGNMENT
410	Ship to - deliver to Global Location Number	n3+n13	SHIP TO LOC
412	Purchased from Global Location Number	n3+n13	PURCHASE FROM
8003	Global Returnable Asset Identifier	n4+n14+an..16	GRAI

**Table 3: Application Identifier (AI)<sup>10</sup>**

<sup>10</sup> [http://www.gs1.at/html/documents/2\\_4\\_1AI.pdf](http://www.gs1.at/html/documents/2_4_1AI.pdf) [April 23, 2008]



## 23.3 Consumption Tax Document Sample

EUROPÄISCHE GEMEINSCHAFT VERBRAUCHSTEUERPFLICHTIGE WAREN		BEGLEITENDES VERWALTUNGSDOKUMENT	
4 Austerlegung für die Behörden des Bestimmungslandes	1 Versender	2 Verbrauchssteuernummer des Versenders	3 Bezugsnummer
	7 Empfänger	4 Verbrauchssteuernummer des Empfängers	5 Rechnungsnummer
	7 a Ort der Lieferung	6 Rechnungsdatum	
	9 Beförderer	8 Zuständige Behörde am Abgangsort	
	11 Sonstige Angaben zur Beförderung	10 Sicherheitsleistung	
		12 Abgangsland	13 Bestimmungsland
4	15 Abgangsort	16 Versanddatum	17 Beförderungsdauer
18 a Zeichen, Anzahl und Art der Packstücke, Warenbeschreibung	19 a Warencode (KN-Code)		
	20 a Menge	21 a Rohgewicht (kg)	
		22 a Eigengewicht (kg)	
18 b Zeichen, Anzahl und Art der Packstücke, Warenbeschreibung	19 b Warencode (KN-Code)		
	20 b Menge	21 b Rohgewicht (kg)	
		22 b Eigengewicht (kg)	
18 c Zeichen, Anzahl und Art der Packstücke, Warenbeschreibung	19 c Warencode (KN-Code)		
	20 c Menge	21 c Rohgewicht (kg)	
		22 c Eigengewicht (kg)	
23 Bescheinigungen (bestimmte Weine und Spirituosen, kleine Brauereien und Brennereien)			
A Kontrollvermerk der zuständigen Behörde		24 Für die Richtigkeit der Angaben in Feld 1—22	
Fortsetzung auf der Rückseite (Ausfertigungen 2, 3 und 4)		Firma des Unterzeichners (mit Telefonnummer)	
		Name des Unterzeichners	
		Ort, Datum	
		Unterschrift	

Illustration 26: Accompanying Administrative Document

**VSt 2** FLD. 1. Wien, NO u. Bgld. — 1. 95 (Neuauf.) — BMF 32 244. — ÖSD 946088 d/0

**EUROPÄISCHE GEMEINSCHAFT  
VERBRAUCHSTEUERN**

**VEREINFACHTES BEGLEITDOKUMENT**

**INNERGEMEINSCHAFTLICHE BEFÖRDERUNG VON WAREN DES STEUERRECHTLICH FREIEN VERKEHRS**

<b>3</b>	<b>Ausfertigung zur Rücksendung an den Lieferer</b>	<b>1</b> Lieferer <span style="float: right;">MwSt.-Nummer</span> <input type="checkbox"/> (Name und Adresse)	<b>2</b> Bezugsnummer des Lieferers	
		<b>4</b> Empfänger <span style="float: right;">MwSt.-Nummer</span> (Name und Adresse)	<b>3</b> Zuständige Behörde des Bestimmungslandes (Bezeichnung und Anschrift)	
		<b>5</b> Beförderer/Beförderungsmittel	<b>6</b> Bezugsnummer und Datum der Anmeldung bei der zuständigen Behörde des Bestimmungslandes	
		<b>7</b> Ort der Lieferung		
		<b>8</b> Zeichen, Anzahl und Art der Packstücke, Warenbeschreibung		<b>9</b> Warencode (KN-Code)
		<b>10</b> Menge	<b>11</b> Rohgewicht (kg)	
			<b>12</b> Eigengewicht (kg)	
		<b>13</b> Rechnungspreis/Warenwert		
<b>14</b> Bescheinigungen (bestimmte Weine und Spirituosen, kleine Brauereien und Brennereien)				
<b>A</b> Kontrollvermerk der zuständigen Behörde		<b>15</b> Für die Richtigkeit der Angaben in Feld 1—13: Rücksendung der Ausfertigung 3 gewünscht: <div style="display: flex; justify-content: flex-end; align-items: center;">                     Ja <input type="checkbox"/>                     Nein <input type="checkbox"/> *)                 </div>		
		Firma des Unterzeichners (mit Telefonnummer)		
		Name des Unterzeichners		
		Ort, Datum		
		Unterschrift		
Fortsetzung auf der Rückseite (Ausfertigungen 2 und 3)				

\*) Zutreffendes ankreuzen.

### Illustration 27: Simplified Accompanying Document

## 23.4 Reclamation Documents Invoice Control

### 23.4.1 Attachment A

BETRIEBSST : 17/ST.POELTEN

ARCHIV-NR : 9200604190019933

METRO CASH &amp; CARRY OESTERREICH GMBH

TEL: 69080264

METROPLATZ 1

FAX: 690808264

2331 VOESENDORF

FIRMA

XXXXXXXXXX

UID-NR: ATU39247604

XXXXXXXXXX

XXXXXXXXXX

MENGENDIFFERENZ

REF-NR: 772778 LIEF-NR: xxxxxx/ xx DATUM: 21-04-2006

Sehr geehrte Damen und Herren,

Wir haben Ihre angegebenen Rechnung(en) wegen abweichender Berechnung auf den unten ausgewiesenen Betrag geändert und bitten um gleichlautende Buchung, wobei Sie nur eine interne Gutschrift erstellen wollen.

Falls innerhalb von 30 Tagen ab Ausstellungsdatum kein gegenteiliger Bescheid vorliegt, betrachten wir die Rechnungskorrektur als akzeptiert.

Eventuelle Reklamationen bzw. Rueckfragen richten Sie bitte schriftlich an den Absender, wobei Sie eine Kopie der Differenzmitteilung - auf der Sie die strittigen Positionen gekennzeichnet haben - beifuegen wollen.

BEARB. RECHNUNGEN:	RECHN-NR	RECHN-DATUM	RECHNUNGSBETRAG
	0032080441	18-04-2006	911,36
GESAMT	:		911,36
MWST-SL	: 1	10 %	MWST WARE 82,85
			MWST LEERGUT 0,00
			MWST ENTSORG 0,00
DIFFERENZ	:	72320 18-04-2006	73,74



MWST-SL	:	1	10 %	MWST WARE	6,70
				MWST LEERGUT	0,00
				MWST ENTSORG	0,00

GEBUCHTER BETRAG : EUR 837,62

Mit freundlichen Gruessen,

DVR-NR: 00032271

FN: 61253d/LG Wr.Neustadt

gez. Rechnungsprüfung

UID-NR: ATU 19424905

DIFFERENZMITTEILUNG	RECHN-NR: 0032080441	BETRIEBSST: 17/ST.POELTEN
REFERENZ-NR: 772778	WAEHRUNG: EUR	ARCHIV-NR: 9200604190019933

BE-NR: 104070 BE-DAT: 14-04-2006

-----  
BE-NR: 104070 WE-NR: 0

ART-NR:	XXXXXXXXXXXXXXXXXXXXXXXXXXXX	WUG: 930	MWST:	10%
*****	3101	WBG:	IHK: 1	ME: 0
EK-PREIS			1,515	0,00
ZWISCHENSUMME			1,515	
NETTO EK-PR			1,515	0,00

ART-NR:	8211 450G BARONESSE 25%FIT S	WUG: 930	MWST:	10%
*****	3112	WBG:	IHK: 1	ME: 0

-----  
BE-NR: 104070 WE-NR: 108206

## 23.4.2 Attachment B

BETRIEBSST : 10/VOESENDORF

ARCHIV-NR : 9200604030016065

METRO CASH &amp; CARRY OESTERREICH GMBH

TEL: 69080682

METROPLATZ 1

FAX: 690808682

2331 VOESENDORF

FIRMA

XXXXXXXXXXXX

UID-NR: ATU19340005

XXXXXXXXXX

XXXXXXXXXX

REFERENZ-NR: 945271 LIEFERANT: XXXXX/ 58 DATUM: 21-04-2006

Sehr geehrte Damen und Herren,

Wir haben folgende Rechnungen zusammengefasst.

BEARB. RECHNUNGEN:	RECHN-NR	RECHN-DATUM	RECHNUNGSBETRAG
	04I0716874	30-03-2006	84,26
	04I0717142	31-03-2006	526,96
GESAMT	: EUR		611,22
MWST-SL	: 2	20 % MWST WARE	101,87
		MWST LEERGUT	0,00
		MWST ENTSORG	0,00

Hochachtungsvoll,

DVR-NR: 00032271

FN: 61253d/LG Wr.Neustadt

Rechnungsprüfungsabteilung

UID-NR: ATU 19424905

### 23.4.3 Attachment C

BETRIEBSST : 10/VOESENDORF

ARCHIV-NR : 1200604210033291

METRO CASH &amp; CARRY OESTERREICH GMBH

TEL: 69080260

METROPLATZ 1

FAX: 690808260

2331 VOESENDORF

---

FIRMA

XXXXXXXXXXXXXXXXXX

XXXXXX

XXXX XXXXX

UID NO: ATU36157706

REFERENZ-NR: 951321

LIEF-NR: 20006/ 62

DATUM: 21-04-2006

RECHNUNG-NR: 116260

GRUND: GEMAESS VEREINBARUNG

ENTSCH: DIE WARE STEHT AB DATUM DIESES SCHREIBENS 30 TAGE ZUR ABHOLUNG  
BEREIT, DANACH ERFOLGT VERNICHTUNG

Wegen der oben angefuehrten Gruende uebersenden wir Ihnen eine entsprechende Belastungsanzeige. Der Wert wird bei einer der naechsten Regulierungen in Abzug gebracht. Die Gutschrift wollen Sie bitte nur intern erstellen.

WIR BELASTEN IHR KONTO WIE FOLGT :

MWST-SL: 1	10 %	NETTOBETRAG WARE :	27,61
		MWST-BETRAG WARE :	2,76
		NETTO BETR ENTSORG:	0,00
		MWST-BETR ENTSORG :	0,00
		NETTO BETR LEERGUT:	0,00
		MWST-BETR LEERGUT :	0,00

=====

GESAMTBETRAG NETTO: 27,61  
GESAMTBETRAG : EUR 30,37

DVR-NR: 00032271  
FN: 61253d/LG Wr.Neustadt  
UID-NR: ATU 19424905

gez. Rechnungsprüfung

BELASTUNGSANZEIGE RECHN-NR : 116260 BETRIEBSST: 10/VOESENDORF  
REFERENZ-NR : 951321 WAEHRUNG: EUR ARCHIV-NR: 1200604210033291

BE-NR: 111004 BE-DAT: 21-04-2006 UNSERE WERTE (ZUSAMMENFASSUNG)

SUMME GRUNDPREIS	31,59-
VERGUETUNG	3,99
ZWISCHENSUMME	27,61-
SKONTO SOFORT	0,00
KOSTEN	0,00
SEKTSTEUER	0,00
ZWISCHENSUMME 2	27,61-
LEERGUT	0,00
ENTSORGUNG	0,00
SUMME NETTO	27,61-

-----  
BE-NR: 111004 WE-NR: 111061

ART-NR:	Artikeltext	WUG: 878	MWST:	10%
*****	529	WBG:	IHKV: 1	ME: 9-
EK-PREIS			2,622	23,60-
LIEFERANTEN VERGUETUNG 1	8 %		2,412	1,89
LIEFERANTEN VERGUETUNG 2	5 %		2,291	1,09
ZWISCHENSUMME			2,291	
NETTO EK-PR			2,291	20,62-

ART-NR:	Artikeltext	WUG: 878	MWST:	10%
*****	531	WBG:	IHKV: 1	ME: 7-
EK-PREIS			1,142	7,99-
LIEFERANTEN VERGUETUNG 1	8 %		1,051	0,64
LIEFERANTEN VERGUETUNG 2	5 %		0,998	0,37
ZWISCHENSUMME			0,998	
NETTO EK-PR			0,998	6,99-

## 23.4.4 Attachment D

BETRIEBSST : 12/LANGENZERSDORF

ARCHIV-NR : 1200604210001512

METRO CASH &amp; CARRY OESTERREICH GMBH

TEL: +43/1/69080-676

METROPLATZ 1

FAX: +43/1/69080-8676

2331 VOESENDORF

\_\_\_\_\_  
FIRMA

XXXXXXXXXXXXXXXXXX

UID NO: ATU54147702

Strasse

PLZ Ort

REFERENZ-NR: 853449 LIEFERANT: 20597/ 15 DATUM: 21-04-2006

Sehr geehrte Damen und Herren,

Wir haben folgende Nachzahlungen vorgenommen:

	REF-NR	RECHN-NR	RECHN-DATUM	RECHNUNGSBETRAG
RECHNUNGEN :	848333	454969	30-03-2006	200,88
DIFFERENZ :	848333	92267	30-03-2006	169,13-
NACHZAHLUNG :	853449	454969	30-03-2006	158,90
BEZAHLT EUR :				190,65

Mit freundlichen Gruessen,

DVR-NR: 00032271

FN: 61253d/LG Wr.Neustadt

Rechnungspruefung

UID-NR: ATU 19424905

## 23.5 GS1 DataBar Position Statement

### **Notice of intention to introduce GS1 DataBar barcodes – Position Statement by Austrian Trade Organizations**

Affixing and consistently using EAN/UPC barcodes no longer represents any great challenge and has long since become a matter of course. From automatic data entry using scanners to automated data processing by checkout/inventory control systems, everyone in the supply chain benefits.

**From 2010**, the GS1 barcode family will be complemented by the **GS1 DataBar**, which will add another option for labeling/distinguishing trade units. These new barcodes offer a number of possibilities, such as showing **additional information** (POS) and/or requiring less space.

Austrian trade organizations are using the neutral ground of the standards board, **GS1 Austria**, in order to **develop a joint strategy** for the introduction of the GS1 DataBar barcodes. The companies have expressed their willingness to actively participate in the task force's work.

The participating companies have accepted the following **principles**:

- The GS1 DataBar will represent a valuable **complement** to the existing EAN/UPC barcodes, beginning in 2010.
- The commercial companies will prepare their systems for the deployment of the GS1 DataBar.
- Deployment of the GS1 DataBar will follow the applicable international recommendations from GS1.
- The EAN/UPC barcodes will not be affected and shall continue to be valid for an indeterminate period of time.

The GS1 DataBar will officially be released (enabled for use) on January 1, 2010. Until then, this group has placed several **Work Packages** on the agenda, which shall be executed step by step:

- From 2008, a GS1 DataBar monitor will show how the work on preparing trade systems is progressing
- A recommendation on the use of the GS1 DataBar for "perishable goods" and/or variable-weight items will be developed in close cooperation with international task forces
- A schedule for introducing and/or migrating to the GS1 DataBar will be drawn up in 2008

*Specific preparatory steps must be taken – depending on technical and organizational requirements – in order to be in a position to take advantage of the benefits and opportunities offered by the upcoming global adoption of the GS1 DataBar. Therefore, the Austrian GS1 DataBar task force is calling upon all participants in the value chain to gear up for the introduction of the GS1 DataBar.*



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