



Manual for Suppliers

**of Fresh Produce,
Ambient Bakery,
Cut Flowers
and Food Plants**

with night-time delivery

Operational Specifications and Guidelines

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1. Introduction

This manual contains the specifications and information on operational procedures for suppliers of fresh produce (fruit and vegetables), ambient bakery, cut flowers and food plants* with high-time delivery. HOFER KG is currently in the phase of a multi-stage system changeover, which will result in process adjustments in various corporate divisions.

*Food plants: ZZU-Kräuter im Karton, ZZU-Basilikum, ZZU-Kresse/Sprossen

The Rietz region and the corporate offices were the first to be connect to the new systems during live operation on 21 September 2020, followed by the Sattledt region on 31st May 2021. The remaining regions will follow step by step.

2. Scope of Validity

The policies set forth in this document are valid for those branches and locations that have undergone the system changeover. The following periods of validity are specified in this respect:

- **Region Rietz (AD01)**, Hofer Straße 1, 6421 Rietz
 - All purchase orders from **21 September 2020** - [Chapter 3](#)
 - All deliveries from **20 September 2020** - [Chapter 4](#)
 - All invoices & credit notes **1 July 2020** - [Chapter 5](#)

- **Region Sattledt (AD02)**, Hofer Straße 1, 4642 Sattledt
 - All purchase orders from **31 May 2021** - [Chapter 3](#)
 - All deliveries from **30 May 2021** - [Chapter 5](#)
 - All invoices & credit notes **31 May 2021** - [Chapter 6](#)

- **Region Stockerau (AD04)**, Rudolf-Hirsch-Straße 2, 2000 Stockerau
 - All purchase orders from **18 October 2021** - [Chapter 3](#)
 - All deliveries from **17 October 2021** - [Chapter 4](#)
 - All invoices & credit notes **18 October 2021** - [Chapter 5](#)

- **Region Trumau (AD06)**, Hofer Straße 1, 2521 Trumau
 - All purchase orders from **17 January 2022** - [Chapter 3](#)
 - All deliveries from **16 January 2022** - [Chapter 4](#)
 - All invoices & credit notes **17 January 2022** - [Chapter 5](#)

Further dates regarding the system transition of the remaining Austrian warehouses and companies of the HOFER Group S/E will be added once they are known and communicated to the business partners with sufficient lead time.

The gradual procedure of the system change means that during the transition phase, the specifications apply to individual warehouses and not yet for distribution centres that will be migrated at a later stage. During the transition phase, both the old and the new systems must be used in parallel. After the complete conversion of the HOFER S/E Group, the specifications will be valid throughout the whole country.

3. Ordering Process

As soon as a region has been switched over to the new systems, it will send purchase orders via EDI or e-mail. The format of e-mail orders has changed as a result of the transition. All regions that have not yet been migrated and the HOFER S/E countries will continue to send purchase orders as usual.

The following features must be considered in the order form:

- The delivery date printed on the purchase order corresponds to the actual day of delivery. This also applies to night-time deliveries.*
- The purchase order contains the Global Trade Item Number (GTIN) instead of a HOFER product code.
- Orders are transmitted in the respective purchase unit (e.g. carton, layers).
- Delivery dates are specified on line item level instead of header level.
- The order form contains no free-text fields.
- Purchase order items are numbered in increments of 10 (item 10, 20, 30, etc.).

*This means that for a night-time delivery, which takes place, for example, in the night of SUN, 17 October 2021, to MON, 18 October 2021, the delivery date on the purchase order is now 17 October 2021. The contracts in OGA will continue to be maintained from Monday to Sunday. The change concerning the delivery date is only valid for regions that operate on the new system.

For all regions that have transitioned to the new systems, purchase orders are sent from SAP S/4 via e-mail and/or EDI. The order contains important order information such as the PO number, Order GTIN, quantity, delivery or pickup date. The purchase order is the basis for all follow-up processes, especially for the advanced shipping notice (ASN) and the receiving and invoicing processes.

The system logic can mean that not just one, but several purchase orders for the same delivery date are sent. This results from the fact that a separate order is created for each purchasing group. In case of an ExWorks (EXW) pickup, and should the ordered quantity exceed 1 truck per pickup address and pickup date, the logistics service provider is required to inform the supplier in advance which goods have to be transported in which composition on which truck. Based on this information, the optimal supply of goods must be ensured.

4. Logistics

4.1 ASN Creation

One goal of the HOFER S/E Group is to guarantee transparency throughout the individual stations of the supply chain and to obtain logistics information from electronic supplier notifications (advanced shipping notices, ASN). We therefore ask suppliers to affix transport labels and transmit load carrier information by submitting an ASN.

This policy aims to establish the use of ASN for announcing deliveries to our company's distribution centres as a uniformly mandatory action for all suppliers and logistics providers, and provide information about the technical possibilities.

4.1.1 General Information

The advanced shipping notice (ASN) has become the foundation of every delivery of merchandise goods as part of the software update in HOFER KG's distribution centres. Receiving goods without prior transfer of an ASN is only possible with a great deal of extra effort. It is therefore necessary that these electronic documents are forwarded in advance to our warehouses in complete and correct form before the goods are received. HOFER KG offers various technical possibilities for this, which are described in this document.

The details of the ASN provide the basic information for receiving goods in warehouses. As part of the process for receiving goods, the data from the ASN (quantities, etc.) are compared with the physically delivered goods and confirmed and/or corrected in our system. Afterwards the goods can be received. For a fast processing of the received goods, it is essential that the ASN contains all necessary information. This will reduce the levels of efforts and waiting times for the affected logistics providers.

The announcement of goods via ASN is required for those regions that have undergone the associated software transition.

4.1.2 Organisational Requirements

- 1) According to best-practice processes, the ASN is to be created and forwarded by the sender once the goods have been loaded.
- 2) The notification is to provide an exact picture of the expected delivery. **Particularly in cases where orders are handled via multiple deliveries, e.g. by several trucks or partial deliveries, separate ASNs must be created (1 truck = 1 ASN).** In case the order is divided into two trucks, two ASNs with the respective amount must be created.
- 3) The delivery dates specified by the business partner in the ASN must be met. In the standard product range with the delivery condition EXW, the delivery date can be found in the order. For specials with delivery condition EXW the earliest possible delivery date must be announced.
- 4) The delivery note must match the data transmitted in the ASN and the goods delivered. The explicit assignment to the purchase order must be ensured by affixing the PO number to the delivery note. In addition, the ASN number and the Order GTIN must be visible on the delivery note. The supplier has to create the delivery note and deliver it with the goods.

4.1.3 Content Specifications

Irrespective of the method of transmission, the advanced shipping notice must contain the following information:

- 1) Delivery date
- 2) Product code (Order GTIN)
- 3) Number of cases

1) Delivery date

The date provided must correspond to the date of the physical delivery of the goods to the target location, e.g. the warehouse of HOFER KG, taking into account our local warehouse opening times. We expect the delivery date specified in the order to be adhered to. Changes may be arranged provided that these are discussed in advance with our Corporate Buying department.

Ad 2) Product code (Order GTIN)

During the software transition, the Order GTIN will replace the ALDI product number that was used in the previous supplier communication (e.g. the purchase order). Therefore, the Order GTIN must be stated in the ASN for us to be able to allocate the transmitted data. It must be ensured that the correct Order GTIN is used. The Order GTIN can be taken from the related purchase order and added to the ASN.

If the Order GTIN is changed, for example due to a change to the pack size or case mix, it must be ensured that the ASN contains the correct information and matches the goods being delivered. Deviations from the purchase order are not permitted and must be discussed in advance with the HOFER KG's Corporate Buying department.

Ad 3) Number of cases

The ASN must specify the exact amount of goods that are physically transported.

4.1.4 Ways of transmitting the ASN

The following two technical possibilities are to be used for the creation and transmission of the ASN and are described in more detail below:

1. Electronic Data Interchange (EDI) or
2. Online portal (Manhattan SE/AS Portal)

4.1.5 Electronic Data Interchange (EDI)

The integration of EDI will enable business partners to quickly exchange notifications between systems via technical interfaces without the need to manually switch between media. This will reduce the effort for manually receiving and forwarding data in the relevant programs.

Electronic transmission via the EDI standard has been offered by the HOFER S/E Group since 2016 for some types of notifications (purchase order, invoice) and has been further upgraded and adapted as part of the software transition. The possibility of transmitting the ASN (technical notification type in the context of EDI = DESADV) offers the basis for a new and valuable milestone in the creation of an integrated supply chain and the exchange of electronic documents.

The advantage of the EDI connection is that the process of creating and sending notifications on your side can be integrated and possibly automated within your systems. This depends on the possibilities of the software that you use and the related infrastructure.

Technical Setup and Content

The exact details for the transmission of the ASN data will be prepared, documented in the Message Implementation Guidelines (MIG) and made available by the responsible technical team of the HOFER S/E Group. The implementation of these guidelines is the responsibility of the business partner and/or the EDI service provider that the business partner has commissioned.

The content of an ASN that was mentioned in the previous chapter can be communicated in an EDI notification.

Connection between the Supplier and HOFER

For the technical connection between the business partner and HOFER, we will use the EDI service provider OpenText, with whom we already have a business relationship. Their task as part of the onboarding phase is to make it possible to exchange standardised messages. This requires active support from suppliers who may use different technical possibilities or have different standards of communications (X.400, AS2, etc.).

The costs for setting up the technical connection will be borne by HOFER KG. In turn, we kindly ask for your cooperation in the collaboration with OpenText.

Contact the HOFER EDI team: edi@hofer.at

4.1.6 Online portal (Manhattan SE/AS Portal)

The standard software of the company Manhattan Associates will become a permanent part of the future software structure of the HOFER S/E Group. Manhattan offers an online portal that can be used by our business partners for various processes, including to create an ASN. This document describes the basic options provided by the portal. More detailed training material can be found on the training portal Assima.

Access to the online Portal

The Manhattan SE/AS Portal is available via the Internet browser by calling up the HOFER-Portal (www.hoferportal.com) and entering the EmpowerID login data. In this scenario, it is not necessary to implement your own solution and connect it via EDI.

The access is activated for all suppliers with active contracts at the time of the software migration. This will happen independently of whether you wish to establish a connection via EDI or not. New suppliers will be technically integrated by the Corporate Buying department by providing a relevant supplier contact.

No additional costs occur for the business partner for the set-up of the supplier access to the portal.

Creating the ASN

Deliveries of the mentioned articles must always be announced using an Item Level ASN.

This reduced form of an ASN only indicates which share of the originally ordered quantity will ultimately be delivered to the HOFER KG distribution centres. However, it does not include any information on the load carrier to be delivered or on how the load carrier will be loaded with products.

If the supplier has not transmitted this information in advance in this scenario, the logistics employees of HOFER KG will ultimately be responsible for allocating the actually delivered load carriers and the goods contained as part of the receiving goods process. This will therefore require extra resources and lead to waiting times for the logistics providers delivering their goods.

4.1.7 Special Issues

Storage and Delivery via external Service Providers

If the supplier outsources storage and delivery of goods to an external service provider, the supplier remains responsible for providing the ASN using the options mentioned above.

4.1.8 Final information

This policy pursues the objective of achieving a joint step towards a transparent supply chain as well as make logistics information available to all business partners for their optimum benefit.

These specifications apply equally for all business partners with reference to the scope of validity stated in [Chapter 2](#). We reserve the right to publish amended specifications with adequate lead times and to provide information on updated policies at any time.

If our employees have to create the ASN due to the failure of the supplier or logistics service provider commissioned by the supplier to supply a useable ASN, a service fee applies or we reserve the right to reject the delivery respectively.

4.2 Labelling of Load Carriers

Due to the submission of Item Level ASNs, it is currently not necessary to label the pallets of the mentioned articles. However, HOFER KG reserves the right to alter this requirement at a later stage on the condition that HOFER KG provides sufficient notice in advance.

4.3 GTIN (Global Trade Item Number)

The Order GTINs will be used for the purpose of order placement, invoicing, etc. Unlike other products, transport containers/pallets (IFCO containers, cases, etc.) loaded with the mentioned articles do not need to carry a physical Order GTIN.

5. Invoicing

Since September 2020 HOFER KG has deployed a new software in several business areas that enables automated invoice processing. Invoice details are scanned using Optical Character Recognition (OCR) and automatically transmitted to our accounting system. We therefore ask to note the guidelines below and to use the following e-mail inboxes when sending invoices, credits, reminders, balance confirmations, etc.

Merchandise (merchandise goods)

Receiving site	Document	E-mail address
Regions <ul style="list-style-type: none"> • Rietz • Sattledt • Stockerau • Trumau 	Invoices & credit notes	invoice.merch@hofer.at
	Reminders, balance confirmations, various correspondence	zahlungsverkehr.waren@hofer.at
Regions <ul style="list-style-type: none"> • Hausmannstätten • Weißenbach 	Invoices & credit notes, reminders, balance confirmations, various correspondence	By post or recently used e-mail address
Chocolate Factory	Invoices & credit notes, reminders, balance confirmations, various correspondence	schoko-invoice@hofer.at

Non-Merchandise (all services except merchandise)

Receiving site	Document	E-mail address
Corporate office Sattledt (Hofer Straße 1, 2, 4 - 6) und Eberstalzell Regions <ul style="list-style-type: none"> • Rietz • Sattledt • Trumau • Stockerau 	Invoices & credit notes	invoice.non-merch@hofer.at
	Reminders, balance confirmations, various correspondence	zahlungsverkehr@hofer.at
	Real Estate Department	As before by post
Regions <ul style="list-style-type: none"> • Hausmannstätten • Weißenbach 	Invoices & credit notes, reminders, balance confirmations, various correspondence	By post or the e-mail address used before
Chocolate Factory	Invoices & credit notes	invoice.non-merch@hofer.at
	Reminders, balance confirmations, various correspondence	schoko-invoice@hofer.at
International Management Holding, Hofer Cash Management, Hofer Financial Services, Salzburg	Invoices & credit notes	invoice.szg@hofer.at
	Reminders, balance confirmations, various correspondence	IFA-Accounts@hofer.at

For the remaining countries of the HOFER S/E group and for EDI invoices, please send the invoices/credit notes to the respective regional unit as before.

Excluded from the aforementioned instructions are:

- All documents, such as invoice concepts, partial invoices, final invoices etc. that arise in connection with projects of the **real estate department** (e.g. new building, renovation, extension and facelift constructions, expert's reports, framework agreements, fees etc.). Projects concerning the HOFER KG Chocolate Factory are also excluded.
- This also applies to all matters (tenders, framework agreements, renovations, Facility Management etc.), which are processed with the **support of a specialist planner** (e.g. architect, electrical planner etc.).
- Invoices from **landlords, property managers, lawyers and brokers**, which relate to rental and building law and purchase agreements (incidental cost calculations, rent and index changes etc.).

These must also continue to be processed using existing procedures.

The **objective** is to receive as **many invoices/credit notes** in the above mentioned regions **via EDI or alternatively via e-mail** as possible in order to process these automatically using the new scan software. Should you not have the option to send invoices/credit notes electronically, please contact the contact person in our company you know.

5.1 Support for electronic Accounts Processing

In order to facilitate the scanning of invoices by the software and therefore enable quick processing, we kindly request that you observe the following points: Failure to comply with these points may result in unwanted delays in payment.

Invoice attachment:

- Business partners who do already send invoices or credit notes via EDI should continue to communicate with HOFER KG via EDI.
- Submission of invoices via e-mail as a **pdf attachment** and not as a link. The software does **not** support other attachment formats, such as DOCX, XLSX, TXT, MSG or zip-files.
- Each pdf attachment may only contain a single invoice/credit note. The collation of multiple invoices/credit notes to form one pdf attachment impedes all further processing. Multiple pdf attachments per e-mail are permitted. If a pdf document cannot be created in accordance with HOFER KG requirements, we kindly request that the pdf attachments be sent to the group e-mail account zahlungsverkehr.waren@hofer.at for merchandise invoices.
- Additional invoice attachments which are deemed to be absolutely necessary (e.g. delivery notes) are to be included in the e-mail as a separate attachment.
- If possible, convert and save files to pdf format directly using the original application instead of first printing the files out and then scanning them into digital form again. This increases file quality and therefore the degree of automation, and essentially facilitates invoice processing for all parties involved.
- The above mentioned e-mail accounts may only be used for transmitting invoices/credit notes. We therefore kindly request that no other e-mail types are sent to these accounts. The scan software only extracts the e-mail attachments. For this reason, please be aware that any comments contained in the e-mail will not be regarded. In order to communicate relevant comments please call/e-mail your nominated contact person directly.

Invoice properties and compulsory characteristics:

- All quantities and prices specified on the invoice should correspond with the actual order (e.g. if 100 cases at EUR 10 each are ordered, these values also needed to be specified on the invoice). **Attention:** It is **not possible to bill in piece units**. In addition, please avoid unnecessary additional units such as container or layer on the invoice.
- Furthermore, the invoice should only specify one bank account for transferring payment. If an invoice specifies multiple bank accounts, it impedes the scanning of invoice details by the scan software.
- Orders are processed via a system-supported solution. For this reason, please ensure that the **order number** is also specified on the invoice/credit note, as otherwise the invoice cannot be processed automatically. The 10-digit order number always starts with 45*.
- For deliveries with the Incoterm Free On Board (**FOB**) and Delivered at Terminal (**DAT**), please submit a collective invoice per order (order number beginning with 45*) to the above mentioned e-mail address.
- In particular for invoices which do not concern merchandise, we kindly request that the **name of the ordering party** (or their contact person) is stated on each invoice to ensure that we can clearly allocate the invoice to the correct party and therefore process invoices quickly.
- Invoices must fulfil all legal requirements. In this respect, we would also like to advise that it is compulsory for all invoices to specify the date of service/supply, as invoice amendments often need to be requested in connection with this requirement.
- All tax-related information needs to be clearly specified on the invoice, such as “(e.g. intra-community supply and reverse charge)”.
- Please specify the **HOFER KG tax ID number on every invoice (ATU 24963706)**.
- Invoices issued in multiple currencies cannot be processed. Please only use one currency per invoice.
- All documents need to be clearly identifiable as either an invoice or a credit note. For this reason, we kindly request that each document be clearly labelled with the term “Invoice” or “Credit Note”.
- In future, all questions, non-pdf files (xlsx, docx etc.), payment reminders, etc. are to be sent to the shared e-mail account for merchandise invoices (zahlungsverkehr.waren@hofer.at).
- Please avoid using illegible or low-contrast fonts, forms completed using a typewriter or a dot matrix printer, and light-coloured text on a dark background.
- In the case of multiple tax rates, please specify the tax rate to be used for each invoice line. If the same tax rate is to be applied to every invoice line, it is sufficient to enter that tax rate once in the invoice footer.
- In future, credit notes and invoices concerning HOFER KG/Chocolate Factory will be offset upon payment.

6. Contact

Your HOFER KG contact person will be happy to answer any questions you may have.

General info: businesspartner@hofer.at

EDI: edi@hofer.at