

The METRO logo is displayed in a bold, yellow, sans-serif font on a blue rectangular background.A photograph of a large industrial warehouse interior. The image shows tall, multi-tiered metal shelving units with red horizontal beams. The shelves are densely packed with numerous wooden pallets, each loaded with stacks of cardboard boxes. The perspective is from a low angle, looking up at the high ceiling and the repetitive structure of the racks, creating a sense of depth and scale. Bright overhead lights illuminate the scene, casting some shadows and highlighting the textures of the metal and cardboard.

Logistics Guide

Standards for the Delivery of Goods to METRO Oesterreich
GmbH

Version 04 2025

Introduction

This document describes the delivery guidelines (Logistics Manual) for METRO Cash & Carry Oesterreich GmbH, hereinafter referred to as METRO. It contains the guidelines for direct deliveries to the stores and deliveries to central warehouses and platforms as well as invoicing.

In compiling these standards for the delivery of goods, the specific requirements of METRO Cash & Carry Oesterreich GmbH were considered, 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 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 and the supplier have signed a written agreement to that effect.

For more information, please refer to scm@metro.at

Supply Chain Management

Voesendorf, April 1st, 2025

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METRO Direct Store Deliveries:

Store Delivery Addresses, GLN & Invoice Address

<u>No.</u>	<u>Store</u>	<u>Address</u>	<u>Phone</u>	<u>GLN</u>
10	METRO Vösendorf	Metroplatz 1 2331 Vösendorf	+43 (50) 8066-10999	9000480000102
11	METRO Linz	Franzosenhausweg 1 4030 Linz	+43 (50) 8066-11999	9000480000119
12	METRO Langenzersdorf	Wiener Straße 176-196 2103 Langenzersdorf	+43 (50) 8066-12999	9000480000126
13	METRO Graz	Weblinger Straße 41 8054 Graz	+43 (50) 8066-13999	9000480000133
14	METRO Innsbruck	Siemensstraße 1 6063 Rum bei Innsbruck	+43 (50) 8066-14999	9000480000140
15	METRO Salzburg	Großmarktstraße 1 5071 Wals-Siezenheim	+43 (50) 8066-15999	9000480000157
16	METRO Dornbirn	Josef-Ganahl-Straße 5 6850 Dornbirn	+43 (50) 8066-16999	9000480000164
17	METRO St. Pölten	Stattersdorfer Hauptstraße 59 3100 St. Pölten	+43 (50) 8066-17999	9000480000171
18	METRO Wien-Simmering	Jedletzbergerstraße 22 1110 Wien-Simmering	+43 (50) 8066-18999	9000480000188
19	METRO Wels	Industriegelände, Boschstraße 9 4600 Wels	+43 (50) 8066-19999	9000480000195
20	METRO Wr. Neustadt	Neunkirchner Straße 118 2700 Wr. Neustadt	+43 (50) 8066-20999	9000480000201
21	METRO Klagenfurt	Görtschitztal Straße 22 9020 Klagenfurt-Hörtendorf	+43 (50) 8066-21999	9000480000218
41	METRO Neusiedl am See	Wiener Straße 110 7100 Neusiedl am See	+43 (50) 8066-41999	9000480000416
44	METRO Hartberg	Weidenstraße 1 8230 Hartberg	+43 (50) 8066-44999	9000480000447
45	METRO Liezen	Richard-Steinhuber-Straße 10 8940 Liezen	+43 (50) 8066-45999	9000480000454
46	METRO Spittal	Zgurnerstraße 3 9800 Spittal/Drau	+43 (50) 8066-46999	9000480000461
47	METRO St. Pölten Lieferdepot	St. Georgener Hauptstraße 18 3151 St. Pölten	+43 (50) 8066-47999	9000480000478

Invoice Address:

METRO Cash & Carry Oesterreich GmbH

Metroplatz 1

2331 Voesendorf

ATU19424905

GLN: 9000480000003

METRO Direct Store Deliveries:

Goods Receiving Opening Hours & Contacts

<u>No.</u>	<u>Store</u>	<u>Goods receiving opening hours</u>
10	METRO Vösendorf	Monday - Thursday 06:00 a.m.-14:30 p.m., Friday 06:00 a.m.-12:00 p.m.
11	METRO Linz	Monday - Thursday 06:00 a.m.-14:30 p.m., Friday 06:00 a.m.-12:00 p.m.
12	METRO Langenzersdorf	Monday - Thursday 06:00 a.m.-14:30 p.m., Friday 06:00 a.m.-12:00 p.m.
13	METRO Graz	Monday - Thursday 06:00 a.m.-14:30 p.m., Friday 06:00 a.m.-12:00 p.m.
14	METRO Innsbruck	Monday - Thursday 06:00 a.m.-14:30 p.m., Friday 06:00 a.m.-12:00 p.m.
15	METRO Salzburg	Monday – Friday 06:00 a.m.-12:00 p.m.
16	METRO Dornbirn	Monday - Thursday 06:00 a.m.-14:30 p.m., Friday 06:00 a.m.-12:00 p.m.
17	METRO St. Pölten	Monday - Thursday 06:00 a.m.-14:30 p.m., Friday 06:00 a.m.-12:00 p.m.
18	METRO Wien-Simmering	Monday - Thursday 06:00 a.m.-14:30 p.m., Friday 06:00 a.m.-12:00 p.m.
19	METRO Wels	Monday - Thursday 07:00 a.m.-14:30 p.m., Friday 07:00 a.m.-12:00 p.m.
20	METRO Wr. Neustadt	Monday - Thursday 06:00 a.m.-14:30 p.m., Friday 06:00 a.m.-12:00 p.m.
21	METRO Klagenfurt	Monday - Thursday 06:00 a.m.-14:30 p.m., Friday 06:00 a.m.-12:00 p.m.
41	METRO Neusiedl am See	Monday - Friday, 07:00 a.m.-12:00 p.m.
44	METRO Hartberg	Monday - Friday, 07:00 a.m.-12:00 p.m.
45	METRO Liezen	Monday - Thursday, 08:00 -12:00 & 13:00-15:00, Friday 08:00 a.m.-12:00 p.m.
46	METRO Spittal	Monday - Friday, 07:00 a.m.-12:00 p.m.
47	METRO St. Pölten Lieferdepot	Monday - Friday, 07:00 a.m.-12:00 p.m.

EDI:

Tel.: +43 (50) 8066-90999

Email : edi@metro.at

Billing Contact Person:

Tel.: +43 (50) 8066-90999

Email: invoices@metro.at (invoices)
rp@metro.at (general requests)

Quality Assurance und HACCP:

Tel.: +43 (50) 8066-90233

Email: DL.GM90.QM@metro.at

Supply Chain Management:

Email: scm@metro.at

Warehouse Delivery – Enzersdorf an der Fischa

Notification:

Should there be any changes to an order regarding quantities or deviations of the specified delivery date, this must be notified to avisierung@metro.at at least 48 hours before the original delivery date.

Delivery address:

Frigologo Lebensmittellogistik GmbH
Am Campus (Halle 6A + 6B, Tor: 601-608, 611-618)
AT-2431 Enzersdorf an der Fischa
GLN: 9005569021092

Billing address:

METRO Cash & Carry Oesterreich GmbH
Logistik
Metro Platz 1
A-2331 Voessendorf
ATU19424905
GLN: 9000480000843

The addition of "Logistik" serves to clearly identify the goods and financial flows through our central warehouses or platforms.

International tax number: ATV2649600033

Goods Receiving opening hours Warehouse:

Monday - Friday 06:00 a.m. – 14:00 p.m.

Booking of time slots is not necessary.

Logistics Contact Person:

Tel: +43 (664) 812 42 39
Email: avisierung@metro.at

EDI:

Tel.: +43 (50) 8066-90999
Email : edi@metro.at

Billing Contact Person:

Tel.: +43 (50) 8066-90999
Email: invoices@metro.at (invoices)
rp@metro.at (general requests)

Quality Assurance und HACCP:

Tel.: +43 (50) 8066-90233
Email: DL.GM90.QM@metro.at

Supply Chain Management:

Email: scm@metro.at

Platform Delivery – Maria Lanzendorf

General information:

Different assortments are handled on the platform Maria Lanzendorf: Fresh food (e.g. dairy), fruits & vegetables (+convenience), meat/sausage as well as food dry & nonfood.

Information about changes in dates and/or quantities are to be communicated to your contact persons in our Offer Management department as well as to the respective logistics email list (see below).

Delivery address:

Frigologo Lebensmittellogistik GmbH
Industriestrasse 3
A-2326 Maria Lanzendorf

GLN	Fresh Food	Meat	Fruits & Vegetables	Convenience	Dry & Nonfood
	9005569021009	9005569018009	9005569011000	9005569019006	9005569020002

Billing address:

METRO Cash & Carry Oesterreich GmbH
Logistik
Metro Platz 1
A-2331 Voesendorf
ATU19424905
GLN: 9000480000843

The addition of " Logistik" serves to clearly identify the goods and financial flows through our central warehouses or platforms.

Goods receiving opening hours Platform Maria Lanzendorf:

Fruit & Vegetable: **Sunday to Friday 06:00 a.m. to 10:30 a.m.**

Fresh & Meat: **Monday to Freitag 04:00 a.m. to 06:00 a.m.**

Dry & Nonfood: **Monday to Freitag 06:00 a.m. to 10:00 a.m.**

Logistics Contact Person:

Tel: +43 (664) 812 42 39

Fruit & Vegetable: logistik-frischeog@metro.at

Fresh & Meat: logistik-frischeog@metro.at

Dry & Nonfood: logistik-xdtrocken@metro.at

EDI:

Tel.: +43 (50) 8066-90999

Email : edi@metro.at

Billing Contact Person:

Tel.: +43 (50) 8066-90999

Email: invoices@metro.at (invoices)
rp@metro.at (general requests)

Quality Assurance und HACCP:

Tel.: +43 (50) 8066-90233

Email: DL.GM90.QM@metro.at

Supply Chain Management:

Email: scm@metro.at

Consignment Warehouse Delivery - Neuburg am Inn

Delivery address:

Brummer Logistik GmbH
Schmelzing 1
D-94127 Neuburg am Inn
GLN: 4260128180008

Billing address:

METRO Cash & Carry Oesterreich GmbH
Logistik
Metro Platz 1
A-2331 Voesendorf
ATU19424905
GLN: 9000480000843

The addition of "Logistik" serves to clearly identify the goods and financial flows through our central warehouses or platforms.

Goods receiving:

Please align supply of goods directly with Brummer.

The availability of goods as well as the compliance with the agreed maximum ranges is your responsibility.

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

Email: kuehlhausbj@brummer-logistik.de

Logistics Contact:

Tel: +43 (664) 812 42 39

Email: logistik@metro.at

EDI:

Tel.: +43 (50) 8066-90999

Email : edi@metro.at

Billing Contact Person:

Tel.: +43 (50) 8066-90999

Email: invoices@metro.at (invoices)
rp@metro.at (general requests)

Quality Assurance und HACCP:

Tel.: +43 (50) 8066-90233

Email: DL.GM90.QM@metro.at

Supply Chain Management:

Email: scm@metro.at

TK Consignment Warehouse Delivery – Bergheim

Delivery address:

TKL Lebensmittel Logistik GmbH
Warenverteilzentrum Salzburg (WVZ-S)
Siggerwiesen 36
A-5101 Bergheim
GLN: 9005894000007

Billing address:

METRO Cash & Carry Oesterreich GmbH
Logistik
Metro Platz 1
A-2331 Voessendorf
ATU19424905
GLN: 9000480000843

The addition of "Logistik" serves to clearly identify the goods and financial flows through our central warehouses or platforms.

Goods receiving:

Please align supply of goods directly with TKL.
The availability of goods is your responsibility.

Tel: +43 (0)1 33165- 1370
Email: customerservice@tkl.at

Logistics Contact:

Tel: +43 (664) 812 42 39
Email: logistik@metro.at

EDI:

Tel.: +43 (50) 8066-90999
Email : edi@metro.at

Billing Contact Person:

Tel.: +43 (50) 8066-90999
Email: invoices@metro.at (invoices)
rp@metro.at (general requests)

Quality Assurance und HACCP:

Tel.: +43 (50) 8066-90233
Email: DL.GM90.QM@metro.at

Supply Chain Management:

Email: scm@metro.at

1 TERMS OF DELIVERY

Unless agreed otherwise with the supplier (e.g., in a Purchase Agreement or an Agreement on Conditions) the Incoterm 2020 DAP/DDP is to be used (intra-community DAP, extra-community DDP).

The truck must be suitable for ramps, side unloading is not possible.

Safety shoes must be worn when entering the goods receiving area.

Suitable unloading equipment will be provided for your driver to unload the goods.

The driver must follow the instructions of METRO staff or our logistics service providers.

All 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 SUPPLIER DATA QUERY

To coordinate the logistical capabilities of the supplier with METRO the supplier data query must be filled out. This data query contains all the relevant logistical data for a delivery to METRO.

Please contact METRO if you have not yet filled out a supplier data query (scm@metro.at)

For a detailed information on your delivery options, please also contact scm@metro.at.

3 DELIVERY DATE & DELIVERY TIME WINDOW

The order and delivery times agreed with METRO are mandatory. Deliveries must arrive on the agreed delivery date (not before and not after) and during the goods acceptance times. If certain time windows have been agreed to, those must also be respected.

METRO 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 Regulations for public holidays

Our automatic regulations concerning public holidays ensure, that the agreed delivery time around Austrian public holidays is guaranteed. You must follow the resulting delivery day:

In case the public holiday is placed between the usual order and delivery day, your lead time is increased by one day.

e.g.

- public 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

In case the usual delivery day is a public holiday, the delivery day is moved to the next working day.

e.g.

- public 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

In case the usual order day is a public holiday, you will receive our orders one day in advance. The delivery day does not change.

e.g.

- public 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.

3.2 Company holidays, international public holidays and other postponements

Please note that our regulations regarding public holidays are only valid for Austrian public holidays. You have to communicate public holidays in your country of residence, company holidays (e.g. stocktaking, bridge days) as well as other changes concerning the regular order or delivery date (e.g. system changes, change of warehouse or service provider) 4 weeks in advance to our Offer Management and liefertreue@metro.at. The availability of goods must be ensured during these periods.

METRO reserves the right to pass indirect and direct costs to the supplier incurred of failing to communicate or longer lasting delivery difficulties resulting from such events.

4 DELIVERY QUALITY

The goods ordered must be delivered in the correct quantity, at the agreed time and in the agreed quality. To ensure this, the supplier shall ensure the ongoing availability of goods. The goods must meet all in advance agreed criteria.

Partial deliveries are not permitted without written exceptional approval. Excess deliveries or incorrect deliveries may be rejected by METRO.

5 SHIPPING DOCUMENTS

Every inbound delivery must be accompanied by a corresponding delivery note.

A delivery accompanied by an exclusively digital delivery note (e.g. via tablet) is not permitted. In case of doubt, the physical delivery note with the documentation of the acceptance of goods by METRO (signature, stamp, label) is valid.

Only one delivery note and one invoice must be issued for each METRO order number.

In compliance with the legal CMR regulations, a CMR consignment note must also be enclosed with the shipment. Should further documents (e.g. accompanying documents for consumption tax return) be required by law, these must also be handed over to METRO in a suitable form and manner upon delivery.

All information on the delivery papers must correspond to the delivered goods.

The delivery notes must be attached to the goods in a clearly visible and adhesive manner (e.g. delivery note pocket). Before unloading, the driver must check in at the goods receiving department with the delivery documents. If the delivery note is missing, the truck may be placed at the back of the queue or unloading may be refused.

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

Illustration: 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 for standard goods: e.g., 12x150 g, 6 cans, 8 packages; for variable-weight goods: the actual chargeable weight, e.g., 135.25 kg	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

Table: 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)
- EAN of the respective items
- Unit (e.g., piece, carton, etc.)
- Contents per unit (e.g., kg, cans, etc.)
- Precise description of item
- Number of loading units or parking spaces
- METRO item number

For deliveries to central warehouses or platforms the best-before date (if relevant for this article) and the batch number must be stated.

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

It must also be possible to establish a clear link between the consignment note and the delivery note. All delivery note numbers must also be indicated on the consignment note. The METRO order number must be indicated on the consignment note as the consignee reference.

For shipments of items requiring a certain temperature range (e.g. chilled or deep frozen), the sender must indicate the required transport temperature on the shipping documents/waybill/bordereau.

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 harmless against any claims due to defective or missing data requested in the shipping documents that are required by law or by certification standards.

6 TRANSPORT CONTAINERS

From the 10th package onwards, your deliveries must be made on pallets. Exceptions are goods that cannot be delivered on pallets due to legal requirements or their nature. EURO, CHEP, H1 or IPP pallets are permitted.

Other pallet and transport containers may only be used with written consent.

6.1 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: Euro Pallet

6.2 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, fresh fish as well as goods for our bakery shops.



Illustration: H1 Pallet

6.3 E2 Boxes

The basic dimensions of E2 boxes are 600 x 400 x 200 mm. If these are used as transport containers for deliveries, they absolutely must be delivered on an H1 pallet. Loose E2 boxes shall not be accepted under any circumstances. This also applies to bakery crates. Meat and fish may only be delivered on H1 pallets.



Illustration: E2 Boxes

6.4 Euro-Pallets as Transport Containers

6.4.1 Pallet load weight

For deliveries to METRO the total weight of a pallet may not exceed 1,000 kg.

6.4.2 Pallet overhangs

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

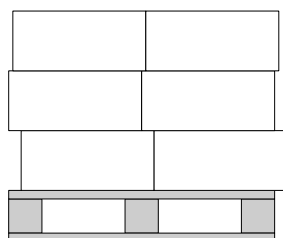


Illustration: Pallet overhang

6.4.3 Pallet height

The loading height of the delivered pallets may exceed 1,950mm (incl. 150mm pallet) and for mixed pallets (= several products on the pallet) 1,850mm (incl. pallet) only with written exceptional confirmation.

Stacking of pallets is permitted (intermediate or sandwich pallet). The goods on the lower pallet must allow this without suffering damage.



Illustration: Pallet height

6.4.4 Procedure for exchanging reusable transport containers

Transport packing (e.g. Euro pallets or E2-boxes) are usually exchanged one-for-one. CHEP or IPP pallets are handled according to the respective rental procedure. If there are not enough transport containers available for exchange, the driver will receive a pallet note as proof.

Pallets (boxes) will 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.

Transport containers other than those mentioned above are considered acceptable only in agreement with Metro.

6.5 Displays

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. The displays must be placed on a pallet in such a way that they are safe for transport and stackable and must be flush with the pallet.

7 HOMOGENEOUS PALLETS

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

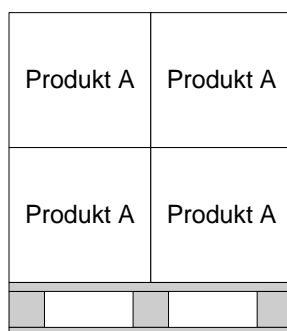


Illustration: Unmixed/Homogeneous Pallet

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 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.

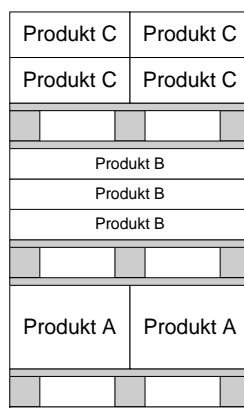


Illustration: Layer/Sandwich Pallet

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.

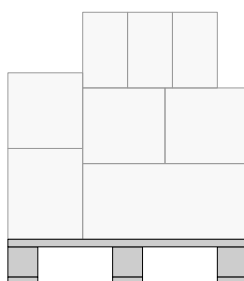


Illustration: Mixed Pallet

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.

8 SECURING DURING TRANSPORT

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. An appropriately marked adhesive tape (e.g. company name, company logo), which is applied crosswise over the film, is suitable as a security measure.

The transport safety device must also prevent the load from shifting.



Illustration: Marking the pallet with tape

9 MERCHANDISE LABELING

All barcodes, 2D Codes and labels must comply with the GS1 Austria and/or ECR guidelines. All barcodes/2D Codes must at least meet Quality Classification 1.5 according to ISO/IEC 15416/15415.



Illustration: EAN-13

9.1 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.

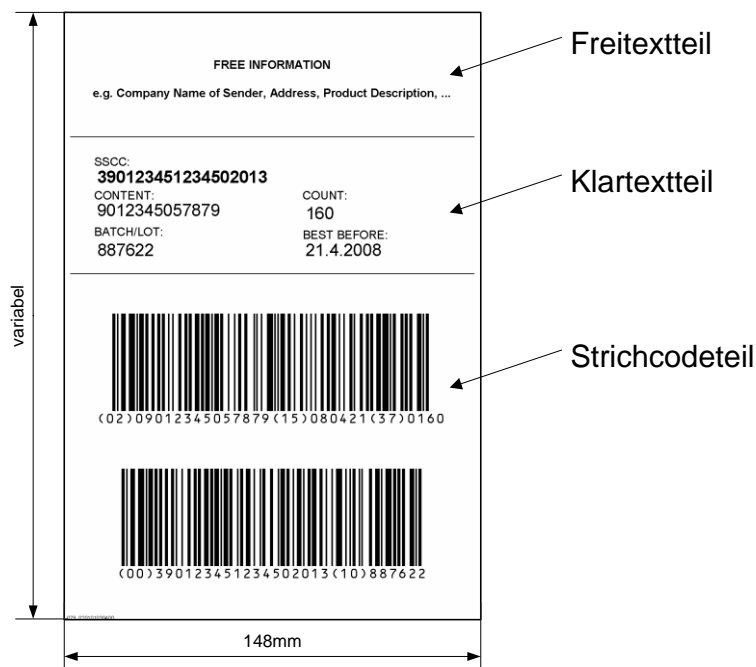


Illustration: Composition of a Standard Transport Label

- The free text portion may be used for the company name or the company logo
- 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 GS1-128 format (formerly known as EAN-128 barcode)

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.

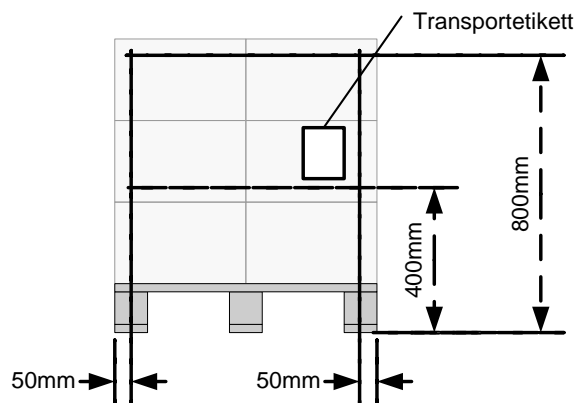


Illustration: Transport Labels' Position

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.

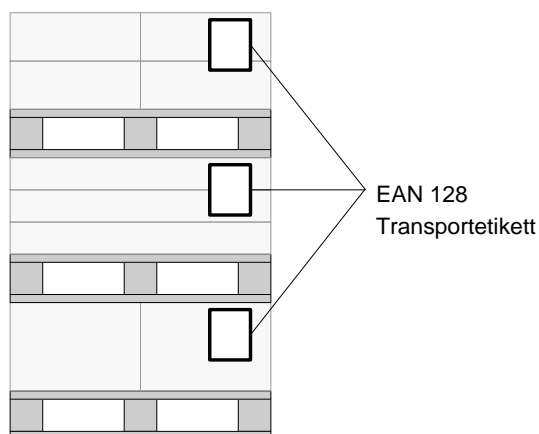


Illustration: Positioning the Transport Label on Layer Pallets

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 appendix.

For the consignment warehouse Brummer Logistik, the weight (AI) 31xx must also be integrated in the GS1-128.

9.1.1 (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 GS1 transport label must be affixed to the pallet.

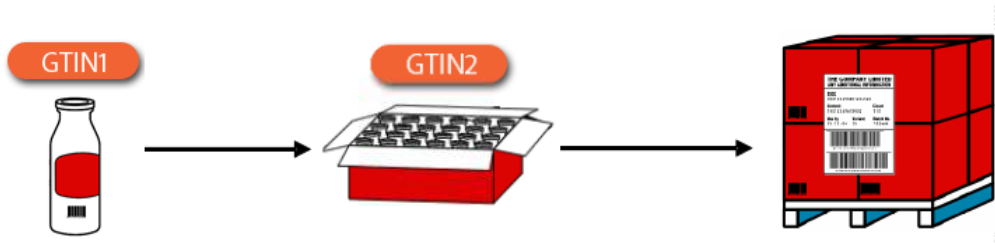


Illustration: Non-standard homogeneous shipping unit

The following must be indicated on the transport label:

- SSCC (AI 00)
- GTIN (formerly EAN code) 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: 390123451234502013	
CONTENT: 9012345057879	COUNT: 160
BATCH/LOT: 887622	BEST BEFORE: 21.4.2008
 (02)09012345057879(15)080421(37)0160	
 (00)390123451234502013(10)887622	

Illustration: Example: Transport Label for Unmixed (homogeneous) Pallet

9.1.2 (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.

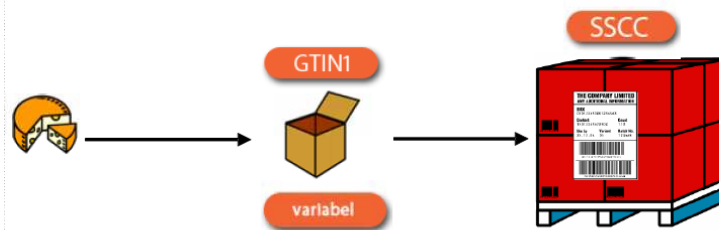


Illustration 18: (Homogeneous) shipping unit with a variable number of identical trade units

The following must be indicated on the transport label:

- SSCC (AI 00)
- GTIN (formerly EAN code) 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: 390123451231502474	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: Transport label for Unmixed (homogeneous) Pallet containing Variable-Weight Items

9.1.3 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: Heterogeneous Shipping Unit

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

Illustration: Transport Label for Mixed Pallet

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

<http://www.gs1-labelview.at>

The SSCC must also be transmitted in the EDI delivery note (DESADV).

9.2 Sales Units and Purchasing Units

The labeling of the units must comply with all the relevant legal requirements for the respective item. In the case of hanging goods/garments, the barcode must be affixed vertically. In cases where open-mesh packaging is used, the barcode must be affixed to a separate label

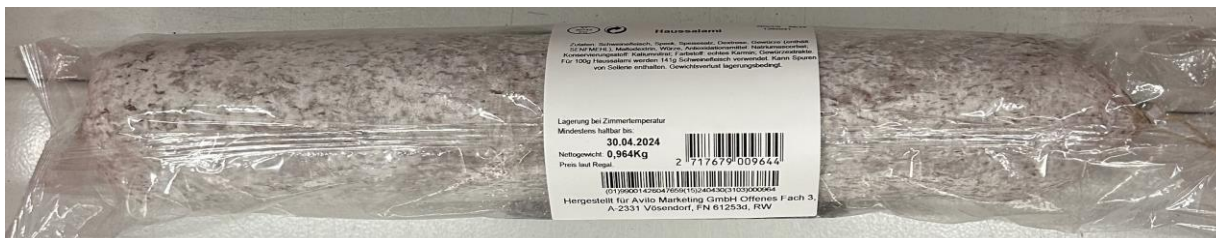


Illustration: Vertical EAN



Illustration: EAN on Open-Mesh Packaging

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

9.2.1 Standardized Items

All packaging levels must be identified with a unique barcode.

The purchase unit (e.g. carton) has to be marked with a barcode of the type GS1-128. In addition to the GTIN (formerly EAN), the best-before date (AI15), if a MHD date exists for the article, and the batch number (AI10) are to be encoded in this barcode.



Illustration (standardized), GS1-128 with GTIN, best-before date and batch no.

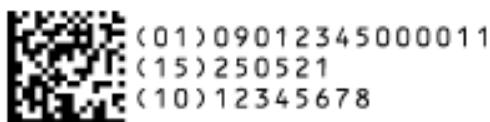


Illustration (standardized), GS1 DataMatrix with GTIN, best-before date and batch no.

Within the GS1-128 barcode a GTIN-13 with a leading digit of zero, a GTIN-14 with indicator 1-8 or alternatively a EAN-13 barcode with GTIN are possible.

If possible, the goods must be positioned on the shipping unit in such a way that the GTIN of the highest hierarchy level marked with a barcode can be read from the outside. For articles where the equalized purchase unit/overpack contains non-equalized sales units, a GS1-128 with AI (01) and AI (310x) must be affixed.

For deliveries to METRO, the following barcode formats are also permissible for purchase units: GS1 DataMatrix, GS1 DataBar (not preferred) but no QR code. A GS1-128 barcode may not be interrupted or folded.

For deliveries to central warehouses or platforms, only the GS1-128 barcode and with a written confirmation a GS1 DataMatrix shall be used for the purchasing unit; the best-before date (AI15), if the goods have an expiry date, and the batch number (AI10) shall be encoded in the barcode.

For non-food articles delivered to the central warehouse, a GS1-128 barcode or GS1 DataMatrix must be used, and the METRO article number must be affixed to the outer carton. Deviations are only permitted with written approval.

9.2.2 Items with variable weight

All packaging levels shall be identified with a unique barcode.

A GS1-128 barcode must be applied to the highest packaging hierarchy level (e.g. carton). This must contain the net weight of the respective packaging, the best-before date and the batch number. All information contained in the barcode must also be applied to the label in plain text. All labelling elements must be clearly readable visually.



Illustration: GS1-128 Barcode for variable weight item incl. net weight

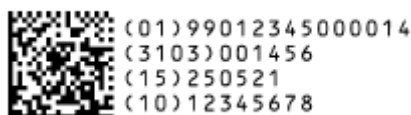


Illustration: GS1 DataMatrix for variable weight item incl. net weight

If this is not possible, an assigned 13 digits number might be encoded into an EAN-13 Barcode with prefix 27 and national HPID after written confirmation. For the printed number, both the checksum over the weight and the checksum over all must be calculated. The variable part of the 13-digits number must contain the net weight of the respective packaging unit.



Illustration: Weight EAN with prefix 27

For deliveries to METRO, the following barcode formats are also permitted for purchase units: GS1 DataMatrix, GS1 DataBar (not preferred) but no QR code. A GS1-128 barcode must not be interrupted or folded.

For deliveries to central warehouses or platforms, only the GS1-128 barcode and with a written confirmation a GS1 DataMatrix shall be used for the purchasing unit; the best-before date (AI15), if the goods have an expiry date, and the batch number (AI10) shall be encoded in the barcode.

If possible, the goods are to be positioned on the shipping unit in such a way that the GTIN of the highest hierarchy level marked with a barcode can be read from the outside. In addition, the net weight must be indicated on the respective outer carton or article.

Following barcodes must not be used: Code128, QR Code, Data Matrix and all other types, which were not explicitly mentioned above.

If a barcode or GTIN is missing on an overpack or sales unit in the case of equalized or articles with variable weight, METRO reserves the right to reject the goods or, if applicable, to charge the labelling costs to the customer.

In the event of complaints and expenses relating to defective or incorrect labelling, METRO shall indemnify and hold harmless the respective supplier.

9.3 Traceability & Product Recalls

The legal minimum requirements regarding traceability must be maintained.

To facilitate the identification of best-before dates and batches in the context of article recall actions, the exact article designation, the weight of the sales units (in the case of food goods) and the batch number of the articles contained must be indicated on the overpacks and must be legible from the outside on the pallet for each package.

If this requirement is not met, METRO will always withdraw the entire article stock from circulation in the event of an article recall.

10 ACCOUNTING

To be able to process the invoices in an efficient way the below mentioned guidelines must be followed.

In any case of a deviation to these guidelines METRO reserves its right to charge direct or indirect costs.

10.1 Invoicing

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

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

10.1.1 Billing address

The invoice recipient is the ordering Metro store or the Metro headquarters in Voessendorf, or, for deliveries to central warehouses or platforms, the Metro headquarters with the additional note "Logistik."

For deliveries to METRO stores:

Metro Cash & Carry Oesterreich GmbH
Metro Platz 1
2331 Voessendorf
ATU19424905
GLN: 9000480000003

For deliveries to central warehouses/platforms:

Metro Cash & Carry Oesterreich GmbH
Logistik
Metro Platz 1
2331 Voessendorf
ATU19424905
GLN: 9000480000843

The invoice recipient as well as the delivery address have to be printed on the invoice.

10.1.2 Invoice Content

Invoices must 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

10.2 Invoice Control

- 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“ (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“ (Attachment B)

- Return of Goods:

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

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

10.3 Billing Consignment Warehouse

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

On your demand we are able to submit you these quantities via EDI ORDERS. If you are interested, please contact edi@metro.at.

10.4 Confirmation of arrival

Since 01.01.2014, the confirmation of arrival has come into force in Germany as a new tax documentation requirement for deliveries within the EU. The confirmation of receipt serves as proof for the exemption from the VAT obligation and concerns all companies that export goods to EU countries.

Metro AT has developed a standardized procedure with the corresponding forms. For reasons of security and administrative economy, only our in-house form can be used; unfortunately, we cannot respond to special requests.

If you have any questions on the subject of confirmation of arrival, please contact Mrs. Simone Eichinger (simone.eichinger@metro.at) or Mrs. Kristina Petrovic (kristina.petrovic@metro.at).

11 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 the METRO 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'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 without delay!

Please send all information regarding any changes of article master to the responsible Category Management

This Notification has to include:

- **Which articles changes** (incl. your and our item number)
- **What attribute changes** (EAN, Content, Intrastat-Data ...)
- **The exact date from which on we have to order the new article**

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

12 EDI

For orders, delivery notes and invoices we expect EDI transmission. For further information, please contact our EDI team (edi@metro.at). Purchase orders and invoices are preferably to be received and transmitted in electronic form. Delivery notes are to be transmitted both in paper form (see chapter delivery papers) and in electronic form. The standard message formats recommended by ECR Austria are to be used.

Message contents	Standard ECR message format
Order	ORDERS
Delivery note/Dispatch advice	DESADV
Invoice	INVOIC

Table: Standard ECR messages

Within 3 months of receiving the delivery guidelines, it must be ensured that invoices are sent via EDI INVOIC and delivery notes via EDI DESADV.

If your company does not have the technical requirements for this, we can provide an appropriate web platform ("Web-EDI"). Please contact edi@metro.at for more information.

12.1 Electronic Delivery Notes (DESADV) with SSCC/NVE

For efficient and transparent goods delivery, the electronic transmission of delivery notes (DESADV) via EDI is mandatory. These must include the **SSCC/NVE (Serial Shipping Container Code/Number of the Shipping Unit)**, which must also be clearly visible on the transport labels of all delivered pallets. This ensures precise identification and seamless traceability of the goods along the entire delivery route.

Suppliers are required to ensure that EDI connectivity is in place, that DESADV messages with SSCC/NVE are transmitted, and that each pallet is correctly labeled. The pallet SSCC must also be included in the DESADV data set.

Compliance with these requirements is mandatory. For questions regarding technical implementation or SSCC/NVE labeling, the relevant departments can be contacted at edi@metro.at or scm@metro.at.

13 EXPIRY DATES

Remaining expiry days/best before dates agreed with METRO must be guaranteed on the day of delivery. In case of failure, METRO reserves the right to reject the goods (see chapter "Reasons for rejection of goods").

Only goods from one batch may be delivered per pallet and article. If this is not possible in exceptional cases, a note about each different batch number must be made on the delivery note.

If different ways of transport are used for the same article (e.g. parallel air and sea freight), the delivery of younger batches before older batches may be tolerated in exceptional cases, provided this has been agreed with METRO Offer Management.

In the case of delivery to the cross-docking platform, the delivery day at the platform shall not count as the start of the remaining expiry date calculation, but only the following day.

METRO reserves the right to pass on all indirect and direct costs incurred due to violating above mentioned rules. If necessary, acceptance of the goods will be refused.

14 TEMPERATURE

14.1 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. 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 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 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.

14.2 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; these must be communicated to METRO, upon request. It must be possible, based on 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.

This proof must 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 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 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, from the moment of acceptance until unloading, and attach it to the shipping documents.

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

15 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, 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 or will be claimed within appropriate time.

16 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 or its customers with the goods/delivery by a supplier, the supplier shall be liable for all resulting costs.

17 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.

18 CLAIMS/COMPLAINTS AND REJECTION OF THE GOODS

If the goods are wholly or partially rejected by METRO, 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 the supplier 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 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 central warehouses or platforms, only the carton/box is taken into account. This means that if a unit within the carton/box is missing or broken, the entire package shall be claimed as missing or broken.

19 RETURN OF GOODS

If there is no written agreement regarding the return of goods, METRO reserves the right to return goods to the supplier. The original costs of the article as well as the transport costs will be charged to the supplier, if there is no contrary agreement.

20 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 violating the guideline METRO reserves its right to charge additional expense to the supplier.

21 PROCUREMENT LOGISTICS BLOG

For suppliers participating in procurement logistics, all the points mentioned apply unless otherwise agreed in writing. They are required to notify the agreed service provider of the goods in a timely manner, so that the goods can arrive at our store on time, taking into account the agreed delivery times. We refer to the corresponding contracts and agreed operational processes.

For any questions regarding this matter, please contact: beschaffungslogistik@metro.at.

22 REASONS FOR REJECTION OF GOODS

Quality defect in incoming delivery	Action
Shipping units with mixed MHDs/batches/lots/serial numbers, etc. per item	<p>Refusal of the goods</p> <p>Claims/Complaints and Rejection of the Goods</p> <p>If METRO rejects the goods in whole or in part, the following procedure must be followed.</p> <p>The supplier must dispose of the goods in writing within 2 working days of notification of a defect without being asked to do so. If this does not happen, the goods will automatically be destroyed at the supplier's expense. If the goods are collected again by the supplier, this must be done within a period of 10 working days from notification of the defect. After expiry of this period, the goods will be automatically destroyed at the supplier's expense.</p> <p>Should the delivered articles or the storage contradict the legal hygiene regulations, METRO reserves the right to immediately dispose of the goods professionally at the supplier's expense.</p> <p>In case of a complaint or rejection of goods, the supplier is also liable for all consequential damages and costs such as logistics costs, loss of sales, administrative processing fees, destruction costs and advertisements.</p> <p>For deliveries to central warehouses or platforms, only over-cartons or packages will be taken into account in the event of complaints. This means that in the event of a missing or broken unit in the outer carton, the entire package will be claimed as missing or broken).</p>
	<p>Refusal of the goods</p> <p>Claims/Complaints and Rejection of the Goods</p> <p>If METRO rejects the goods in whole or in part, the following procedure must be followed.</p> <p>The supplier must dispose of the goods in writing within 2 working days of notification of a defect without being asked to do so. If this does not happen, the goods will automatically be destroyed at the supplier's expense. If the goods are collected again by the supplier, this must be</p>

<p>Missing, defective or wrong merchandise labeling or quality of labels</p>	<p>done within a period of 10 working days from notification of the defect. After expiry of this period, the goods will be automatically destroyed at the supplier's expense.</p> <p>Should the delivered articles or the storage contradict the legal hygiene regulations, METRO reserves the right to immediately dispose of the goods professionally at the supplier's expense.</p> <p>In case of a complaint or rejection of goods, the supplier is also liable for all consequential damages and costs such as logistics costs, loss of sales, administrative processing fees, destruction costs and advertisements.</p> <p>For deliveries to central warehouses or platforms, only over-cartons or packages will be taken into account in the event of complaints. This means that in the event of a missing or broken unit in the outer carton, the entire package will be claimed as missing or broken).</p> <p>Possible alternative: prompt rectification of the defect by the supplier and at the supplier's expense, e.g. re-labelling, repacking, sorting, reworking, transmission of missing or corrected documents, etc.</p>
<p>Expiry date ("best before") is less than agreed (Point 13: Expiry date)</p>	<p>Claims/Complaints and Rejection of the Goods</p> <p>If METRO rejects the goods in whole or in part, the following procedure must be followed.</p> <p>The supplier must dispose of the goods in writing within 2 working days of notification of a defect without being asked to do so. If this does not happen, the goods will automatically be destroyed at the supplier's expense. If the goods are collected again by the supplier, this must be done within a period of 10 working days from notification of the defect. After expiry of this period, the goods will be automatically destroyed at the supplier's expense.</p> <p>Should the delivered articles or the storage contradict the legal hygiene regulations, METRO reserves the right to immediately dispose of the goods professionally at the supplier's expense.</p> <p>In case of a complaint or rejection of goods, the supplier is also liable for all consequential damages and costs such as logistics costs, loss of sales, administrative processing fees, destruction costs and advertisements.</p> <p>For deliveries to central warehouses or platforms, only over-cartons or packages will be taken into account in the</p>

	<p>event of complaints. This means that in the event of a missing or broken unit in the outer carton, the entire package will be claimed as missing or broken).</p>
<p>Missing shipping documents or legally required information is missing on shipping documents (See Point 5: Shipping Documents)</p>	<p>Refusal of the goods</p> <p>Claims/Complaints and Rejection of the Goods)</p> <p>If METRO rejects the goods in whole or in part, the following procedure must be followed.</p> <p>The supplier must dispose of the goods in writing within 2 working days of notification of a defect without being asked to do so. If this does not happen, the goods will automatically be destroyed at the supplier's expense. If the goods are collected again by the supplier, this must be done within a period of 10 working days from notification of the defect. After expiry of this period, the goods will be automatically destroyed at the supplier's expense.</p> <p>Should the delivered articles or the storage contradict the legal hygiene regulations, METRO reserves the right to immediately dispose of the goods professionally at the supplier's expense.</p> <p>In case of a complaint or rejection of goods, the supplier is also liable for all consequential damages and costs such as logistics costs, loss of sales, administrative processing fees, destruction costs and advertisements.</p> <p>For deliveries to central warehouses or platforms, only over-cartons or packages will be taken into account in the event of complaints. This means that in the event of a missing or broken unit in the outer carton, the entire package will be claimed as missing or broken).</p> <p>Possible alternative: corrected delivery documents are sent immediately</p>
<p>The temperature range specified for the goods was not respected (Point 14: Temperature)</p>	<p>Refusal of the goods</p> <p>Claims/Complaints and Rejection of the Goods)</p> <p>If METRO rejects the goods in whole or in part, the following procedure must be followed.</p> <p>The supplier must dispose of the goods in writing within 2 working days of notification of a defect without being asked to do so. If this does not happen, the goods will automatically be destroyed at the supplier's expense. If the goods are collected again by the supplier, this must be</p>

	<p>done within a period of 10 working days from notification of the defect. After expiry of this period, the goods will be automatically destroyed at the supplier's expense.</p> <p>Should the delivered articles or the storage contradict the legal hygiene regulations, METRO reserves the right to immediately dispose of the goods professionally at the supplier's expense.</p> <p>In case of a complaint or rejection of goods, the supplier is also liable for all consequential damages and costs such as logistics costs, loss of sales, administrative processing fees, destruction costs and advertisements.</p> <p>For deliveries to central warehouses or platforms, only over-cartons or packages will be taken into account in the event of complaints. This means that in the event of a missing or broken unit in the outer carton, the entire package will be claimed as missing or broken).</p>
<p>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)</p>	<p>Refusal of the goods</p> <p>Claims/Complaints and Rejection of the Goods)</p> <p>If METRO rejects the goods in whole or in part, the following procedure must be followed.</p> <p>The supplier must dispose of the goods in writing within 2 working days of notification of a defect without being asked to do so. If this does not happen, the goods will automatically be destroyed at the supplier's expense. If the goods are collected again by the supplier, this must be done within a period of 10 working days from notification of the defect. After expiry of this period, the goods will be automatically destroyed at the supplier's expense.</p> <p>Should the delivered articles or the storage contradict the legal hygiene regulations, METRO reserves the right to immediately dispose of the goods professionally at the supplier's expense.</p> <p>In case of a complaint or rejection of goods, the supplier is also liable for all consequential damages and costs such as logistics costs, loss of sales, administrative processing fees, destruction costs and advertisements.</p> <p>For deliveries to central warehouses or platforms, only over-cartons or packages will be taken into account in the event of complaints. This means that in the event of a</p>

	<p>missing or broken unit in the outer carton, the entire package will be claimed as missing or broken).</p>
<p>Other negative deviations, such as different smell or texture, buckling, discoloration, any signs of spoilage, pests/vermin or traces of pests/vermin</p>	<p>Refusal of the goods</p> <p>Claims/Complaints and Rejection of the Goods)</p> <p>If METRO rejects the goods in whole or in part, the following procedure must be followed.</p> <p>The supplier must dispose of the goods in writing within 2 working days of notification of a defect without being asked to do so. If this does not happen, the goods will automatically be destroyed at the supplier's expense. If the goods are collected again by the supplier, this must be done within a period of 10 working days from notification of the defect. After expiry of this period, the goods will be automatically destroyed at the supplier's expense.</p> <p>Should the delivered articles or the storage contradict the legal hygiene regulations, METRO reserves the right to immediately dispose of the goods professionally at the supplier's expense.</p> <p>In case of a complaint or rejection of goods, the supplier is also liable for all consequential damages and costs such as logistics costs, loss of sales, administrative processing fees, destruction costs and advertisements.</p> <p>For deliveries to central warehouses or platforms, only over-cartons or packages will be taken into account in the event of complaints. This means that in the event of a missing or broken unit in the outer carton, the entire package will be claimed as missing or broken).</p> <p>The consequential costs of a pest infestation demonstrably caused by a supplier shall be charged to the respective supplier</p>
<p>Lack of hygiene (Point 17: Overall Hygiene and Cleanliness)</p>	<p>Refusal of the goods</p> <p>Claims/Complaints and Rejection of the Goods)</p> <p>If METRO rejects the goods in whole or in part, the following procedure must be followed.</p> <p>The supplier must dispose of the goods in writing within 2 working days of notification of a defect without being asked</p>

	<p>to do so. If this does not happen, the goods will automatically be destroyed at the supplier's expense. If the goods are collected again by the supplier, this must be done within a period of 10 working days from notification of the defect. After expiry of this period, the goods will be automatically destroyed at the supplier's expense.</p> <p>Should the delivered articles or the storage contradict the legal hygiene regulations, METRO reserves the right to immediately dispose of the goods professionally at the supplier's expense.</p> <p>In case of a complaint or rejection of goods, the supplier is also liable for all consequential damages and costs such as logistics costs, loss of sales, administrative processing fees, destruction costs and advertisements.</p> <p>For deliveries to central warehouses or platforms, only over-cartons or packages will be taken into account in the event of complaints. This means that in the event of a missing or broken unit in the outer carton, the entire package will be claimed as missing or broken).</p>
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This list is not intended to be exhaustive!

23 ADDITIONAL EXPENSE – OVERVIEW

In case of violating below mentioned points METRO reserves its right to charge the following rates to the contractual partner according to the polluter pays' principle:

Additional	
non-coordinated delivery of goods below the agreed expiry days	EUR 80,00 per article
rejection or claims of goods (see chapter 22)	EUR 80,00 per article
deviations delivered goods versus delivery note	EUR 80,00 per article
delivery date or time window	EUR 300,00 per order

24 ANNEX

24.1 Sample 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 for standard goods: e.g., 12x150 g, 6 cans, 8 packages; for variable-weight goods: the actual chargeable weight, e.g., 135.25 kg	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

Illustration: Sample CMR Waybill

24.2 CMR waybill - sample

[illegible]

Illustration: CMR waybill - sample

24.3 Application Identifier (AI)

AI	Langtext	Kurzbezeichnung	Datenfeld ¹	Beispiel
00	Serial Shipping Container Code ²	SSCC	n18	(00)39012345678901234 5
01	Global Trade Item Number Identifikation einer Handelseinheit	GTIN	n14	(01)09012345678906
02 ³	GTIN Identifikation von Handelseinheiten enthalten in einer Transporteinheit	CONTENT	n14	(02)09012345111113
10	Chargennummer	BATCH/LOT	an..20	(10)AX1234*
11	Herstellungsdatum	PROD DATE	n6	(11)061023
13	Packdatum	PACK DATE	n6	(13)060704
15	Mindesthaltbarkeitsdatum (Qualität)	BEST BEFORE oder SELL BY	n6	(15)080913
17	Verfallsdatum (Sicherheit)	USED BY oder EXPIRY	n6	(17)080930
20	Produktvariante	VARIANT	n2	(20)56
21	Seriennummer	SERIAL	an..20	(21)967321
251	Bezug auf die Ursprungseinheit	REF TO SOURCE	an..30	(251)040269573326
30	Menge in Stück	VAR. COUNT	n..8	(30)2200
310(x)	Nettogewicht	NET WEIGHT (kg)	n6	(3103)048000
311(x)	Länge/Dimension 1	LENGTH (m)	n6	(3110)008000
312(x)	Breite/Dimension 2	WIDTH (m)	n6	(3121)000070
313(x)	Höhe/Dimension 3	HEIGHT (m)	n6	(3133)004523
314(x)	Fläche	AREA (m ²)	n6	(3143)007865
315(x)	Nettovolumen, Liter	VOLUME (l)	n6	(3152)897689
316(x)	Nettovolumen, Kubikmeter	VOLUME (m ³)	n6	(3164)007870
320(x)	Nettogewicht (engl. Pounds)	NET WEIGHT (lb)	n6	(3203)008075
37 ³	Anzahl der in der Transporteinheit enthaltenen Handelseinheiten	QUANTITY	n..8	(37)0240
400	Bestell-/Auftragsnummer des Warenempfängers	ORDER NUMBER	an..30	(400)17909
401	Sendungsnummer	CONSIGNMENT	an..30	(401)78785
410	Global Location Number (GLN) des Warenempfängers	SHIP TO LOC	n13	(410)901234500000 4
412	Global Location Number (GLN) des Lieferanten	PURCHASE FROM	n13	(412)9056789 00000 8
8003	Global Returnable Asset Identifier (GRAI) Identifikation für Mehrwegtransportbehälter/-verpackungen	GRAI	n14+an..16	(8003)09012345175627 145437

Illustration: Application Identifier (AI))¹

¹ <http://www.gs1.at/gs1-leistungen-a-standards/gs1-applicationidentifier>

24.4 Consumption Tax Document Sample

EUROPÄISCHE GEMEINSCHAFT VERBRAUCHSTEUERPFLICHTIGE WAREN		BEGLEITENDES VERWALTUNGSDOKUMENT		
4	1 Versender	2 Verbrauchssteuer Nummer des Versenders	3 Bezugsnummer	
	7 Empfänger	4 Verbrauchssteuer Nummer des Empfängers	5 Rechnungsnummer	
	7 a Ort der Lieferung	6 Rechnungsdatum	8 Zuständige Behörde am Abgangsort	
	9 Beförderer	10 Sicherheitsleistung	12 Abgangsland	
4	11 Sonstige Angaben zur Beförderung	13 Bestimmungsland	14 Steuerlicher Beauftragter	
	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)				
24 Für die Richtigkeit der Angaben in Feld 1—22 Firma des Unterzeichners (mit Telefonnummer)				
A Kontrollvermerk der zuständigen Behörde		Name des Unterzeichners		
		Ort, Datum		
		Unterschrift		

Fortsetzung auf der Rückseite (Ausfertigungen 2, 3 und 4)

Vst 1 FLD f. Wein, MO u. Bgld. — 1. 95 (Neuaufg.) — BMF 32.244. — ÖSD 946057 dlo

Illustration: Accompanying Administrative Document

EUROPÄISCHE GEMEINSCHAFT VERBRAUCHSTEUERN		VEREINFACHTES BEGLEITDOKUMENT INNERGEMEINSCHAFTLICHE BEFÖRDERUNG VON WAREN DES STEUERRECHTLICH FREIEN VERKEHRS	
3 Ausfertigung zur Rücksendung an den Lieferer 3	1 Lieferer <input type="checkbox"/> (Name und Adresse)	MwSt.-Nummer	2 Bezugsnummer des Lieferers
	4 Empfänger (Name und Adresse)	MwSt.-Nummer	3 Zuständige Behörde des Bestimmungslandes (Bezeichnung und Anschrift)
	5 Beförderer/Beförderungsmittel	6 Bezugsnummer und Datum der Anmeldung bei der zuständigen Behörde des Bestimmungslandes	
	7 Ort der Lieferung		
8 Zeichen, Anzahl und Art der Packstücke, Warenbeschreibung		9 Warencode (KN-Code)	
		10 Menge	11 Rohgewicht (kg)
			12 Eigengewicht (kg)
		13 Rechnungspreis/Warenwert	
14 Bescheinigungen (bestimmte Weine und Spirituosen, kleine Brauereien und Brennereien)			
A Kontrollvermerk der zuständigen Behörde		15 Für die Richtigkeit der Angaben in Feld 1—13: Rücksendung der Ausfertigung 3 gewünscht: Ja <input type="checkbox"/> Nein <input type="checkbox"/> *)	
Fortsetzung auf der Rückseite (Ausfertigungen 2 und 3)		Firma des Unterzeichners (mit Telefonnummer)	
		Name des Unterzeichners	
		Ort, Datum	
		Unterschrift	

*) Zutreffendes ankreuzen.

Illustration: Simplified Accompanying Document

24.5 Reclamation Documents Invoice Control

24.5.1 Attachment A

BETRIEBSST : 17/ST.POELTEN

ARCHIV-NR : 9200604190019933

METRO CASH & CARRY OESTERREICH GMBH

TEL: 69080264

METROPLATZ 1

2331 VOESENDORF

FIRMA

XXXXXXXXXX

UID-NR: ATU39247604

XXXXXXXXXX

XXXXXXXXXX

MENGENDIFFERENZ

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

Sehr geehrte Damen und Herren,

Wir haben Ihre angegebenen Rechnung(en) wegen abweichender Berechnung auf den unten ausgewiesenen Betrag geaendert 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. Rechnungspruefung

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:	IHKV: 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:	IHKV: 1	ME:	0

BE-NR: 104070 WE-NR: 108206

24.5.2 Attachment B

BETRIEBSST : 10/VOESENDORF

ARCHIV-NR : 9201010280019677

METRO CASH & CARRY OESTERREICH GMBH

TEL: +43/1/69080-682

METROPLATZ 1

2331 VOESENDORF

FIRMA

xxxxxxxxxxxxxx

UID-NR: xxxxxxxxxxxx

xxxxxxxxxxxxxxxxxx

xxxxxxxxxxxxxxxxxx

REFERENZ-NR: 423040

LIEFERANT: xxxxxxxx/ 58

DATUM: 03-11-2010

Sehr geehrte Damen und Herren,

Wir haben folgende Rechnungen zusammengefasst.

Nachstehende Rechnungen werden unter der Rechn-Nr 04I2179232 überwiesen.

BEARB. RECHNUNGEN:	RECHN-NR	RECHN-DATUM	RECHNUNGSBETRAG
	04I2179232	27-10-2010	478,00
	04I2178811	25-10-2010	301,46
GESAMT	: EUR		779,46
MWST-SL	: 2	20 % MWST WARE	129,91
		MWST LEERGUT	0,00
		MWST DLP	0,00

Hochachtungsvoll,

DVR-NR: 00032271

FN: 61253d/LG Wr.Neustadt

Rechnungsprüfungsabteilung

UID-NR: ATU 19424905

24.5.3 Attachment C

BETRIEBSST : 10/VOESENDORF

ARCHIV-NR : 1200604210033291

METRO CASH & CARRY OESTERREICH GMBH

TEL: 69080260

METROPLATZ 1

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

gez. Rechnungspruefung

DVR-NR: 00032271

FN: 61253d/LG Wr.Neustadt

UID-NR: ATU 19424905

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-

24.5.4 Attachment D

BETRIEBSST : 12/LANGENZERSDORF

ARCHIV-NR : 1200604210001512

METRO CASH & CARRY OESTERREICH GMBH

TEL: +43/1/69080-676

METROPLATZ 1

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

25 CONTACT DATA GS1/ECR

GS1 Austria GmbH (general):

Brahmsplatz 3

1040 Wien

Tel.: +43 / 1 / 505 86 01

Email: office@gs1.at

www.gs1.at

GS1 Austria (labeling, barcodes):

Ing. Mag. Gerald Gruber

Tel.: +43 / 1 / 505 86 01 – 123

Email: gruber@gs1.at

DI (FH) Christian Lauer

Tel.: +43 / 1 / 505 86 01 – 133

Email: lauer@gs1.at

ECR Austria general:

c/o GS1 Austria GmbH

Tel.: +43/1/505 86 01

Email: ecr@gs1.at