

Guidelines

For delivering Rauch - furniture

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1. General information

The following is a practical guide for carrying out deliveries.

It is of course not possible to cover every eventuality in detail here and unexpected and unforeseen problems will always occur.

You will then be required to act.

If you call us, we will assist you in solving any current problems during the ongoing delivery route.

For all the latest information, refer the delivery-route folder!

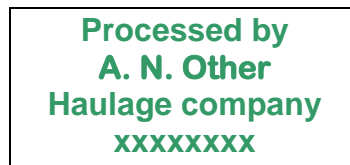
When you are on the road for RAUCH, always remember the following:

- You are driving for RAUCH.
Your qualities reflect our qualities.
- You are a vital link between Rauch and Rauch customers.
- You are transporting new items of furniture. Treat them as if they were destined for your own home.

2. Personnel deployed

We assume that you have had training at RAUCH to familiarise yourself with our delivery routes and our delivery documentation.

Every regular driver at RAUCH is given a name seal by their haulage company:



This name seal must be affixed to all documents that are processed on a delivery route.

Delivery notes, manual delivery notes for customers / for Rauch
Returns notes for customers / for Rauch
Other documents that Rauch receive back in connection with a customer or a delivery route.

We require that at least one driver of the vehicle crew has been trained or instructed by Rauch or has many years of experience in delivering our furniture.

This driver receives a *driver card* with the following information:

- Delivery certificate
- Safety briefing for furniture haulage companies in accordance with BGV D29 for the current calendar year
- Driver name
- Haulage company

**It is a requirement that 2 people unload our furniture at customer premises.
(Exceptions: England, France, Eastern Europe)**

3. Vehicles + swap bodies

3.1 Outward appearances

We expect your vehicles and the swap bodies parked on the RAUCH company premises for loading to be in perfect technical and visual condition at all times.

3.2 Swap body equipment

- 75 packing blankets per swap body, neatly and re-countably folded.
- 20 packing panels per container to secure cargo rows.
- 1 locking bar or tensioning ratchets for securing the load to the rear and during the trips from customer to customer.
- Sufficient lashing straps to secure cargo, e.g. for returns.
- Smooth side walls, without protruding parts
- A completed equipment form (number of packing blankets, packing panels and polystyrene)
> the equipment form is in triplicate (1 copy is kept by the driver, 2 copies are placed in the empty swap body)

Each driver is responsible for ensuring that the swap bodies parked for loading are fully and properly equipped.

3.3. Swap body dimensions, moisture proof, interior panelling

The swap body opening and interior height must be at least 2.50 m throughout. The swap body must be sealed against splashes and rain water. Smooth side walls, without protruding parts, are indispensable for damage-free transport.

Immediately report any visible defects to your dispatch and vehicle fleet departments

4. Delivery route confirmation at RAUCH

4.1. Which delivery route are you confirming?

You can find out the route number or the delivery area from your haulage company's dispatch department.

4.2. RAUCH freight-transfer personnel

Can be contacted by telephone in the event of any discrepancies. The current mobile phone numbers are on the "notice board" in the driver's area. Rauch personnel work in shifts. Our personnel will instruct you where to park empty swap bodies.

4.3. Parking swap bodies

Check whether the swap bodies you have parked are technically and visually in order.

4.4 Do not forget to secure the support legs

This is critical for the safety of personnel and materials

4.5. Check the completeness of the equipment

of parked swap bodies as indicated in 3.2.

It is your responsibility to park only properly and correctly equipped swap bodies!!!!

Some haulage companies have left swap bodies on our premises with spare equipment. When necessary, replenish any equipment missing in a swap body.

4.6. Indicate that a swap body is not to be loaded

if you are returning furniture that is needed for a later delivery, or if there is water damage. The same applies if you are instructed to do so by Rauch or your dispatch department. Damaged swap bodies and those containing large quantities of polystyrene blocks and equipment must also be prevented from being loaded. There are forms in the delivery-route folder for this purpose, which must be attached to the front of the swap body and placed in the "delivery system filing box".

4.7. The delivery-route folder with the forms for your route

can be found in your haulage company's compartment in the driver's area in our transport fleet building.

4.8. Registering a returned swap body

must be done by you online at the computer located in the driver's area.

The procedure is explained on the touch-screen PC (located directly next to it).

4.9. Confirming a delivery tour

also takes place online after an empty swap body has been registered.

4.10. Location of loaded swap bodies:

On our fleet site in Werk 3.

4.11. Cargo lists

can be found on the the loaded swap body for your delivery route.

4.12. Always check

whether you have picked up the right swap body for your delivery route. You can find this out from the cargo list and by inspecting the load (the cargo list number is also on the package labels).

Pre-departure checklist:

- Have the returned swap bodies been properly parked, registered, secured or, when necessary, prevented from further loading?**
- Are the swap bodies equipped according to the requirements?**
- Has the delivery route been confirmed?**
- Are the cargo lists available?**
- Have checks been made to ensure that the correct swap bodies have been collected?**

If everything is OK, then have a good trip!

4.13. Transport and/or delivery route confirmation

Delivery routes from the Rauch fleet site are confirmed by drivers at the PC terminal provided for this purpose.

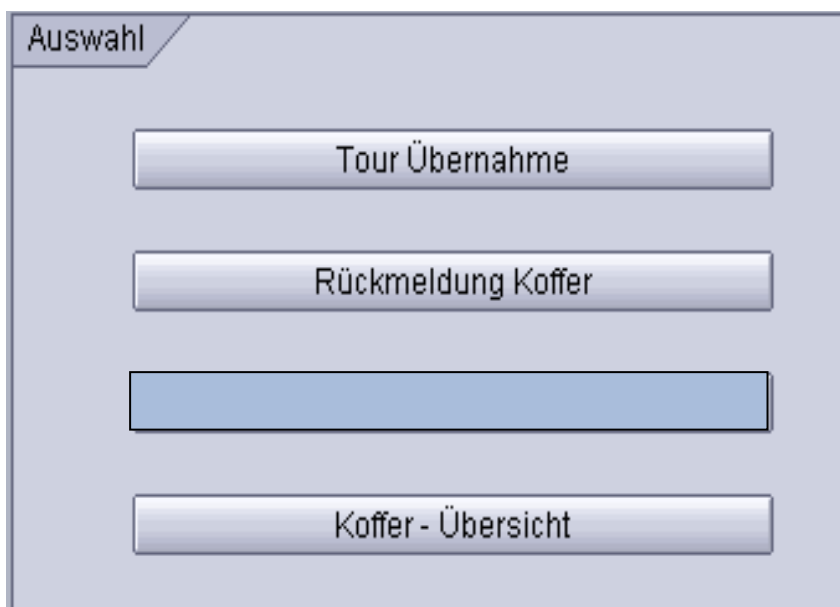
Each haulage company has a password for this purpose, which the driver must enter.

Likewise, on return from a delivery route, drivers register the swap body at the PC terminal and any incidents that may have occurred.

Drivers must complete the swap body registration and delivery route confirmation.

The exact description and guidelines for the haulage company/driver regarding the procedure are displayed on the PC terminal in the fleet area or next to it on the touch-screen PC.

The information entered on swap bodies in the fleet site swap bodies in circulation or loaded swap bodies ready for collection, as well as swap body handling frequency, is vital for Rauch's logistics.



5. Carrying out deliveries

5.1. Tour plan and unloading order

For the route itinerary, refer to the "Driver's list" enclosed in your delivery-route folder.

The order of deliveries specified must be adhered to under normal circumstances.

Exceptions: - One or more small orders that can be put to one side before major-customer deliveries

The advantage for you: You can make these deliveries earlier if necessary.

- Changes to the order if this makes sense due to the customers' goods acceptance times (lunch breaks, etc.) and the "putting to one side" of the packages is possible.

5.2. Special feature for loads from Werk 1 and Werk 3

Because we have 2 loading points, it is unavoidable that loading a customer's items may be split between the truck and the trailer.

The cargo list will indicate if this has happened so that you can put the packages to one side in order to be able to deliver them together.

5.3. *Delays during a delivery route*

Immediately inform your dispatch department or the RAUCH delivery department if a delay means that deliveries cannot be completed as scheduled or delivery dates cannot be adhered to.

The Rauch delivery department **must** be informed immediately if it is expected that a delivery route cannot be completed or the planned start of the next delivery route is in doubt.

5.4. *Telephone enquiries to RAUCH*

Always quote the **Transport number** (eight-digit number).

The name and telephone extension number of the person(s) in responsible is/are indicated on the delivery documents.

für Rauch

rauch
Seite 1 von 1
Telefon: 0049(09375)81-0
pack's

Lieferschein

Kundennummer: L589631

Ihre Ansprechpartner:
Frau Gerhardt, Tel: 1047, Fax: 770
Frau Hofmann, Tel: 258, Fax: 782

Auftraggeber:
LN-Möbelhandels/Schweinf.
GmbH
Mergentheimer Str. 59
97084 Würzburg

Rauch Möbelwerke GmbH D-97893 Freudenberg

Mömax Lager (SE/8Z)
Amsterdamstr. 5
97424 Schweinfurt

Komm. SEM9LZ-1 Wahler 88241971

Lieferschein 88241971 vom 21.07.2010

Ihre Bestellung vom 31.05.2010 Komm. SEM9LZ-1 Wahler
Werk 0003 Transportnr. 1081034 Ladefolge 0003 Abf.Datum 21.07.2010 Ladeliste 25598

Pos.Nr.	Menge	ME	Modell-Artikelnummer	Packstücke	Gewicht
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Enquiries concerning the route should be made via your haulage company's dispatch department so that they can clarify them with Rauch.

6. Documents accompanying your delivery route

The following pages provide you with important information on the meaning, use and handling of the paperwork for your delivery route.

Descriptions are given for:

- Cargo lists
- Driver list / Route list
- Delivery notes Rauch / Customer
- Overview of dispatch document
- Yellow route logs

And forms for special situations:

- "Stopping time log"
- "New furniture returns"
- "Yellow irregularities notice"
- "Important note for customer personnel"

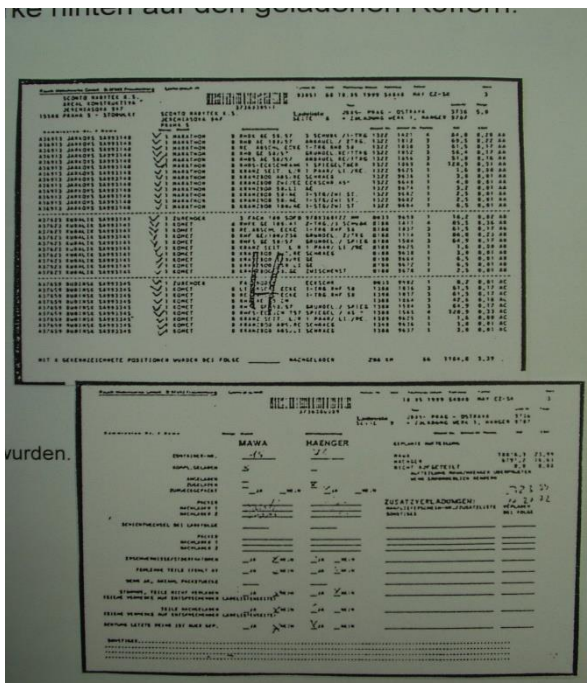
6.1. The cargo list

An important "tool" for unloading at the customer's site.
 You will find the cargo lists of both "Werke" on the rear of the loaded swap bodies.

These provide all the information pertaining to:

- How cargo is distributed across truck and trailer
- Delivery quantities for individual customers
- The make-up of customer orders
- Number of packages per article
- Other quantities such as CBM, packages, weights
- Information on whether parts or orders have not been loaded or have been loaded afterwards

Be aware of any remarks made by the loading personnel, such as: missing "A" = no production and not loaded due to missing material or cancelled by customer - not loaded.



In the event of missing parts / packages or furniture not being loaded, we expect you to return the complete cargo list with the delivery notes to Rauch.

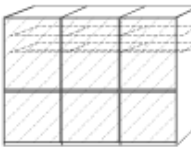


**Essential for processing the delivery documentation:
Copy notes made by loading personnel onto the relevant Rauch
delivery note.**

6.2. Linking CARGO LIST to package label.

Information for ensuring that the correct items are unloaded:

Additional identification
via the letter combination
(Lower case Werk 1
Upper case = Werk 3)

Distinguish articles within
a pick by the sequential number
number in the box on the label

 <p>Gewicht: 1,5 von 299,5 KG Volumen: 0,003 von 0,782 CBM Montageanleitungen = *M* B3000 X H2230 X T690</p>		<div style="border: 1px solid black; display: inline-block; padding: 2px;">66</div> 90 Fertigung: 12.07.2010 ar 4 Werk 0001 25430 56784
		10 von 10 Altro-B/Weißgl. A5425/5LL5/ / / SSCHWVG300/3TRG. Schwebetürenschränk 3-türig/Glas FÜHRUNGSBESCHLÄGE Wenge-maron
Paket 10 / 10		Zurbrueggen Wohnztr. GmbH D-59199 Boenen h29060-1 lanari
01. SOCKEL/OBERKR.-100 SCHD 02. SOCKEL/OBERKR.-100 SCHD 03. SOCKEL/OBERKR.-100 SCHD 04. SEITEN 300 SCHD 05. MITTELSEITEN 300 SCHD 06. TÜR LINKS - 100 SCHS 07. TÜR RECHTS - 100 SCHS 08. TÜR MITTE - 100 SCHS 09. LAUFSCHIENEN 300 X 10. FÜHRUNGSBESCHLÄGE		Tour 1080988 Kunde 98201 Auftrag 9749667 / 100 01 / 0002
1x5K08903  4 047054 795540		

Indication of pick name or pick number.

6.3. Driver list (in your delivery-route folder)

Your delivery-route list with all important information about the route. We expect you to make the required entries:

The general information must be completed by you **for each delivery route** you undertake.

Information from the driver about the route is important for Rauch and the basis for future route planning.

Make notes of any address changes, new addresses or changed delivery requirements.

Information on customers:

- Opening times
- Telephone numbers if known
- whether notification of delivery has been given
- Information on distance to the next customer in km
- Information which quantity was loaded on the truck / trailer (Werk 1 + Werk 3)

The image shows a multi-page form for a delivery route list. Red arrows point to three specific areas:

- The top section, which contains general information and driver details.
- The middle section, which is used for recording address changes and delivery requirements.
- The bottom section, which is a table for recording customer information, including opening times, phone numbers, and quantities loaded.

ABT-NR.	NAME	LEISTUNGSWEISE	OP.	BEZUGL.	ANZAHL	WARTESTEIT.	BEHÄLT.
10	WAGNER, WILHELM	WAGNER, WILHELM	1	WAGNER	1	1	1
11	WAGNER, WILHELM	WAGNER, WILHELM	1	WAGNER	1	1	1
12	WAGNER, WILHELM	WAGNER, WILHELM	1	WAGNER	1	1	1
13	WAGNER, WILHELM	WAGNER, WILHELM	1	WAGNER	1	1	1
14	WAGNER, WILHELM	WAGNER, WILHELM	1	WAGNER	1	1	1
15	WAGNER, WILHELM	WAGNER, WILHELM	1	WAGNER	1	1	1
16	WAGNER, WILHELM	WAGNER, WILHELM	1	WAGNER	1	1	1
17	WAGNER, WILHELM	WAGNER, WILHELM	1	WAGNER	1	1	1
18	WAGNER, WILHELM	WAGNER, WILHELM	1	WAGNER	1	1	1
19	WAGNER, WILHELM	WAGNER, WILHELM	1	WAGNER	1	1	1
20	WAGNER, WILHELM	WAGNER, WILHELM	1	WAGNER	1	1	1

The following is very important to us:

You should note important information or changes to customer data (goods acceptance times, etc.) on the driver lists so that we can save them in our computer system and take them into account when planning subsequent delivery routes.

This will also make your job easier!

6.6 *New furniture returns*

Use this form if furniture loaded for your delivery route is being returned to Rauch (acceptance refusals, delivery route not completed, etc.).

The upper part of the form is to be attached in a clearly visible position at the front of the swap body, the lower section with details of the haulage company, driver's name, swap body number and transport number is to be placed in the "delivery system filing box" incl. the dispatch documents and the cargo list.

Wechselbrücke / Auflieger gesperrt

Container bitte bis zur Klärung stehen lassen !

Zutreffendes bitte ankreuzen (X)

Neumöbel

Retouren (Menge > 1 cbm)

Styroporklötze (Menge > 10 Stück)

Packdecken / Rückwände (Lager-/Ausstattungs-Container)

leere Ladungsträger ("rauch-Paletten")

Achtung !!! Bitte bei Tourenrückmeldung Container sperren !!!

Bitte hier abtrennen und den kleinen Abschnitt mit den Lieferscheinen / Ladefolien in die Ablage "Lieferwesen" im Tourenstapelnraum legen.

Angaben bei Neumöbel und Retouren !

Transport-Nr. : _____

Spedition : _____

Container-Nr. : _____

Fahrer : _____

7. The delivery note

Your delivery-route folder contains all the delivery notes for your route.
You should usually submit delivery notes to the customer's goods receiving department.

- The copy for the customer labelled **CUSTOMER** is kept by the customer for further processing.

- The copy for Rauch is labelled **RAUCH**.
It is used by the customer to confirm that the goods have been received:
 - Dated and
 - signed (possibly with stamp)

- Extra confirmations from the driver may be required for extra items such as lighting sets, special accessories, etc.

Important! : Some customers receive "advance delivery notes" from Rauch by post/mail. These are used for advance notification and to reduce waiting times.

In any event, check whether the returned delivery notes have the customer's confirmation of receipt (date and signature).

The delivery note is the most important document when making a delivery.

Delivery notes that are correct, clear and comprehensible prevent queries, discrepancies, delays in dealing with complaints or paying the invoice and save on costs and inconvenience.

Every delivery note labelled "For Rauch" must also be returned to Rauch!

8. Information on irregularities

8.1. Missing items – Make a note on the delivery note

Use the yellow "irregularities" notice
In all cases:
Notes made on delivery notes are to be identical for both customer and RAUCH.

The form is titled "Störung bei Anlieferung" and contains the following sections:

- Fehlteile** (Ladefläche zurück an Rauch) / kompl. Komm. fehlt / Einzelteil fehlt
 - 50 nicht verladen lt. Ladefläche
 - 51 nicht verladen, ohne Vermerk auf Ladefläche
 - 52 nicht lt. Ladefläche
 - 53 falsch verladen / Ladefolge
 - 54 fehlt aus sonstigen Gründen
- Annahmeverweigerung** (Rückprache mit / von Rauch)
 - nicht zurück austauschen
 - zurück kompl. Komm.
 - zurück Einzelteil
- Beschädigungen**
 - 55 Verladefehler
 - 52 Transportschaden
 - 53 Wasserschaden
- Rücknahmevermerk:** mit Tour-Nr. / Koffer-Nr. / Spedition / Datum / Unterschrift Fahrer

Zusatzvermerke bitte direkt auf dem Lieferschein anbringen

Partial deliveries and/or missing items are noted on the Rauch cargo list

Copy notes on the cargo list by hand to the Rauch delivery note / irregularities notice

e.g.: "Missing 'A' according to cargo list".
"Not loaded according to cargo list".
Return the cargo list to Rauch with the noted irregularities

Partial deliveries and/or missing items are not noted on the Rauch cargo list

Remark on the delivery notes/ irregularities notice which item is missing and is to be delivered later with the addition "not remarked on the cargo list"

Return the cargo list with the noted irregularities

Indicate exactly which package, part or item is missing or damaged.
To speed up the processing of complaints, please fax the delivery note immediately to the responsible RAUCH employee or get the recipient of the goods to do so.

8.2. Damage– Make a note on the delivery note

Obvious damage to packages are to be indicated to the customer.
If receipt of the package is then refused, the person responsible at Rauch must be informed by telephone.
Make a note of the type and reason for the damage on the delivery documentation and have the customer confirm this and ask him to fax this delivery note to the customer service employee responsible at RAUCH.

To avoid having to make the note twice, mark the delivery note with the green label "IMPORTANT NOTE" after faxing.

The yellow "irregularities notice" must be used for returns.

8.3. Other refusals to accept goods by customers

Regardless of the reason given by the customer, direct telephone consultation with the RAUCH sales department responsible is required in all cases.

If it is determined that the customer can return the goods, make a note directly on the delivery note or on the **yellow "irregularities notice"**:

Return after consultation with (employee)
Vehicle loaded onto swap body no.
Date
Name seal

Please specify exactly which furniture is being returned.

9. Delivery to the customer

9.1. General information about unloading/picking

Follow the instructions of the warehouse staff.

Unloading or picking should be done according to the cargo list.
The cargo list contains all the information you need to check the completeness of the consignment.

If disagreements arise with the warehouse staff, please deal with the customer's objections in a factual manner. If necessary, involve your dispatch department or the Rauch dispatch department to clarify the disputed facts.

Nobody triumphs in a dispute with a customer!



RIGHT

WRONG

Securing the packages on the customer's roll cages is a particularly important part of the delivery process. Either place cardboard-packed parts on the outside of the racks and safety bars or use extra foam tubes or similar for protection. If these are not available, request them from the warehouse staff.

9.2. Inspection of goods by the customer

The storage systems and warehouse organisations of our customers vary quite widely. Position the packages in the warehouse or on the transport trolleys with labels clearly arranged so that inspection by the customer can take place easily.

9.3. Unloading/Inspection by the driver

Some big customers use this method of handing over goods, without the customer having to inspect incoming goods.

It involves absolute mutual trust and special care is need regarding completeness and damage-free goods.

10. Short description of our complaints procedure

The main aim is to avoid complaints, because every complaint results in inconvenience for customers and significant expense.

For damaged items or items that customers have complained about, either new items will be supplied free of charge or, following investigation of the complaint, items will be supplied at a charge.

Customers are generally requested to return the defective items. For minor or low-value complaints, return of the defective item is also waived, but the customer always has the right to return it.

Fast and problem-free delivery of items to replace defective items is an absolute priority for us. An extra journey to the customer may be necessary to replace an item. Deliveries of such items should always be given priority, as customers expect them to be dealt with promptly.

Important!!!

**Multiple complaints are specially marked on the cargo lists.
Special care and on-time delivery is required here.**

Damaged items at the customer's premises are always a reminder of a complaint with RAUCH. Take the items back and complete the collection instructions enclosed separately with your documentation.

Extra collection will only be scheduled if the customer does not have other orders with Rauch or the customer has specified a collection date.

11. Processing returns

In principle, you may only accept returns from the customer if

- **The customer has a RAUCH return note for this purpose**
- **A collection instruction has been enclosed with your documentation**
- **The senders (OTTO etc.) have issued return papers**
- **The customer has an exemption that you are aware of**

If a customer asks you to accept returns not covered by the above criteria, you must first contact the RAUCH customer service responsible (the telephone number is in your delivery documentation).

Where possible, the returned furniture items are sent to the production lines and re-processed. This means that appropriate handling and good packaging (use of blankets) for the return transport is required.

Load the returned furniture in such a way that a check for completeness can easily be carried out at the Werk.

Driver information

To reduce damage during transport and to improve the quality of transport, it is your duty to comply with the following measures:

Before departure, as well as on journeys from customer to customer, use extra lashing straps to secure the load.

Before departure, as well as on journeys from customer to customer, use extra lashing straps to secure the load

This order has been specially made according to the customer's specifications.

In the event of the customer refusing to accept the goods, it is imperative that the Rauch company is consulted.

Responsible:

The person named on the delivery note.