

# Supplier Manual

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## 1 OUTER PACKING

### 1.1 Package weight

The gross weight of the outer packing should not exceed 18 kg.

As far as the delivery of finished goods is concerned, please heed that the outer packing dimensions may not exceed 560 x 360 x 300 mm (length x width x height).

### 1.2 Marking

The outer packing of cartons in which identical items are packed should be marked with the following information:

- article number (STAEDTLER)
- project number (if existent)
- quantity contained
- quantity unit
- sales quantity unit (e.g. 100 boxes, 10 pieces each) (only necessary if deviating from quantity unit)
- production date of goods (if necessary)

The label with this information is to be stuck on the cartons in such a way that it is visible even when the cartons have been piled onto the pallet.

The cartons must be piled onto pallets in such a way that the marking is legible without any problem.

Basically, please supply cartons in which identical items are packed only. Cartons which are not quite full please mark respectively and pack them on the top layer of the pallet.

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As for the delivery of liquids, please also indicate the following information in addition to the above:

- gross weight of respective packing unit
- net weight of respective packing unit

## 2 LOAD CARRIERS

### 2.1 Pallets

In European freight traffic, only standardised Euro pallets according to UIC standard 435-2 including IPPC stamp (see illustration 1) may be used.

The pallet bottom runners and base must be undamaged.



Illustration 1:  
IPPC icon on base of new Euro pallet

### 2.2 Exchange of pallets

Basically, pallets are exchanged step by step. If this has not been the case, please contact our shipping department (Versand@staedtlr.com) promptly (up to 2 weeks later) by presenting the pallet slip.

The colleagues will try to find a balance as soon as possible. Pallet claims that are older than 2 weeks can no longer be accepted.

### 2.3 Weight and Dimensions

The dimensions of the pallet load may not exceed 1200 x 800 x 1700 mm (length x width x height) in size including pallet (see illustration 2).

Above all, the load including means of securing and potential bulges may not exceed the base of the pallet.

The gross weight including pallet may be 1000 kg at most.

Deviating delivery requirements are valid for the following materials:

- lead and ink raw materials:  
1200 x 1000 x 1400 mm at maximum (length x width x height, including pallet) → see order text
- plastic pellets: 1300 x 1100 x 1900 mm at maximum (length x width x height, including pallet), 1375 kg per pallet at maximum (gross weight)

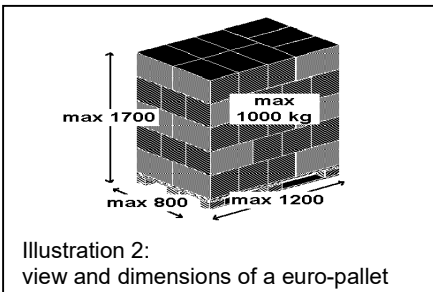


Illustration 2:  
view and dimensions of a euro-pallet

### 2.4 Piling

In case of mixed pallets with different materials packed in cartons, please form individual piles of identical items.

Loose materials, such as packaging, must be sorted on several pallets.

Deviating from that, the following is valid for lead and ink raw materials: Please heed that complete pallets/pallet layers are formed.

When supplying packaging parts, the quantity on the pallet should consist of several packing units. Inside the packing units, the goods can be bundled or carton layers can be added.

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## 2.5 Securing of Load

The load may be secured by means of foils or by harnessing. Besides that, the goods must be secured in such a way that they will not tilt or slip when cutting the harness or foil.

If wrapped with elastic foil, the foil mustn't cover the pallet base plus the area 10 cm above. Easily slipping transport units are to be harnesses in addition.

With harnessing, plastic ribbons are to be used. The ribbon edges may not be sharp in order to prevent the outer packing and the goods from being damaged.

The means of securing may not exceed the pallet base dimensions.

The pallets must be made of solid wood which may not show any mould fungus. No boards or runners/bearers may be splintered, broken or missing altogether.

## 2.6 Unloading

Trucks are unloaded at the rear using unloading ramps.

## 3 GOODS RECEIPT

A delivery note/packing list must be attached to the goods.

### 3.1 Opening Hours

Unloading must be completed within the time frames indicated below.

***The delivery of goods starting from five pallets must be preannounced.***

***We reserve the right to refuse acceptance of such deliveries that have not been agreed in advance.***

***Please contact:***

### **Unloading Points (according to the relevant purchase order):**

#### **STAEDTLER SE, Nürnberg (plant 1)**

Moosäckerstrasse 3, 90427 Nürnberg, Germany

phone: +49 911 9365-645; fax: +49 911 9365-777; Warenannahme.Nbg@staedtler.com

Monday – Thursday: 6:45 - 9:00, 9:15 - 12:00, 12:30 - 15:00

Friday: 6:45 - 9:00, 9:15 - 12:00

#### **STAEDTLER SE, Sugenheim (plant 2)**

Staedtlerstrasse 1, 91484 Sugenheim, Germany

phone: +49 9165 18-270; fax: +49 9165 18-275; warenannahmesugenheim@staedtler.com

Monday – Thursday: 7:00 - 9:00, 9:15 - 12:00, 12:30 - 15:00

Friday: 7:00 - 9:00, 9:15 - 12:00

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## STAEDTLER SE, **Neumarkt (plant 3)**

EFA-Straße 1, 92318 Neumarkt, Germany

phone: +49 9181 430-243; fax: +49 9181 430-350; [warenannahmeneumarkt@staedtlер.com](mailto:warenannahmeneumarkt@staedtlер.com)

Monday – Thursday: 6:45 - 9:00, 9:15 - 12:00, 12:30 - 15:00

Friday: 6:45 - 9:00, 9:15 - 12:00

## STAEDTLER Industrial Products GmbH, **Neumarkt**

EFA-Straße 1, 92318 Neumarkt, Germany

phone: +49 9181 430-243; fax: +49 9181 430-350; [warenannahmeneumarkt@staedtlер.com](mailto:warenannahmeneumarkt@staedtlер.com)

Monday – Thursday: 6:45 - 9:00, 9:15 - 12:00, 12:30 - 15:00

Friday: 6:45 - 9:00, 9:15 - 12:00

## STAEDTLER SE, **Hengersberg**

Gunskirchener Str. 5, 94491 Hengersberg, Germany

phone: +49 9901 94903-0; fax: +49 9901 94903-20

Monday – Thursday: 7:00 - 12:00, 13:00 - 15:00

Friday : 7:00 - 11:00

## STAEDTLER SE, **field warehouse (Bezold company)**

Miele Platz 1, 90542 Eckental/Eschenau, Germany

phone: +49 9126 29535-10; fax: +49 9126 29535-14; [info@bezold-log.de](mailto:info@bezold-log.de)

Monday - Friday: 7.00 - 15:30

## 4 SHIPPING DOCUMENTS

### 4.1 Delivery Note/Packing List

On your delivery note/packing list, the following information is to be indicated:

- our purchase order number
- each order position including our article number
- number of cartons including quantity and quantity unit
- total quantity
- total number of pallets and cartons of the shipment

As for sample shipments, please indicate the department and contact who ordered the goods.

### 4.2 Consignment Note

On the consignment note, the respective point of unloading, the opening hours of goods receipt and the corresponding telephone number are to be indicated. Furthermore, the number of pallets and cartons must be indicated.

If no consignment note is included with the shipping documents, please indicate this information on the delivery note in addition.

## **5 CONCLUSION**

Deviations from the above - especially with regard to weights and dimensions – can only be permitted after consultation with the purchasing department of STAEDTLER SE and must be approved in writing.

If the above packaging requirements shall not be adhered to, we shall be compelled to refuse the shipment or to charge you with EUR 30/hour but not less than EUR 100 for the repacking or the reworking of the goods.