

Instruction for the deliveries

For Near/Non Food Logistics in Neuendorf, Frozen Goods Logistics in Neuendorf and Textile Logistics in Volketswil

The following guidelines are designed to ensure a speedy and orderly reception of merchandise from which you can benefit:

- No or minimum waiting times for correctly delivering
- No idle times for the pallets on the goods reception ramp.
- The delivered pallets can be stored away carefully and without delay.

1. Announcement:

All buyers, suppliers, transport firms or lorry drivers must announce the arrival of their merchandise at the competent coordination unit by no later than* 5.00 pm on the day preceding delivery in order to reserve a delivery time slot. Unannounced transports will be rejected.

(* Early registration is recommended, the next day delivery time slot can't be guaranteed.)

1.1. Announcement of delivery can be made in two ways:

a) Telephone announcement to coordination unit:

Article group	Phone number	E-Mail
Frozen products	062 388 71 31	mvn-tkl-info-koord@mvb.ch
40 - 45, 48 46,47,49 lying 50 - 79 84	062 388 74 44	nfn-warenanlieferung@mvb.ch
46,47,49, 80–89 hanging and bikes	043 422 42 92	MVN-FMT-Avisierung-Camion@mvb.ch
Returns	062 388 71 71	nfn-retouren-logistik@mvb.ch
Ready-made Neuendorf	062 388 74 91	nfn-konfektionierung@mvb.ch

b) Internet announcement (CamiOnline):

Applications for internet announcement can be made with the corresponding coordination unit.

2. Information from suppliers upon announcement:

2.1. The following points must be indicated upon announcement:

- Reference article number
- Number of logistic units to be delivered (pallets)
- Manual unloading yes/no
- Desired day of delivery

2.2. Announcement times:

Firm	Announcement hours
All firms	Monday to Friday, 7am–17.00pm

3. Reverse information for delivery from MVB AG:

3.1. For reverse deliveries from the MVB AG to the supplier, the following points are indicated:

- Date and time slot
- Reservation number

4. Delivery

4.1. Delivery hours:

Firm	Delivery hours	
Near/Non Food and Textile Logistics, Neustrasse 49 CH-4623 Neuendorf	Monday to Friday	7am–17pm, palletized
	Monday to Friday	8am–14pm, unpalletized, manual unloading
Frozen Goods Logistics, Industriestrasse 2 CH-4623 Neuendorf	Monday to Friday	7am–18pm
	Monday to Friday	8am–14pm, manual unloading
Textile Logistics, Volketswil Industriestrasse 14 CH-8604 Volketswil	Monday to Thursday	7am–15.30pm
	Friday	7am–14.30pm

4.2. The following information must be indicated:

- Allotted time slot
- Reservation number (no delivery without reservation number)
- Delivery note, reception list platform
- Package delivery note for MTM partner
- Customs clearance evidence for foreign suppliers

4.3. The following points must be taken into consideration:

Delivery time

- It is essential to stick to the allotted delivery time.
- Any delays must be reported well in advance and the newly allotted time respected.
- If the driver is delayed by **more than 60 minutes without prior communication**, the delivery will be deferred to the next day. A new announcement of delivery is required.
- If a delivery has not been notified, this will be rejected if collection is not possible on the same day.
- If a notified delivery cannot take place, this must be cancelled the day before if possible.

Load carrier

Principle: Deliveries of standard articles must be made only on EUR exchange pallets 1200mm x 800mm.

Pallet exchange: The EUR pallet exchange is done according to the following possibilities:

- System bookings (precondition: MTM partner)
- One after the other – pallet exchange
- Issuing of pallet coupon (voucher)

Note: No individual pallet accounts are kept with suppliers.

4.4. Delivery quantities

Depending on available capacities at unloading points and resources it is not always possible to accept an unlimited number of lorry deliveries. In the case of large deliveries it is therefore important to discuss the quantities per day with the coordinators and to coordinate them.

(As a rule, **2 lorries per day and supplier** can be accepted).

5. Miscellaneous

5.1. Safety

The MVB safety guidelines must be taken into consideration.