

Instruction for the deliveries from Migros Service

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
Spare parts Migros Service	+41 58 565 64 44	nf-warenanlieferung@mvb.ch

b) Internet announcement (CamiOnline):

Applications for internet registration can be requested at the telephone number or email address listed above.

2. Information from suppliers upon announcement:

2.1. The following points must be indicated upon announcement:

- Information that the delivery is for M-Service
- Number of logistic units to be delivered
- 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
Migros Ersatzteilservice, Neustrasse 44 CH-4623 Neuendorf	Monday to Friday 7am–17pm, palletized

4.2. The following information must be indicated:

- Allotted time slot
- Reservation number (no delivery without reservation number)
- Delivery note, reception list platform
- 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.

5. Miscellaneous

5.1. Safety

The MVB safety guidelines must be taken into consideration.