

Delivery Instructions

Contents

Brief Summary	2
1. General Information	3
2. Delivery Address	3
3. Delivery Times	3
3.1 Submission Guidelines for On-Time Delivery by publication Date	3
4. Electronic Delivery Note (EDN)	4
5. Delivery Notification	4
6. Delivery Documents	5
6.1 Required Documents	5
6.2 Mandatory Information on the Delivery Note	5
6.3 Completeness and Accuracy of Delivery Documents	6
7. Unloading	6
8. Customs and Import Clearance	6
9. Goods Receiving Inspection	6
10. Pallet Management	6
10.1 Pallet Exchange	6
10.2 Pallet Requirements	7
10.3 Publisher-Specific and Title-Specific Pallets	7
11. Packaging and Load Securing	7
11.1 Packaging Requirements	7
11.2 Labelling of Pallets and Packages	8
12. Mixed Pallets and Parcel Shipments	8
12.1 Mixed Pallets	8
12.2 Prohibited Mixed Containers / Pallet Boxes	9
13. Sales Units and Sets	9
14. Packaging Materials	9
15. Delivery of Food Products	9
16. Final Provisions	10

Brief Summary

- **New releases:** Delivery no later than **4 working days before the release date** (e.g. release date Friday = delivery on Monday of the same week). (→ See section 3.1 for details.)
- **EDN:** Please notify every shipment in advance via EDN and assign a unique shipment number, if technically feasible. (→ See section 4 for details.)
- **Delivery notification:** Please notify pallet deliveries **at least 24 hours** before delivery. (→ See section 5 for details.)
- **Delivery documents:** CMR/waybill and delivery note required; for mixed pallets, a pallet content list is also required. The delivery note must be clearly visible on the outside of the pallet or the pallet must be labelled "Delivery note enclosed". (→ See section 6.3 for details.)
- **Pallets:** Euro Pool pallets only, max. **height 1,650mm** and max. **weight 800kg**. Deliveries on one-way pallets or damaged pallets, as well as refusal of pallet exchange, will be charged at €12.00 per pallet. (→ See sections 10.1 & 10.2 for details.)
- **Pallet requirements:** Pallets must comply with the requirements regarding securing, weight, dimensions and quality. Non-compliance may result in refusal of the delivery. (→ See section 10.2 for details.)
- **Unloading:** The goods must be freely accessible. Additional unloading work will be charged at €45.00 per pallet. (→ See section 7 for details.)
- **Publisher-specific/title-specific pallets:** Pack larger quantities by publisher; pack large quantities of a single title or quantities exceeding 60 cm in pallet height by title. Mixed pallets are only intended for small quantities. Please also separate new releases from backlist titles. (→ See section 10.3 for details.)
- **Mixed pallets:** Only for small quantities. Titles must be packed clearly separated from one another and packaging units must be clearly labelled. Titles mixed up in pallet boxes are not permitted; fee: €50 per pallet. (→ See section 12 for details.)
- **Packaging:** Avoid overpacked packages and exceeding the maximum dimensions wherever possible. (→ See section 11.1 for details.)
- **Shipping method:** Unless otherwise agreed, a shipment should be sent using only one shipping method (freight forwarder, postal service, courier).
- **Early delivery:** New releases delivered more than 4 weeks before the release date will be charged at the agreed storage rates. (→ See section 3.1 for details.)
- **Food products:** Only by prior agreement; best-before date and allergen labelling are mandatory. (→ See section 15 for details.)
- **Packaging materials:** Must comply with the PPWR guidelines; **no one-way pallets**. (→ See section 14 for details.)

1. General Information

These delivery instructions define the requirements for the delivery of goods to Mohr Morawa Buchvertrieb GmbH.

They apply to all suppliers, publishers, printers, producers, freight forwarders, parcel service providers and other business partners who deliver goods to Mohr Morawa or arrange for goods to be delivered on their behalf.

The purpose of these delivery instructions is to ensure an efficient, safe, and cost-effective receipt of goods. Particular emphasis is placed on the timely receipt and availability of new releases in order to ensure punctual delivery to our customers.

These delivery instructions are binding and shall be deemed automatically accepted upon receipt. Deviations from the specified requirements are permitted only with the prior written approval of Mohr Morawa. Unauthorised deviations may be charged accordingly.

2. Delivery Address

Mohr Morawa Buchvertrieb GmbH
Sulzengasse 2
1230 Wien

E-Mail: warenuebernahme@mohrmorawa.at
Phone: 0043 1 680 14 0

3. Delivery Times

Monday to Thursday: 06:00 to 15:30

Friday: 06:00 to 13:30

Receipt of goods outside the stated delivery times is not possible.

3.1 Submission Guidelines for On-Time Delivery by publication Date

In order to ensure that new titles are delivered on time for their official release date, we ask that you deliver the merchandise to Mohr Morawa **no later than four business days before the release date**. For later deliveries, timely processing, storage and delivery to retailers cannot be guaranteed.

Example: *If the release date in the stores is a friday, the goods must be delivered to Mohr Morawa no later than monday of the same week.*

If new releases are not delivered within the required timeframe and the publisher nevertheless requests delivery on the release date, Mohr Morawa reserves the right to charge separately for any resulting additional processing, prioritisation or logistics costs.

Mohr Morawa bears no liability for delays in deliveries to retailers if the goods are not delivered on time in accordance with these delivery instructions.

If new releases are delivered to Mohr Morawa more than 4 weeks before the release date, they will be charged at the storage rates agreed under the contract.

4. Electronic Delivery Note (EDN)

To ensure an efficient goods receiving process, delivery data must be transmitted electronically to Mohr Morawa before the goods are delivered, **provided this is technically feasible**.

Each shipment must be notified to Mohr Morawa via EDN before the goods arrive. The EDN should be transmitted via the IBU Clearing Centre. Please get in contact with us for further information.

The electronic delivery note must contain the following information:

- Customer number / GLN / ILN
- Delivery date
- EAN / GTIN
- For promotional materials: unique identification number to be agreed with MoMo
- Purchasing discount & retail price
- Quantity per title/item
- Document number (delivery note or invoice number; ideally the number referenced by the EDN)
- Order number
- Identification of new releases, backlist titles and special items

The electronic delivery data must be transmitted no later than 24 hours before delivery of the goods.

Mohr Morawa reserves the right to make the electronic transmission of delivery data mandatory for certain suppliers or product groups.

5. Delivery Notification

Please notify pallet deliveries at least 24 hours before delivery.

Notification to:

E-Mail: wareneubernahme@mohrmorawa.at

Advance notification of shipments is essential for the proper planning and processing of incoming goods.

Ideally, the notification should contain not only the CMR information but also details of the shipment numbers and title-specific data.

6. Delivery Documents

6.1 Required Documents

Please include the following documents with every shipment (either in paper form with the shipment or electronically on the day before delivery):

- CMR / waybill
- Delivery note

These documents must be handed over by the carrier to the goods receiving department before unloading.

6.2 Mandatory Information on the Delivery Note

The delivery note must contain the following information:

- Exact delivery address
- Supplier: distributor and/or publisher
- Delivery date
- Publisher
- Title number, title designation and short title / ISBN / EAN
- Edition
- Purchasing discount & retail price
- Total number of pallets per shipment
- Quantity per title/item
- Document number (delivery note or invoice number; ideally the number referenced by the EDN)
- Order number
- Shipment number
- Identification of new releases, backlist titles and special items

6.3 Completeness and Accuracy of Delivery Documents

The delivery documents must be complete, correct and clearly identifiable with the goods delivered.

Delivery notes and other accompanying goods documents must be attached clearly visible to the outside of the pallet in a suitable protective sleeve. Alternatively, the goods may be clearly labelled **“Delivery note enclosed”**.

Missing, incomplete, incorrect or untraceable delivery documents, as well as incorrect deliveries, cause additional checking and identification work in goods receiving. If this results in significant additional work during goods receipt, we reserve the right to charge for such additional work.

7. Unloading

Unloading is carried out using forklifts and pallet jacks with the assistance of the truck driver.

Goods intended for Mohr Morawa must be freely accessible and must not be blocked or obstructed by third-party goods. In the event of significant obstacles to unloading, Mohr Morawa reserves the right to refuse acceptance of the delivery.

Any additional work required, for example due to reloading or loading that is not suitable for delivery, will be charged at €45 per pallet.

8. Customs and Import Clearance

Please ensure that deliveries from non-EU countries arrive at Mohr Morawa fully customs-cleared. All documents required for import must be provided by the supplier or its freight forwarder. Complete customs clearance supports a smooth goods receiving process. Deliveries that have not been properly customs-cleared therefore cannot be accepted.

9. Goods Receiving Inspection

Mohr Morawa generally accepts shipments subject to reservation. The carrier is only provided with a receipt confirming the number of packages (collis, pallets, etc.) delivered. Quantity and item checks are performed at a later stage based on the accompanying documents.

Any external damage to shipments is documented with photos, and Mohr Morawa has the carrier confirm this damage on the waybill.

10. Pallet Management

10.1 Pallet Exchange

Deliveries must be made on **undamaged, exchangeable Euro Pool pallets**.

These pallets will be returned from the goods receiving department in used, exchangeable condition. If the corresponding number of empty pallets is not available, the pallets will be returned or settled within a reasonable period. In this case, the driver will receive confirmation of the difference in quantity on a pallet receipt. Pallets will only be returned upon presentation of the original loading equipment slip at the issuing premises.

Deliveries on one-way pallets or damaged pallets, as well as refusal of pallet exchange, will be charged at €12.00 per pallet.

10.2 Pallet Requirements

- Euro Pool pallets only (1,200 × 800 mm)
- Maximum height: 1,650 mm including pallet and cover
- Maximum weight: 800 kg
- Load securing in accordance with the requirements

If the requirements regarding pallet securing, stacking or load securing are not met, weight or dimensional limits are exceeded, or goods are delivered on damaged pallets, Mohr Morawa reserves the right to refuse acceptance of the delivery in whole or in part.

10.3 Publisher-Specific and Title-Specific Pallets

If there are sufficiently large quantities of a single title (**starting at a pallet height of approximately 60 cm**), pallets should be assembled containing only titles from the same publisher and, if necessary, only the **same title**.

Mixed pallets are intended exclusively **for small quantities** (approx. 10–150 copies/title).

To support smooth processing, we ask that **new releases be delivered separately from backlist titles**. Clearly labelling packages containing new releases also facilitates allocation.

11. Packaging and Load Securing

11.1 Packaging Requirements

Packages must be designed in such a way as to prevent damage during transport, goods receipt and storage.

Layers must be stacked in an interlocking, offset pattern. Each layer should contain the same number of books/articles. The layers should be secured against shifting with interlayer cardboard sheets (3 to 5 per pallet).

Overpacked packages and packages exceeding the specified maximum dimensions are not permitted. A minimum distance of 3 cm must be maintained between the book block/cartons and the outer edges of the pallet.

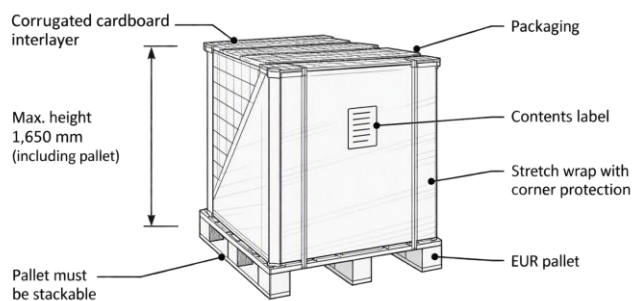
The books/articles must be protected at the bottom and top of the pallet by greyboard inserts.

The pallet must be secured with a sturdy cover and strapping. The sides must be protected with edge protection and stretch film.

The pallet and the book block or cartons must be stretch-wrapped together with the pallet feet to prevent the goods from shifting during transport.

Packaging units must always contain the same quantity of a title.

Fig. Delivery of a Wrapped Pallet



11.2 Labelling of Pallets and Packages

- Publisher or supplier on the narrow sides of the pallet
- Clear identification of each package
- Consecutive numbering of related packages (1/3, 2/3, 3/3)
- Clearly identify new releases
- Clearly legible labelling of packaging units
- Clearly identify opened cartons

12. Mixed Pallets and Parcel Shipments

12.1 Mixed Pallets

Mixed pallets are intended exclusively for **small quantities** (approx. 10–150 copies/title). Larger quantities (from approximately 60 cm pallet height) must generally be packed as title-specific pallets. In addition to the delivery note, a **package content list including quantities and EAN/title numbers** must be attached.

For efficient processing, we recommend clearly separating different titles on a pallet and stacking them flush. A title should not be distributed across multiple packages.

Clearly visible labelling of the packaging with publisher, EAN, short title and quantity supports rapid identification during goods receipt.

12.2 Prohibited Mixed Containers / Pallet Boxes

Titles mixed up in pallet boxes are not permitted. Titles must be packed **clearly separated from one another** within the pallet box and the boxes must be clearly labelled.

If goods are delivered in mixed containers contrary to these Delivery Instructions, the shipment will receive lower priority during goods receipt and the resulting additional work will be charged in accordance with the applicable fee schedule – €50 per pallet box.

13. Sales Units and Sets

A sales unit is considered to be a single copy and must be labeled as such. Multi-volume editions with a single EAN are considered a sales unit and must be labeled and packaged as a set.

14. Packaging Materials

The following packaging materials may be used:

- Pallets: original Euro Pool pallets only
- Covers: wood or sturdy corrugated cardboard
- **No one-way pallets**
- PP strapping
- PE film
- Recyclable cardboard
- Filling material made exclusively of paper or corrugated cardboard

Please ensure that all packaging materials used comply with the applicable **requirements of the PPWR** as well as the relevant national and European legislation.

15. Delivery of Food Products

Delivery of food products is only possible following prior agreement with Mohr Morawa.

The following information must be provided:

- Best-before date
- Allergen labelling
- Where applicable, product information for storage and shipping

Mohr Morawa reserves the right to refuse acceptance of food products if the required information is not available.

16. Final Provisions

Compliance with these delivery instructions is a prerequisite for smooth receipt and processing of goods at Mohr Morawa.

If the requirements set out in these delivery instructions are not complied with, Mohr Morawa reserves the right to:

- refuse acceptance of the delivery in whole or in part,
- process the delivery with lower priority,
- charge separately for any additional services required, and
- invoice any applicable fees and expenses.

The current version of these delivery instructions is binding and must be followed by all suppliers, publishers, freight forwarders and other business partners.