

VG-ORTH PRACTICAL GUIDE FOR FORWARDING AGENTS AND PROFESSIONAL DRIVERS

Company location Osterode am Harz

To ensure customer satisfaction and smooth production processes, the right material has to be in the right place at the right time. Another decisive factor is the right practice – and for this, we have developed our Practical Guide.

The VG-ORTH Practical Guide is mandatory for forwarding agencies and professional drivers delivering goods to our company location Osterode or collecting goods at this location.

Please inform us without delay, should the actual handling practice deviate from the technical and organisational specifications of our Practical Guide.

Contractors are responsible for ensuring that carriers or other persons or companies charged with performing these tasks receive the Practical Guide and apply it.

Liability

Upon transfer of the goods within the framework of dispatch, the risk of accidental loss and accidental deterioration of the goods passes to contractor or persons or companies assigned by contractor.

Should damages in transit occur, their type and scope have to be recorded on the delivery note and communicated to VG-ORTH without delay by means of a copy. We will issue a debit advice for wastage and/or damages caused by gross negligence.

Safety

The relevant technical regulations für traffic and transport safety referring to this subject matter shall apply. In addition, the loading and transport conditions for cargo of the gypsum industry shall be applicable.

The safety provisions applicable at the company location have to be observed, especially the provisions regarding personal protective equipment: safety helmet | safety shoes | safety vest etc.

Factories

Plant I and Head Office	37520 Osterode am Harz, Hüttenweg 1
Plant II	37539 Bad Grund/Oberhütte, An der Gipsmühle 1
Plant III	37520 Osterode, Gipsmühlenweg 37

Business hours

Monday - Thursday	7:30 - 12:00 h 12:30 - 16:30 h
Friday	7:30 - 12:00 h 12:30 - 15:45 h

Contact

LOGISTICS- AND FREIGHT HANDLING
Carina Hagenbruch
Phone +49 5522 9909-62
Fax +49 5522 9909-521
dispo@vg-orth.de

DISPATCH AREA

Contact outside business hours
Phone +49 5522 9909-47
Phone +49 5522 9909 -31

1 DISPATCHING

The quantities and conditions agreed in the freight contract or freight agreement shall apply until revoked. Freights/routes shall be negotiated separately. Extraordinary contract terminations due to changes in law or significant changes in markets shall remain unaffected.

In case of lead times below 24 hours, we shall coordinate availabilities with contractors by telephone. In all other cases, we request an order confirmation by telephone or email.

Receipt and dispatch of goods shall take place during the hours indicated in Item 5 and Item 6.

We hand over delivery bills and/or export documents in case of export shipments; these documents are relevant for the number of goods items and pallets. We do not issue consignment notes.

We kindly request you to inform us in writing in due time in cases where punctual receipt or delivery of goods is not possible | where unloading might be restricted, e. g. due to structural conditions in the loading area | where goods were not delivered properly or in a damaged state.

2 EXCHANGE OF PALLETS

Provided that this is a subject matter of the freight contract, the following shall apply to the exchange of pallets:

Defined pool UIC-compliant, exchangeable euro pallets

Documentation for pallets Always to be noted identically on receipt and delivery note and to be confirmed through the signatures of recipient and carrier.

Pallet account In case of irregularities, conciliation of the monthly account statement within two weeks

Pallet account Debits have to be settled within the agreed period of time. Should no conciliation take place, pallets not returned yet will be billed. It is not allowed to offset pallets which have already been billed in retrospect by supplying pallets.

Delivery Receipt of goods during the hours indicated below (Item 5). Quantities exceeding 40 pallets have to be advised beforehand.

Special rules shall apply for customers collecting goods themselves through a third-party forwarding agency

3 INVOICING

We accept individual and collective invoices with the following notes: number of delivery note | shipment date | recipient and zip code | weight | amount per 100 kg as per freight contract

The invoices shall include a copy of the delivery note. Unless agreed otherwise, we make payments 30 days after receipt of the invoice (outgoing payment).

Faulty invoices will be corrected by us. Following our notice, the contractor will arrange for a credit note and the payment deadline will be interrupted until receipt of the credit note.

We herewith reject reimbursement of ancillary expensed which were not agreed beforehand.

4 TRANSPORTATION VEHICLES

We kindly request you to observe our specifications for the provision of vehicles. Special vehicle provisions as well as case-by-case decisions only upon individual agreement during our business hours. Vehicles with on-truck advertisement for competitors are excluded from loading.

Silo trucks (tipping silo, tipping tank, one-chamber silo) T-coupling required. Vehicles have to be presented with cleaned, rinsed and dry containers. Deviating container characteristics have to be notified to us.

Flatbed vehicles (trucks with tarpaulins) Loading only from the side. Loading via the back upon request. Special vehicles, e. g. jumbo trucks, are excluded from loading.

Container vehicles Rear flush-fitting required, Loading at end-loading ramp exclusively via the rear side. High Cube Containers upon our express request only.

Vehicles with dumping body (dumpers, dump trucks) Height of loading edge 3.20 m max. Loading via wheel loaders. Large dump trucks are excluded from loading.

5 TIMES FOR ACCEPTING GOODS

BAGGED GOODS

Plant I Monday – Friday, 11:00 – 15:00 h.

Announcement on the previous day before 12:00 h at:
Phone +49 5522 9909-65 | einkauf@vg-orth.de

Plant II Monday – Thursday 9:00 – 13:00 h.

Announcement 1 hour before arrival
Phone +49 5522 9909 -10

GOODS IN SILOS

Plant I date for onloading fixed when order is placed.

When no date has been fixed, announcement on the previous day before 12:00 h at: Phone +49 5522 9909-65 | einkauf@vg-orth.de

6 SHIPPING TIMES

SILO TRUCKS

Plant I | Plant III Monday – Friday, 06:00 – 19:00 h.

Announcement on the previous day before 12:00 h at:
dispo@vg-orth.de | Phone +49 5522 9909-62

TRUCK WITH TARPAULIN

Monday – Friday 06:00 – 19:00 h

Announcement with loading number on the previous day before 12:00 h at:
dispo@vg-orth.de | Phone +49 5522 9909-62

CONTAINER TRUCKS

Only upon specification and/or previous booking

Rest periods at the loading locations: 9:00 – 9:15 h | 17:00 – 17:15 h
Plant traffic as well as unloading and/or loading due to operational requirements have prevalence.

7 WAITING PERIODS

Vehicles arriving late will get free time slots as soon as possible; idle times will not be reimbursed. In case of production outages caused by failure to deliver or collect material, secondary costs will be passed on to the originator

VG-ORTH GmbH & Co. KG

Osterode am Harz
Hüttenweg 1
37520 Osterode am Harz

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