

# Delivery and packaging regulations for Viega plants and logistics in Germany

Version: 4.0  
Valid from: 01.09.2023

# Foreword

*Viega is committed to sustainable actions that uphold the very highest standards. Our suppliers play a major role in ensuring that we grow sustainably and achieve successful results.*

*These delivery regulations outline the minimum requirements for transport containers, load carriers, packaging and labelling, plus the delivery documents that need to be provided.*

*These delivery regulations apply subject to any individual agreements that deviate from them or any other regulations that apply to all plant/logistics deliveries on the basis of individual contracts.*

***If there is a failure to comply with the regulations outlined here, Viega reserves the right – at its own discretion – to refuse acceptance of the goods or to repackage the goods at the supplier's expense.***

*If any specific passages in these delivery and packaging regulations need clarification or there are questions about them, please contact those responsible for incoming goods at the delivery address before making the delivery.*

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# Notification

**All deliveries containing 5 or more loading units must be announced at least 24 hours in advance, with the notification sent during working hours.**

# General delivery information

## Procedure when delivering

- Registration at the gate
- Then registration at the incoming goods area with accompanying documents
- Those responsible for incoming goods grant approval to use certain doors, etc.

## Goods deliveries (completeness)

- The supplier must ensure that the goods are delivered in full

## Viega specifications

- All deliveries must comply with Viega specifications, including the following:
  - Only load carriers and containers that align with Viega's specifications (article master list) may be used
  - Boxed goods must be delivered in line with Viega's specifications (article master list). This includes the use of neutral packaging (no third-party company logos, labelling on packaging boxes, etc.)

# General delivery information

## Communication

- All persons making deliveries must be able to communicate in German or English.

## Sprinter or side unloading

- Unloading from the side or rear of a Sprinter van must be announced at least 24 hours in advance, with the notification sent during working hours with the explicit note “Sprinter or side unloading”.

## Vehicle preparation

- The driver must prepare the vehicle in line with VDI 2700, ensuring that it can be loaded and unloaded quickly and safely whenever required.

## Returns

- Return goods must have clearly visible labelling.

## Access to goods

- The goods must be freely accessible. Viega employees are not permitted to move third-party goods.

## Load carrier exchange

- After an immediate incoming goods inspection, Viega reserves the right to refrain from exchanging defective load carriers or to document damage sustained in transit.

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# Goods slip

## Requirements for internal Viega deliveries

- Load carriers being forwarded internally must be accompanied by an attached, fully completed and clearly visible goods slip.
- The goods slip version that is currently valid must be used.
- If goods, load carriers or similar are being collected, the collector must always remove the accompanying goods slip.

## Warenbegleitschein

viega

an Werk:	Logistik		
Abteilung:	SpD Allgemein		
z.Hd.:	Max Mustermann	Tel.:	
Fert. Org. Nr.:			

<small>Diese Daten sind nur erforderlich, wenn Sendungen per Spedition, GLS oder UPS verschickt werden. Gilt nicht für Werktransporte.</small>	
Angabe der Viega-Organisation:	
Angabe der Verkaufsorganisation, Projekt- oder Bestellnummer:	

<b>Anzahl Versandeinheiten:</b>					
Europaletten:	1	Gitterboxen:		Schäferbehälter:	
KLT's:		Kartons:			
Anmerkung:	Bsp.: Ware wird am 22.03.2021 abgeholt				
Liefertermin an Empfänger:					

von Werk / Abteilung:	Logistik / Wareneingang		
weitergeleitet durch:	Wareneingang	Tel.:	
Unterschrift:	Max Mustermann	Dat.:	19.03.2021

# Accompanying documents

## The following documents are required:

- Delivery note <sup>1</sup>
- Freight documents (CMR, shipping transfer note, etc.)
- Packing list, etc.
- Test report according to DIN EN 10204:2005-01 <sup>2</sup>
- Visitor's pass form for the location in question
- Old labels or shipping documents must be removed or provided with the goods in a separate envelope

1) Can also be provided via email

2) Must be provided via email at least 1 day before the delivery Email: [werkszeugnisse@viega.de](mailto:werkszeugnisse@viega.de)

# Delivery note

## Required content

- Supplier's contact details
- Exact delivery address and unloading point
- Delivery note number
- Name of freight forwarder
- Viega order number
- Date of order
- Item number according to SAP order
- Viega material number (e.g. 00505163)
- Viega article designation
- Batch number (if available)
- Drawing number with index
- Quantity/load carrier
- Total quantity
- Number of load carriers/units
- Weight specifications: gross and net weight
- Delivery notes must be attached to the goods in a clearly identifiable location
- The number of loading units must be specified on the delivery note

The information on the delivery documents must match the information on the loading units.

# Customs invoice

## General information

- Goods must already have customs paid on them when they are delivered to Viega.
- Before the goods are unloaded, the documents must be presented and evidence that customs have been correctly paid on the goods must be provided.
- Without being prompted to do so, the person making delivery must present the customs documents (T1 document) or CMR consignment note confirming customs clearance.

<b>1</b> Absender / Expéditeur Jansen AG Industriestraße 24 CH-8002 Obernai CH		<b>CMR</b> INTERNATIONALER LETTRE DE VOITURE			
<b>2</b> Empfänger / Destinataire Viegas Supply Chain GmbH & Co. KG Viegaweg 1 DE-38418 Grottelwangen		<b>16</b> Frachtwagen / Transporteur Viegas Transport GmbH Grottelw. 1 AT-4719 Grottelw.			
<b>3</b> Anzahlung der Fracht / Paiement de la commission de transport In U.S. \$ / En Francs S. 1000000 / 1000000		<b>17</b> Transporteur / Frachtwagen / Transporteur Transporteur / Frachtwagen			
<b>4</b> Ort und Tag der Übernahme der Fracht / Lieu et date de la prise en charge de la marchandise Ort / Lieu: Grottelw. / Grottelw. Tag / Date: 10.09.2019		<b>18</b> Unterschrift und Bemerkungen des Frachtwagenführers / Signature et observations du transporteur Aut. 01-03 A.K. 10-30			
<b>5</b> Begleitende Dokumente / Documents accompagnés					
<b>6</b> Warenart / Nature de la marchandise 1 2 Total Positionen	<b>7</b> Anzahl der Einheiten / Nombre de colis 12 10 22	<b>8</b> Beschreibung der Güter / Nature de la marchandise Kunststoffteile mit Instandhalt. Kunststoffteile mit Instandhalt.	<b>9</b> Internationale Nr. / No. Internationale T000 2021 T000 2021	<b>10</b> Sendungsbillett / Buletin 10134 01 11000 78	<b>11</b> Gewicht / Poids 20001,7
<b>13</b> Anmerkungen des Absenders (Zul. und sonstige wichtige Bemerkungen) / Remarques de l'expéditeur (formelles, essentielles, à savoir) Verpackung durch Empfänger / Emballage par le destinataire Grottelw. 1 Grottelw. 1 CH-38418 Grottelw.		<b>20</b> Anmerkungen des Empfängers / Remarques du destinataire			
<b>15</b> Frachtwagenführer / Transporteur / Frachtwagenführer		<b>27</b> Anmerkungen des Empfängers / Remarques du destinataire 40.565 40.565			
<b>21</b> Unterschrift des Absenders / Signature de l'expéditeur		<b>23</b> Unterschrift und Bemerkungen des Frachtwagenführers / Signature et observations du transporteur Viegas Transport GmbH Grottelw. 1 A. K. 10-30		<b>24</b> Unterschrift des Empfängers / Signature du destinataire Viegas Supply Chain GmbH & Co. KG	

# Customs invoice

Typical examples of customs clearance documents include the following in particular:

- Export declaration
- Commercial invoice
- Or, in the case of e.g. consignment deliveries or free samples, a pro-forma invoice
- Packing list
- Packing declaration
- Certificate of non-preferential origin or proof of preferential origin, as specified in the applicable free trade agreement

<b>2</b> Ersteller Ersteller: Viega Supply Chain GmbH & Co. KG Viegastraße 1 DE-99518 Großheringen		<b>16</b> Frachtführer Transporteur Viega Transporte GmbH Gabelwe 3 AT-6719 Sturtzsch Gals			
<b>3</b> Ausföhrungsort des Gutes Lieu d'origine de la marchandise Ort/Land: Großheringen Land/ Pays: DE		<b>17</b> Nachlagernde Frachtführer Transporteurs succursals			
<b>4</b> Ort und Tag der Übernahme des Gutes Lieu et date de la prise en charge de la marchandise Ort/Land: Oberzell 50 Land/ Pays: CH Datum/Date: 10.05.2019		<b>18</b> Vermerk und Bemerkungen der Frachtführer Reserves et observations des transporteurs Anb. 08:09 Abf. 10:30			
<b>5</b> Beigefügte Dokumente Documents annexés					
Kennzeichen o. Nr. Marques et numéros	Anzahl und Art der Packstücke Nombre et Mode des colis	Bezeichnung des Gutes Nature de la marchandise	Statistiknummer No. Statistique	Bruttogewicht/kg Poids brut, kg	Urfprung Origine
1	12	Rundstahlröhre mit Innendurch	7306.3021	54134.91	
2	15	Rundstahlröhre mit Innendurch	7306.3021	11556.79	
Total Packstücke: 27					
UN-Nr. No. ONU	Klasse Classe	Gefahr Nr. No. de danger	Verp. Gruppe G1	Total	25091.7
<b>13</b> Anweisungen des Absenders (Zoll- und sonstige amtliche Behandlung) Instructions de l'expéditeur (formalités douanières et autres) Verzollung durch Dachser Zollamt Jena Güterverkehrsamt, 34 DE- 07745 Jena			<b>20</b> Besondere Veranordnungen Conventions particulières		
<b>15</b> Freizeichnungsbemerkungen Prescription d'affranchissement			<b>27</b> Amtliches Kennzeichen Numéro en kg Kilo/Carbone: 82 454 008 Amtliche Kennzeichen: 10.365 Anhangnummer: 10.480 Anhangnummer: 10.480		
<b>21</b> Ausgeföhrt in Classe 6		Ort/Land: Oberzell 50 Land/ Pays: CH Datum/Date: 10.05.2019	<b>23</b> Vogel Transporte GmbH Gabelwe 3		
<b>22</b>		<b>24</b>		<b>24</b>	

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# Labelling

## General requirements:

- **Goods must be sorted according to type in their deliveries**
- The following applies if individual agreements with deviating requirements are in place:
  - Mixed pallets must be clearly labelled and the packing list etc. supplied
  - Boxes with residual quantities must be labelled when closed with a total of 3 labels (at the top and at the side and face ends)
  - All 3 residual quantity labels must be positioned so that they are clearly visible
  - Number of pieces per loading unit and box



# Load carrier labelling

*Example: pallet cage with goods for production*

- Each load carrier must have an appropriate container label
- This can be a label generated by the supplier or a load carrier label that complies with VDA 4902 or VDA 4994
- Load carrier labels must show the **following information as a minimum:**
  - Viega material number
  - Viega material number in the form of a barcode (Code 39, Code 128 or DataMatrix code)
  - Drawing number + index
  - Batch number
  - Quantity
  - Material ID card for steel & stainless steel components

(1) Versender/Origin / Receiver <b>my-Fenix-Software</b> Phoenix-SträÙe 4711 12345 Musterdorf		(2) Absender/Origin / Vendor/Supplier/Origin / Date Postfach 123456 Tel. 999999	
(3) Liefermenge / Qty <b>2581752</b>		(4) Liefermengenbezeichnung / Supplier address <b>my-VDA-Label, Musterplatz, 12345 Musterdorf</b>	
		370 KG 400 KG 1	
<b>765-HGD89-123</b>			
(5) Pack-Nr. Anzahl / Part no. / PZ <b>140</b>		(6) Beschreibung / Lieferung / Labelung / Description <b>GebläÙe</b>	
		0-123B10-0	
(7) Lieferkenn-Nr. / Supplier no. / S1 <b>4638141</b>		(8) 2) Pack-Nr. / Package reference no. / S2 <b>6099012</b>	
(9) Pack-Nr. / Part no. / PZ <b>258175201</b>		(10) Chargen-Nr. / Lot no. / C <b>D 160417</b>	
		(11) Anzeigensystem / Presentation / E. change <b>A43-275 XL</b>	
(12) my-VDA-Label, Musterplatz, 12345 Musterdorf		(13) my-VDA-Label, Musterplatz, 12345 Musterdorf	

ADDRESS Plant 1710 - Address Name 1 Palo Alto US-94304-1366		EXTRAS Domestic US Customer 1 200 Augusta Ave SE US 30315-1402 Atlanta		<b>S</b>	
ID: 17990054		MATERIALS/ITEMS/DESCRIPTIONS <b>AB12/101.34</b>			
LETTER/DIGIT NUMBER 80000825	LETTER/DIGIT NUMBER 17990054	PLANT/WORK CENTER NUMBER <b>46-20144.23</b>	DATE 2018-04-23		
UN 112345678 000001503			INITIALS <b>INIT_US</b>	DATE P 2017-11-28	
			717 testing		





# Load carrier labelling (pallet cage example)

*Example of pallet cage with goods for production*

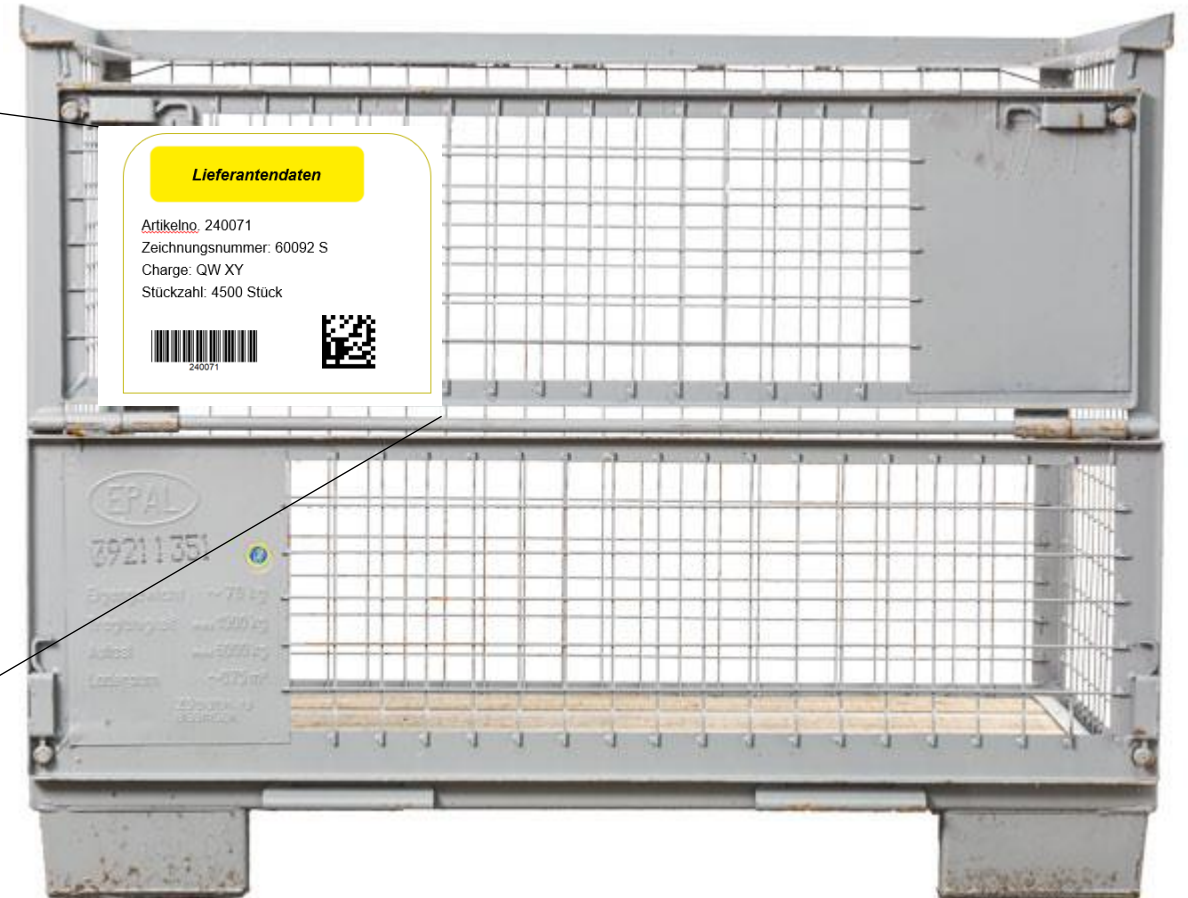
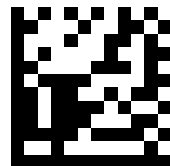
## Supplier data

Article no. 240071

Drawing number: 60092 S

Batch: QW XY

Quantity: 4500 pieces



# Load carrier labelling

*Example of Europallet with goods for production*

## Supplier data

Article number 240071

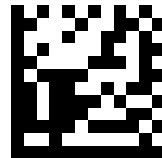
Drawing number: 60092 S

Batch: QW XY

Quantity: 4500 pieces



240071



# Positioning of Viega material card

The following applies when using Viega material cards:

- All information on the material card must be clearly visible and scannable. The material card must show the following information:
  - Quantity per loading unit
  - Date and signature
  - Material number barcode
- The material card must be attached to the loading unit in a clearly visible position, must not be attached across multiple boxes and must not flap around loosely
- Pallets > 1 m high: one material card on each of the long sides
- Pallets < 1 m high: one material card at the top of the goods
- Box barcodes or similar must not be covered
- Do not staple the material card to packaging bags containing bulk materials



# Other forms of labelling

## Special labels

- Special labels and notes (e.g. “Backordered articles” or “To be forwarded to...”) must be attached in a place that is clearly visible



Warenbegleitschein	
an Werk:	Logistik
Abteilung:	SpD Allgemein
K.Hd.:	Max Mustermann
Fert. Org. Nr.:	Tel.:
Anzahl Versandseinheiten:	
Computer:	1
PL. N.:	123456789
Abfertigung:	000 - Ware geht am 23.03.2021 eingepostet
an Werk / Abteilung	
Logistik / Warenlager	
abgegeben am:	23.03.2021
abgegeben von:	Max Mustermann
Tel.:	00 00 00 00

## Deliveries from third countries

- In the case of deliveries from third countries, there must be clearly identifiable information that customs have been paid on the goods

## Dangerous goods

**Dangerous goods must be labelled in accordance with the existing laws, directives and standards!**

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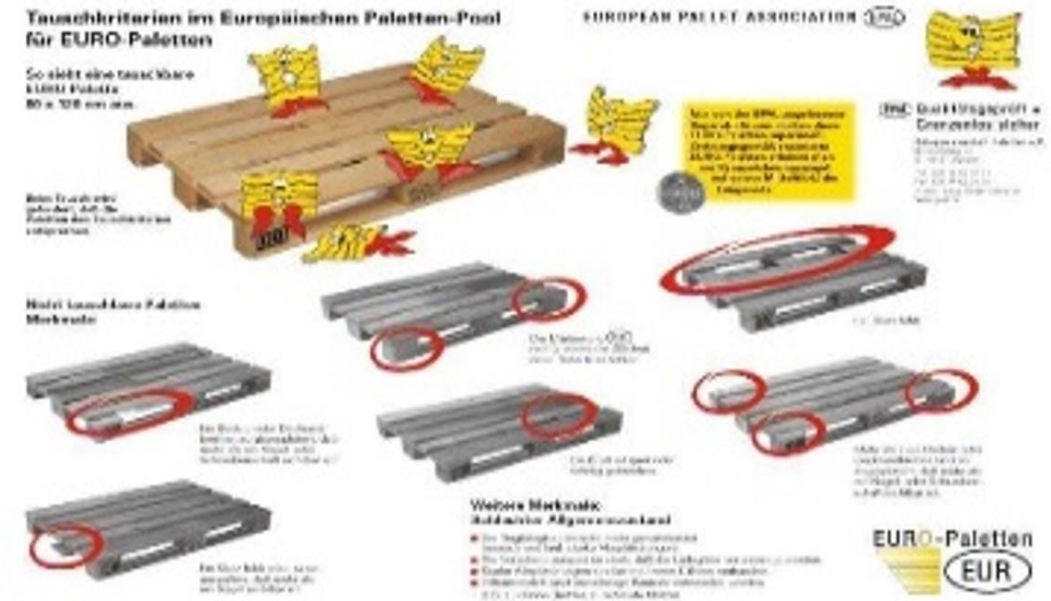
# Europallet

## Requirements 1/3

- EPAL standard in accordance with DIN 15146-2 (see also [www.gpa.de](http://www.gpa.de))
  - Max. permitted gross weight: 800 kg
  - Only new, light-coloured pallets may be used
  - Dimensions (incl. load carriers):

	Height class 1	Height class 2
Length	1200 mm	1200 mm
Width	800 mm	800 mm
Height	950 mm	1950 mm

- Items loaded on pallets must not sag or protrude.** Pallet dimensions must be strictly adhered to
- It must be possible to transport/stack/warehouse/convey the pallets at any given time



Source: [www.gpal.de](http://www.gpal.de)

# Europallet

## Requirements 2/3

- All of the pallet feet must be easily visible and must not be soiled (film must not be wound around the feet, they must not be dark, etc.)
- Plastic strapping must be used
- 4 straps must be attached in the case of height class 2
- The straps must not be twisted
- Stretch wrap or shrinkwrap is only permitted as a way of protecting against soiling or moisture, not as a way of securing goods to the pallet. The exception is goods that cannot be secured with other standard methods
- When stretch wrap is being used, the wrap must be wound fully around the top pallet board and the wrap ends secured to the long side



# Europallet

## Requirements 3/3

- If small load carriers (SLC) are being delivered on a pallet, a complete layer must always be formed (4, 8, 12, etc. SLC per pallet).
- Complete layers are desirable in deliveries of boxes on pallets.
- Goods packed in boxes must not be stacked.
- If a layer is incomplete, the last complete layer must be bound and the remaining quantity placed on top of it in boxes. All boxes must be secured appropriately.





# Pallet cages

## Requirements 1/2

- EPAL standard in accordance with DIN 15155 (see also [www.gpal.de](http://www.gpal.de))
- Max. permitted gross weight: 850 kg
- New pallet cages must be used
- Dimensions (incl. load carriers):

	Height class 1
Length	1200 mm
Width	800 mm
Height	950 mm

- The packaging and its contents must not extend above the top edge of the cage or protrude at the sides.**
- It must be possible to transport/stack/warehouse/convey the pallet cages at any given time

### Tauschkriterien im Europäischen Paletten-Pool für EUR-Gitterboxpaletten

So sieht eine tauschbare EUR-Gitterboxpalette aus:



Beim Tausch wird gefordert, daß die EUR-Gitterboxpaletten den Tauschkriterien entsprechen.

EUROPEAN PALLET ASSOCIATION (EPAL)



Nicht tauschbare EUR-Gitterboxpaletten Merkmale:

1 Der Ladebockaufsatz oder die Ecksäulen sind verformt

2 Die Vorderwandklappen können nicht mehr geöffnet oder nicht mehr geschlossen werden

3 Der Bodenrahmen oder die Füße sind so verbogen, daß die Gitterboxpalette nicht mehr gleichmäßig auf vier Füßen steht oder nicht mehr absetzbar gestapelt werden kann

4 Die Randstreifen sind gelitten, so daß die Drahtenden nach innen oder außen ragen (das Maßkegelsymbol darf nicht fehlen)

5 Ein Brett fehlt oder ist gebrochen

6 Die wesentlichen Kennzeichen (EPAL, Zeichen der Höhe, Y-Nummer) fehlen

7 Der Allgemeinzustand ist durch Rost oder Verschmutzungen so schlecht, daß Ladegeräte verschädigt werden können

EPAL Qualitätsgeprüft = Grenzenlos sicher  
 Gültigene Deutsche Paletten e.V.  
 Hohenberg 14  
 D-40137 Mönchen  
 Tel. 02151 92 01 79  
 Fax 02151 92 83 16  
 e-mail: EPAL@epal.de  
 www.epal.de

Wird von der EPAL zugelassen: Reparatur/Wartung erfolgt durch EPAL-zugelassene reparatur-fähige (geprüfte) reparatur-fähige EUR-Gitterboxpalette erfolgt wenn es der Mensch herstellereigentlich mit der Herstellernummer.

EPAL

EUR-Paletten

Source: [www.gpal.de](http://www.gpal.de)

# Pallet cages

## Requirements 2/2

- Flaps must be closed. They must not be secured with cable ties or any other means
- Delivery notes and other accompanying documents must not be attached to pallet cages, as cages may be warehoused
- If bulk materials are being supplied in a side fold bag, a covering piece of cardboard must be used
- Pallet cages must not have film wound around them
- There must not be any paper, labels, etc. on the short ends or sides
- The feet of the pallet cage must not be soiled (black colour, rusty, etc.)



# Other load carrier requirements

## One-way pallets

- All the same requirements as those for Europallets apply, with the following exceptions:
  - Dimensions (incl. load carriers):

	Height class 1	Height class 2
Length	1200 mm	1200 mm
Width	800 mm	800 mm
Height	800 mm	1800 mm

- Deliveries on one-way pallets are not desirable and are only permitted if agreed

## Schäfer containers

- Only use Schäfer containers labelled “Franz Viegener II, Attendorn”
- Max. permitted gross weight: 800 kg
- Dimensions (incl. load carriers):

	Height class 1
Length	1200 mm
Width	800 mm
Height	950 mm

- The packaging and its contents must not extend above the top edge of the container
- Schäfer containers must not have film wound around them
- Flaps must be closed

# Other load carrier requirements

## Iron crates

- Deliveries in iron crates are not permitted

## Wire baskets

- All the same requirements as those for Europallets apply, with the following exceptions:
  - Max. permitted gross weight: 500 kg
- Wire baskets must be stacked in a maximum of 2 layers on pallets and must be secured firmly



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# Container types

## SLC containers

- Max. permitted gross weight: 35 kg
- Strapping and edge protection required; no film wound around the containers



## Automated small-parts warehouse (ASW) containers

- Max. permitted gross weight: 35 kg
- Strapping and edge protection required; no film wound around the containers

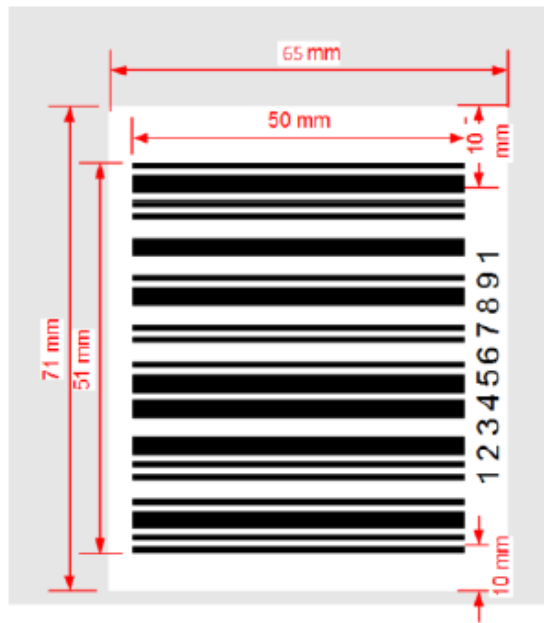


Using more than one container type on the same pallet is not permitted.

# Container types: SLC containers and ASW containers

## *Dimensions and specifications*

### Barcode dimensions

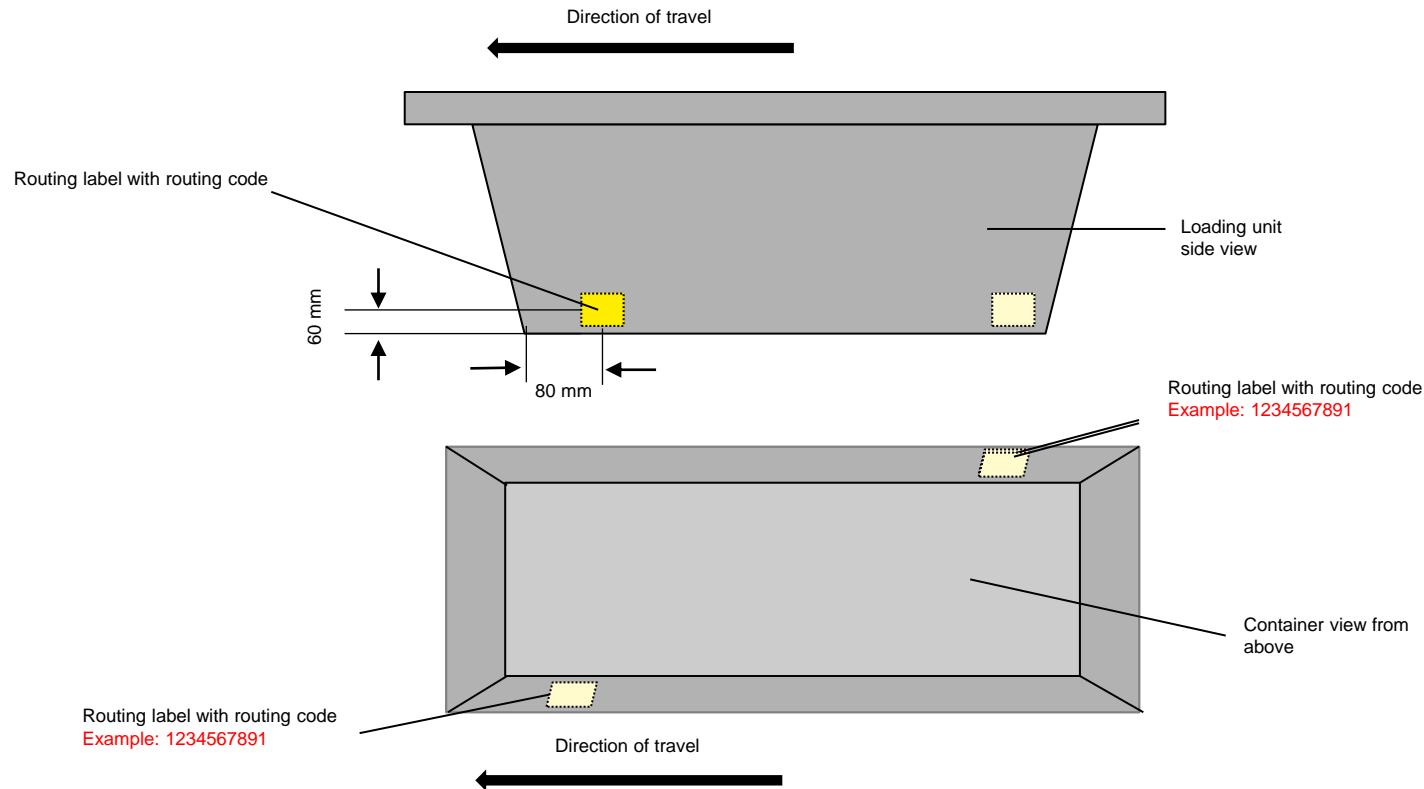


### Barcode specifications

- Interleaved 2 of 5
- 10 digits
- NBW: 0.498 mm
- Ratio: 3:1
- Quiet zone:
  - 5 mm (minimum)
- Bar length: 50 mm
- Orientation: ladder
- ISO/IEC 15416
- Barcode orientation with text on right

# Container types: SLC containers and ASW containers

## Barcode positions



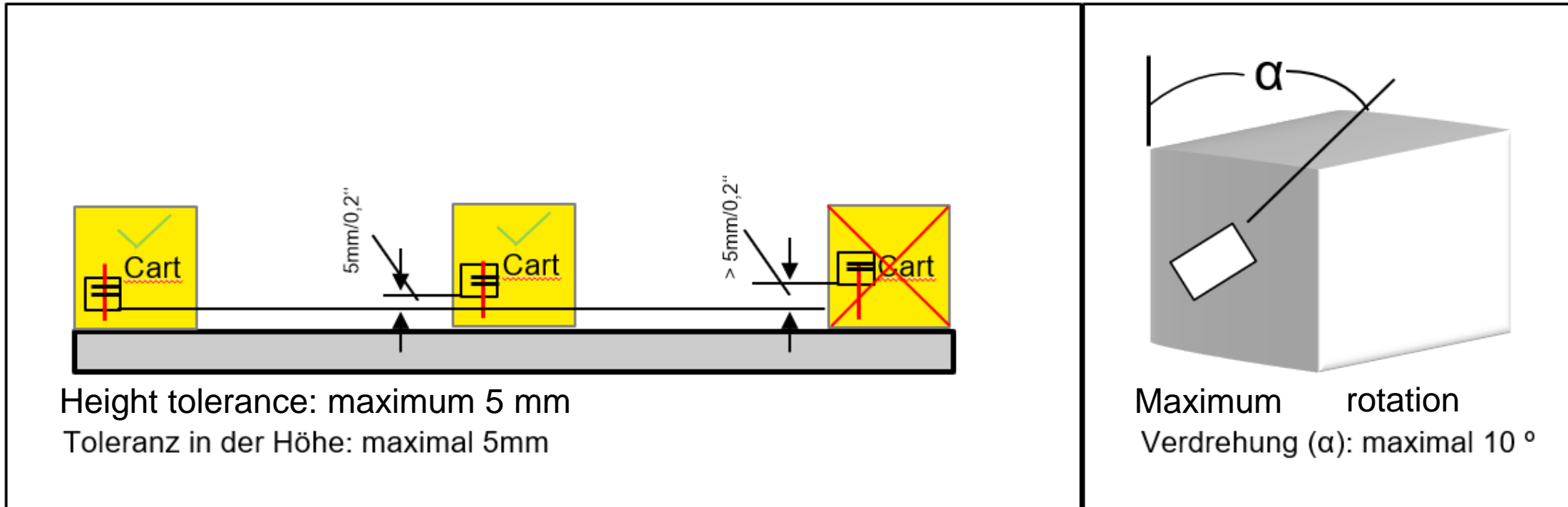
## Barcodes on warehouse containers are positioned

- 60 [mm] from the underside of the warehouse container up to the middle of the code and
- 80 [mm] from the front edge of the warehouse container up to the middle of the code
- on both long sides (left front/rear right)
- The warehouse container does not have any subdivisions



# Container types: SLC containers and ASW containers

## Tolerances



The maximum tolerance for barcodes (on manually applied adhesive labels) is +/-5 mm in height with a maximum rotation of 10°.

# Container types: SLC containers and ASW containers

## *Number range*

The following number ranges are specified for manually attaching to containers:

052xxxxxxx: old ASW containers

056xxxxxxx: production SLC containers

Barcodes must be requested from Manuela Wittmann if required

Contact:

[manuela.wittmann@viega.de](mailto:manuela.wittmann@viega.de)

**Suppliers are not permitted to use container types that are their own and have not been provided by Viega.**

# Container types: SLC containers and ASW containers

Example

80 mm



60 mm



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# Other information

## Box

- All boxes must be delivered in line with Viega's specifications (article master list)
- A maximum of 1 box containing a remaining quantity/partial quantity is permitted per delivery

## Labels/barcodes

- All boxes must be delivered in line with Viega's specifications (article master list)
- A maximum of 1 box containing a remaining quantity/partial quantity is permitted per delivery

## Packing pattern/layer formation

- The packing pattern/layer formation must comply with Viega's specifications

*Questions on any specifications must be clarified with the contact person in advance. The contact details can be found in the order information, for example.*

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viega.de

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