

## Loading Guidelines Version 3.4 (Febr 2024)

### 1. Scope of application

These loading guidelines apply to the pickup of all supplier returns at the Ingram Micro Distribution GmbH and the Ingram Micro Pan Europe GmbH.

If the supplier engages the services of a logistics services provider, it must ensure that the said provider complies with these loading guidelines.

### 2. Contact and pickup times

#### 2.1 Contact

Goods must, in all cases, be picked up within five working days after the supplier has been advised that the goods are ready for pickup.

#### Department: Ordermanagement & Loading

**Pick-Up Address:** Ingram Micro Distribution GmbH  
Europaring 20-22  
94315 Straubing  
Germany

phone: +49 (0)9421-738-110 or +49 (0)9421-738-115

e-mail: [Ordermanagement-OutboundRDC@ingrammicro.com](mailto:Ordermanagement-OutboundRDC@ingrammicro.com)  
and [LoadingRDC@ingrammicro.com](mailto:LoadingRDC@ingrammicro.com)

#### 2.2 Pickup times

11:00 a.m. to 05:00 p.m. from Monday to Friday (**Pallets**)

11:00 p.m. to 01:00 p.m. from Monday to Friday (**Parcels**)

### 3. Collection of the goods

#### 3.1 Pre-conditions for the release of goods

**For all pickups is the Ingram Micro Reference (order – or shipmentnumber) mandatory.**  
**Without the Ingram Micro Reference, the goods can't be mapped and loading is not possible.**

All carriers for pallet pick-ups must report at our Security-truckgate for entry.

All carriers for parcel pick-ups can load directly in our Will Call department.

If the destination of the goods being picked up is in another country out of DE, the driver must present a CMR shipping letter.

In general, the license plate number, the name of the driver and the drivers I.D. details will be noted before loading.

The driver must provide a receipt for the bill of freight, the loading list and shipping order. These receipts must be signed by the driver with the name also written in block letters below.

#### 3.2 Exchange of pallets

At Ingram Micro, pallets are generally exchanged one for one at delivery.

If there is no exchange, we request that the pallets picked up be returned within 8 working days.

In the case of exchange (on return), it is essential that the pallets comply with the exchange criteria in the European pallet pool for Euro-pallets. You can find exact details about which pallets can be exchanged at [www.gpal.de](http://www.gpal.de).

If pallets are not exchanged on delivery and the pallets are not returned within 8 working days an one-time charge of 50 € as well as a fee of 15 € per day and pallet will be calculated.

#### 3.3 Additional inspections after loading

After preparation of the load, the driver must return to the HGV gate to present the transfer papers. A further check is made of the accuracy and completeness of the pickup data.

Envelopes containing freight and customs documentation must not be sealed. These will also be checked by the security team.

A final visual check will be made in all cases of the HGV's freight lock. Our security team is also entitled to examine the driver's cab of the HGV (exceptional case).