

Facts and information

Time-slot management

- With the expansion of the location in Neustadt in Saxony, CAPRON is breaking new ground in order to be able to cope with the increasing number of deliveries / collections in the future. With the help of the SyncroSupply time slot booking system, we are systematizing the flow of goods. In this way, we achieve a more effective utilization of our existing capacities and, at the same time, haulage companies can better plan their delivery times at CAPRON and thus obtain more leeway. Waiting and idle times as well as processing times on the part of the drivers are optimized and enable an effective use of resources.
- In the course of the financial year 23/24, we will introduce the time window management system. After the introduction, all haulage companies (except courier and parcel service providers) will have to register their transports (deliveries and collections) via SyncroSupply. Please be prepared for this. From this point on, we will only be able to process deliveries registered and logged in SyncroSupply.
- In order to ensure the processes in connection with our time slot management system, our suppliers are obliged to provide us with the contact details of the haulage companies commissioned for delivery with a lead time of 10 working days before the first delivery, so that they receive an activation link and training documents before the first delivery.
- Öffnungszeiten:
Unsere Einfahrten sind für den Lieferverkehr in der Zeit von 6-18 Uhr geöffnet. Die Annahmezeiten der einzelnen Wareneingänge weichen hiervon ab. Abweichungen der einzelnen Ladestellen sind im Zeitfenstermanagement ersichtlich.
- Bei Fragen oder Problemen melden Sie bitte per Mail an zeitfenster@capron.eu.
Wir werden uns anschließend zeitnah bei Ihnen melden.

Booking requirements

- In principle, all factory deliveries with the exception of courier and parcel services - must register their deliveries and collections. This applies to all delivering haulage companies as well as to suppliers who deliver themselves. An activation link will be sent to all known haulage companies and suppliers with their own fleet in due course. If you have not received a link by ... please let us know at Zeitfenster@Capron.EU.



- We cannot process unregistered freight, so we will ask your drivers to remain in the public traffic area and obtain a booking via their haulage company, which may involve considerable standing times for the drivers concerned.
- In the event of standing times arising, no refunds will be made by us in the event of failure to book. If all available time slots of the day are booked, these deliveries will be placed at the back of the queue, in extreme cases the truck will only be dispatched after all other deliveries at the end of the day.
- Time slots must also be booked for pick-ups, e.g. returns of series material or returns of empties, as the same resources are used here as for unloading. To ensure proper retrieval of the collection goods, we must insist on a lead time when booking the collection time slots. Collections must be announced to us by 6 p.m. for the following day. We explicitly ask our suppliers to take note of this and to plan for it.

Procedure change to regular tour

- Regular tours: those who have a fixed regular tour - always delivering at the same time and with a similar freight volume - can apply for the setting up of a regular tour via operational purchasing, in writing with the desired day of the week/e/time and contact person for coordination; Capron will check the possibility and set it up if possible. Unused time slots must be cancelled, if it is repeatedly found that regular route time slots remain unused and have not been cancelled, thus blocking a time slot for use by others, the haulier will be removed from regular route service.
- In general, the holder of a regular route must also be able to book free time slots, as it may happen that deliveries outside the regular route have to be registered, e.g. for express deliveries or additional deliveries.
- → Regulation: apart from in-house haulage and test candidates, haulage companies concerned must carry out free time slot bookings for at least 4-8 weeks before switching to a regular tour
- Reasons:
 - Practice process normal bookings
 - Proof of regular delivery cycle
- Changing to a regular tour is only possible on a regular tour as a pre-booking and confirmation is required for each trip.
- → Regulations: except for in-house haulage and test candidates when changing to a regular tour at least 4-8 weeks regular tours with daily booking confirmation
- Reasons

- Unused slots should be cancelled, so if the reservation is not actively made, the reservation expires and the time is available to other haulage companies
- Objective: practice actively checking the need for the reservation and deciding on a case-by-case basis for a reservation confirmation
- Switch regular tour as fixed booking (only printing of tickets by freight forwarder necessary)
 - Requirement: cancel unused time slots in advance.

Subcontractors/Haulage companies/Suppliers with own delivery

- If a haulage company contracts a subcontractor, the originally contracted haulage companies are obliged to register the freight and thus secure the processes. In this case, the name of the subcontractor must be given as the freight carrier when booking. Alternatively, you can also send us the company names and contact details of the subcontractors who will be working for you in the future 10 working days before the first delivery by a subcontractor. In this way, we can also create the subcontractors and send them a login and training documents. In so doing, the subcontractor can book time slots themselves. You can find a form for this at www.capron.de/speditionen.php.
- When using freight exchanges/ free freight market it requires similar to subcontractors a registration in this case by the supplier, these suppliers are created in SyncroSupply as a haulage company. We have to insist on a booking by the supplier, because we do not have the 10-day lead time for the registration of the respective haulage company. The supplier orders a haulage company and only then we could get the data for a new creation of this haulage company. Here the name of the freight exchange forwarder has to be indicated as carrier when booking.
- Self-delivering suppliers are created as forwarders in SyncroSupply and must also book time slots themselves.

Factory Plant-Driver relevant processes

- You will receive a ticket for each time slot booking, which you can present to our gate security. The ticket must be presented again at all arrival points in the factory, so we recommend giving it to the driver printed out with the delivery documents and not just carrying it with you on a smartphone as a PDF.
- We have two factory entrances, please refer to the printout on the ticket for the relevant delivery address/factory entrance.
- We can only grant entry to the factory premises upon arrival max. 30 min before the booked time slot until the start time. All arrivals outside this time frame will be registered at the guard, will receive a cell phone against signature and will be

asked to take a parking position in the public traffic area. Unfortunately, we do not have any possibilities to let the vehicles park on our premises without jeopardizing existing bookings of others.

- In case of early arrival at the plant, a call for the truck will be triggered via the issued cell phone at the earliest 30 minutes before the booked time window, provided that the unloading area is free. In case of late arrival, the original time slot will be considered forfeited and the corresponding trip will also be automatically retrieved by the system as soon as a corresponding new free slot is available. We will not reimburse demurrage for any standing time that may be incurred in the event of missed time windows, and the same applies to early arrivals at the plant. Please inform your drivers about these procedures so that there is no confusion on site.

Booking time-slot

- Our suppliers receive information from us about the route to be booked for their goods deliveries; this route reflects the goods receiving area to be approached. The supplier must ensure that this information is passed on to the forwarding agent. The information is a mandatory part of the booking of a time slot. We recommend the printing on the delivery bills and a clear communication/agreement with the forwarding agents where this information is to be found on the delivery papers
- The sequence of loading activities and their loading/unloading points entered in the "Loading destinations and loading information" input section during booking correspond to the processing sequence later at the plant. In addition, the general rule is always unloading before loading. Please take this into account when creating your loading plans. In an example, unloading would take place at the lightweight hall first, followed by unloading at GR 7.

Ladeziele und Ladungsinformationen

Be-/Entladestelle: *	Ladungstyp: *	Ladeinheit: *
Leichtbauhalle Gebäude 10 ▼	Entladung ▼	Grundgestell Schlafdach + 24teil. Zub... ▼
Be-/Entladestelle: *	Ladungstyp: *	Ladeinheit: *
WE7 ▼	Entladung ▼	Transportgestell Hauben+Zubehör ▼



- Start of booking and end of booking for the service providers:
 - Free time-slots can be booked up to 7 days in advance.
 - Scheduled regular tours are automatically created for the next 30 days and are considered pre-reserved. The time slots reserved here expire if they are not confirmed by 7 am on the delivery day. A confirmation by the haulage companies is therefore mandatory.
 - Time slots for returns / collections must be booked by 6 p.m. the day before, here the collection delivery notes must be attached to the booking and the

collection delivery note number must be stated in the "Reference" field when booking. This advance notice is required in order to organise the provision of the pick-up and thus ensure speedy processing.

- Insufficient data
 - If you are missing a supplier in the drop-down menu, then book a time slot in the relation for which you are activated and enter the name of the supplier that is missing in your relation in the Remarks field. We check the comments regularly/daily and maintain them accordingly.
 - The same applies to missing loading units, please book the relevant loading meters under the loading equipment euro pallets and enter in the field comments We check the comments on a regular/daily basis and update them accordingly.
- SyncroSupply saves data in the booking mask as soon as all the mandatory details of the booking information have been filled in and this has been confirmed with continue. A trip is created and a trip number is assigned. Only when you have specified a desired time, selected one of the generated time slot suggestions and saved it, does the booking confirmation appear on the screen. Only then is a time slot reserved. Please note that incomplete data records will be deleted by us without a planned time slot.

Booking time-slots for returns/packaging returns

- Capron notifies the supplier of returned goods and the supplier instructs its forwarding agent to pick up the goods and transport them back. For this purpose, the supplier receives a return delivery ticket from Capron including a return number and a loading destination. Both are required by the haulage company for booking and registering a return in time slot management and must be passed on to the haulage company by the supplier.
- There are three way to handle this:
 - **Return only (pickup) without simultaneous delivery:** for this, please use the relation return and enter the loading destination from the return delivery ticket as the loading destination. In this way, we can assign your booking and provide the material to be picked up at the booked time.
 - **Return with simultaneous delivery:** for this, please use the relation of the delivery and create a second booking line. First select the loading type Loading, then you can enter the loading destination from the return delivery ticket as the loading destination. Enter the return number sent to you by Capron in the Reference field and "Return" in the Comment field. This will allow us to allocate your booking and provide the material to be collected at the booked time.

- Packaging material exchange of pallets and pallet cages in the amount of 1:1 to the delivery made does not have to be booked separately.
- Loading units for empties:
 - Empties return up to 7 loading metres
 - Return of empties up to 14 loading metres
 - Empty MC floors
- Loading units for series material return:
 - Series material return up to 7 loading metres.
 - Series material return up to 14 loading metres.
- If you have any questions about packaging accounts, please contact our colleagues in packaging management at Packmittelverwaltung@Capron.eu, they will be happy to help you.