

Supplier Logistics Manual

February 2023



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1. Introduction

Papyrus supports more than 50,000 customers by providing services and products that enhance efficiency and contribute to a more successful business. Papyrus is committed to staying at the forefront by offering quality products, high service levels and reliable logistics solutions.

Papyrus sets high standards, not only for itself, but for its suppliers too. It is not just the products and internal processes which must be attuned between Papyrus and the supplier, cooperation must also be as efficient as possible. To avoid unnecessary problems on both sides, clear rules for this cooperation must be established.

It is for this reason that Papyrus has created this supplier logistics manual, which applies to all Papyrus suppliers. The manual includes requirements for the stock business for all Papyrus warehouses. Some countries may have range-specific or some warehouses may have facility-specific, additional requirements¹.

These manuals must be adhered too, in addition to those documented in this manual. Supplier quotes must be made with full compliance to this manual. Any deviation from the requirements or to country / warehouse requirements must be documented, reviewed and approved with the leading purchaser at Papyrus. Acceptance of the purchase order signifies acceptance of the conditions outlined in this Supplier Manual. If these requirements are not fulfilled and additional costs occur, these costs will be charged to the supplier.

¹ Deviation for Papyrus Switzerland and Hungary in appendix 7

2. General information

2.1 PAPYRUS REPLENISHMENT

Please approach your known contact person in the local replenishment teams. If you do not have a contact partner yet, you can find a local contact person in the list in Appendix 1.

2.2 PAPYRUS WAREHOUSES

A full list with all our warehouses and detailed information can be found in Appendix 2.

3. Ordering Process

Compliance with the parameters on our order is mandatory. Any deviation, such as over- and under-deliveries, changes in number of sheets in ream/tab/box/pallet or changes to the date of delivery for example, has to be agreed in written form with the responsible replenishment team.

An additional shipment notification must be sent out to the responsible replenishment team at the latest 48 hours before the delivery.

In addition to the usual details such as delivery date, number of pallets and quantity in kilograms, the Papyrus order number has to be mentioned on the shipment notification.



4. Cargoclix timeslot booking

Cargoclix is a timeslot booking tool, which is used in most of the Papyrus warehouses. A full list of all warehouses which have Cargoclix in place can be found in appendix 2 Warehouses.

The aim of this timeslot booking tool is to control and regulate the inbound volume and the capacities in our warehouses. This system will be used to guarantee the release of your trucks as long as the correct time slot has been booked, avoiding unnecessary transport mileage and waiting times. Booking a time slot is mandatory for all deliveries ≥ 4 pallets³. This service is provided by Cargoclix. The timeslot has to be booked by the supplier or the supplier's transportation provider.

Haulers:

1. Timeslot bookings and postponements are possible up to 30 days in advance. Last entry date is one working day before the delivery until midday. Some warehouses accept bookings until 3 p.m. or 5 p.m. Please check the exact times directly in the booking system.
2. While booking a timeslot, at least one Papyrus order number belonging to this specific delivery has to be entered into the system. Alternatively, there is an upload possibility for all the shipment notifications, including the Papyrus order numbers.

Suppliers:

3. In addition to the timeslot booking system, a mail or shipment notification via EDI should be sent out to the Papyrus replenishment department of the ordering country with the final delivery date and the delivery details (see also chapter 3 Ordering Process).
4. Delays have to be reported to Papyrus immediately. For detailed contact information in case of delays see appendix 3.
 - Early: If the truck arrives before the timeslot, Papyrus will not guarantee to start the unloading earlier. Based on available free capacity, Papyrus will try to start unloading before the booked timeslot.
 - Delay: To avoid unnecessary waiting times for suppliers or haulers:
 1. If possible move to the next available free timeslot
 2. If that is not possible, please call / email your contact person to find a solution.

On request, Papyrus will send you an instruction manual for the Cargoclix time slot management system, where registration and booking of timeslots are explained.

DEFINITION

- Time slot: Time frame within which the Papyrus goods receipt department will unload the truck
- On Time: Within the first 15 minutes of the timeslot, the truck driver should report to the local goods receipt department and be ready to unload.
- Late: After the first 15 minutes of the booked timeslot.

³ Deviation for Papyrus Hungary in appendix 7



5. Documents

5.1 DELIVERY NOTE

The shipping documents need the following information:

- Delivery date
- Delivery address
- Company name of the freight forwarder
- Total number of pallets
- Total gross and net weight in kilograms

Information per order line:

- Papyrus order number
- Papyrus article number
- Papyrus article description
 - Brand name
 - Finishing
 - Color
- Additional article information (e.g. 4 hole punched)
- Gross and net weight in kilograms per order line
- Actual delivered quantity per article incl. unit of measure (e.g. SH, PK, KG)
- Quantity per pallet incl. unit of measure
- Number of pallets
- Format in millimeters (put the machine direction format first: for example 860x610 for short grain and 460x640 for long grain)
- Grain direction
- Gross and net weight in kilograms per pallet
- Environmental label such as FSC/PEFC for example
- Type of the pallet: For example flex pallet

Papyrus needs one delivery note per truck/train. Please do not stick the delivery note to the pallets and hand it over before unloading.

The custom forms for all deliveries out of and into the European Union must be complete and the goods have to be declared as being lawful. CRM custom clearance is mandatory.

5.2 LABEL

5.2.1. Pallet label

The pallet label has to provide the following information:

- Papyrus article description
 - Brand name
 - Category
 - Finishing
 - Color
- Additional article information (e.g. 4 hole punched)
- Papyrus article number
- Papyrus order number
- Gross and net weight in kilograms
- Format in millimeters (put the machine direction format first: for example 860x610 for short grain-and 460x640 for long grain)
- Grain direction
- Supplier production number
- Number of units per pallet and any other packing level (for example: sheets per pallet, tab, ream, box ...)
- Papyrus inbound number (see 5.2.2)

The blueprint of the pallet label can be found in appendix 4. The print should be in color, if possible. The shipping notification number has to be on the pallet as text and as barcode.

5.2.2. Barcode on the pallet label

Barcode type: Code 39 or EAN128

SSCC numbers are supported – Papyrus internal number range is 11 or 12 digit numerical IDs, these number ranges should not be used by the supplier to avoid overlaps with our internal numbers.

Position: Horizontal
Symbol X-dimension: Minimum 0.5 mm/0.02 inch · Maximum 1.0 mm/0.04 inch
Height: Minimum 31.75 mm 1.250 inch
The numerical number has to be printed below the barcode.
The Papyrus article number needs to be printed also as Code 39 / QR.

Barcode pallet label for Papyrus CH

The Code GS1-128 for Switzerland has to contain the following application identifier (AI) in one barcode string:

- **AI 02 GTIN-13** (Global Trade Item Number 13)
- **AI 37** Pallet quantity (e.g. 5,000 sheets)
- **AI 400** Papyrus purchase order number (4500.....)

The GTIN-13 number can be found on the Papyrus purchase order.

5.2.3. Ream label

The ream label has to provide the following information:

- Papyrus article number
- Article description
 - Brand name
 - Finishing
 - Color
- Additional article information (e.g. 4 hole punched)
- Format in millimeters (put the machine direction format first: for example 860x610 for short grain and 460x640 for long grain)
- Grain direction
- Supplier production number
- Ream content and/or box content according to the Papyrus order specifications

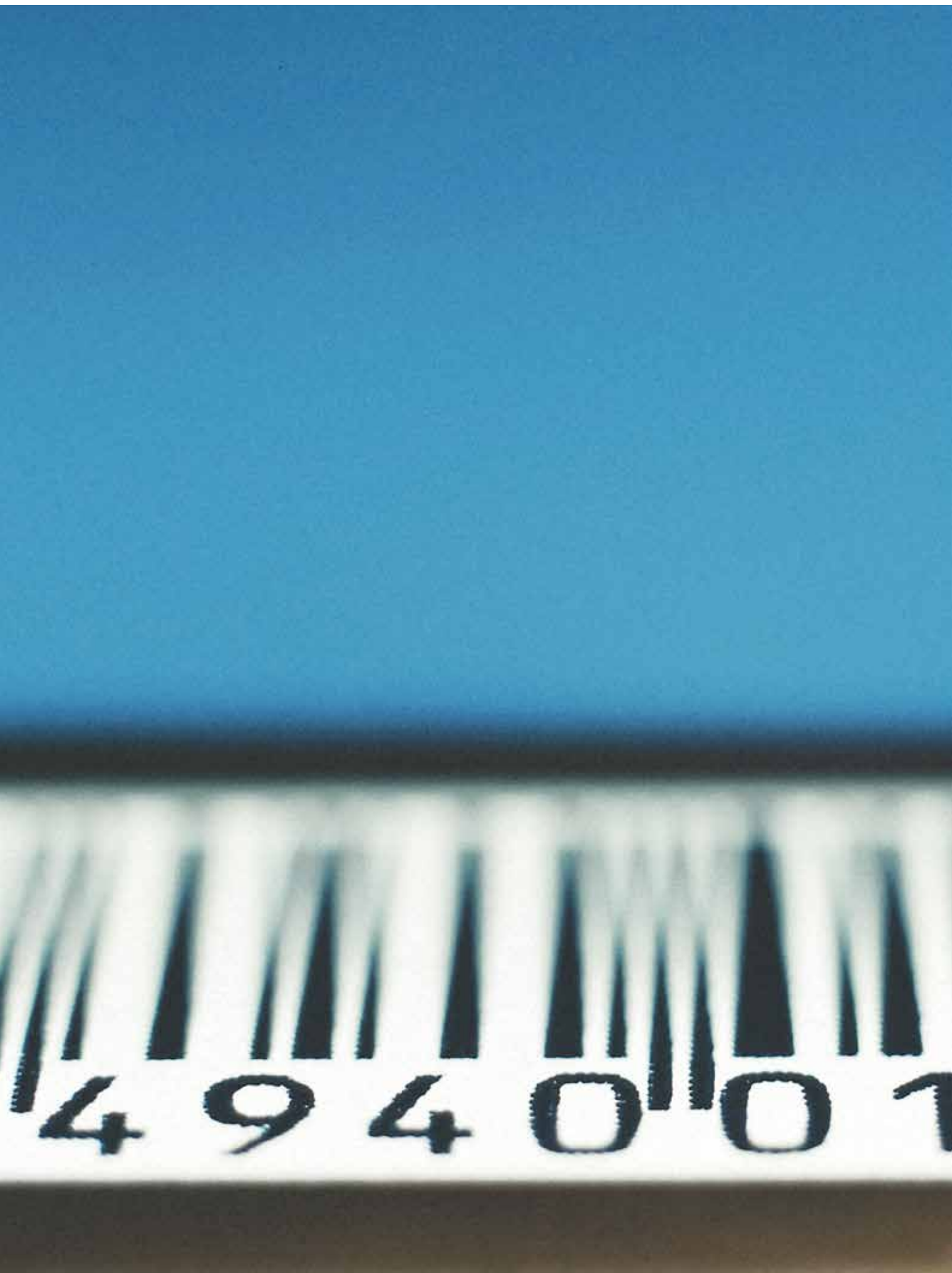
The allowed maximum weight per ream is 25 kilograms. The blueprint of the ream label can be found in appendix 5. Ream labels for Papyrus brand products are not allowed to display the supplier's logo.

5.2.4. Box label

The box label has to provide the following information:

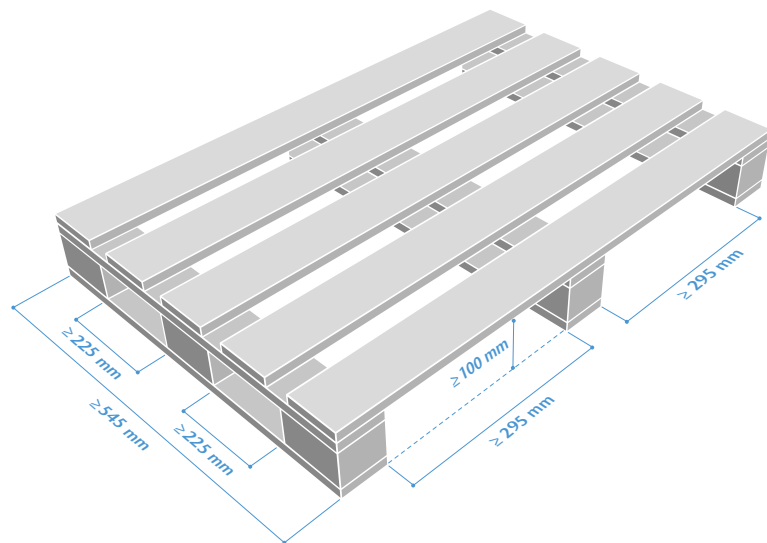
- Papyrus article number
- Article description
 - Brand name
 - Finishing
 - Color
- Additional article information (e.g. 4 hole punched)
- Format in millimeters (put the machine direction format first: for example 860x610 for short grain and 460x640 for long grain)
- Grain direction
- Supplier production number
- On box label with the number of reams (for example 5x500 sheets)
- Ream content and/or box content according to the Papyrus order specifications

The blueprint of the box label can be found in appendix 6. Box labels for Papyrus brand products are not allowed to display the supplier's logo.



6. Pallets

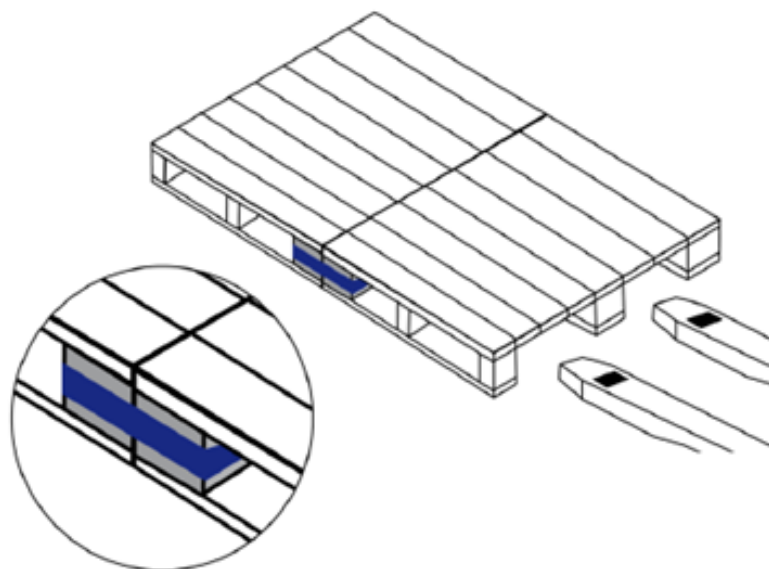
The pallet has to be open to all sides, which means that it is reachable for the fork-lift truck from each side. The delivery has to be on wooden pallets only. The pallet is not allowed to be more than 2 cm larger than the paper size. The minimum width to be reachable for the fork-lift truck has to be 56 cm at both the narrow and broadside. As an exception due to pallet stability issues, we can accept 54.5 cm. (see picture below)



The minimum height for fork-lift handling has to be 10 cm. The product on the pallets has to be protected against humidity and contaminants with a transparent non-slip foil (stretch or shrinking foil). No Euro pallets are to be used, unless it is agreed in written form with the responsible product management. Pallets shall be nailed up crossways and the quality of the pallet has to be good enough for the pallet to arrive undamaged at the Papyrus warehouse.

The use of twin pallets has to be agreed in written form with the responsible product management. Twin pallets have to be linked on the short side (see picture below). The requirements for the pallet dimensions are the same as explained above.

6.1 TWIN PALLET / FLEX PALLET



6.2 POSITION OF PALLET LABEL

The pallets have to have a pallet label on the broad side and on the narrow side. Having labels on all 4 sides of the pallet is desirable. The pallet labels have to be outside the environmental protection foil and they shouldn't be creased, so that the barcode can be read with a scanner. Pallet label and ream labels have to be on the same side.

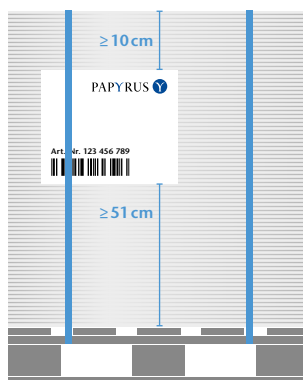
The following picture shows the exact positioning of the pallet label and how the transport safety has to be placed on the pallet:



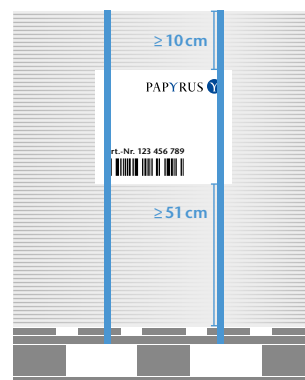
**Transport safety right
(Code readable)**



**Transport safety right
(Code readable)**



**Transport safety wrong
(Code unreadable)**



**Transport safety wrong
(Code unreadable)**

7. Goods inspection

7.1 SUPPLIER OUTGOING GOODS INSPECTION

Our suppliers have to do an outgoing goods inspection to ensure that the goods are handed to the freight forwarder in a proper way. Attention has to be paid to the following points:

- Quantity and quality (according to purchase order and agreed product specification)
- Labelling according to the requirements
- Goods are strapped tied to the pallet
- Proper packaging (no drooping foil, no holes in the environmental protection)
- Products, pallets and packaging are clean (no deposit of dust)
- Transport protection (no products projecting beyond the pallet edges)

All orders must be delivered complete and consistent (quality, palletizing, packaging etc.).

7.2 PAPYRUS INCOMING GOODS INSPECTION

The truck driver has to report to the goods receipt office of Papyrus to hand over the shipping documents and Papyrus will assign a dock number. If timeslot booking is required, Papyrus will check if the carrier has a booked timeslot. To avoid the truck waiting longer than necessary, Papyrus will only sign for the number of pallets on the transport document. We will check the content of a pallet in a later stage.

The carrier makes the goods available for unloading and removes all straps before docking. A first visual control is processed in the unloading area/the truck. If the products are damaged (e.g. spots, damaged or incomplete packaging, humidity, broken pallets), Papyrus may reject unloading or isolate it in its warehouses. A first quantitative check allows the control of the number of parcels and pallets. If this number is not consistent with the transport documents and the delivery order or if there are unsolicited goods in the delivery, it may also be rejected or isolated.

Products which are not accepted have to be picked up by the supplier within 7 calendar days after the complaint has been made by Papyrus.







8. Truck loading

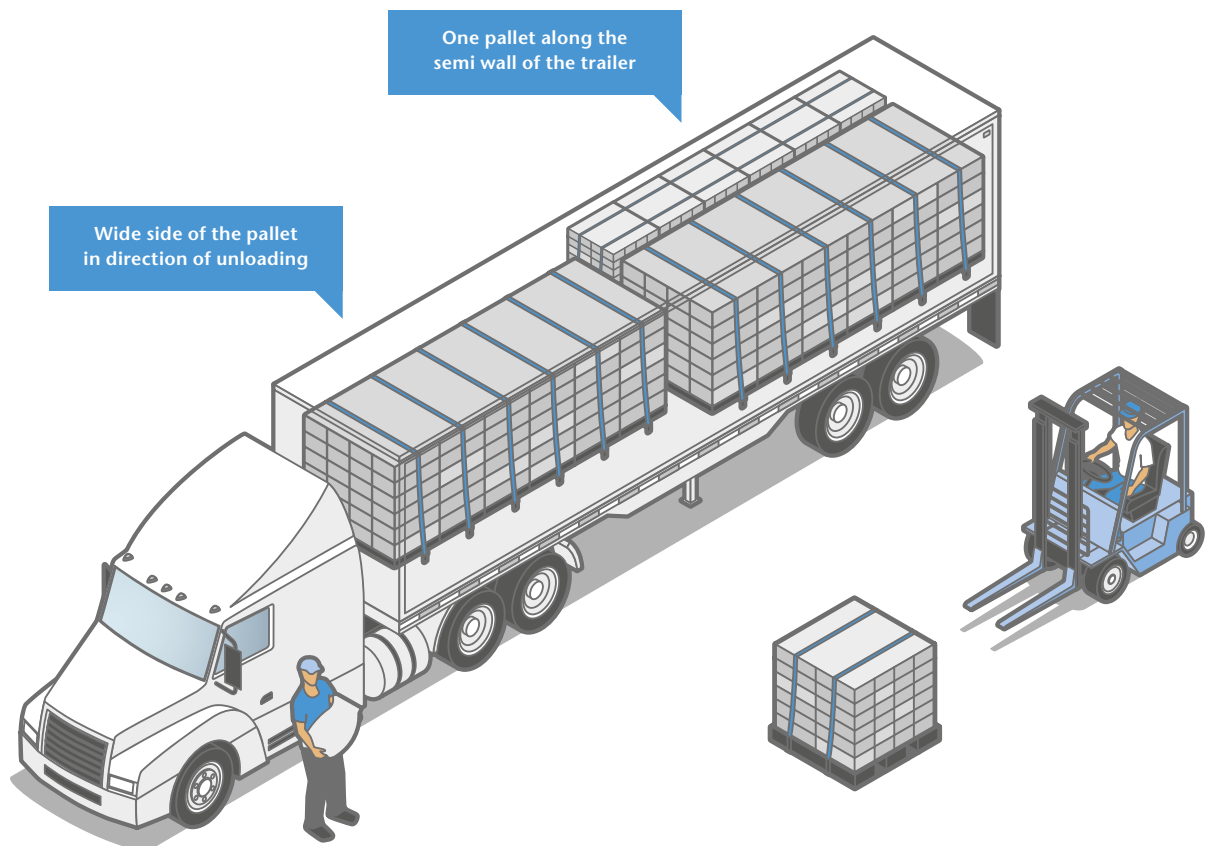
The truck unloading on our ramps is always from the back and not sideways. The condition of the vehicles must comply with European and national regulations. They must be in good working condition, presentation, maintenance and cleanliness. Standard dock height at our warehouses is 120 cm.

The supplier shall, at the time of loading, ensure proper stowage and placement of the goods in the vehicles. The product must be equipped with a non-slip packing and allow efficient handling in the whole chain of distribution. Pallets should be loaded such that the pallet label is visible from the unloading side.

Papyrus pallets must be accessible directly. We do not unload and reload pallets for other companies. Warehouse orders and cross-dock orders shouldn't be mixed. The truck driver has to remove all tensioning straps so that the pallets can be unloaded quickly.

For safety reasons, double stacking of pallets is not allowed. Exceptions have to be agreed in written form with Papyrus.

The following picture shows how we want the truck to be loaded (exceptions only if agreed in written form with Papyrus):



Large sheets: preferably the wide side of the pallets in direction of unloading (not shifted)

Euro-pallets: preferably the narrow side of the pallets in direction of the unloading

Cut size: (Full truck) two pallets broad, one pallet along the semi wall of the trailer

9. Health and safety

A driver entering a Papyrus warehouse must wear safety shoes and a reflective vest at all times. Local rules and instructions have to be followed. For this reason, the truck driver should be able to understand instructions in the local language of the Papyrus destination or in English.

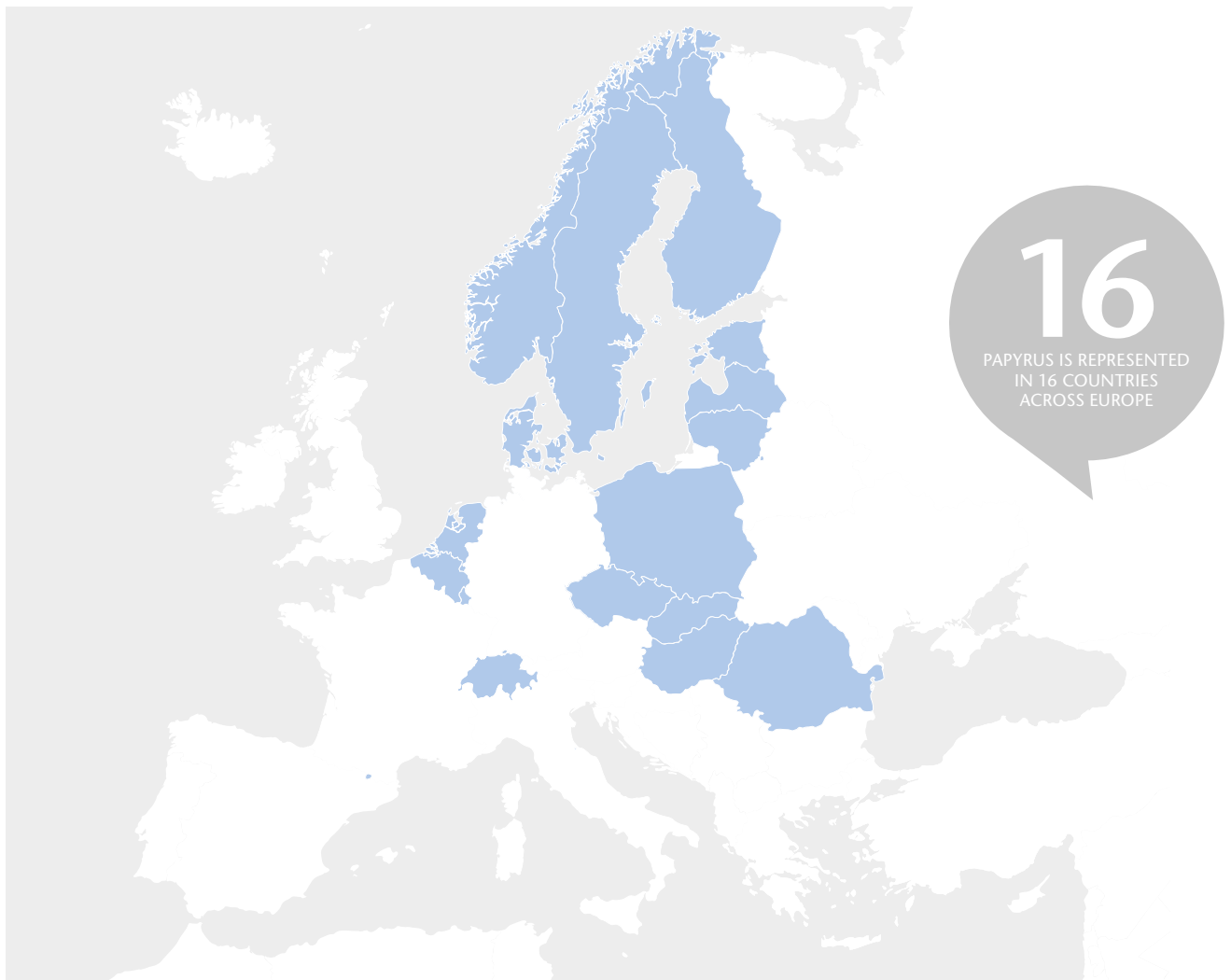
To prevent the truck from rolling unintentionally during the process of unloading, the following measures must be in place at all times while the truck is parked on the loading dock:

- Wheel chock must be placed under the wheel
- Parking brake must be in use

The driver has to clarify the process of unloading with the local Papyrus staff.







Appendix 1: Contact information Papyrus replenishment

Papyrus Country	Contact	Phone
Belgium	purchase.bfn@papyrus.com	+ 32 2 5298642
Netherlands	purchase.bfn@papyrus.com	+ 31 88 6565255
Switzerland	scm.ch@papyrus.com	+ 41 58 580 58 43
Denmark	Replenishment.nordics@papyrus.com	+ 46 1051 - 70000
Sweden	Replenishment.nordics@papyrus.com	+ 46 1051 - 70000
Norway	Replenishment.nordics@papyrus.com	+ 46 1051 - 70000
Finland	Replenishment.nordics@papyrus.com	+ 46 1051 - 70000
Estonia	Vilma.Velickiene@papyrus.com	+ 370 610 64164
Latvia	Vilma.Velickiene@papyrus.com	+ 370 610 64164
Lithuania	Vilma.Velickiene@papyrus.com	+ 370 610 64164
Poland	Zakupy.pl@papyrus.com	
Czech Republic	PAPYRUS_CZ_Supply@papyrus.com	
Hungary	purchase.hu@papyrus.com	+ 36 1 4529800
Romania	purchasing.ro@papyrus.com	

Appendix 2: Papyrus warehouses

Location	Country	Opening hours	Timeslot booking
Lembeek	Belgium	Mon-Thu: 8:00 – 12:00 / Fri: 8:00 – 11:30	Cargoclix
Wijchen	Netherlands	Mon-Fri: 7:00 – 12:00	Cargoclix
Dintikon	Switzerland	Mon-Fri: 7:00 – 14:00	Cargoclix
Vejle	Denmark	Mon-Thu: 7:00 – 14:30 / Fri: 7:00 – 13:30	Cargoclix
Brøndby	Denmark	Mon-Thu: 7:30 – 16:00 / Fri: 7:30 – 15:30	
Borås	Sweden	Mon-Fri: 8:00 – 12:00	Cargoclix
Rosersberg	Sweden	Mon-Fri: 6:00 – 14:00	other*
Langhus	Norway	Mon-Fri: 7:00 – 14:00	Cargoclix
Frogner	Norway	Mon-Fri: 7:00 – 14:00	Cargoclix
Vantaa	Finland	Mon-Fri: 8:00 – 15:00, contact for advice: +358 50 512 7930	X
Tallinn	Estonia	Mon-Fri: 9:00 – 16:00	
Kaunas	Lithuania	Mon-Fri: 8:00 – 16:00	
Radonice	Poland	Mon-Fri: 6:00 – 13:00	Cargoclix
Ostrava	Czech Rep.	Mon-Fri: 9:00 – 15:00	
Brno	Czech Rep.	Mon-Fri: 9:00 – 14:00	
Prague	Czech Rep.	Mon-Fri: 6:00 – 13:00	Cargoclix
Budapest	Hungary	Mon-Fri: 7:30 – 14:00	Cargoclix
Bucharest	Romania	Mon-Fri: 8:30 – 17:30	
Cluj	Romania	Mon-Fri: 8:30 – 17:30	

* other time booking system in place (not Cargoclix)

Appendix 3: Delay handling

Papyrus Country	Any delay	Phone
Belgium	purchase.bfn@papyrus.com	+ 32 2 5298642
Netherlands	purchase.bfn@papyrus.com	+ 31 88 6565255
Switzerland	scm.ch@papyrus.com	
Denmark	Replenishment.nordics@papyrus.com	+ 46 1051 - 70000
Sweden	Replenishment.nordics@papyrus.com	+ 46 1051 - 70000
Norway	Replenishment.nordics@papyrus.com	+ 46 1051 - 70000
Finland	Replenishment.nordics@papyrus.com	+ 46 1051 - 70000
Estonia	Vilma.Velickiene@papyrus.com	+ 370 610 64164
Lithuania	Vilma.Velickiene@papyrus.com	+ 370 610 64164
Poland	Zakupy.pl@papyrus.com	
Czech Republic	PAPYRUS_CZ_Supply@papyrus.com	
Hungary	Karoly.Kucsera@papyrus.com	+ 36 70 4529836
Romania	purchasing.ro@papyrus.com	

Appendix 4: Pallet label

PAPYRUS



Brand Marke Marque	Article No. Artikel-Nr. N° d'Article
LuxoArt® Gloss	88054907
Category Kategorie Catégorie	Grammage Flächengewicht Grammage
CWF	170 g/m²
Finish Oberfläche Finition	Format
gloss / glänz. / brill.	630 x 880 mm
Colour Farbe Couleur	Grain Direction Laufrichtung Sens de Coulée
white / weiß / blanc	LG / SB / GCT
Sheets per Pallet Bogen pro Palette Feuilles par Palette	Sheets per Ream Bogen pro Ries Feuilles par Paquet
6.000	250
Gross Weight Bruttogewicht Poids brut	Net Weight Nettogewicht Poids net
123,456 kg	94,248 kg
Purchase Order-No. Auftrags-Nr. N° de Commande	Production No. Produktions-Nr. N° de Production
4500296422	09003462741048
Papyrus Barcode  48003712491621	
Papyrus Barcode CH  (02) 88000000135(37) 5000(400)4500075401	
Indent Customer/ Strecken-Kunde/ Client indent	
Druckhaus Mustermann	
Destination/ Zielort/ Destination	Shipping Mark/ Signum/ Marquage
54321 Musterhausen	MARK 1777



MIX
Paper
FSC® C004423



EU
Ecolabel
www.ecolabel.org







BLAUER ENGEL
143/ 29286
www.blauer-engel.de/uz143




Made in the European Union




Appendix 5: Ream label

LuxoArt® Gloss	Grammage Reihengewicht Grammage	170 g/m²	Sheet Size Format Format	700 x 1000 mm	Grain Direction Lackrichtung Sens de Coulée	LG/SB/GCT	Sheets per Ream Rogen per Ream Feuilles par Paquet	250	 MIX Paper FSC® C004423
Article No. Artikel-Nr. N° d'Article	88054907	Production No. Produktions-Nr. N° de Production	09003462741048	Finish Oberfläche Finition	gloss/glänz./brill.	Color Farbe Couleur	white/weiß/blanc		



Gmund Action	Grammage Reihengewicht Grammage	310 g/m²	Sheet Size Format Format	700 x 1000 mm	Grain Direction Lackrichtung Sens de Coulée	LG/SB/GCT	Sheets per Ream Rogen per Ream Feuilles par Paquet	100	 MIX Paper FSC® C004423
Article No. Artikel-Nr. N° d'Article	88116439	Production No. Produktions-Nr. N° de Production	09003462741048	Finish Oberfläche Finition	iridescent	Color Farbe Couleur	alpine sparkling water		







Plano® Universal					PAPYRUS 
Art. 88141589					
g/m ² 80	FORMAT A3 420 x 297 mm	SHEETS BLATT FEUILLES 500	BRIGHT-WHITE HOCHWEISS EXTRA-BLANC	► COPY ► LASER ► INKJET ► FAX	 7 318761 091056

Plano® Universal					PAPYRUS 
Art. 88026737					
g/m ² 80	FORMAT A4 210 x 297 mm	SHEETS BLATT FEUILLES 500	BRIGHT-WHITE HOCHWEISS EXTRA-BLANC	► PUNCHED ► GELOCHT ► PERFORÉ	 7 318761 027345

Plano® Universal					PAPYRUS 
Art. 88026739					
g/m ² 80	FORMAT A4 210 x 297 mm	SHEETS BLATT FEUILLES 500	BRIGHT-WHITE HOCHWEISS EXTRA-BLANC	► PUNCHED ► GELOCHT ► PERFORÉ	 7 318761 027376

Appendix 6: Box label

Plano® Universal				 FSC® C004423		PAPYRUS  Made in E.U.			
Art. 88031899						 7 318761 033322			
g/m ² 80	FORMAT A4 210 x 297 mm	SHEETS BLATT FEUILLES 2500 ▼ MAXBOX	BRIGHT-WHITE HOCHWEISS EXTRA-BLANC	▶ PUNCHED ▶ GELOCHT ▶ PERFORÉ 					
DISTRIBUTOR: PAPYRUS AB, FLÖJEBERGSGATAN 1 C SE-431 35 MÖLNDAL, SWEDEN WWW.PAPYRUS.COM			 SE/011/001 Please collect used paper for recycling						

SKY® PREMIUM				 FSC® C004423		PAPYRUS  Made in E.U.			
Art. 88151279						 7 318761 069895			
g/m ² 80	FORMAT A3 420 x 297 mm	SHEETS BLATT FEUILLES 5 x 500	BRIGHT-WHITE HOCHWEISS EXTRA-BLANC	▶ COPY ▶ LASER ▶ INKJET ▶ FAX					
DISTRIBUTOR: PAPYRUS AB · FLÖJEBERGSGATAN 1 C SE-431 35 MÖLNDAL, SWEDEN · WWW.PAPYRUS.COM			 SE/011/002						

Appendix 7: Local deviations

PAPYRUS HUNGARY

Time slot booking
Booking a time slot is mandatory for all deliveries > 5 tons instead of > 4 pallets.

PAPYRUS SWITZERLAND

Introduction
Papyrus Switzerland has the following additional Logistic Manual for industrial packaging and facility solutions in place.

- For stock business
- For indent business
- For external warehouse at Planzer

These manuals can be found on the website www.papyrus.com/dech/BLR.



