

## Appendix 2: Forwarding process for small parcel shipments

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### Forwarding process for small parcel shipments

This operating procedure applies to shipments up to maximum 31,5 kg delivered to European destination ZF plants with freight paying at his destination plant. Shipments above this limit must not be handled by the small shipments service providers.

The service provider for parcel in the region Asia/Pacific, South America and North America will be nominated local. In case of doubt please contact your commissioning ZF site.








If ZF is the freight payer, it is generally indicated on all parcels with the parcel customer numbers of the ZF receiving plants. The parcel service provider must be verified with the appropriate receiving plants. It is strictly to refrain to send shipments to a ZF site using a ZF customer number of another ZF site (so called "triangular trade"). ZF reserves the right to charge the transport and possible additional costs to the organizer of the transport.

The dispatch is only as per the specified service level standard of ZF and handled without any additional options. Any alternative type of service is only possible with (written) consent of the concerned ZF receiving plant.

The nominated parcel service provider and the defined service are listed on the next pages and must be observed accordingly. In case of doubt, the responsible service provider must be adjusted with the receiving plant.

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### Nominated parcel service provider per region

Region	ZF Service Level	Parcel Service provider
Germany Domestic	Economy, Express $\leq 70$ kg	
	Economy $> 70$ kg	
Shipments within Europe	Express	
	Economy $\leq 70$ kg	
	Economy $> 70$ kg	
Shipments from Europe to North- & South America	Economy, Express	 *Use TNT, if Freight Payer is in Portugal, Romania, Russia, Slovakia, Turkey
Shipments from Europe worldwide, exception North- & South America	Economy, Express	

### Determination of parcel size / strap length

1. Girth (1): The track, which at the widest point perpendicular to the length measured once completely around the parcel.
2. Length (2): Longest side of the parcel

Adding the measured length and perimeter values gives the total package size.

*Example:*

*Girth (1):  $40+30+40+30 = 140$  cms*

*Longest side (2): 150 cms*

*Strap length (1) + (2):  $140+150= 290$  cms*



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### Details per nominated parcel service provider

#### TNT Express

Region	ZF Service Level	Service Provider Service Level	Palletized Shipment	Transit Time	Max. Measurement	Dangerous Goods
Germany Domestic	Economy > 70 kg	Economy Express	Yes	Delivery within 1-2 days	See below „Max. Measurement“	After coordination with the service provider only.
Shipment within Europe	Economy > 70 kg			For international transit times pls. see under <a href="http://www.tnt.com">www.tnt.com</a>		
Shipment from Europe to North- & South America*	Economy Express					

\*Use TNT, if Freight Payer is in Portugal, Romania, Russia, Slovakia, Turkey

#### Max. Measurement

- Germany: Exceeding the single measure of 5,0 m x 2,40 m x 1,80 m shipment possible after coordination with the responsible TNT site only.
- Europe: 2,4 m x 1,20 m x 1,5 m
- Outside Europe: 1 m x 0,6 m x 0,4 m

#### Notification:

- call on country specific delivery hotline (for Germany: 01806-900800)
- per fax with TNT pickup form
- TNT e-solution (Web- or PC-based)

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### Details per nominated parcel service provider



Region	ZF Service Level	Service Provider Service Level	Palletized Shipment	Transit Time	Max. Measurement	Dangerous Goods
Germany Domestic	Express, Economy ≤ 70 kg	UPS Standard	No	Delivery within 1-2 days		After coordination with the service provider only.
		UPS Express Saver		Delivery next business day		
		UPS Express Plus (09.00h)		Delivery next business day until 09h00		
Shipment within Europe	Economy ≤ 70 kg	UPS Standard (Zone 1-5)		For international transit times pls. see under <a href="http://www.ups.com">www.ups.com</a>		
		UPS Expedited (Zone 6-10)				

#### Notification:

Supplier with **existing 6-digit UPS Customer ID** and regular pickup

Notification of the shipment via UPS online portal and UPS shipping label on the parcel. For **"ex-works" deliveries** the shipper requires the 6-digit UPS Customer ID of the freight payer plant of ZF.

For shipments outside Germany the 6-digit UPS Customer ID, the country Iso-code and the Zip-code from freight payer must correlate with the data in the UPS system. The UPS system Internet-shipping and Worldship will verify the data input. "Incorrect shipments" will not be shipped.

The shipment "ready for transport" can be handed over to the next UPS vehicle for pickup.

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### Supplier with existing 6-digit UPS Customer ID and without regular pickup.

Process as described above. For notification / pickup of the shipments to UPS the following options will be possible:

- a) Handover at UPS Access – Point. For the next access-point please see on the UPS web page with the following web-link:  
[https://www.ups.com/de/de/Home.page?loc=de\\_DE](https://www.ups.com/de/de/Home.page?loc=de_DE); ( on the left side, click the bottom „ Location“ ). **Maximum weight per parcel 20 kgs.**
- b) For a pickup for a fee via UPS homepage:  
[https://wwwapps.ups.com/pickup/schedule?loc=de\\_DE](https://wwwapps.ups.com/pickup/schedule?loc=de_DE)
- c) For a pickup for a fee via UPS –Customer-hotline: 01806 882663 (20 cent/ call from fixed network; 60 cent maximum via mobile / call.

### Supplier **without** existing UPS contract and customer ID

Supplier announces the pickup at ZF site. ZF creates a return / pickup label and will send this label per email (in pdf-format) to the supplier. The shipment “ready for transport” can be handed over to the next UPS vehicle for pickup. Otherwise use the following possibilities for pickup / handover of the shipment to UPS:

- a) Handover at UPS Access – Point. For the next access-point please see on the UPS web page with the following web-link:  
[https://www.ups.com/de/de/Home.page?loc=de\\_DE](https://www.ups.com/de/de/Home.page?loc=de_DE); ( on the left side, click the bottom „ Location“ ). **Maximum weight per parcel 20 kgs.**
- b) For a pickup for a fee via UPS homepage:  
[https://wwwapps.ups.com/pickup/schedule?loc=de\\_DE](https://wwwapps.ups.com/pickup/schedule?loc=de_DE)
- c) For a pickup for a fee via UPS –Customer-hotline: 01806 882663 (20 cent/ call from fixed network; 60 cent maximum via mobile / call.

### Helpful hint for a correct packaging

Packaging guidebooks for parcels

1. [https://www.ups.com/packaging/guidelines?loc=de\\_DE](https://www.ups.com/packaging/guidelines?loc=de_DE)
2. Selection of the merchandise category: Auto, Motorcycle, Airplane and Boat parts.
3. Enter weight and dimension.

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### Details per nominated parcel service provider

DHL 

Region	ZF Service Level	Service Provider Service Level	Palletized Shipment	Transit Time	Max. Measurement	Dangerous Goods
Shipment within Europe	Express	DHL Express Worldwide	Yes	Delivery within 1-2 days	See below „Max. Measurement and weight“	After coordination with the service provider only.
		DHL Express 12		Delivery next business day until 12h00*		
Shipments from Europe worldwide, exception North- & South America	Economy	DHL Economy Select		For international transit times pls. see under <a href="http://www.dhl.com">www.dhl.com</a>		
	Express	DHL Express Worldwide				
		DHL Express 12				

\*if the delivery ZIP – code area will be located in 12h00 – area. Clarification via Link DCT: <http://dct.dhl.com>

### Max. Measurement and weight

#### Time Definite Services

	DHL EXPRESS 9:00	DHL EXPRESS 10:30	DHL EXPRESS 12:00	DHL EXPRESS WORLDWIDE
<b>Weight</b>				
Maximum conveyable piece weight	30kg	30kg	30kg	30kg
Maximum non-pallet piece weight	30kg	30kg	70kg	70kg
Maximum pallet piece weight	Not accepted	Not accepted	1,000kg	1,000kg
<b>Dimensions</b>				
Maximum conveyable piece dimensions LxWxH	120x80x80cm	120x80x80cm	120x80x80cm	120x80x80cm
Maximum non-pallet piece dimension	120cm	120cm	300cm	300cm
Maximum pallet piece dimensions LxWxH	Not accepted	Not accepted	120x100x160cm	120x100x160cm
<b>Dimensional Weight</b>				
Volumetric calculation factor	200 kg/m <sup>3</sup> 1/5000 m <sup>3</sup>	200 kg/m <sup>3</sup> 1/5000 m <sup>3</sup>	200 kg/m <sup>3</sup> 1/5000 m <sup>3</sup>	200 kg/m <sup>3</sup> 1/5000 m <sup>3</sup>

Update May-2019: Extension up to 1.000 kgs per piece & 3.000 kgs per shipment for service level Express.

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Notification:

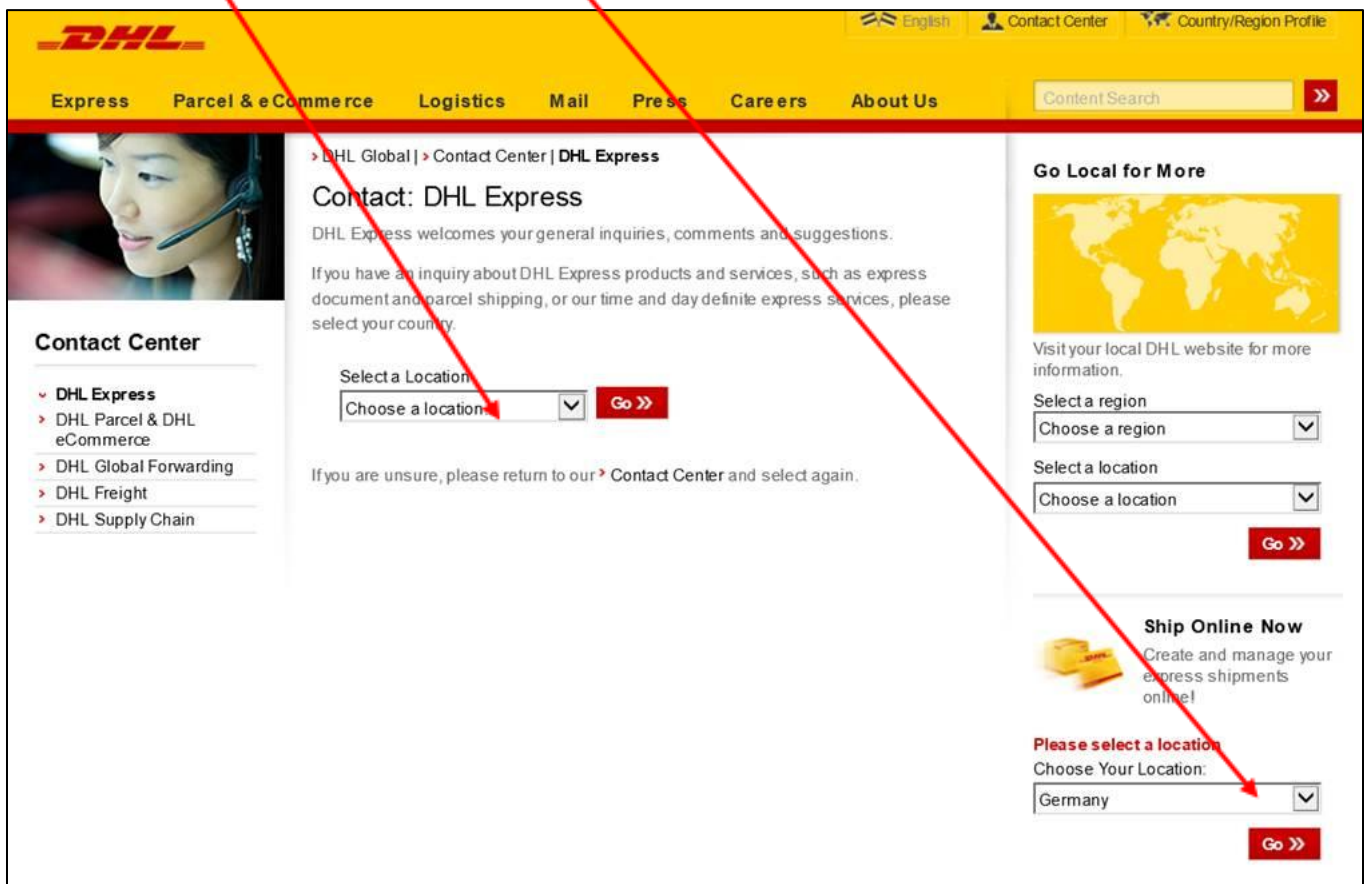
Telephone

[http://www.dhl.com/en/contact\\_center/contact\\_express.html](http://www.dhl.com/en/contact_center/contact_express.html)

In the drop-down menu, all worldwide DHL Express Customer services will be communicated.

Online

The shipper signs on at MyDHL, for booking of pickup and the print of AWB.



The screenshot shows the DHL Express Contact Center website. The header includes the DHL logo, language options (English), and links to Contact Center and Country/Region Profile. The main navigation bar lists Express, Parcel & eCommerce, Logistics, Mail, Press, Careers, and About Us. A search bar is also present.

The main content area is titled "Contact: DHL Express" and includes a welcome message and a prompt to select a country. A dropdown menu labeled "Select a Location" is highlighted with a red arrow. Below it, a "Go >>" button is visible.

On the right side, there is a "Go Local for More" section with a world map and a "Select a region" dropdown menu. Below this, a "Select a location" dropdown menu is also highlighted with a red arrow. A "Go >>" button is located below the dropdowns.

At the bottom right, there is a "Ship Online Now" section with a "Please select a location" prompt and a "Choose Your Location:" dropdown menu. The dropdown menu shows "Germany" as the selected option. A "Go >>" button is located below the dropdown menu.

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### Details per nominated parcel service provider

Fedex 

Region	ZF Service Level	Service Provider Service Level	Palletized Shipment	Transit Time	Max. Measurement	Dangerous Goods
Shipments from Europe to North- & South America	Economy	International Economy (<68kg)	Yes	For international. transit times pls. see under <a href="http://www.fedex.com">www.fedex.com</a>	See below „Max. Measurement and weight“	After coordination with the service provider only.
		International Economy <u>Freight</u> (>68kg)				
	Express	International Priority (<68kg)				
		International Priority <u>Freight</u> (>68kg)				

### Max. Measurement and weight

- International Priority & Economy (Intercontinental)
  - Weight: max. 68 kg (150 lbs.)
  - Longest side: max. 274 cm cms (107 inches)
  - Girth (1 x longest side + 2x width + 2 x height): max. 330 cms (130 inches)
  - All parcels over this will be classified as IPF and will be charged with 68 kgs.
- International Priority Freight & International Economy Freight
  - Weight: max. 1,000 kgs (2,200 lbs.)
  - Length: max. 302 cms (119 inches)
  - Width max. 203 cms (80 inches)
  - Height: max. 178 cms (70 inches)
  - Girth (1 x longest side + 2x width + 2 x height): max. 762 cms (300 inches)





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### Notification:

- By telephone via country – specific hotline (for Germany: 0180-6111 800)
- Pickup document for abroad pickup
- Fedex e-solution (Web- or PC-based)