



## Forwarding Basics

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Everyone has heard of them, many have already dealt with them. But apart from knowing that a forwarding agent organises the transport of goods, not many people are truly aware of all the services today's modern forwarding agents actually provide.

We designed this brochure to give you an overview of the great variety of services forwarding agents can accomplish for you.

Because if you are responsible for physical goods within your company, you'll actually end up saving a substantial amount of time and money by additionally purchasing external transport and logistics services. Meaning you can keep your undivided focus on the true strengths of your company.

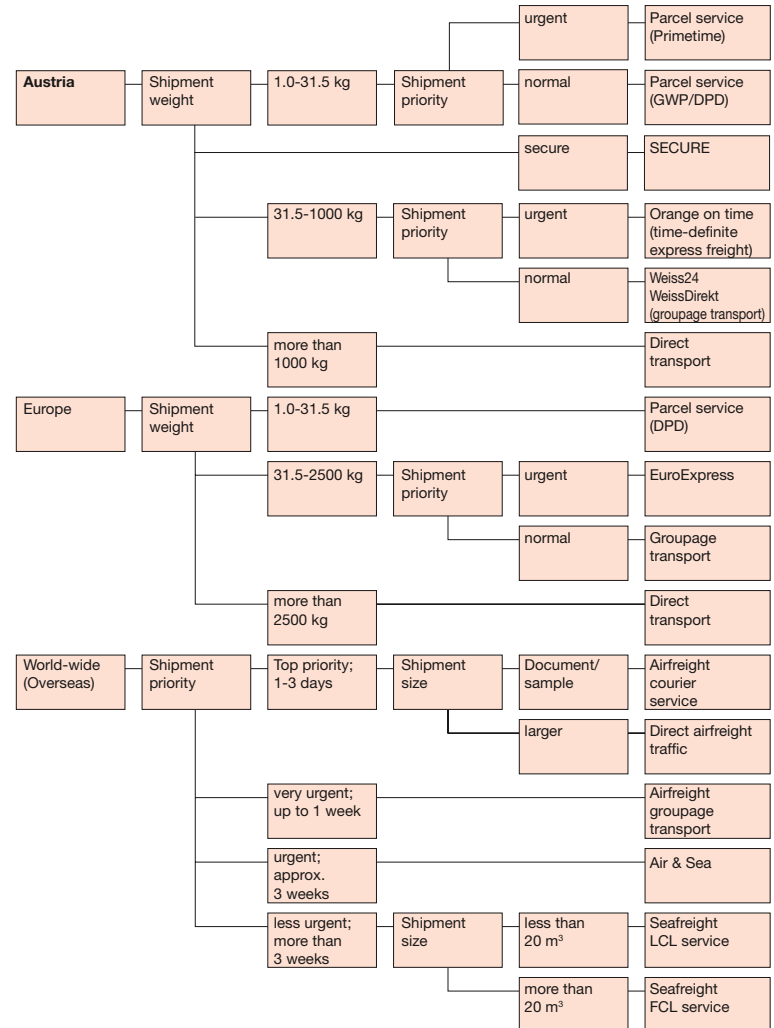


Shipping a consignment from A to B may seem simple enough: load the goods onto a truck, drive to the destination, unload – and call it a day. Of course you're free to take such a "direct route". But how often do you really have shipments large enough to fill a "small" 7-ton truck? Cruising the motorways with half-empty trucks is neither cost-efficient nor environmentally-friendly.

Which is why forwarding agents like Gebrüder Weiss offer highly diverse transport systems for all types of shipments. Because the cheapest transport route is not always the best. But then again, sometimes neither is the fastest. Simply put, optimum transports are those which reach the right destination at the right time at the lowest possible cost. Making the best transport decision for your company all boils down to your particular urgency, economics and a good measure of environmental compatibility.

We've put together the following chart to assist you in determining the transport product best suited to your needs.

Please keep in mind that not all types of transport are available in all cities/countries. For more information, please contact your nearest Gebrüder Weiss office or visit: [www.gw-world.com](http://www.gw-world.com)



**GebrüderWeissTip**

Although the transport systems of different freight forwarders often have different names, the systems themselves are quite similar in nature.

**THE MOST IMPORTANT SYSTEMS:****a) Groupage transport**

All goods from one region regardless of destination are collected at a central dispatch depot, transported together to a respective distribution facility, and from there sent out for individual delivery.

**b) Direct traffic**

The name says it all: direct from the sender to recipient without transshipping.

**c) Express traffic**

Goods in the Weiss distribution system are processed and delivered at the highest priority.

- Orange on time
- EuroExpress
- Primitime

**d) Parcel services**

are based on the groupage transport system. For light-weight shipments (e.g. GWP/ DPD under 31.5 kg). Orange on time, Primitime and EuroExpress



To move your goods from A to B and to do so ideally, Gebrüder Weiss puts these options and more at your disposal:

**WEISS DISTRIBUTION AUSTRIA**

max. height per package: 2.2 m;  
max. length per package: 2.4 m;  
max. weight per package: 1,000 kg

**Weiss24**

- 24-hour standard transit time across Austria (95.8% effective delivery rate)
- Daily pick-ups at arranged times, flexibility when quantities fluctuate
- Complete declaration (sender and receiver address) on each package
- Accompanying documents for each parcel
- Entire fleet equipped with tailboards and pallet trucks
- Procurement

**Additional services (extra cost)**

- Arrival information with 24-hour service guarantee (notification of delivery by specific contracted time frame)
- Notification +24 hours (time frame stipulation with receiver beyond 24 hours)
- COD +24 hours (immediate COD receipt upon delivery of goods)
- Area-wide dangerous goods handling (with exception of Classes 1 and 7)

**"Orange on time" express service**

"Orange on time" is our freight forwarding service within Austria for your most urgent and important shipments.





#### Additional Weiss24 services

- Guaranteed delivery options: before 9:00 a.m., before 12:00 p.m., or before 4:00 p.m.
- Proactive notification
- Higher effective delivery rate of 99.5%
- Money-back guarantee on late deliveries

#### Special "Secure" product

For high-tech products, consumer electronics and other sensitive goods. Secured loading/unloading, goods tracked electronically during all phases of handling.

- Austria-wide coverage
- Barcode scanning
- Control at the single package level
- Money-back guarantee on late deliveries

#### Additional services:

Proactive notification  
Procurement

#### WeissDirekt

Both partial and full loads can be processed – as required – without intermediate transshipment.

#### Additional groupage freight services:

- 24-hour standard transit time
- Transport without intermediate transshipment
- Route schedules individualised to your company
- Thermologistics and perishable goods logistics upon request
- XXL bulky goods are also handled at this level

## EUROPEAN DISTRIBUTION SYSTEM

#### WeissEuropaservice

Groupage transports to all of Europe's most important economic centres (door-to-door).

#### EuroExpress service

Europe-wide express service (door-to-door) without weight restrictions.

#### WeissDirekt Europa

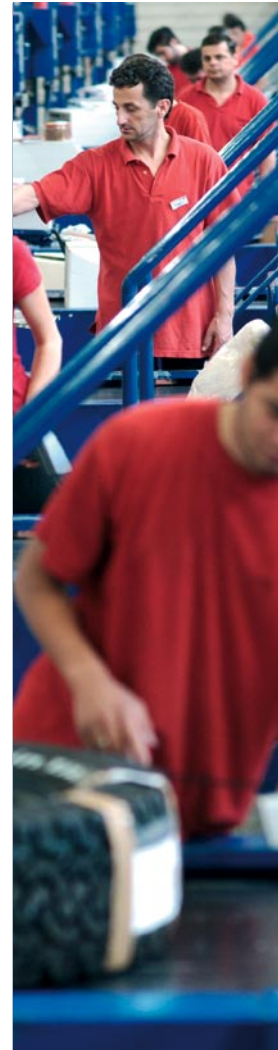
Throughout all of Europe: full and partial loads, door-to-door.

#### European parcel service (DPD)

24-72 hour parcel service (door-to-door), up to 31.5 kg per package.

#### European distribution system in "WeissLand"

Beyond the borders of Austria, all European Gebrüder Weiss transport systems are available (subject to distance and possible customs formalities) to and from: Switzerland, Germany, the Czech Republic, Slovakia, Hungary, Slovenia, Croatia, Romania, Bulgaria and Serbia & Montenegro. This includes a limited version of our "orange on time" express service.





## WORLD-WIDE TRANSPORT SYSTEM

### **Courier service**

World-wide service for sending documents and samples near and far.

### **Direct airfreight traffic**

Particularly for urgent shipments of goods world-wide; maximised use of airline connections.

### **Airfreight groupage transport**

Regular connections to all important economic centres throughout the world at optimised price-performance ratio.

### **Aircraft charter**

For urgent consignments able to fill an entire aircraft.

### **Air&Sea transport**

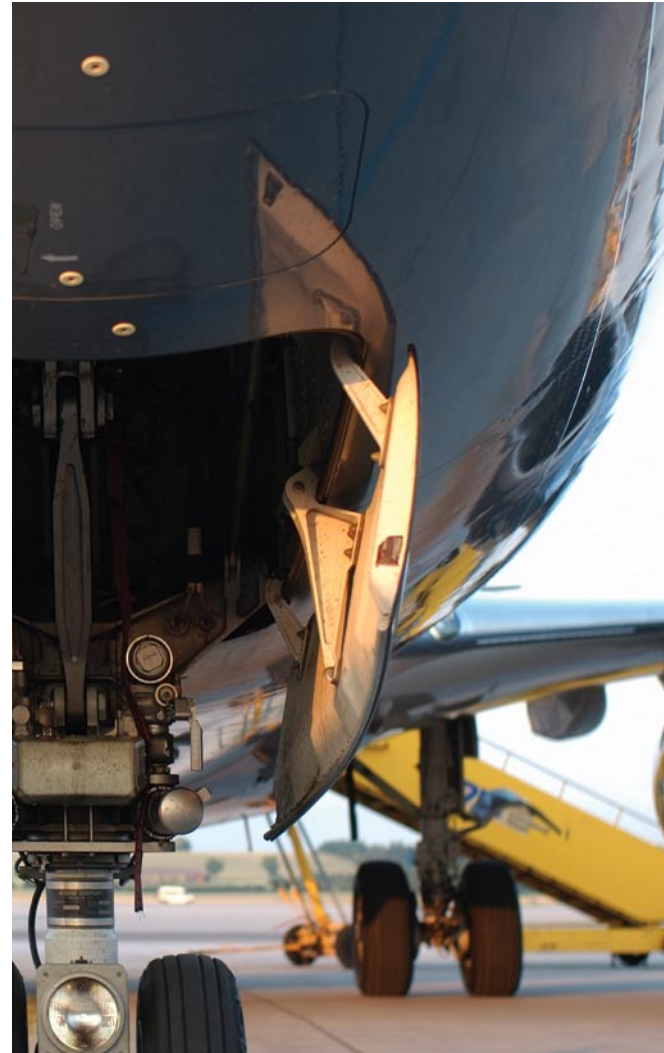
Economical combination of sea and air transport. Particularly suited to Far East imports.

### **LCL seafreight**

Groupage container service to/from all the world's most important trade centres.

### **FCL seafreight**

Full container service to/from all the world's ports. Ideal for full-container quantities.



### GebrüderWeissTip

For more information on special transport, please visit [www.gw-world.com](http://www.gw-world.com)



### Trade fair transports

The Gebrüder Weiss Trade Fair Service has been specially developed for national and international trade fair exhibitors.

Not only do we handle all the shipping particulars to the fair, we also take care of any temporary customs clearances necessary, deliver your exhibits right to your booth, assist in setting up your exhibits, handle empties disposal and/or redelivery after the fair and re-export, etc.

### Furniture distribution

You can trust your furniture to Gebrüder Weiss. Our air-suspension vehicles are equipped with special interior padding, lashing rails for securing all items within the truck as well as a heated storage area – all this and more ensures the essential safety and security for your goods.

Our services also include the professional packing and loading/unloading of all your items, from furniture and glass to ceramics and valuables.

### Fashionet

Fashionet was developed to provide ideal transport conditions for hanging textiles. This special product covers all hanging garment transports and – when needed – also the hanging warehousing of textiles. Our Fashionet services are offered throughout Austria and Europe.

### Individual Service

(Virtually) nothing is impossible. Virtually anything can be shipped. As a quick peek in the Gebrüder Weiss archives will document: some of our more unprecedented records include 40 m tall Christmas trees shipped to Rome (a gift to the Pope), tarantulas, 150-ton generators, priceless stamp collections and just about anything else you can imagine!

In other words, no matter how unusual you think your transport needs may be, we've probably already done it! Just give us a call and we'll give you all the details.



### GebrüderWeissTip

Regular offers and transport rates reflect different tariff variants.

### When does which rate apply?

Apart from the size of a consignment, the mode of transport is also a factor in determining which rate will apply. Yet the applicable rate will be obvious to you because it is required to be clearly noted on each offer or rate sheet.

## TRUCK TRANSPORTS

### per 100 kg

Indicated rates apply up to each 100 kg of the actual and/or calculated volume weight of the transported goods. Such calculations generally round up to the next unit.

### per loading meter

Loading meter rates are best compared to renting space; i.e. cited prices refer to one meter of loading space within the truck. Trucks have an interior width of 244 cm and an interior height of 240 cm. Thus, one loading meter equals a floor space of 2.42 m x 1 m (maximum utilisation: approx. 5.8 m<sup>3</sup>).

### Transport vehicles/Swap bodies

Rates here refer to the "rental" of an entire transport unit, for example a truck (ca. 40 m<sup>3</sup>) or its trailer (ca. 40 m<sup>3</sup>) regardless of the weight or volume of the loaded goods (within legal limits).

### Full load trucks

Prices are based on the use of a full truck (semi-trailer or transport vehicle + trailer).

More information on these various trucks can be found on pages 28 – 29.

## AIRCRAFT TRANSPORTS

Airfreight prices are generally quoted per kilogram/6 dm<sup>3</sup>.

## SHIP TRANSPORTS

Transports by ship are likewise based on chargeable weight: 1 m<sup>3</sup> = 1,000 kg. Quoted prices are indicated as a dimension/weight ratio (m/g) or (w/m).



## Calculation: Applicability and calculation of volume weight



Transport rates are primarily calculated based on a shipment's weight. Yet since available cargo space in trucks, trains, aircraft and containers is limited, sometimes the volume of the goods to be transported also enters into the equation.

### An example:

Imagine one shipment being an anvil weighing 500 kg and another shipment consisting of 500 kg of down comforters. While the comforters weigh the same as the anvil, they take up far more space.

In order to work around this, the transportation industry devised a conversion key to convert the space required into chargeable weight (= volume weight). When this volume weight exceeds the actual weight, the volume weight will then be used to calculate the transport costs.

The specific conversion factor used to calculate the volume weight is additionally indicated on all offers and price lists. But keep in mind that there are a number of different ways to indicate volume weight.

### Calculating volume weight

Length x Width x Height (all in m) divided by the specific conversion factor for your particular mode of transport = volume weight in kg.

Example conversion factors:

Ship transports: 0.001

Truck transports: 0.003

Aircraft transports: 0.006

### Example:

Calculation for a crate measuring:

80 x 120 x 200 cm:

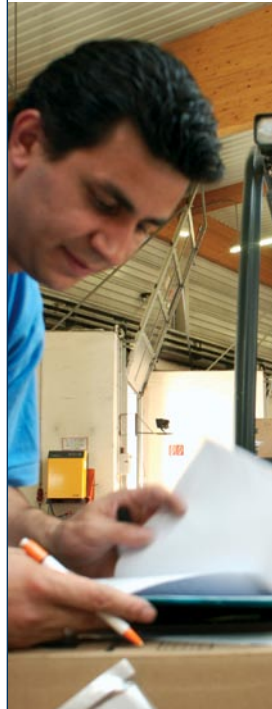
0.80 m x 1.20 m x 2.00 m = 1.92 m<sup>3</sup>

1.92 : 0.003 = 640 kg

Volume weight equals 640 kg

### Different ways to indicate volume ratio:

Mode of transport	Ship	Truck	Aircraft
Variant a)	0.001	0.003	0.006
Variant b)	1 : 1	1 : 3	1 : 6
or 1m <sup>3</sup> =	1,000 kg	333 kg	167 kg
or measured	1 x	3 x	6 x



**GebrüderWeissTip  
Caution!**

The AÖSp are general business terms – not law – and thus can only have an influence on subsequent law. The CMR or WA, for example, are mandatory laws which cannot be amended by the AÖSp.

**Austrian Forwarders' Standard Terms and Conditions (AÖSp)**

The AÖSp are established general terms of business applicable to trade practices and transactions between merchants and companies short of drawing up a separate agreement.

The AÖSp applies to all carrier activities, regardless of whether the services performed concern forwarding, freight, warehousing, order picking or other activities common to the freight forwarding trade.

**Carrier liability**

The Commercial Code entitles a forwarding agent to perform the transport of goods himself (own-name transaction). In such cases, the forwarder then also assumes the same rights and obligations of a carrier.

A forwarding agent further acquires the rights and obligations of a carrier by agreeing upon a fixed rate for transport costs with the consignor (flat-rate forwarding) or by effecting shipment of goods together with the goods of other consignors in groupage consignments.

If one of these three conditions applies, the forwarding agent then has the same liability as a carrier and the AÖSp will not apply to those elements regulated by statutory laws on freight (e.g. CMR/HGB Sec. 439a regarding road haulage).

**Liability limits for damage or loss pursuant the AÖSp and/or applicable freight law**

**AÖSp (Austrian Forwarders' Standard Terms and Conditions)**

if SVS-excluded: EUR 1.09 per kg to a maximum of EUR 1,090.09 per claim

**CMR/HGB Sec. 439a (international/national agreement on road haulage)**

SZR 8.33 per kg

**Warsaw Convention (international rules on air-freight)**

SZR 16.67 per kg

**Montreal Convention (international rules on air-freight)**

SZR 17 per kg

**Haag/Visby Rules (international regulation of seafreight transport)**

SZR 2 per kg or SZR 666.67 per unit

**CIM (international convention on railway carriage)**

SZR 17 per kg

**EBG (national convention on railway carriage)**

EUR 36.34 per kg

SZR = Special Drawing Right of the International Monetary Fund. The exchange rate is subject to minor fluctuations; rate in late March 2005: EUR 1.165660. Contact the central bank for the respective current rate or see: [http://www.imf.org/external/np/fin/rates/rms\\_five.cfm](http://www.imf.org/external/np/fin/rates/rms_five.cfm). →

**GebrüderWeissTip  
Important!**

Due to the limitations of liability, the value of your goods is often not covered fully in the event of damage or loss. Protect your assets and eliminate all risks to the greatest extent possible. Gebrüder Weiss will be happy to arrange the appropriate transport insurance for your consignments.



**GebrüderWeissTip**

**Caution!** The SVS only applies when statutory law such as the CMR or WA exclusive of freight law and liability limits does not.

**Forwarding Insurance Policy (SVS)**

The AÖSp obligates a forwarding agent to cover all customer losses which may be incurred by the forwarding agent in fulfilling the transport contract by taking out the so-called Forwarding Insurance Policy (SVS) which is a liability insurance for property damage and financial losses. The party interested in the goods is thereby insured as principal. The cost of this insurance is borne by the principal. The insured party files any claims directly with the insurer.

**Transport insurance**

In contrast to the Forwarding Insurance Policy, transport insurance protects against material damage, covering damage to merchandise regardless of the liability facts, however not financial losses. This transport insurance thus does not replace the Forwarding Insurance Policy.



# Obligation to report movement of goods in the Single European Market – Basics

Reporting of trade statistics must be made by every natural or legal person meeting the minimum legal requirements. Exceptions are made for those persons "exempted from mandatory reporting".

The Austrian Central Statistical Agency maintains a register of intra-Community trading parties which records all Austrian shippers and recipients; including your company. The Central Statistical Agency is entitled to conduct checks/controls through the Austrian tax authorities.

**What needs to be reported?**

All goods which are transported from one EU member state into another member state must be recorded in the "Statistics on the Trading of Goods between European Union member states" (in short: Intra-Community Trade Statistics or simply: "INTRASTAT"). This means that you must report the statistical data on your transported goods directly to the Central Statistical Agency in Vienna, both when you are acting as buyer of arrival imports to Austria as well as shipper or buyer of deliveries from Austria.

**Reporting exemptions**

Private persons are generally exempt from reporting information. The reporting exemption also applies to intra-Community trade to or from other member states when the previous year's annual shipments were less than the statistical value of EUR 250,000.00. Should this value be exceeded during the current calendar year, statistics reports become due as of the month in which the threshold has been exceeded. →



**GebrüderWeissTip**

Filling out the Intrastat report is not as easy as it looks. It's best to leave it to the professionals since the provisions state that you "... as a purchaser or consignor subject to reporting are entitled to contract a third party in Austria to prepare and submit your statistical reports". Experience counts – and you can count on Gebrüder Weiss as an EU-experienced transport and logistics company. We are ideally set up to perform this activity and will also be happy to pass our expertise on to you.

You are required to provide the following data when reporting your trade statistics:

- Name and address of party obliged to provide information
- VAT ID number
- Reference period
- Description of the goods
- Commodity code (customs tariff classification)
- Quantity/units
- Originating, sending, consignment and/or destination country
- Statistical value of the goods
- Statistical methods
- Delivery terms
- Nature of transaction
- Mode of transport
- Country of origin and delivery terms where applicable
- Invoiced amount

**Regulations**

All modes of transport are subject to special strict regulations governing the transporting of dangerous goods.

**What are dangerous goods?**

Did you know that common everyday promotional giveaways might be classified as dangerous goods? This would include filled cigarette lighters, matches, adhesives, etc. Even various cosmetics and sports equipment (ping pong balls) may be classified as such, not to mention self-contained appliances which may contain dangerous individual components such as batteries, gas cartridges, etc.

**Who is liable for losses and accidents?**

If you are not the manufacturer, it is imperative for you to find out as much as possible about your goods. Because if losses arise due to undeclared or improper declaration of dangerous goods, the consignor/principal is solely responsible for any and all damages.

**Documentation**

The prescribed accompanying documents, meaning all transport documents and written instructions in the relevant languages, must be presented to the driver before departure.

The current product safety data sheets give precise information on the contents and declaration.

The originator is obligated to maintain updated safety data sheets and produce them upon demand.

**GebrüderWeissTip****Declaration is essential!**

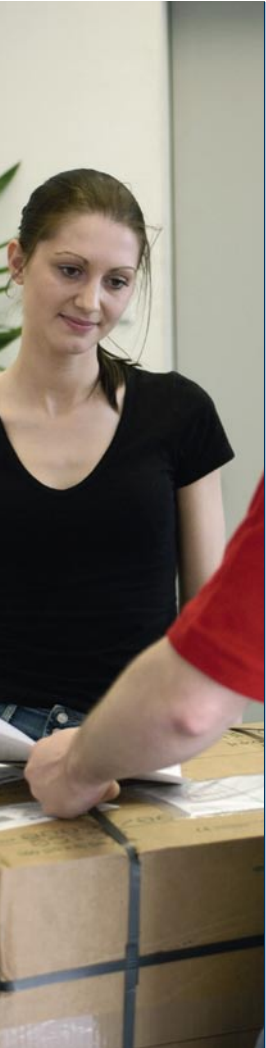
You are subject to declaring and labelling all dangerous goods as such and ensuring they are packed accordingly.

**You are liable!**

As the contracting party, you alone are liable for all losses arising from undeclared or improperly declared goods.



# Delivery terms (INCOTERMS 2000)



- EXW** Ex works... named place
- FCA** Free carrier... named place
- DAF** Delivered at frontier... named border
- CPT** Carriage paid to... named point of destination
- CIP** Carriage and insurance paid to... named point of destination
- DDU** Delivered duty unpaid... named place
- DDP** Delivered duty paid... named place

### Additional INCOTERMS for oversea traffic:

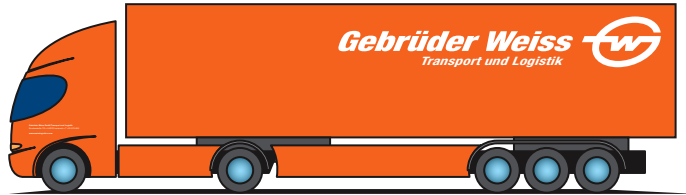
- FAS** Free alongside ship... named port of shipment
- FOB** Free on board... named port of shipment
- CFR** Cost and freight... named port of destination
- CIF** Cost, insurance and freight... named port of destination
- DES** Delivery ex ship... named port of destination
- DEQ** Delivery ex quay, duty paid... named port of destination

The delivery terms specified on this page only represent allocation of attributable freight charges. Supplementary agreements on further applicable terms of delivery such as insurance, etc. are not included.

**Note:** The named place is usually the forwarding agent's terminal; in the case of partial or full loads, the named place may also be the customer's warehouse.

	Ex shipper works to carrier departure terminal	From carrier departure terminal to border	From border to carrier reception terminal	From carrier reception terminal to recipient warehouse		Ex shipper works to carrier departure terminal	From carrier departure terminal to port of departure	From port of departure to loaded cargo ship	From loaded cargo ship to port of destination	From port of destination to unloaded cargo ship/quay	From quay to reception terminal	From carrier reception terminal to recipient warehouse
<b>EXW</b>					<b>FAS</b>							
<b>FCA</b>					<b>FOB</b>							
<b>DAF</b>					<b>CFR</b>							
<b>CPT</b>					<b>CIF</b>							
<b>CIP</b>					<b>DES</b>							
<b>DDU/P</b>					<b>DEQ</b>							
<b>DDU/P</b>								<b>Consignor</b>				<b>Consignee</b>

## Euro semi-trailer



L: approx. 13.62 m, W: approx. 2.50 m, H: approx. 2.60 m  
Capacity: approx. 24 t / approx. 88 cbm / 34 pallets

## Swap body (WAB)



L: approx. 7,45 m  
B: approx. 2,50 m  
H: approx. 2,50 m  
Capacity: approx. 46 cbm / 18 pallets

## Standard tractor-trailer



### Variant 1 (3-axle vehicle / 2-axle trailer)

L: approx. 7.30 m, W: approx. 2.50 m  
H: approx. 2.60 m  
Capacity: approx. 12 t /  
approx. 47 cbm / 18 pallets

L: approx. 7.50 m, W: approx. 2.50 m  
H: approx. 2.60 m  
Capacity: approx. 12 t /  
approx. 48 cbm / 18 pallets

### Variant 2 (2-axle vehicle / 3-axle trailer)

L: approx. 6.20 m, W: approx. 2.50 m  
H: approx. 2.60 m  
Capacity: approx. 8 t /  
approx. 40 cbm / 15 pallets

L: approx. 8.60 m, W: approx. 2.50 m  
H: approx. 2.60 m  
Capacity: approx. 16 t /  
approx. 56 cbm / 21 pallets

## Swap body (WAB)

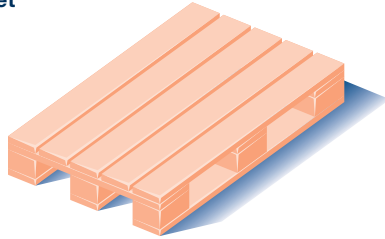


Capacity: approx. 12 t

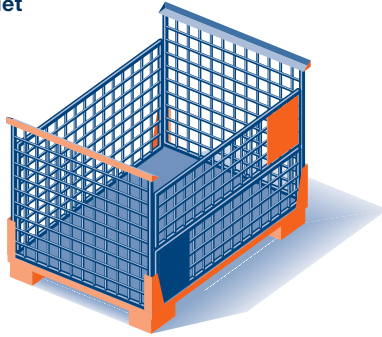
Capacity: approx. 12 t



## Euro pallet



## Mesh box pallet



## Container



The most common standardised transport containers:

### Euro pallet

Outer dimensions: 120 cm (l), 80 cm (w), 14.4 cm (h)  
Weight: approx. 25 kg

### Mesh box pallet

Outer dimensions: 124 cm (l), 83.5 cm (w), 97 cm (h)  
Weight: approx. 85 kg

### 20' Container

Internal dimensions: approx. 590 cm (l), 230 cm (w), 235 cm (h)  
Interior volume: 32 m<sup>3</sup>

### 40' Container

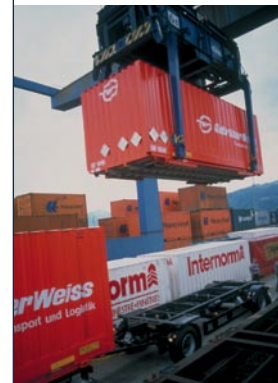
Internal dimensions: approx. 1190 cm (l), 230 cm (w), 235 cm (h)  
Interior volume: 64 m<sup>3</sup>

### Airfreight containers

Especially when it comes to shipping by air, you'll find a great variety of containers. Generally speaking, the specific type of aircraft will dictate the type of container to be used. Airfreight container sizes start at approx. 4.5 m<sup>3</sup>.

## GebrüderWeissTip Using transport containers

There are a number of advantages to using transport containers including less packaging, since a container itself can function as the "outer packaging" for your goods; faster transfer of goods, since loading and unloading is then a faster and more efficient process; and better protection for your goods because transport containers will in fact prevent certain damages.



**...or how you can reduce your costs and increase your quality of service by outsourcing.**

High-quality logistics services are steadily and invariably replacing the more traditional transport and warehousing systems. As the logistics needs of customers continue to rise, efficient distribution systems have grown to meet the demand, with intelligent logistics services adding value to the timely transport of goods. This is just one of the many reasons why modern logistics service providers such as Gebrüder Weiss place high priority on even further developing their systems. To their customers' best advantage.

**Outsourcing: Concentrating on one's key strengths**

In most companies, movements of merchandise – and thus sales – are subject to seasonal fluctuations. Yet a company usually has to keep its warehouse, computer systems and to some extent warehouse employees at peak capacity. That costs money, a great deal of money, a good percentage of which can be saved with logistics outsourcing.

Numerous leading companies which take the long view have recognised these substantial benefits and have entrusted their ordering, warehousing and forwarding as well as their entire order processing tasks including order picking, packaging and shipping to logistics services providers such as Gebrüder Weiss. Very much to the delight of accounting managers and to the benefit of customers. Because order processing, distribution and transport become all that much more efficient, faster and cost-effective since companies only pay for the warehouse capacity they actually use or what is actually processed and shipped – and that from just one source.



**Your logistics partner – Your expert in industry solutions**

Competent logistics service providers like Gebrüder Weiss are well-versed in the special logistics demands of different industries and can integrate their own time-tested solutions. From initial set composition to assembling, from order monitoring to returns, from consulting through to the actual physical processing...

Gebrüder Weiss offers specific logistics services to the following industries, to name just a few:

- Automotive industry
- Sports+Leisure (sport industry)
- High-Tech (electronics industry)
- Proprietary brands logistics
- Beverage logistics

Those with an eye for figures will quickly appreciate the savings which the outsourcing of logistics can realise:

1. No investments for warehouse space or storage facilities and yet growth possible at any time.
2. No investments for warehousing equipment and yet all the benefits of state-of-the-art systems for the optimum handling of your goods.
3. No IT investments and nevertheless having full access at all times to updated inventory and order-picking systems with logistical attributes.
4. No investments for administration and personnel and yet your logistics are always accurately geared to the market and to your customers. →



5. No investments for quality assurance systems and yet your customers receive superior ISO 9001-2000 certified service.
6. No investments for off-premises warehouses and nonetheless remaining a strong force in your key locations.
7. No investments for your own fleet and yet quickly out on the road... all roads.

#### Your greatest gain:

- Turning fixed costs into variable costs

#### Your advantages:

- Costs are transparent, calculable and apportionable into unit costs.
- Our reliability and professionalism turn your logistics into your competitive advantage.
- And your employees? Working together with your qualified personnel ensures your company's vital product and market expertise.



## Communication between customer and forwarding agent

Smooth transport and logistics services are based on good communication between customer and forwarding agent.

Apart from maintaining contact by telephone and fax, online communication and data networking has since become standard. Because data transfer or cross-linking between customers, customs authorities, forwarding partners, ports, banks and insurance agencies opens up a world of strategic opportunities.

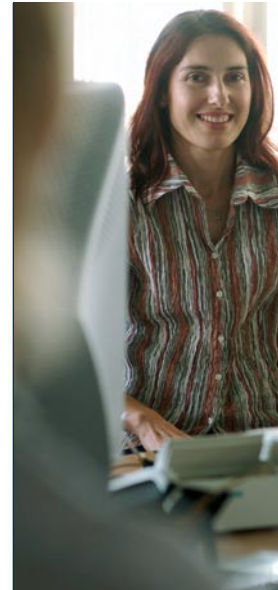
Fast and pre-emptive information yields better organised operations within the logistics chain. Ensuring timely and complete data for all parties involved is child's play with today's economical data transfer possibilities, especially since data now only has to be collected once. This serves to eliminate errors from cropping up in the logistics flow and guarantees the highest data quality.

**A simple, efficient and above all fast flow of information assures you of a quick and complete overview of all your shipments and logistics at all times.**

#### iOrder

With iOrder, the entire shipping process is done online – our customers don't have to pay for local installation or subsequent software maintenance. All you need is Internet access through a browser.

iOrder makes order input and processing a quick and easy process. iOrder even handles the printing of customised shipping labels and automatically forwards shipment data per EDI to the logistics service provider. →





### Advantages

- iOrder not only standardises all the steps but also automates a number of them. For example, iOrder generates all shipping documents and labels automatically as well as forwards the shipment data per EDI.
- In addition to saving time, automatically transferring addresses from the customer base avoids expensive typographical errors. Data is updated systematically.
- iOrder gives customers direct access to Track & Trace and proofs of delivery. Package tracking is also available through a direct link to DPD's online DELIS package information system: to check the status of a DPD shipment, all you need is the individual customer order number.
- Shipment data is automatically transferred from iOrder into our freight forwarding system and thus guarantees error-free input.
- The iOrder shipping system is free for Gebrüder Weiss customers.

### iSIS

The Internet Shipment Information System (iSIS) allows Gebrüder Weiss customers to check the status of their national as well as international surface transports at any time. iSIS status notifications are currently available for shipments from Austria, Switzerland, Germany, Hungary, the Czech Republic, England, France and Holland; additional countries are continually being integrated. An optical archive allows you to view your original documents online and bring up proofs of delivery and invoices with the click of your mouse.

iSIS is of course free for Gebrüder Weiss customers. All you need to put the power of this system to work for you is Internet access through a standard browser.

### iWIS

The Internet Warehouse Information System (iWIS) lets you display and evaluate your inventory levels, stock movements and stocked articles. You can check on the stock of a specific item or monitor incoming/outgoing goods.

### Opal

Internet-based software to simplify the managing of your loading equipment. Uniform, summarised views of the details and processes of all the parties involved in the loading equipment organisational flow.

### eFactura

Despite today's electronic media and global networking options, the majority of invoices are still sent by post – even though the exchange of invoice data by computer in standardised data formats offers considerable savings potential. These standardised formats reflect a unified message structure, meaning they allow an uncomplicated exchange of documents even between different computer systems.

### Advantages

- Process support
- Simplified monitoring
- Transferable to customer systems
- Variable solutions



**GebrüderWeissTip**

For more information on electronic data interchange, please visit [www.gw-world.com](http://www.gw-world.com).

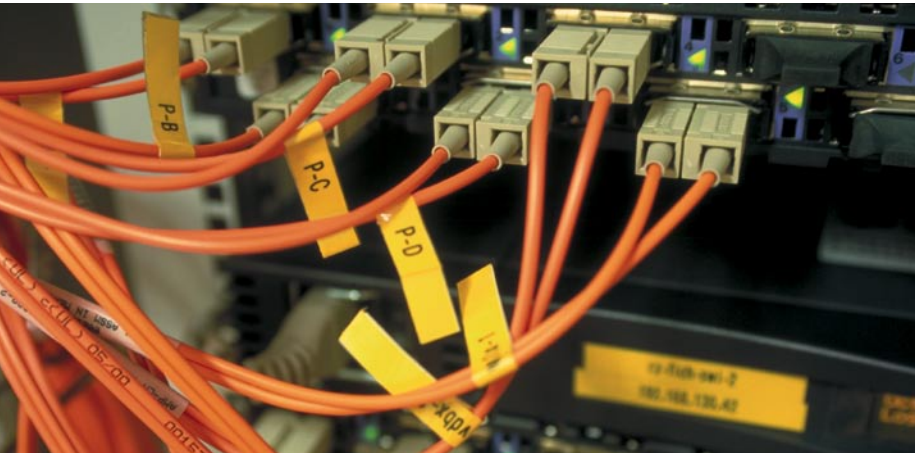
Invoice processing with eFactura becomes a standardised process of assured quality. This is one case where less is more: less time spent on billing, lessened processing costs and far less errors.

**EDI**

stands for Electronic (Business) Data Interchange. Any kind of structured data which can be reproduced in form version can be exchanged including transport orders, bills of delivery and customs documents. The system works no matter what kind of hardware, software or communication interface you may have.

**Advantages**

Integrating EDI into a company allows the modelling of business processes which are far superior to the traditional paper-based flow of data. The electronic transfer of original data minimises mistakes and saves both time and money. You receive electronic confirmation on the status of your transport shipment.



When choosing your freight forwarding partner, pay close attention to the quality of the company. The most ideal mode of transport, the best conditions, the friendliest customer service... none of it matters if your shipment does not arrive where it should. Of course, in processes as complex as transport and logistics systems, mistakes can never be entirely excluded. No forwarding agent can lay claim to a 100% error-free record. But there are forwarding agents like Gebrüder Weiss who have been certified according to the ISO 9001-2000 standard; such companies draw on comprehensive quality management to keep mistakes to an absolute minimum.

Each transported shipment has its own signature along with all necessary documents, enabling explicit allocation and tracking. This means you'll receive exact information on your shipment at all times. Mix-ups are largely excluded and expedited tracing is guaranteed.

Quality inspections document how service providers meet quality standards. This means for you that your shipments are checked upon receipt, upon departure, and during storage. Mistakes are quickly identified, meaning we can also react just as quickly.

Corrective measures help to identify and remedy the causes of isolated mistakes and thus prevent similar mistakes from ever occurring again.

**We learn from mistakes!**

**GebrüderWeissTip**

Gebrüder Weiss guarantees the status of your shipment will be clear at all times; our computerised shipment information systems enable us to provide you with quick and exact status information.



Transport sector services always have an impact on the environment. Gebrüder Weiss has implemented a corporate-wide environmental management system and considers the actions taken to ensure resources are available to be a long-term challenge well worth the effort. To underscore this point, our Linz and Lauterach sites have been independently certified according to the ISO 14001 environmental standard.



**ABC analysis** Universally applicable method for classifying totalities. An ABC analysis is often used in inventory management to classify stock items. A value ranking is usually determined in descending order based on the criterion of each item's annual consumption. The figures from the ABC analysis are depicted in a table or graph using a Lorenz curve (concentration curve), in which the cumulative number of items are plotted on the x-axis and the cumulative annual consumption value of each item on the y-axis. The items with the highest annual consumption are designated A-items and those garnering the lowest demand C-items.

**B2B** Short for business-to-business. Designates business transactions (e.g. sales, offers, auctions) between commercial users which either use intermediary service providers or are conducted directly online.

**B2C** Short for business-to-consumer. Designates business transactions (e.g. sales, offers, auctions) originated by commercial users and aimed at private customers usually conducted online through intermediary service providers.

**CEP** Courier, express and parcel services. Providers of CEP services primarily transport shipments of relatively low weight (under approx. 31 kg) and volume in time-phased transport (24-hour / 48-hour service); i.e. letters, packages and small piece goods.

**Contract logistics** Long-term assumption of logistics services. The term contract logistics refers to the supplying and assuming of complex service packages for forwarding agents, parcel services and other logistics providers. Several key services such as transport, warehousing, transfer of goods or simple assembly and preparation for dispatch are usually entrusted to the external partner.

**Crossdocking** Generally regarded as a distribution logistics practice aimed at a fast and direct transfer of goods and a demand-based releasing of goods shipments at a specific handling point (site).

**DESADV** Acronym for Despatch Advice.

**Distribution logistics** Refers to all the physical and administrative processes involved in distributing goods from an industrial or retail company to the next step in its line of commerce or to the consumer. In terms of delivery service, this means getting the right merchandise at the right quality and quantity to the right location at the right time.

**EAN** Acronym for European article number.

**EDI** Acronym for Electronic Data Interchange: electronic exchange of structured data such as orders, invoices or inventory stock between the information systems of at least two companies.

**EDIFACT** Acronym for Electronic Data Interchange for Administration, Commerce and Transport. Standardised electronic data exchange programmes used in retail and industry for order processing.

**FCL transport** Full container load; door-to-door container transports; shipments are transported from a consignor to a consignee.

**FIFO** Acronym for First-In, First-Out (inventory principle only possible with racking storage).

**Fourth-party logistics provider (4PL)** 4PLs are network integrators, assuming comprehensive monitoring of technological and personnel resources distributed across a network and rendering Business Process Management by consolidating resources, technologies and the know-how of other complementary service providers such as 3PLs or IT solution providers.

**FTP** FileTransferProtocol; using an Internet FTP connection to send remote data transfer files.

**Fulfilment** Order processing; a complex sequence of actions required to completely process a customer order. Includes all the successive steps from the customer initially placing the order with the company up through to payment for services rendered after the order has been fulfilled.

**INSDPT** Instruction to despatch (delivery instruction). A message from one partner to another who has control over ordered goods, providing instructions to deliver or pick up a shipment based on the conditions as specified in the message.

**Inventory** Differentiation is made between periodic and perpetual inventory. Periodic inventory means closing the warehouse at a specific time and counting each and every item. Perpetual inventory refers to counting each item once per year.

**Inventory turnover factor** Estimate of the time needed for stock to be completely rotated out within the course of a year.

**INVOICE (Invoice message)** This message type is used for requesting payment for goods and services according to the agreements made between seller and buyer.

**INVRPT** Inventory report message. A message serving to exchange information on actual, planned or target inventories. The inventory report message can be sent in any direction between trading partners.

**Just-in-Time (JIT)** Translates literally as: "not too early and not too late; at just the right time". However, a literal interpretation alone is wholly insufficient to convey the entire concept generally attributed to the JIT principle. JIT can be considered as a specific approach or philosophy encompassing the overall flow, prevention of waste, ongoing improvement and simplification of logistics processes.

**LCL transport** Less-than-Container-Load. Term used in world-wide container transport (mainly sea) wherein small shipments to be transported from one or several consignors are collected in or unloaded from transport containers in distribution centres (especially at seaports) over the course of the transport chain.

**Less than container load** Packed or unpacked goods weighing less than 3 tons which can be transported, warehoused and handled as one transfer unit. A part-load consignment does not utilise the full capacity of the transport mode, they are often shipped via interrupted transport. The exact definition of the part-load consignment will differ among the various modes of transport.

**LIFO** Short for Last-In, First-Out (inventory principle only possible in block storage areas).

**Lot** Finite amount of goods. Despite being subject to the same manufacturing specifications, different lots can still exhibit qualitative differences due to slight variances in manufacturing variables.

**Mailbox** Virtual mail box used by email systems.

**MHD** German abbreviation for Mindesthaltbarkeitsdatum, i.e. best by date.

**Odette** Pan-European EDI user group for the European automotive industry and their suppliers aimed at developing industry message types based on the EDIFACT syntax.

**Out of stock** No available inventory for the desired item.

**Outsourcing** Assigning services previously performed with a company's own resources to an "external" third party supplier or service provider.

**Partial loads** Road/rail transport of goods which a) are not to be transhipped, and b) do not utilise the full capacity of the transport mode. As opposed to groupage transports, the shipment is picked up at the consignor. This also applies to consignee deliveries.

**Periodic inventory** Physical stocktaking of all assets and liabilities on a specific date.

**Perpetual inventory** Determining quantity/value of assets and liabilities at specific time points without performing physical stocktaking, based on inventory accounting. A physical stocktaking can be conducted at any time within a fiscal year.

**Picking** Order picking.

**Procurement logistics** Generic term for all logistics activities which serve in supplying an organisation with material, services and operational and technical equipment from external sources (goods/services markets).

**Replenishment period** The period of time it takes to have goods available again in the warehouse after ordering (including, of course, manufacture and transport).

**Reverse logistics** Extremely time-critical due to: 1. Credit notes needing to be issued to the customer's account without any delay; 2. The returned goods needing to be inspected, processed as required, re-packaged, and returned to the available inventory promptly.

**Serial number** Sequential numbering.

#### **SET-KIT Display**

The compiling of several items (e.g. a number of toolboxes or bottles of wine) into one new item within one outer packaging.

**SPOC (Single Point of Contact)** Central contact point for customers.

**SSCC (Serial Shipping Container Code)** Internationally standardised code for the precise labelling of cargo, consisting of 20 digits structured as follows: The first two digits serve as an identifier (qualifier) of the shipping container code. The third digit indicates the transport unit used. This is followed by a 7-digit international company code identifying the sender. Digits 11-19 are reserved for the sequential labelling of the cargo. The last digit is a check digit for the previous 17 digits.

**Storage reach** Period of time through which there will be sufficient warehoused inventory to fulfil customer demand.

**Supply chain** Value chain. The value chain of a product encompasses all the stages of manufacturing and sales starting from obtaining raw materials through the manufacture and on up to the ultimate sale to the consumer.

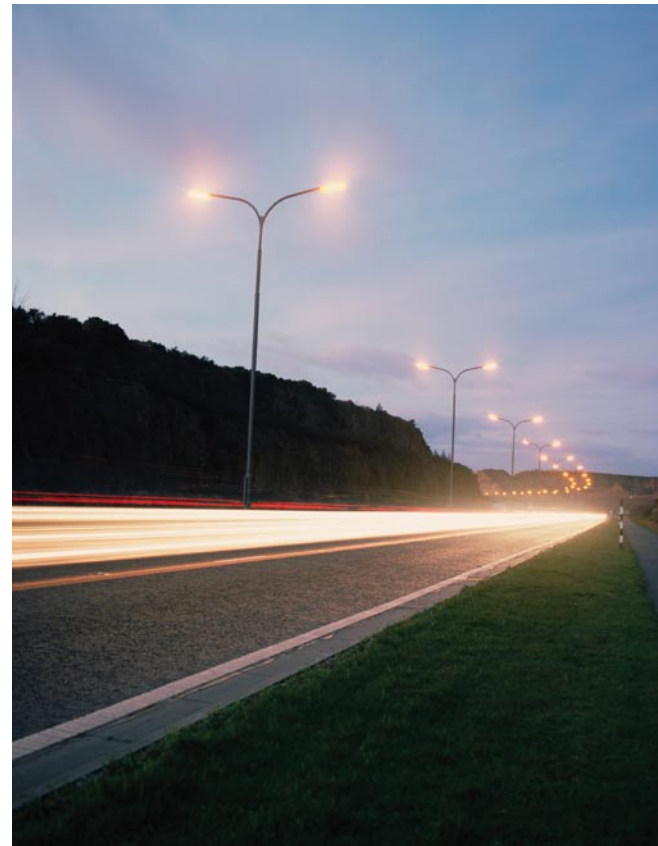
**Supply Chain Management** The active structuring and ongoing mobilisation of the supply chain in the economy with the objective of ensuring and increasing the success of all enterprises involved.

**SVS/RVS** Forwarding and Cartage Insurance Policy.

**Third-party logistics provider (3PL)** Apart from traditional operative logistics services such as transport and warehousing, 3PLs offer additional services including order processing and customer service, implementation as well as operation of information and communication systems, and support for logistics planning.

**Tracking and Tracing** Shipment tracking system, whereby tracking refers to determining current details (status, location) and tracing or generating a shipment history refers to reconstructing the exact shipment sequence including all important relevant events.

**Transshipping point (TSP)** Utilised in the distribution logistics of commercial enterprises; inventory control is not carried out at these locations, they solely serve as a collection, handling and distribution point. The primary task of a TSP is to convert supplier-side deliveries into sales-side supplies.



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# The Whole World of Gebrüder Weiss

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Subotica

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Hong Kong

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Singapore

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Please return this card by fax or mail

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Attn: .....

Street .....

Postal code/city .....

Tel. ....

Fax .....

Yes, I would like to learn more about the services offered by Gebrüder Weiss. Please call me to set up an appointment.

## Please send me further information on:

- European transports
- Overseas transports (seafreight/airfreight)
- Distribution System Austria (groupage transports, express services, full loads, package services)
- Logistics and warehousing solutions
- Special services: .....
- .....
- .....
- .....
- .....
- .....
- .....