

1. Services Requirements: Cocoa Products Business Service Specifications

1.1. Definition

This chapter is applicable for all Global Cocoa (GC) shipping points FR-27 Louviers, DE-21 Hamburg, FR-59 Gravelines, NL-21 Loos, NL-50 Tilburg, FR-27 Heudebouville, FR-76 Lillebonne and any new warehouse that can be open by BC or third party cocoa product supplier.

Control Tower (4PL)

Barry Callebaut Global Cocoa uses a Control tower (Fourth-Party Logistics Provider) concept. Barry Callebaut Global Cocoa has appointed the company e-llis BV as Road Transportation 4PL (Fourth-Party Logistics Provider) to operative manage the road transport in Europe.

Barry Callebaut will have the ownership of the agreement and tariffs with the selected Logistics Operators as well as all the other contractual agreements. All the commercial aspects such as Logistics Operators' selection, tariffs, payment terms etc are the main responsibility of Barry Callebaut. Barry Callebaut will have the strategic relationship with the carrier. A common performance tracking will be done by BC and e-llis.

Barry Callebaut will delegate e-llis for managing operational daily transportation activities with carriers, freight invoices process, freight payments and KPI's collection. e-llis is a non-asset based company and will therefore not be a candidate in this RFQ.

The Logistics Operator acknowledges and agrees that Barry Callebaut has appointed e-llis, and e-llis has accepted this appointment, to manage and settle the invoices from the Logistics Operators within the scope of this agreement for transport services.

1.2. Performance of Services

The carrier agrees to provide transportation services for Barry Callebaut. The services include:

- Receiving of transport orders from e-llis
- Arranging of transports on dedicated lanes with agreed rates, conditions, lead-times and departure day(s) as indicated in the contract.
- Send out all relevant information to e-llis: Plate numbers / Driver names / truck arrival date + times (hourly time slots applicable to Louviers and Gravelines)
- Follow up of all transports & communication of deviations (delays, damages, missing unloading, etc.) to e-llis in order to solve them
- Customer requests based on BC information are forwarded by e-llis to carriers
- First point of contact is e-llis in case of transport issues /
- Check and/or book correct self-bill received from e-llis for shipments
- Send all CMR's to e-llis after delivery within agreed times when requested

- Send delivery date confirmations to ELLIS within a maximum of 24 hours after delivery date planned

- Send proactive tracking on the date of loading or delivery if any delay foreseen

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1.3. Reporting and KPI'S5

For Barry Callebaut service quality is the key for a sustainable relationship.

The carrier will be evaluated based on two KPI's:

- **On Time Loading (OTL)** : target **99 %** (based on the confirmed loading date)
- **On Time Delivery (OTD)** : target **99 %** (based on the delivery date and/or hour, in case the hour is specified)

e-llis and BC will provide a common monthly performance report to the carrier. This report will be a combination of soft (e.g. flexibility) and hard KPI's (e.g. OTIF). In case of deviation the carrier should provide a detailed action plan to BC and e-llis to get back on track. The Carrier need to provide to e-llis all needed information to keep trace of KPI's.

Other performances elements will be evaluated on monthly base: Communication (Missing information); Damages and handling of damages within the agreed timeline; Conformity of trucks and load to Quality rules; Documentation problem (e.g. missing delivery note); Respect of security protocol at loading or delivery.

1.4. Collection of the goods at FR-27 Louviers and Saint-Aubin-sur-Gaillon, FR-76 Lillebonne, FR-59 Gravelines, NL-21 Loos, NL-50 Tilburg, FR -17 La Rochelle.

- Any truck arriving more than 30 minutes late or without having booked will be loaded depending on the first schedule availability. In that case Barry Callebaut will not accept to be charged for any waiting time
- Loading capacity is 1 truck per timeslot. This means that carriers can load more shipments in 1 truck. For example a carrier can pick up multiple shipments (even for different countries) with one truck to shuttle to their hub/cross dock FTL transports are scheduled on the hour and groupage loads are scheduled on the half hour.
- If the truck has arrived on agreed loading time and no goods are ready to be loaded within the time specified, the driver must have the CMR or national document signed by the consignor, stating that the goods were not ready. Furthermore, the driver or planning responsible of the carrier must contact e-llis who will consult with Barry Callebaut Transport Department and afterwards will come back to the carrier with clear instructions. The driver is not allowed to drive away without a signed document and confirmation from e-llis
- The carrier has to inform e-llis about goods that are not collected and the reason why, on the day deviation occurs, and if delivery date will still be on due date; if not the carrier should duly inform about new delivery date and time.
- Reference number – delivery number of Barry Callebaut will be used by the driver of the collecting truck to report at loading site.
- Loading window:

Louviers: 09:00-11:30 / 12:30-16:00

Gravelines: 08:00-12:00 / 13:00-16:45

Saint-Aubin-sur-Gaillon: 07:00-12:00 / 13:00-18:00 (booking mandatory before 14h - 24h before the real loading date)

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Heudebouville 08:00-12:00 / 13:30-16:30 (booking mandatory before 14h - 24h before the real loading date)

Lillebonne: 08:00-12:00 / 13:00-16:00 (booking mandatory before 14h - 24h before the real loading date)

- Driver reports with delivery number of Barry Callebaut. In case where two or more delivery numbers are loaded on 1 truck (1 shipment) all delivery numbers should be reported.
- Driver requests from the shipper and/or x-dock the necessary documentation
- Driver checks and signs for number of pallets, conditions of goods and weight on CMR (colli check)
- In case of a delay of more than 1 hour than the booked loading time, e-llis will register and send out a minor NCR to the carrier.

1.5.Collection of the goods at Hamburg Warehouse (DE)

- The carrier is not allowed to collect earlier than the earliest day of collection, given in the e-llis transport order in general
- A loading slot needs to be booked via www.cargoclix.com/tst-hamburg
- Latest Slot booking possible until 2PM prior day
- The mandatory information License Plates, Barry Callebaut Delivery note number
- Loading address is: TST Unisped GmbH | Dradenauer Deichweg 5 | 21129 Hamburg
- The booked slot must be communicated to e-llis (either mail or portal)
- Driver reports at the reception desk with the delivery note number of Barry Callebaut. In cases where two or more delivery numbers are loaded on 1 truck (1 shipment) all delivery numbers should be reported
- Trucks need to arrive 15 minutes before the booking
- If the truck will arrive before or after the scheduled loading slot the truck needs to wait until warehouse staff has time to load the truck: Planned trucks have priority
- If no slot was booked, no loading can be done
- The warehouse is entitled to move or cancel slots if necessary
- Operating hours 07:00 - 09:00, 09:30 - 12:00, 12:30 - 15:00
- Drivers are explicitly allowed to be present during loading at the warehouse
- After loading the driver has to return to the reception desk to collect and sign delivery documents
- Driver checks and signs for number of pallets, conditions of goods and weight on CMR (colli check)
- Quick-Manual for carrier booking TST Unisped GmbH Hamburg for reference

1.6.Packaging and Damages

The Carrier is responsible for all damages occurred during transport. Goods should be carefully checked before signing the freight documents. In case of damages detected/or happened during transport, the carrier must inform e-llis before delivering the customer in order to receive instruction. The Carrier will do the utmost to redeliver the damaged goods within a windows of 48 hours.

1.7.Return Flow

In case of returns from customers, the Carrier has to follow the Barry Callebaut request. Return of the goods has to be done within 5 days from the request.

1.8.Deviances

The Carrier needs to provide a truck that is able to load the planned weight, loading meter and number of pallets.

If the Carrier fails to load the requested volume or pallets, he will be responsible for organizing the extra transport and for the extra costs related to this.

Partial deliveries and/or delay in the delivery date or delivery time are not allowed. If this unfortunately happens, new ETA dates and/or times needs to be communicated immediately by the Carrier to e e-llis.

Partial deliveries in order to respect the agreed delivery date are only allowed with a preliminary confirmation given by e-llis upon Barry Callebaut's approval.

In case a delivery will be presented outside the agreed time slot or in a manner not conforming to the agreement (e.g. different type of vehicle...) the customer is entitled to refuse the delivery. In that case a new date and time will be arranged with the customer. All extra costs can be charged to the carrier. The Carrier is not justified to raise extra costs (e.g. waiting time) if the error occurred in liability of the Carrier or its Subcontractor.

1.9.Delivery Documents

All transports are executed under the European Legislation for Transport and the necessary documents will be used and provided by Barry Callebaut. The documents have to follow the goods and have to arrive at the destination. In case of using Subcontractors or HUBs the self-created transport accompanying document must contain the Barry Callebaut shipping entity and the delivery note reference of Barry Callebaut.

1.10.Ordering Process

e-llis will send latest 15:00 Central European Time, two working days before the loading day the bookings to the forwarder, for orders received from Barry Callebaut before 13h30. Standard e-llis transport booking will be used, which are generated via the planning system of e-llis and send automatically by e-mail to the carriers or via EDI.

Hamburg and Louviers: two working days before loading the loading dates must be confirmed from the carrier. This will enable e-llis to send the collection advice 2 days before requested loading to the warehouse.

For Louviers (and related warehouses) Carrier need to confirm loadings time latest noon before the loading date and inform e-llis about Exit point in case of shipment for which export Customs is needed (shipment outside EU and shipments to sea or airfreight forwarders)

Shipment subject to export declarations must be booked for loading before 15h00.

1.11.Delivery of the goods at the Barry Callebaut customer

The carrier should reports with the Purchase order from customer (“unloading reference”) and delivery note number of Barry Callebaut.

The carrier sends a confirmation of delivery to e-llis by mail or via EDI (delivery confirmations can be entered in the portal and/or in the reports we send out two times per week or via EDI).

In case of a delay of more than 24 hours (delivery postponed to the next day), e-llis will register and send out an NCR to the carrier. All deliveries performed later than the booked slot but within the correct day, will be registered as Minor- NCR’s and will not be sent out to the carriers.

The carrier should send delivery date confirmations to e-llis within a maximum of 24 hours after delivery date planned. The carrier should send proactive tracking on the date of loading or delivery if any delay foreseen

1.12.Rush Order

Rush orders will be treated separately and in priority.

1.13.Billing Process

e-llis will self-bill carriers on a weekly basis, based on the delivery/unloading date of the transport. The self-bill consists of two PDF files. The first PDF (Selfbill example) is the front page of the Self bill which shows our invoice details, our clients invoice details, date, self-bill number, a total of the self-bill, VAT code, payment term and our bank details. On the second PDF (Selfbill_summary_example) a summary of all the transport information and prices are given.

For the legal framework concerning electronic invoicing, we kindly refer you to the legislation of EU Directive 2001/115/EC and VAT directive 2006/112/EC.

Invoicing Entity:

e-llis BV, Australielaan 8, 6199 AA Maastricht, The Netherlands

VAT: NL850761542B01, 001-6424721-02 (Bank account), BE32 0016 4247 2102 (IBAN number)

All questions regarding invoices and administrative matters can be asked via e-mail at invoice@e-llis.com or telephone +31 434086623 and all questions regarding payments and banking details can be asked via e-mail at finance@e-llis.com or +31 434086622.



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