

Optimizes logistics present a critical success factor for our company. It is therefore of utmost importance that we continually improve our performance in this field.

In order to both shorten the time needed for unloading trucks and reduce unnecessary waiting times we have optimized our delivery planning. **From 7.3.2011 onwards we kindly ask you to announce your delivery by e-mail to [LKW@frankstahl.com](mailto:LKW@frankstahl.com) (the currently used online tool will be taken out of service).**

**The following information has to be included in your email to [LKW@frankstahl.com](mailto:LKW@frankstahl.com)**

1. Date of delivery
2. Exact destination (Guntramsdorf or Nussdorf)
3. Unloading hall (1, 2, 5, 6A, 6B, 6C, 8, 11, 12, 13, 14, 18, 50, 51)
4. Time frame of delivery (from / to, max. 3 hours)
5. Car plate / number, Name of shipping company
6. Name of Factory
7. Weight of goods delivered, Description / name of goods delivered
8. Frankstahl order number

We will only be able to confirm the unloading of your truck according to your timing if all the above information is provided. On the confirmed day of delivery the registered truck will have to be at our premises not later than one hour before the end of the time frame confirmed in order to be unloaded without further delay.

Deliveries are possible from: Monday to Thursday 8.00 – 14.00, Friday 8.00 – 11.00

Suppliers wishing to deliver without aviso (i.e. confirmed delivery time) will have to wait for the next unloading slot. This may cause delays.

**Our delivery planning is a way to improve our service to our suppliers which does not entitle the supplier to any legal claims. For all orders and deliveries our general terms of business apply.** Short-term changes in the confirmed delivery times (e.g. due to truck being late) will have to be announced to our "Truck delivery department" by e-mail or by phone (see below).

In case of any questions, proposals or wishes please contact our truck delivery department:

**Ms. Juster or Mr. Ilic**

**from Monday to Friday from 8.00 to 14.00**

**Tel.: +43 5 05 03 / -410 or / -239**

**Email: [LKW@frankstahl.com](mailto:LKW@frankstahl.com)**