

Information for carriers:

Management of time windows for carriers to deliver goods to Penny Market central warehouses via TRANSPOREON (Mercareon)

Dear carriers,

In an effort to reduce downtimes and thus your costs during deliveries of goods to the central warehouses, the company Penny Market s.r.o. has launched a system for reserving times for unloading your goods or goods transported by you, effective from 15 May 2012.

Method of operation

The system is used directly by the carrier. To book a time window, you must register **free of charge** with TRANSPOREON GmbH and sign a usage agreement. After signing this agreement, **free** online training will be provided directly by TRANSPOREON.

For registration and training dates, we ask you to contact TRANSPOREON's support department directly. Contact details can be found on the following page.

Booking a time window is only possible **using the PENNY reservation number**. If you are not provided with this number upon receiving shipment details, please request it from the person ordering the shipment.

If multiple orders are being delivered by one vehicle, even from multiple suppliers, it is possible to combine these orders into one reservation. This will ensure that the customer's reception department can prepare for such a delivery.

You can access time space management directly via the Internet. The technical prerequisites for booking a window are Internet Explorer 7.0 or higher or Mozilla Firefox version 3.0 and above.

Benefits of having a reservation

Your truck will be unloaded preferentially at the requested reservation time

Order for unloading trucks:

1. Reception of trucks that arrive for unloading with a time window and on time
2. Reception of trucks that arrive for unloading with a time window after the reservation time
3. Reception of trucks that do not have a time window and have an order for the day
4. Reception of other trucks (by prior arrangement)

Costs

You will be charged EUR 2.50 per each booked time window (per truck). Billing is done once a month directly from TRANSPOREON GmbH.

The provision of the TRANSPOREON platform together with the change of the reservation time window is free of charge.

Contact details for TRANSPOREON GmbH

The MERCAREON Carrier Support Team will be available for training and other questions Monday through Friday from 7:30 a.m. to 6 p.m.

TRANSPOREON Support Team:

TRANSPOREON Support Team (EN/GER)

Phone: +49 731 403883 10

[email: support@mercareon.com](mailto:support@mercareon.com)

Fax: +49 731 403883 99

TRANSPOREON Support Team (CZ/PL)

Fax: +48 12 631 20 99

[email: support.east@mercareon.com](mailto:support.east@mercareon.com)

Phone: +420212241320

Web: www.transporeon.com

Support is available in 12 different languages, including Czech.

Company address:

TRANSPOREON GmbH
Pfarrer-Weiss-Weg 12
89077 Ulm

Contact details for the Penny Market central warehouse:

Radonice:

Goods reception manager:

Michal Kaucký

+420 284 096 178, kaucky@penny.cz

Dobřany:

Goods reception manager:

Jan Kozlík

+420 377 923 105, jan.kozlik@penny.cz

Jirny:

Goods reception manager:

Jaroslav Černý

+420 721 867 151, cerny@penny.cz

Lipník nad Bečvou:

Goods reception manager:

Monika Damková

+420 581 255 736, damkova@penny.cz

Frequently asked questions:

1. In Mercareona, there is no time window available for unloading for the day (Call the manager of the relevant central warehouse to ask for an additional window to be opened. The reception manager will consider whether your request can be accommodated)
2. I have an order for a different day than the one on which I require unloading (it is important to deliver the goods on the day of the order. You can make a reservation +/- 1 day from the date of delivery. If you have an order of a larger size, you cannot book a window)
3. I'm going to miss my unloading window at the warehouse (this is not a major problem: the truck will be unloaded when one of the ramps becomes available. Even in this case the truck will be unloaded earlier than trucks that have no reservation at all)
4. The truck arrived on time for unloading, but the warehouse is still not unloading me (this situation shouldn't happen, but when it does, call the central warehouse reception manager)
5. I'm having technical problems logging in (contact Transporeon)

We hope that we have briefly given you all the necessary information and we look forward to successful cooperation!

Yours sincerely,

TRANSPOREON GmbH and Penny Market s.r.o.

Reporting contact details to TRANSPOREON

Contact details of the carrier:

- **Name of the carrier**

- **Address, postcode**

- **Name of contact person**

- **Telephone number of contact person**

- **Email address of contact person**

- **Fax**

Please send this completed form to support.cz@TRANSPOREON.com or fax it to +48 12 631 20 99.

You will then be contacted directly by TRANSPOREON's support department.