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1 Basics

This manual is ought to further improve the successful cooperation with our suppliers and to design smooth processes between NOVOMATIC AG and them.

This supplier manual defines the general requirements that a supplier of NOVOMATIC AG has to fulfil. It is intended to ensure successful and smooth cooperation between NOVOMATIC AG and its suppliers.

This supplier manual is a document that is binding for both parties. It is part of the contractual agreement between NOVOMATIC AG and the supplier. All deliveries to NOVOMATIC AG have to fulfil the agreed standards.

This delivery manual applies unless the terms and conditions of purchase of NOVOMATIC AG provide otherwise. If dates and terms of delivery cannot be complied with, NOVOMATIC AG must be notified without delay.

If the principles of the supplier manual are not complied with, NOVOMATIC AG reserves the right to invoice the incurred expenses to the supplier.

If you have any questions concerning the supplier manual contact us at Logistik@novomatic.com.

2 Delivery address

This supplier manual applies to deliveries to NOVOMATIC AG. The exact place of delivery is determined in the purchase order.

The address of the headquarters of NOVOMATIC AG is as follows:

NOVOMATIC AG
Werk 1 (Hauptlager)
Admiralstraße 5
2352 Gumpoldskirchen

3 Goods acceptance periods

As a matter of principle, delivery periods from 7 a.m. to noon and from 12:30 to 3:30 p.m. Monday through Thursday, from 07:00-11:00 a.m. on Fridays are applicable for all storage locations. **No** deliveries of goods will be accepted on bank holidays in Austria.

4 Accompanying documents

The delivery documents (delivery notes, consignment documents ...) have to be handed over completely together with the goods. The freight documents have to be signed by an employee of NOVOMATIC AG.

In the case of deliveries without complete papers or labels, NOVOMATIC AG reserves the right to invoice the extra expense to the supplier or to reject the goods at the consignor's expense.

5 Information to be provided

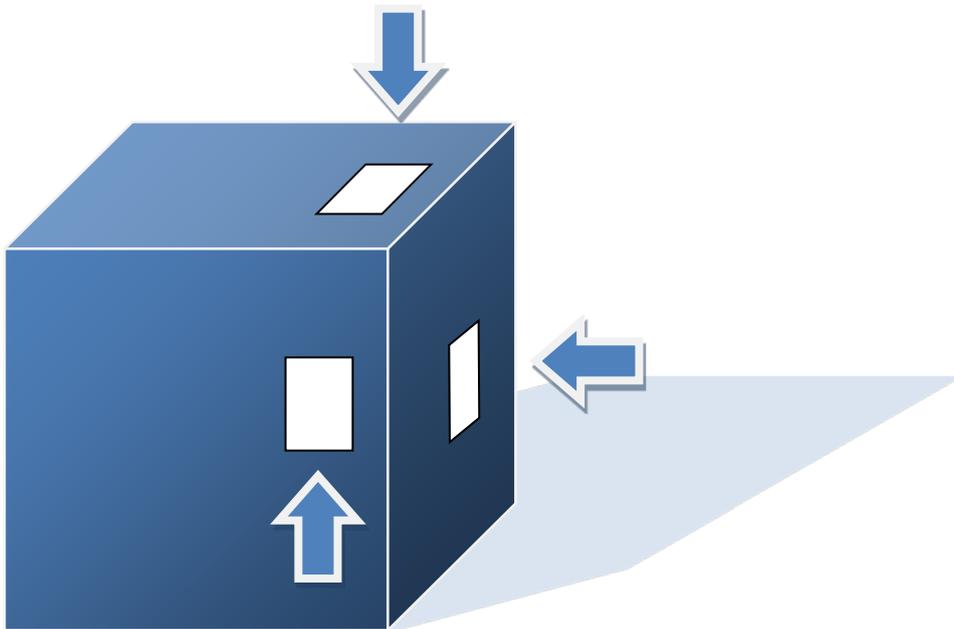
5.1 Labelling of goods

The goods have to be labelled distinctly and sufficiently in order to enable quick and easy identification of the goods.



NOVOMATIC AG has the following requirements for the labelling of goods:

- When previously used packaging material is used, the existing old labels/markings have to be removed.
- For single-variety parcels, a tag including bar code has to be affixed on the side and at the top of each parcel in such a way that it is clearly visible. It has to comprise the following information:
 - Item number
 - Number of items
 - Description
 - Bar code (the bar code instructions will be transmitted to the supplier by NOVOMATIC AG's logistics department if required, see e.g. 5.2 , 5.3)



- For mixed pallets, each individual item has to be listed specifically in an additional packing list. It has to be affixed to each pallet and has to contain the following information:
 - NOVOMATIC AG item number
 - Item description
 - Number of parcels (1 of 2, 2 of 2...)
 - Order number
 - Number of items

5.2 Labelling of dangerous goods

If the goods are dangerous goods, the supplier shall be responsible for providing a complete package of all required dangerous goods documents in advance (including without limitation safety data sheets). Accurate dangerous goods labels must always be attached by the supplier in a prominent place on the packaging. For this purpose, the supplier has to comply with the relevant applicable provisions of ADR/RID, IMDG Code and IATA.

5.3 Labels and bar codes for electronic components

Instructions concerning the form of labels and bar codes for electronic components:

The following instructions are valid for the labels and bar codes of electronic components regardless of the type of their packaging.

- Handwritten changes (e.g. of the quantity) are prohibited.
- The prefix has to be quoted prior to the information without blanks or any other separation (for example not: quantity = 2000 pieces). The bar code needs to thus contain "Q2000". The prefix has to be provided in text form as well (as shown in picture 1).
- The NAG article number has to be noted on the label as well.
- The information on the supplier's and manufacturer's label has to be consistent (no preceding characters or numbers, etc.).
- The label must not exceed the dimension of 15 x 10 cm (LxW).
- Code 128 respectively data matrix is to be used for bar codes.
- The following information has to be included in text form and in the form of bar codes:
 - Manufacturer's designation (1P)
 - Quantity (Q)
 - Date Code (9D)
 - Lot number (1T)
 - MSL level (Z)
- On the labels the quantity of the particular packaging unit has to be indicated (not the total quantity of the shipment).
- All labels have to be approved by NOVOMATIC AG.



Picture 1: example label

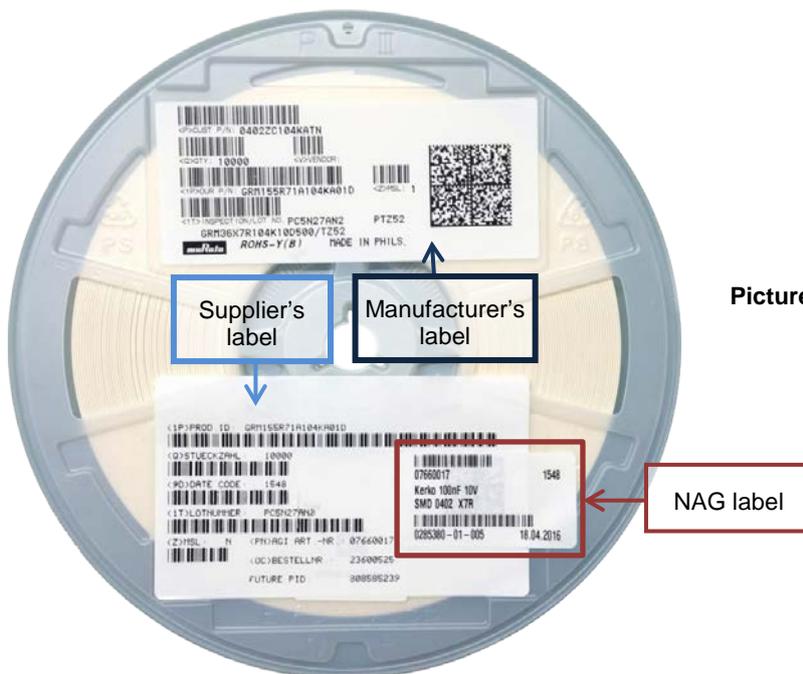
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Labelling instructions for electronic components:

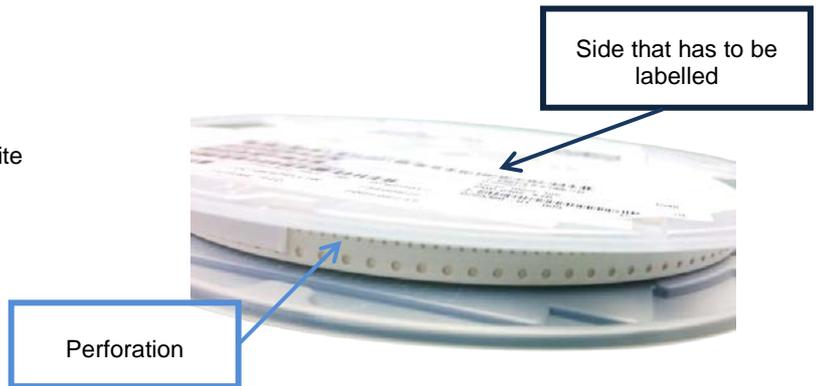
The following instructions are valid for all types of packaging if no special type of packaging is mentioned specifically.

- The supplier's label **must be placed on the same side as the manufacturer's label** (picture 2).
- For **component rolls** the label has to be placed on the opposite side of the perforation (picture 3).
- If there is sufficient space, it has to be assured that no other label is covered. If there is not enough space, it is allowed to cover a label (as shown in picture 4). In such cases, it has to be taken into account, that as little manufacturer's information as possible is covered (e.g. manufacturer's designation). If there is no space for the supplier's label because of the packaging units' dimension, the label must be enclosed in the delivery note pouch. After the manufacturer has been checked, the label will be attached by NOVOMATIC AG.
- With regard to **cardboards and cardboard boxes**, an exception of the placement on the same side can only be made, if the supplier's label doesn't fit due to the dimension of the particular side. Then the supplier's label has to be placed on the adjacent side (picture 5).
- Goods without MSL or with MSL 1 have to be unpacked and labelled directly on the roll. Afterwards the delivery in cartons or ESD bags is sufficient (they don't have to be heat-sealed individually).
- In general, **the smallest packaging** unit has to be labelled (picture 6) with exception of off-the-peg parts and tray goods. In this case, the cardboard box has to be labelled.
- Good readability of labels is essential. Relabelling of edges, gaps or strong convexities is not allowed.
- There is only one label per packaging unit allowed.



Picture 2: Correct labelling shown on the example of a component roll

Picture 3: Correct labelling on the opposite side of the perforation



Picture 4: Correct covering shown on the example of a component roll



Picture 5: Exceptional placement of too large supplier labels on cartons



Picture 6: Labelling of the smallest packaging unit

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5.4 Labels and bar codes for monitors

The following instructions are valid for labelling of monitors within this range of numbers: 4005xxxx, 400Cxxxx, 400Gxxxx, 400Pxxxx, 400Rxxxx, 400Sxxxx and 400Txxxx:

It has to be used a data matrix (according to ECC200) with a maximum data capacity of 480 ASCII characters. If the maximum data capacity of 480 characters is exceeded (e.g. serial numbers on pallets), further bar codes are necessary.

General structure

- The matrix code contains multiple data elements, separated with a prefixed separator (#).
- Date format: YYYYMMDD
 - YYYY = year, 4 digits
 - MM = month, 2 digits
 - DD = day, 2 digits
- Handwritten changes (e.g. in quantity) are not allowed.
- The prefix has to be quoted prior to the information without any blanks or other separations; e.g. quantity of 4 pieces per carton: "#QY4#"
- Labels needs to be placed on every pallet, cardboard box and article.
- Deliveries of samples or first deliveries are to be labelled adequately.
- All labels have to be approved by NOVOMATIC AG.

Pallet labelling (example picture):

<h1>NOVOMATIC</h1>				
Pallet label				
Supplier no.: 90xxxx				
Supplier name: xxxxx Co., Ltd.				
part no.	Description	qty.	p/o no.	p/o pos
4005xxxx	TFT 23,8z 16:9 OF VCP only GAMING (2P NT-St.) LG LM238WF1-SLx1 (LED/MVA) DM ST1:3 - VGA/DVI/DP	48	2370xxxx	1
			Charge: xxxxxxxxxxxxxx	
Serial numbers contained				
				
Mfg date:	20171025			

The pallet label needs to disclose the following information:

- Type of label (LA) in bar code form
 - "IN" for items
 - "SC" for serial numbers
- Label identification (TY) in bar code form
 - "L" for loading equipment (pallet etc.)
- NOVOMATIC item number (PN) in text **and** bar code form
- Description (DE) in text **and** bar code form
- Quantity (QY) in text **and** bar code form
- Supplier no. (SP) in text **and** bar code form
- Lot no. (LT) in text **and** bar code form
- Order no. (PO) in text **and** bar code form
alternatively: framework agreement no. (OC) in text **and** bar code form
- Order item (PP)..... in text **and** bar code form
- Alternatively: framework agreement position (OP)
- Production date (DC)..... in text **and** bar code form
- Serial no. (SN) in bar code form

Serial numbers must be displayed in an extra bar code (see example picture).

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Cardboard box labelling (example picture):

<h1>NOVOMATIC</h1>		
Box Label		
Supplier name: xxxxx Co., Ltd.		
part no.	Description	qty.
4005xxxx	TFT 23,8z 16:9 OF VCP only GAMING (2P NT-St.)	4
	LG LM238WF1-SLx1 (LED/MVA) DM ST1:3 - VGA/DVI/DP	
Serial numbers contained		
		

Card box labels have to disclose the following information:

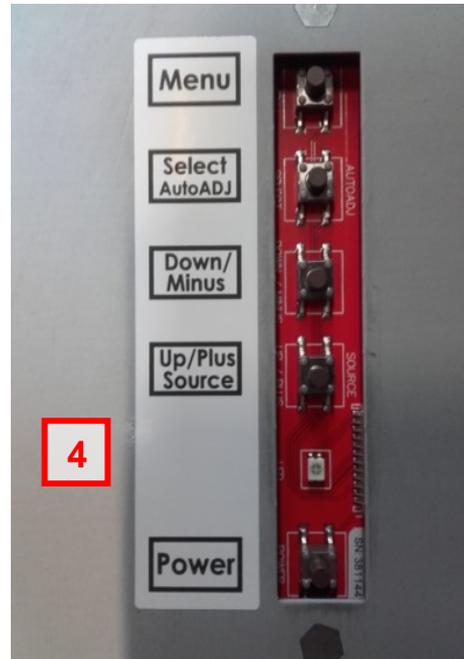
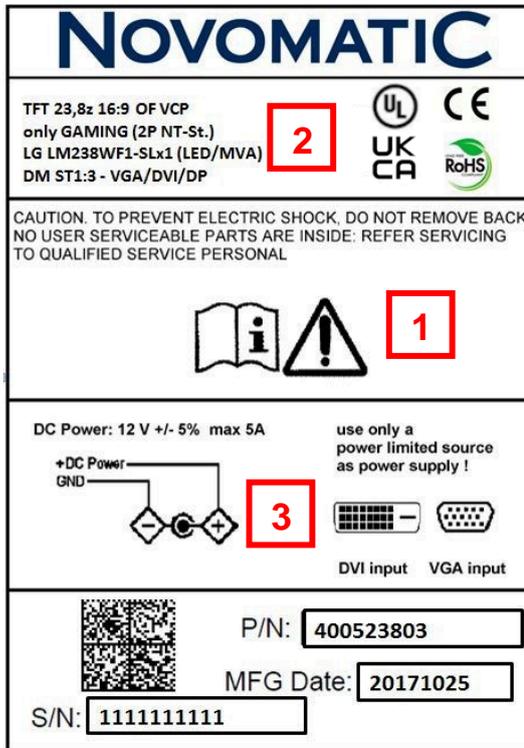
- Type of label (LA) in bar code form
 - "IN" for items
 - "SC" for serial numbers
- Label identification (TY) in bar code form
 - "U" for outer packaging
- Novomatic item number (PN) in text **and** bar code form
- Description (DE) in text **and** bar code form
- Quantity (QY) in text **and** bar code form
- Supplier no. (SP) in bar code form
- Lot no. (LT) in bar code form
- Order no. (PO) in bar code form
alternatively: framework agreement no. (OC) in bar code form
- Order item (PP)..... in text **and** bar code form
Alternatively: framework agreement position (OP)
- Production date (DC)..... in bar code form
- Serial no. (SN) in bar code form

Serial numbers have to be displayed in an extra bar code (see example picture).

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Article labelling (example pictures):



The article labelling must contain the following information:

- Type of label (LA) in bar code form
 - “SC” for serial numbers
- Label identification (TY)..... in bar code form
 - “E” for single item
- Novomatic article number (PN) in text **and** bar code form
- Description (DE) in text **and** bar code form
- Supplier no. (SP) in bar code form
- Lot no. (LT) in bar code form
- Order no. (PO) in bar code form
- alternatively: framework agreement no. (OC) in bar code form
- Order item (PP)..... in text **and** bar code form
- Alternatively: framework agreement position (OP)
- Production date (DC)..... in text **and** bar code form
- Serial no. (SN) in text **and** bar code form

Additional information for labelling of articles (see example pictures):

- Security advice (1)
- Possible approval marks (at least CE, UL, UKCA and ROHS) (2)
- Description of circuit points (3)
- Description of OSD menu (4)



5.5 Delivery note

The respective delivery note has to be enclosed with every delivery. The delivery note has to be affixed at the front of the packaged goods inside a delivery note pocket provided for that purpose in such a way that it is clearly visible.

If the items are distributed across several load carriers, all load carriers have to be marked with the delivery note.

The delivery note has to comprise the following information:

- Recipient
- Order number
- Delivery date
- Delivery note number
- NOVOMATIC AG item number
- Item description
- Quantity and unit
- Delivery address
- Supplier number

5.6 Consignment note

A consignment note has to be handed over to the forwarder/carrier for every delivery.

The consignment note has to comprise the following information:

- Consignor with supplier number
- Recipient's address
- Number of the parcels that are part of the consignment
- Total weight
- Description of the goods and type of packaging (delivery equipment, e.g. pallet, carton...)
- Delivery note and/or order number
- Delivery date

6 Packaging instructions

6.1 General

The selected package has to fulfil the requirements for the goods to be packaged. It has to withstand the strains of the scheduled mode of transportation. This means that the route and means of transportation as well as other circumstances that may have an effect, such as climatic influences and handling during transshipments, have to be considered.

Wood packaging material must comply with the requirements of ISPM 15 (International Standard for Phytosanitary Measures). For the below packaging materials, the risk is sufficiently low to exempt them from the requirements of the ISPM 15 standard:

Wood packaging material made entirely from thin wood (6 mm or less in thickness);

Wood packaging made wholly of processed wood material, such as plywood, particle board, oriented strand board or veneer that has been created using glue, heat or pressure, or a combination thereof;

Sawdust, wood shavings and wood wool; Wood components permanently attached to freight vehicles and containers.

The following have to be considered:

- Type and condition of the scheduled route
- Influences to which the goods are expected to be exposed during transportation
- Climatic conditions
- Strains caused by possible soiling
- Sufficient protection for stowage, transshipment and other
- handling of the goods

The consignor shall be liable for damage and expenses caused by insufficient packaging.

In order to ensure delivery of parts in line with quality requirements, the following items **must** be adhered to:

1. The parts have to be free from any soiling.
2. The packaging has to ensure protection of the parts from mechanical damage and corrosion.
3. Owing to the increased risk of injury, cardboard packaging should not be closed with metal clips, but with adhesive tape insofar as this is possible.
4. Sufficient securing of the packaging and loading units during transportation and transshipment has to be ensured.

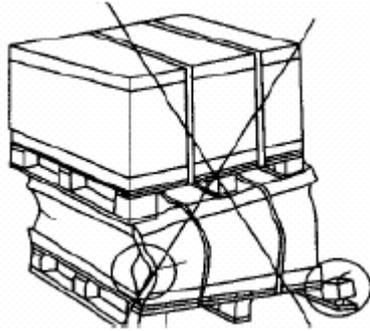
The following points have to be complied with in particular:

- Specified pallet dimensions and structures
- The height must not exceed EUL1 (120cm); a permit has to be obtained in case this is exceeded
- Admissible maximum weights (max. gross weight of a loading unit = 900 kg)
- All pool packaging's that are used have to comply with the applicable directives of the Euro pool. For an illustrated explanation on the respective changing criteria, refer to section 8.2. of this manual

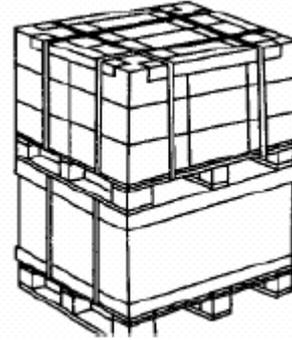
6.2 Design of the shipping packaging

- Sufficient delivery quantities have to be combined in single-variety loading units.
- The items have to be delivered in a coherent packaging to which the rule "heavy before light-weight" applies. This means that heavy goods have to be arranged at the bottom of a pallet and the light-weight items are put on the heavy ones.
- For mixed pallets (with several different item numbers on one pallet), the following applies:
 - Stack the items that comprise only a few trading units at the top
 - Arrange identical item numbers on top of each other and not next to each other
 - The stack ability of the loading unit must be ensured for transportation.
 - The individual packaging units have to be secured in such a way that they cannot slip out of position when loading units are formed. If less than a complete layer can be completed as a result of the delivery quantity, this layer has to be filled up with admissible fillers.
 - When empty cartons are used as fillers, they have to be marked as empty on the outside as well.

Wrong

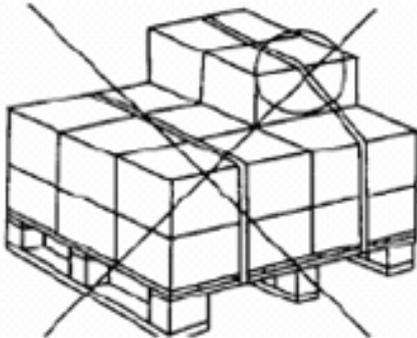


Right

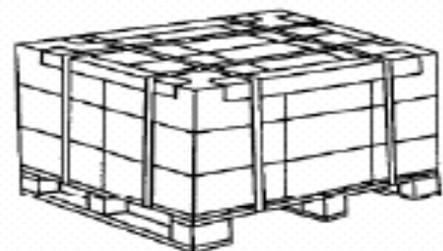
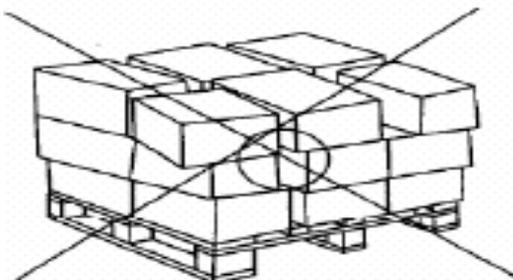
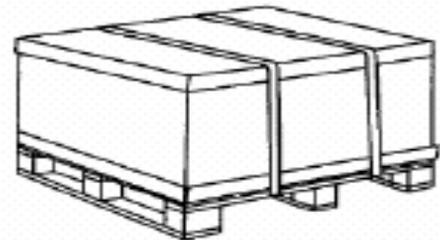
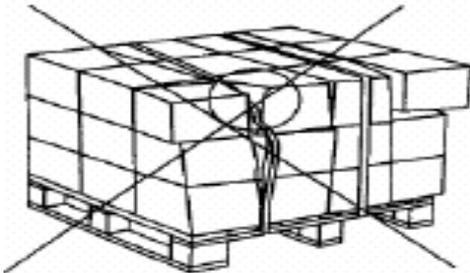
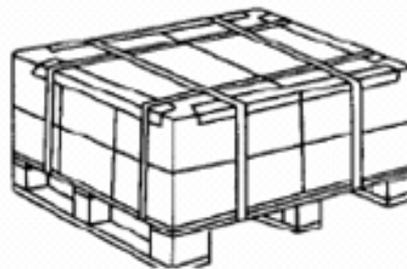


Securing of load on a loading unit:

Wrong



Right



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7 Transportation

7.1 Customer exempted from forwarding insurance

As a matter of principle, NOVOMATIC AG is a customer exempted from and/or waiving forwarding insurance and takes out insurance for all transports commissioned by NOVOMATIC AG itself. The forwarding agent is prohibited from taking out insurance for the goods on behalf of NOVOMATIC AG. Deliveries free domicile are exempted from that.

7.2 Special transports

Special transports (e.g.: special tours, special flights) are transports that deviate from the standard handling agreed on by the supplier and NOVOMATIC AG. They serve to shorten transit times and are realised in addition to standard transports.

As a matter of principle, special transports may only be carried out with the written permit of the purchasing department of NOVOMATIC AG. In case of fault on the supplier's part, he shall be invoiced the expenses for the special transport.

7.3 Parcel service

Directly after dispatch, the supplier has to send the tracking ID and delivery documents by mail to the persons in charge specified by NOVOMATIC AG as well as to Logistik@novomatic.com

7.4 Incoterms

The Incoterms (International commercial terms) 2020, issued by the International Chamber of Commerce, are part of the delivery terms between the supplier and NOVOMATIC AG.

The Incoterms are international rules for the interpretation of seller's and buyer's obligations. They stipulate the transfer of cost and risk at the place and at the point in time when the seller hands over the goods to the buyer.

For more detailed information about the Incoterms 2020, go to the website of the International Chamber of Commerce: <https://iccwbo.org/resources-for-business/incoterms-rules/incoterms-2020/>.

In the event that agreed upon Incoterms 2010 should continue to be used, the terms have to be specifically indicated in brackets following the reference (Incoterms 2010). In all other instances, the new Incoterms 2020 effective as of January 1, 2020 shall apply automatically.

7.5 Advice

The delivery terms FCA and FOB are standard agreements for air and sea freight transports. For deliveries made by truck the standard delivery term shall be DAP. Delivery ex works (EXW) will only be agreed in certain cases.

According to the standard procedure, the supplier has to notify the person in charge specified by NOVOMATIC AG as well as the forwarder specified by NOVOMATIC AG when the goods are ready for dispatch. NOVOMATIC AG will receive all other information about the consignment status from the forwarder.

7.6 Damage in transit

The goods have to be handed over to the carrier in a packaging that is suitable for transportation. If damage in transit that is attributable to insufficient packaging occurs, this is noted and documented in the consignment note. In addition, the supplier and the forwarding company have to be notified in order to make a statement.

Goods that are delivered damaged may be returned at the supplier's expense. NOVOMATIC AG points out that the acceptance of undamaged goods that are part of the same delivery can also be refused.

8 Goods delivery

8.1 Acceptance and replacement of pallets

As a matter of principle, all pieces of loading equipment used for consignments to NOVOMATIC AG have to be in a flawless and undamaged (analogous to changeable) condition. Damaged Europa pallets are treated like disposable pallets. Pallets have to comply with the international ISPM 15 standard (with the exception of particle boards, plywood, etc. – for more details please see chapter 6.1 of this Supplier Manual).

For the exclusion criteria for the changeability of Euro pallets, refer to **Section 8.2**.

Deliveries made to NOVOMATIC AG have to be made exclusively using the following loading equipment:

- **Euro pallet** (DIN 15146) Dimension (l x w x h): 1200 x 800 x 144 mm
- **Disposable pallet** dimensions (l x w x h): 1200 x 800 x 144 mm (load-carrying capacity: 1000 kg; design analogous to Euro pallet)

The dimensions of the loading equipment (1200mm x 800mm) must not be exceeded. If loading equipment or packaging's that exceed the above-mentioned dimensions have to be used, this requires the express previous consent of NOVOMATIC AG.

Lattice boxes will only be accepted upon consultation with NOVOMATIC AG.

8.2 Replacement criteria for Euro pallets

The following pallets are deemed **not changeable**:



A bottom or cover board that is splintered in such a way that more than one nail or screw shaft is visible.



A board is missing.



A block is missing or is split in such a way so that more than one nail is visible.



A board is broken crosswise or diagonally.

9 Final Provisions

Both contracting partners undertake to treat the mutually received information in connection with this agreement confidentially and not to make it accessible to third parties. There is no obligation of secrecy if general knowledge is concerned or knowledge the partner was demonstrably aware of beforehand.

Should individual provisions of this agreement be or become invalid or partly invalid, the validity of the remaining provisions shall remain unaffected thereof; rather a provision that comes as close as possible to the purpose of the invalid provisions in a legally admissible manner shall be deemed agreed on instead of any invalid clause.

Revision History

Rev.	Date	Revision Description
a	02.04.2015	first edition
b	03.06.2015	conveyance of barcode added
c	22.03.2016	change of the company name
d	01.07.2016	added labels and bar codes for electronic parts
e	07.11.2017	chapter 5.3 added; amendments labels and bar codes
f	22.08.2018	amendments in chapter 5.3
g	11.10.2018	change of the company name
h	28.11.2019	changes & amendments (chapters 5.2; 6.1; 7.4; 7.5; 8.1)
i	27.09.2022	change of delivery periods (chapter 3)
j	19.10.2022	UKCA added in chapter 5.4 (page 11)

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