



# Delivery instructions

*Purchase to pay*

Version: EN052025



Technische Unie reserves the right to make changes in the delivery instructions. If the changes affect the agreements made with the supplier, Technische Unie will contact the supplier.

## Background

We live in a world in which customers want to receive their goods as quickly as possible and automation ensures a rapid processing of goods. It is therefore increasingly important to agree properly with each other on the supply of goods and the associated digital information flow.

To make this information flow possible, agreements need to be made about the way in which companies exchange data. Collective agreements for the entire sector allow processes to be scaled up quickly, without having to make separate agreements for each individual case. As a result of the standards used in the sector everyone speaks the 'same language' and any confusion between parties is avoided. All market parties, either individually or through an interest group, have committed themselves to this standard. Within our sector, **Ketenstandaard** is the neutral party that maintains and describes the standard and acts as liaison between the sector and GS1 and ETIM International.

Technische Unie considers adhering to the standard agreements an absolute must. In a broad playing field of suppliers and customers, uniformity ensures not only that we can do business with each other quickly, allowing an order to be processed and confirmed automatically, but also that we can jointly reduce the waiting time of your drivers on arrival and make the invoice payable more quickly. The standard contains parts that must be agreed on bilaterally or that allow room for individual arrangements. This document provides a framework for this. In respect of the implementation of the data exchange by the standard we refer to the Ketenstandaard website where functional and technical documents can be downloaded.

– Technische Unie

## Reading guide

The following icons are used in this document:



The standard allows for some freedom of choice here. The choice made by Technische Unie is explained here.



The standard leaves room for multiple interpretations, or a component is not mandatory in the standard but is required for Technische Unie.



For readability reasons, the standard is explained in more detail; for further details we refer to the relevant documentation available at Ketenstandaard.



Important information that is not directly related to the standard but does relate to your current or future supply or delivery.

*We make this English translation available to our suppliers to help them use this document in an international environment. This translation was created in collaboration with a professional agency. However, where differences have arisen between the translation, the Dutch version shall prevail.*

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# 1. Contact details

If you have any questions about any of the topics in this instruction document, please contact the relevant department.

For any other topics that do not directly concern this document, please contact the responsible Product Manager within Technische Unie's Purchasing Department.

Topics	E-mail address	
Assortments and conditions	Your Product Manager within the purchasing department	
EDI coordination and connection	Marcel Zondervan	m.zondervan@technischeunie.com
	Joey Liong A Kong	j.liong.a.kong@technischeunie.com
Artikel master data	pim@technischeunie.com	
Orders & Confirmation	voorraadbeheer@technischeunie.com	
Invoice documents	infocfc@technischeunie.com	
Packing lists	Alphen aan den Rijn	Strijen
	Bedrijfsweg en Industrieweg ontvangst.dca@technischeunie.com  Eikenlaan ontvangst.dce@technischeunie.com	Edisonweg ontvangst.dcs@technischeunie.com
Unloading times and notification of additional deliveries	Alphen aan den Rijn	Strijen
	Bedrijfsweg en Industrieweg losperrondca@technischeunie.com  Eikenlaan losperrondce@technischeunie.com	Edisonweg losperrondcs@technischeunie.com

All departments can be reached by telephone through the central reception at number: +31 20 – 545 0345.

## 2. Data standards

A standard for the entire supply and information chain involves various independent parties. In the Netherlands, two parties play an important role within the sector.

### 2.1. GS1

GS1 is a standardisation organisation. As an independent non-profit organisation, it develops and manages international standards for the identification, and recording and sharing of data. Worldwide, two million companies are affiliated, in a lot of different sectors, such as FMCG, DIY, healthcare and fashion.

For more information on GS1 please go to [www.gs1.nl](http://www.gs1.nl) or [www.gs1.org](http://www.gs1.org)

### 2.2. Ketenstandaard

The almost 4,000 affiliated participants operate throughout the construction chain, from clients, housing corporations, architects, specifiers, engineers, construction and/or maintenance companies, installers, painters and wholesalers to manufacturers and software partners in construction, infrastructure and technology.

Together with the participants and supply chain partners– they ensure the practical applicability of the standards in order to guarantee that they meet the needs of the market. Some of the standards used have been developed in-house. Others, such as ETIM, EANCOM and GTIN are managed on behalf of the sector.

For more information on Ketenstandaard, please visit <https://www.ketenstandaard.nl/>

### 2.3. EDI standards

Technische Unie has committed itself to standards for the exchange of transaction data (orders, order responses, despatch advices and invoices).

Preference:

- **DICO-S@les-Ketenstandaard**  
XML format INSBOU 003
- **GS1 EDI Convention – NL**  
Specific Rules Installation sector INS008  
Edifact format – D96a/EANCOM

Other supported formats:

- **EDILEKTRO – DE**  
Edifact format – D96a/EANCOM
- **DICO-S@les-Ketenstandaard**  
XML format INS008

All messages are sent and received in the same standard. It is therefore not possible to communicate a despatch advice and invoice in different formats.

### 2.4. Committed PIM standards

Technische Unie exchanges its data exclusively by using the 2BA data pool. Data suppliers can offer data in different formats. A conversion takes place within 2BA. However, a complete dataset – the data quality label 'Groothandel Plus +++' ('Wholesale Plus +++') – must be provided. 2BA cannot perform a suitable conversion without a complete dataset. That is why we request that your export to 2BA is in the SALES 005 format. It is the most recent format and offers the possibility to exchange the complete dataset supported by 2BA.

### 3. In a nutshell

This chapter helps to achieve an efficient data exchange. In principle, it is based on the standards used in the market. If you have any questions about the standard, please refer to the documentation available to participants of Ketenstandaard. If you are not yet a member of Ketenstandaard, your company should join it first.



New business relationships can only be established if there is EDI exchange between parties for all four message types (purchase order, order response, despatch advice and invoice).

For existing business partners, there is a transitional arrangement in which they can still deliver via PDF. The responsible Product Manager will arrange this.

#### 3.1. One-off actions

- Verify the completeness and correctness of Master Data with the PIM department.
- Set up your system for receiving EDI orders from Technische Unie, and set up your system to send order confirmations, packing lists and invoices for Technische Unie.
- Test the connection together with Technische Unie's EDI Coordinator.

#### 3.2. Continuous actions

- Ensure that Technische Unie is continuously informed of changes in your Master Data (expansions or changes to the range, logistical data or price) by using 2BA. Of course, you also discuss assortment or condition agreements with your Product Manager.

- Please notify Technische Unie of any changes in your (logistical) organisation or systems. In this way, we can jointly guarantee that the information chain will be maintained.

#### 3.3. Action for each purchase order

- Technische Unie sends an purchase order. This order contains products for a single delivery location and a single delivery time.
- You confirm every purchase order within 24 hours by sending an order confirmation. This applies to every purchase order made from Technische Unie.
- If the delivery date and/or delivery time changes, a complete order confirmation of the purchase order must be sent to Technische Unie.
- A packing slip is sent for each complete or partial delivery.
- The electronic packing slip must be received by Technische Unie before 6:00 am on the day of delivery.
- The driver reports on arrival at the distribution centre and hands over a list of packing slip numbers to be delivered.
- After the physical delivery, a single invoice is sent for each packing slip.



Technische Unie does not accept substituted items. If necessary, a separate order can be requested for this.

Partial deliveries are permitted, but a packing slip may never contain products from multiple purchase orders.



## 4. Product Master Data Exchange

Before Technische Unie can place an purchase order for a product, the product details must first be known in our system. 'Product data' means at least the trade data (such as description, price, GTIN, and packaging hierarchy) and the legally required data such as a safety data sheet and/or conformity certificate, if applicable. For an increasing number of products, we also include additional specification data from the ETIM model as well as product images and other digital assets.

There are two ways to deliver these product data. Delivery by using 2BA is the preferred option. Deliver in time; for most changes this requires at least six weeks prior to the first order date.

### 4.1. Delivery by using 2BA

Technische Unie will 'subscribe' to your data and as a result we are constantly kept up to date of any changes. We expect that the data is always completely correct and up to date. We ensure internally that the data is processed in our systems.

The advantage of using the 2BA data pool is that you can inform several wholesalers and their customers in one go, which will save you a lot of time.



To meet the minimum delivery period of six weeks, it is important that you send your updates to 2BA at least once a week.

Assortment changes for stocked products must always be agreed with your Product Manager. This continues to be necessary even if you have already sent the data through 2BA.

### 4.2. Delivery by using TU Template

You can also submit data by completing and submitting a TU Template. The Excel file indicates which fields are mandatory.

You must submit the Excel file to the Purchasing Support Department of the product group that manages your portfolio. For further processing, all mandatory fields must be completed and the format of the template may not be changed.



The minimum delivery time must also be observed when you use the TU Template. You can save all changes for a maximum period of one week before sending them in a single Excel file.

### 4.3. Products and packaging with GTIN

To enable identification between parties in the supply chain, a unique number is required. Such an item code is otherwise referred to as a Global Trade Item Number (GTIN), also known as GTIN code or bar code. These codes are issued worldwide by GS1.



Each trade and logistic unit must have its own GTIN. For example, lamps are packaged separately and 12 of these lamps are put together in an outer packaging. Both the lamp and the box will then have their own GTIN. In the order process, it is possible for 12 lamps to be ordered separately or order one single outer packaging. The result in both cases is a delivery with the same number of lamps.



In all communications (order conformation, packing slip and invoice) you use the same GTIN. When Technische Unie uses the incorrect GTIN in the order, please contact the PIM department.

Although every company is free to provide its products with a GTIN, there are rules for when a new GTIN is required and when an existing code can be reused. These rules are mentioned in the GTIN Management Rules (<https://www.gs1.org/1/gtinrules/en/en/>).



The use of a GTIN is advised within the standard. A GTIN is necessary and compulsory for all communication between your company and Technische Unie.



All parties in the supply chain must be informed when changing or assigning a new GTIN.

### 4.4. Item hierarchies

Not all products are delivered per piece. They are often ordered per outer packaging. If this is the case for your product(s), this information is also required. The relationship between the product and the item packaging hierarchy can be exchanged by using a template or in the future directly by using 2BA.



Technische Unie must be informed of all levels in an packaging hierarchy including base and trade units but also packaging of the items to ensure that all units can be ordered, scanned and sold.



In all communications (order response, packing slip and invoice) you use the same unit of use. For example, one box with 100 screws cannot be communicated on the order confirmation as 1 box of 100 loose pieces and on the packing slip/invoice 100 pieces.

#### Trade units

A product can be sold in several variations, while the actual product is the same. For example; cables. Each version of a trade unit has its own GTIN.



#### Logistic units

A product is packed in a box with several pieces and these boxes are placed on a pallet. At least the product and the box have their own GTIN, this means that the product and the box can never have the same GTIN.





## 5. Price changes

Technische Unie applies a quarterly fixed-price guarantee to its customers and Technische Unie can therefore only implement price changes on a quarterly basis.

To process these price changes properly, Technische Unie must receive advance notice from you no later than three months before the price change comes into effect, which contains the following information:

- Start date of the new prices.
- The percentage that the prices change on average for each assortment group or discount group.
- TU will receive a notification of the final price changes via 2BA as soon as they are visible on 2BA.
- In very rare cases the TU-template can be used

This prior announcement is sent by email to the Product Manager with a copy to the relevant Purchasing Support department.

Price change	Announcement	Discount group change (8 weeks in advance)	Item file price list (6 weeks in advance)
1 January	1 October	6 November	20 November
1 April	1 January	4 February	18 February
1 July	1 April	6 May	20 May
1 October	1 July	6 August	20 August

Price changes and other changes that have not been received 6 or 8 weeks (whichever applies) before the new quarter cannot be processed. Changes will be carried forward to the next quarter.



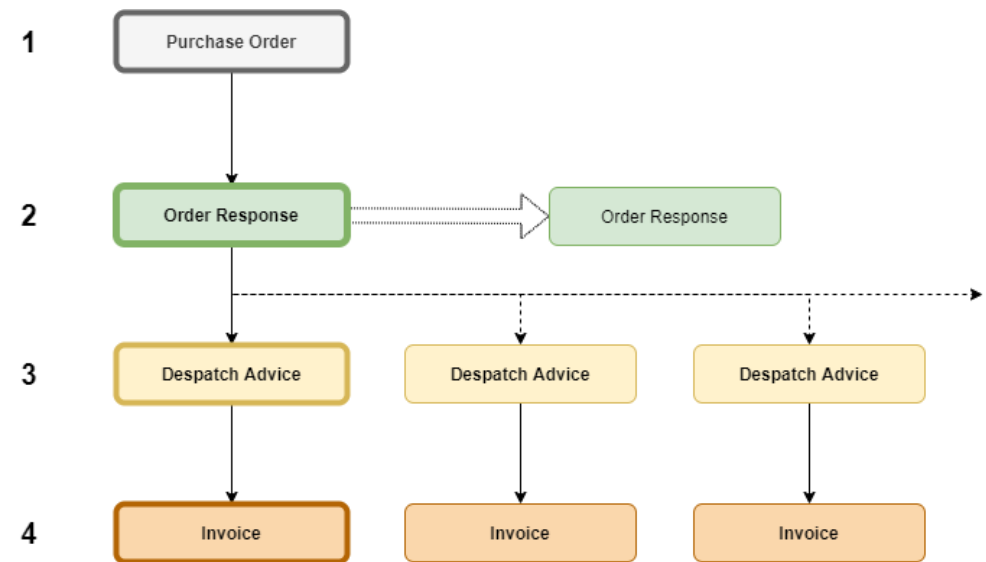
Technische Unie assumes that all prices are based on order date. Therefore purchase orders submitted before the price change date and delivered after the price change date will be invoiced at the previous price.

## 6. Schematic representation of orderflow

1. Every purchase order placed by Technische Unie is intended for one delivery address and one delivery date and time.
2. A purchase order is confirmed by using an order response. When new information becomes available (e.g. an update of the delivery time and/or quantities) a new order response is sent. The most recent order response sent is leading. It is not permitted to deliver substituted items, or add items that are not on the order.
3. The electronic packing slip must be received by Technische Unie before 6:00 am on the day of delivery. A packing slip relates to the contents of one or more load carriers (pallets, etc.) that are delivered simultaneously. If the freight is spread over several trucks, several packing slips must be sent. A packing slip cannot contain order lines from different orders. Partial deliveries are allowed, but also result in an additional packing slips.
4. An electronic invoice may only be created after the physical delivery has taken place. An invoice relates to a single packing slip. The number of invoices that are sent should therefore be identical to the number of packing slips.



In each message, the same GTIN is used for product identification as it was in the purchase order. If you wish to receive the order with a different GTIN, then the PIM department must be contacted for this.



Bold-framed messages are mandatory. Other messages only occur in case of reconfirmation or division of an order into split deliveries.

## 7. Order

Based on current stock positions and demand forecasts, Technische Unie places purchase orders with you on a daily basis. The purchase orders are sent based on the planned delivery day(s) and the planned delivery in calendar days. Due to unexpected demand, deliveries may be required at a shorter term. These deliveries are always planned on the agreed delivery day(s). In the event of great urgency, these problems in the districts will be discussed by telephone.

### 7.1. EDI Order Message (ORDERS)

The EDI order message will be delivered at your request in EDIFACT or XML format and will comply with the relevant standard. The orders from TU will be sent to you using the Ketenstandaard van Bouw and Techniek sector and meet the minimum requirements.

### 7.2. PDF Order

If you wish, we can send you an order in PDF format by email. However, this is not something we recommend. We expect to receive the communication of the order response, packing slip and invoice by EDI. When you receive a PDF file, you are responsible for the correct entry into your own system.

## 8. Order response

In order to provide our customer with up-to-date delivery information, Technische Unie requires an order confirmation for each order, which must be sent within one working day. An order confirmation may not contain information about multiple orders. In case of a change to the purchase order, a reconfirmation must be sent that refers to the entire initial purchase order.



The delivery of substituted items is not permitted. We will refuse these upon arrival and send them back. Feedback can only be given on items mentioned in the order. If an item is no longer available, please contact the Stock Management department.

### 8.1. EDI Order Response Message (ORDRSP)

The order response must comply with one of the standards supported by us. (EDIFACTD96A, INSBOU003, INS008)

The order confirmation refers to the Technical Union order number and contains a delivery date and quantity per order line and order line number. For partial deliveries, a delivery date is expected for each order line, in particular if these have a different date and/or quantity. The GTIN on the order confirmation is identical to the GTIN on the order. The units of measure and order line numbers mentioned are also identical. This way, no ambiguity can arise concerning packaging hierarchies.

Items can be identified by the GTIN that is identical to the GTIN in the order. Each line is given a status code in accordance with the standard;

- Accepted without change (5)
- Accepted with change (6)
- Not accepted (7)
- Delivery date unknown (4)

If the delivery time changes, a completely new order response must be sent. This will overwrite the previous message.



Technische Unie does not yet support a status code at header level (so explicitly confirm for each order line).



The status code does not exist within the EDILEKTRO standard. In case of status "Not accepted", the number 0 is returned.

## 8.2. PDF Order Response



**We prefer to receive order response by EDI message.** This paragraph applies only when you have made a different agreement in this respect with your Product Manager at Technische Unie.

A separate configuration will be made for you. Once we have done so, the format of the PDF may not be changed.

We request that you send messages regarding questions, comments, changes or inaccuracies about orders to:

[voorraadbeheer@technischeunie.com](mailto:voorraadbeheer@technischeunie.com)

You must send an email with the PDF order response to [orderbevestiging@technischeunie.com](mailto:orderbevestiging@technischeunie.com) so we can process it automatically by using document recognition software.

The following is required for automatic and fast processing;

- The order response is attached as a PDF file, without any protection. The content of the email itself will not be read. For this reason, all information must already be in the PDF file.
- The order response contains the Technische Unie purchase order number as a reference to the order placed by us.
- The order response contains a delivery date for each order line.
- A separate PDF order confirmation document is sent for every order from Technische Unie. There is no limit to the number of documents per e-mail.
- Your general company details are stated on the document. Think of logo, name and address details, VAT number and bank account number.
- The order confirmation includes a delivery date for each order line, an article number, quantity and delivery date or delivery week.
- In case of changes in the format of the PDF, we ask you to contact the stock management department.



## 9. Despatch Advice

For every shipment, Technische Unie expects one digital EDI packaging slip. If the order consists of multiple deliveries, Technische Unie expects multiple digital EDI packaging slips.

The electronic packing slip must be received by Technische Unie before 06:00 am on the day of delivery. The packing slip number must be unique for at least 1 year.



The contents of the shipment and the associated digital packing slips match.

### 9.1. EDI Despatch Advice Message (DESADV)

The despatch advice must comply with one of the standards that we support (EDIFACTD96A, INSBOU003, INS008). The despatch advice refers to the Technische Unie purchase order number.



It is not possible to supply substituted items. The despatch advice therefore only contains items that are also listed in the purchase order. If your shipment does contain substituted items, these items will be refused and/or returned upon arrival

For a multi-piece item, the GTIN of the complete set must be stated on the packing slip.



The packing slip number on paper version or CMR must be identical to an EDI despatch advice number.



The GTIN on the packing slip is the same as the GTIN as stated in the order. The units of the goods to be delivered that are stated are equal to the order units from the order. This way there can be no ambiguity about the packaging forms.

For EDI despatch advice messages, levels 1 and 4 are supported. In a despatch advice message Level 1 is stating each item per line including the delivered quantity.

Level 4 is extended and stating per logistic unit each item including delivered quantity. Technische Unie intends to work with a system that makes use of an SSCC label. This will automatically result in a mandatory use of 'level 4' message.

## 9.2. PDF Packing slip



**We prefer to receive a packing slip by EDI message.** This paragraph applies only when you have made a different agreement in this respect with your Product Manager at Technische Unie.

A separate configuration will be made for you. Once we have done so, the format of the PDF may not be changed.

You must send an email with PDF packing slips to the e-mail address communicated by us so we can process it automatically by using document recognition software.

The following is required for automatic and fast processing;

- The packing slip is attached as a PDF file, without any (password) protection. The content of the email itself will not be read. For this reason, all information must already be in the PDF file.
- A PDF packing slip must contain the packing slip number and the Technische Unie order number.
- Multiple PDF packing slips can be sent in an email, in which each PDF file has a maximum of one packing slip number.

E-Mail addresses for PDF packing slips:

### **Alphen aan den Rijn**

Bedrijfsweg or Industrieweg	ontvangst.dca@technischeunie.com
Eikenlaan	ontvangst.dce@technischeunie.com

### **Strijen**

Edisonweg	ontvangst.dcs@technischeunie.com
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## 10. Physical delivery

Goods are normally delivered to one of Technische Unie's three distribution centres, in accordance with the delivery address on our purchase order. To make sure the delivery process runs as smoothly as possible, there are requirements in respect of the time and manner of delivery. Certain laws and regulations must also be complied with. In some cases the goods are not delivered to a distribution centre, but directly to another location.

### 10.1. Delivery day and time agreement

Technische Unie has one or more fixed delivery days a week, possibly supplemented with a fixed delivery time agreed upon for its suppliers. Deliveries can only take place at these times unless otherwise agreed in advance. When the transport is carried out by an external carrier, the supplier ensures that these agreements are complied with by the external carrier.

The distribution centre concerned will be contacted by e-mail at least one day in advance if;

- No use is made of the reserved time slot.
- For one or more additional trailer(s) delivered.
- 10 or more pallets are delivered in the upcoming delivery without a fixed delivery time.

The driver reports to the “*Aankomsten & Beveiliging*” department of the relevant distribution centre at the agreed time (if applicable) and hands over the CMR. If the agreed time is not feasible during the transport, the driver will report this by telephone.

<b>Alphen aan den Rijn</b>	(0172) 46 92 00
Bedrijfsweg or Industrierweg	losperrondca@technischeunie.com
Eikenlaan	losperrondce@technischeunie.com

<b>Strijen</b>	(078) 674 97 49
Edisonweg	losperrondcs@technischeunie.com

Opening hours for receiving goods:

<b>Alphen aan den Rijn</b>	
Bedrijfsweg	06.30-20.00
Eikenlaan	06.00-12.00

<b>Strijen</b>	
Edisonweg	06.00-12.00



Drivers must wear safety shoes and a safety vest when entering our distribution centers and must understand Dutch, German or English instructions.

## 10.2. Waybill/CMR

The driver has a waybill/CMR sheet for each trailer showing the delivery date and the number of load carriers within the trailer. There is one waybill/CMR sheet on which the delivery is signed off by the unloading platform of the DC concerned.

## 10.3. Physical delivery

In addition to the digital packing slip(s) that are sent in advance, every delivery also includes a physical packing slip/consignment note/CMR, which lists the digital packing slip numbers of the goods that are being delivered. This information is necessary to make the link with the correct pre-received digital packing slips.

The following requirements apply to the load carrier(s);

- Delivery of goods only on EURO (120cmx80cm) or BLOCK (120cmx100cm).
- For DCA a height restriction (including load carrier) of 1.20 meters applies.
- Maximum weight (including load carrier) is 750 kg. This only applies to DCA. DCS has no weight restriction.
- Goods are placed within the boundaries of the pallet carrier and do not protrude at the sides (see appendix 4).
- Articles in outer packaging are delivered unopened.
- Pallets can be distinguished by a sticker or sheet (see appendix 4) between:
  - SIP (Single Item Pallet) -> enter 'SIP', the GTIN and number of items on the pallet.
  - MIX (multiple items on one pallet) -> entry 'MIX'.
- Pallets are stacked per order as a SIP pallet (layer) where possible (see appendix 4).

	Maximum dimensions cm (lxbxh)	Maximum weight kg (including load carrier)	Load carrier
DCA	120x100x120	750kg	Exclusively on EURO (120cmx80cm) of BLOK (120cmx100cm) Reels excepted
DCS*	240x100x120	Geen maximaal gewicht	

\*Exceptions regarding length items (max 6m) must be coordinated with your Product Manager within Technische Unie.

The following requirements apply to the reel(s):

	Maximum dimensions (bxh)	Maximum weight kg
DCA DCS	110x180	2700kg

## 10.4. SSCC label

With an SSCC (Serial Shipping Container Code) label, each load carrier (pallet, etc.) has its own unique code. By including this SSCC in the EDI message as well as attaching a sticker to the pallet, it is possible to receive the shipment for each load carrier on receipt. This improves the speed of clearance and your products can ultimately be made more quickly available to the end customer.



If a product is split between several load carriers each with an SSCC, several lines can be used to indicate this in the 'level 4' message. For each load carrier it is indicated how many items there are on the load carrier

See Appendix 3 for examples of SSCC labels for SIP and MIX pallets.

### 10.5. Item identification

Each packaging contains an unique identification in the form of a scannable GTIN . It is visible without unpacking the item. Types that can be scanned are EAN-13, GTIN-14, GS1-Datamatrix and ITF-14.

The GTIN on the packaging corresponds to the GTIN on the packing slip and refers to the correct quantity.



For example, lamps are packaged separately and 12 of these lamps are put together in an outer packaging. Both the lamp and the outer packaging will then have their own GTIN. If one box is delivered, the GTIN of the box will state a number of one. Because Technische Unie knows the packaging hierarchy, it is clear that 12 lamps will be received on goods receipt.



The GTIN of the product and the GTIN of the outer packaging cannot be the same if an outer packaging contains more than one item. See the section 4.3 on GTIN for this.

### 10.6. Delivery to NON-TU (NOT-TU) location

For express deliveries and/or deliveries of special formats, it may be desirable for the delivery to be delivered directly to the location, for example at an end customer or at a construction site. Such orders have an purchase order number that starts with 85.

In these cases, the EDI purchase order message does not contain a GLN delivery address code but the physical delivery address is given, for example a construction site. The name and phone number of the contact person at the delivery location is also stated in the order. In these circumstances, it is required to include these contact details on the physical packing slip.

### 10.7. Delivery of a ZAN (without Item Number)

The Technische Unie purchase order number item number of the supplier and order line number must be indicated on the physical delivery of a ZAN item or on the outing packaging.

### 10.8. Delivery of hazardous substances and/or batteries

We must store and transport items that fall under the SDS legislation and regulations (transport of hazardous substances, including batteries) separately. If we include new articles, this must first be coordinated with your contact person at Technical Union.

An article that falls under this legislation always has a SDS (Safety Data Sheet). Before we stock such an item, the relevant SDS must be known to Technische Unie.

### 10.9. Delivery by parcel post

Every package delivered via a parcel service requires a physical packing slip on the outside of the package. Technische Unie order number and packing slip number must be stated so that the contents of the package can be registered correctly.

If there are multiple articles in one package, the package (separate from the packing slip) must state the corresponding quantities per article.

## 11. Invoice

This chapter describes the method of delivery and processing of invoices. This is based on the EDI standards to which Technische Unie has committed itself (see Chapter 2). This means that the invoice must comply with one of the standards supported by Technische Unie.

For invoices related to good deliveries, this check includes determining whether purchase order, delivery and invoice match (3-way match). If this cannot be determined, the cause must be investigated and corrective actions must be taken. Because investigations and corrective actions can lead to delays, prompt processing requires that invoices comply with the requirements set out in this document. If invoices do not comply, it is possible that Technische Unie will not be able to process the relevant invoices, depending on the nature of the deviations. In that case, Technische Unie will contact the supplier regarding the relevant invoices and request that the supplier provides an invoice that does meet the specifications of Technische Unie.



With the exception of bonus and claim invoices, for which there is no EDI standard, Technische Unie prefers to receive your invoices as an EDI message.

Unless described otherwise, the points described below apply to invoices submitted per EDI message as well as per PDF document.

The table below summarizes the delivery address per type of document and document type.

Type of document	Address
<ul style="list-style-type: none"><li>• Goods invoice based on purchase order related to goods delivery</li><li>• Credit goods invoice based on 7-digit purchase order regarding delivery of goods without return.</li><li>• Credit goods invoice based on 6-digit purchase order and return shipment</li></ul>	EDI: X400, AS2 (available on request) PDF: <a href="mailto:goederenfacturen@technischeunie.com">goederenfacturen@technischeunie.com</a>
Bonus/compensation claim invoices	PDF*: <a href="mailto:goederenfacturen@technischeunie.com">goederenfacturen@technischeunie.com</a>
Account statements / payment reminders	PDF*: <a href="mailto:rekeningoverzichten@technischeunie.com">rekeningoverzichten@technischeunie.com</a>

\*EDI not applicable; no EDI standard



### 11.1. Content requirements invoice

- One Technische Unie order number per invoice document (applies to both normal and return purchase orders) without additions. Collective invoices are not allowed.
- The invoice number must be included in the header of the invoice.
- The GTIN on the invoice lines must match the GTIN on the purchase order from Technische Unie, the order confirmation, and the packing slip
- All line-level discounts and surcharges must be included in the net line amount.
- Freight and order costs can only be included at invoice header level.
- If applicable, disposal contribution must be included at line level.
- Invoicing takes place per packing slip. As many invoices are sent as packing slips.
- The units on the invoice must match the units on the purchase order and the packing slip.
- It is not allowed to include several lines of the same article number on one invoice document.
- Invoicing of order and freight costs on separate invoices is not permitted.
- The invoice must come from the same supplier (creditor) as the creditor to whom the purchase order is sent to.

### 11.2. Payment term

The invoice date forms the basis for the commencement of the payment term, unless the date on which the goods are delivered to Technische Unie is later. In that case, the delivery date is the basis for the commencement of the payment term.

Technische Unie pays invoices in accordance with the agreed and recorded payment conditions. In the event of a change to the payment condition agreed between the supplier and Technische Unie, this will be applied to purchase orders from the date of change.

With regard to due date , bonus and compensation claim invoices expire after this type of invoice has been approved by the Purchasing department of Technische Unie. Bonus and compensation claim invoices concern credit invoices that Technische Unie will settle with approved debit invoices after approval

### 11.3. EDI invoice messages

Correction invoices (EDI segment: BGM+384) cannot be processed. With an EDI Credit invoice message, credit is recognized based on segment BGM 380 in combination with negative amounts or BGM 381.'

### 11.4. PDF bonus or compensation claim invoices

- Each PDF invoice document must be sent in a separate e-mail to [goederenfacturen@technischeunie.com](mailto:goederenfacturen@technischeunie.com)
- The PDF invoice document has been added to the e-mail as an attachment without security.
- Technische Unie uses scanning software for the e-mail address [goederenfacturen@technischeunie.com](mailto:goederenfacturen@technischeunie.com) whereby the content of the e-mail itself is not read. Any separate communication should be addressed to [infocfc@technischeunie.com](mailto:infocfc@technischeunie.com)
- Because Technische Unie uses scanning software, it is essential that Technische Unie order number and the supplier's invoice number are always displayed in separate fields without additions.

#### 11.4.1. PDF bonus or compensation claim invoices

Because there is no EDI standard for this, this type of invoices can only be submitted in PDF format to the email address [goederenfacturen@technischeunie.com](mailto:goederenfacturen@technischeunie.com). The following points apply to the content of bonus and compensation claim invoices:

- Indication of invoice type: A clear mention of the term "bonus invoice" or "compensation claim invoice".
- Period statement: A clear statement of the period to which the invoice relates (e.g. relates to a month: mm-yyyy, relates to a quarter: Q(1/2/3/4)-yyyy or relates to a year: yyyy). It is essential that the period is always stated in a fixed place on the invoice. You can decide which place this is.
- Mention of bonus agreement: The description of the bonus agreement, as stated in the contract with Technische Unie.
- Provide specification of the bonus in the same PDF behind the invoice (e.g. discount group, marketing, market fee, etc.).
- In the case of invoices for bonus and compensation claims, it is not required to state the order numbers of Technische Unie, as this type of invoice relates to several order numbers in a certain period.

### 11.5. Credit invoices

- The credit invoice must be specified per article with quantity and price (in accordance with regular invoice).
- Credit invoices regarding delivery of goods without return shipment (eg defects, breakages) must include the original invoice number and the original purchase order number in the appropriate fields.

Return Purchase Orders (RPOs) are sent by Technische Unie to the same email addresses or via XML as regular Purchase Orders. Regarding credit invoices resulting from returned goods by Technische Unie, the following points apply:

- The Return Purchase Order number (RPO) or the Service number from Technische Unie must always be mentioned on the invoice. RPO numbers start with 80, and Service numbers always start with S9 in the first two positions.
- Invoices must always be itemized by articles.
- An RPO or Service number must be credited on a single invoice, meaning no division across multiple credit invoices is allowed.

### 11.6. Account statements and payment reminders

For optimal coordination of the invoice flow, a monthly statement in PDF format of outstanding invoices (debit and credit) is required. The e-mail address to which this document should be sent is [rekeningoverzichten@technischeunie.com](mailto:rekeningoverzichten@technischeunie.com). Attachments in this mailbox are automatically processed by scanning software, texts in the mail itself are ignored. Any separate communication should be addressed to [infocfc@technischeunie.com](mailto:infocfc@technischeunie.com).

The need for specific information or feedback should be addressed to [infocfc@technischeunie.com](mailto:infocfc@technischeunie.com). (Relevant findings from Technische Unie are shared proactively)

The statement of account must have a consistent layout for OCR scanning and must contain:

- Company information and logo in the header.
- The lines must contain invoices that are due within 2 weeks after the date of the account statement.
- One invoice per line with the following columns:
  - Invoice number (same format as on invoice)
  - Invoice date
  - Invoice amount
- All columns must fit next to each other on 1 page (landscape is allowed).

## Appendix 1 – EDI Profile

### GLN overview distribution centres

Name	Adress	ZIP code and City	GLN	Function
Technische Unie B.V.	Postbus 900	1180 AX Amstelveen	8711389000001	UNB - UNOC tekenset
VAT number	NL004502863B01			BY - Buyer IV - Invoice
<b>Distribution Centers</b>				
DC Alphen aan den Rijn - deur 35 - 36	Industrieweg	2404 BZ Alphen aan den Rijn	8711389000292	DP - Delivery Place
DC Alphen aan den Rijn - deur 4 - 7	Bedrijfsweg 12	2404 CB Alphen aan den Rijn	8711389000278	DP - Delivery Place
DC Alphen aan den Rijn (Eikenlaan)	Eikenlaan 265	2404 BP Alphen aan den Rijn	8711389001442	DP - Delivery Place
DC Strijen - door C01 - C03	Edisonweg 9	3291 CK Strijen	8711389000346	DP - Delivery Place
DC Strijen - door A01 - A30	Edisonweg 9	3291 CK Strijen	8711389000360	DP - Delivery Place

### Technical data connections

<b>X400:</b>	C=EN P=KPNEDI A=400NET S=TUEDI
<b>AS2:</b>	Available on request

## Appendix 2 – Example EDI messages

## EDIFACT D96A – EANCOM

## Standard order

UNA:+.?

UNB+UNOC:3+8711389000001:14:TECHN.UNIE+8712345003999:14+210319:2331+1201+++++EANCOM'

UNH+0+ORDERS:D:96A:UN:EAN008'

BGM+220+2392055+9'

Purchase order number Technische Unie

DTM+2:20210324:102'

Requested delivery date

DTM+137:20210319:102'

Order date

NAD+BY+8711389000001::9'

GLN buyer

NAD+SU+8712345003999::9'

GLN supplier

NAD+DP+8711389000278::9'

GLN delivery party

LIN+10++871234500004:EN'

Order line number, GTIN

QTY+21:3'

Ordered quantity

RFF+LI:2392055:10'

Purchase order number, Order line identifier

UNS+S'

UNT+12+0'

UNZ+1+1201 '

## Order with item without GTINUNA

UNA:+.?'

UNB+UNOC:3+8711389000001:14:TECHN.UNIE+8712345003999:14+210319:2331+1201+++++EANCOM'

UNH+0+ORDERS:D:96A:UN:EAN008'

BGM+220+2392056+9'

DTM+2:20210324:102'

DTM+137:20210319:102'

NAD+BY+8711389000001::9'

NAD+SU+8712345003999::9'

NAD+DP+8711389000278::9'

LIN+10'

Line number

PIA+5+item1-SUPPLIER:SA'

Supplier's item number

QTY+21:100:MTR'

Ordered quantity and unit

RFF+LI:2392056:10'

UNS+S'

UNT+13+0'

UNZ+1+1201'

## RL Order Direct delivery to customer or construction site

UNA:+. ? ' '

UNB+UNOC:3+8711389000001:14:TECHN.UNIE+8712345003999:14+210319:2331+1201++++EANCOM'

UNH+0+ORDERS:D:96A:UN:EAN008'

BGM+220+2392057+9'

DTM+2:20210324:102'

DTM+137:20210319:102'

FTX+DSI+++06-12345679'

FTX+DSI++450123'

RFF+CR:450123'

NAD+BY+8711389000001::9'

CTA+IC+:SALES OFFICE EINDHOVEN'

COM+020 1234678:TE

NAD+SU+8712345003999::9'

NAD+DP++CONSTRUCTION SITE+STRATENWEG 11+LUTJEBROEK++3291AA+NL'

CTA+IC+:ED FOREMAN'

COM+06-12345679:TE'

LIN+10++8712345000004:EN'

QTY+21:3'

RFF+LI:2392057:10'

UNS+S'

UNT+19+0'

UNZ+1+1201'

Information to be printed on the despatch advice

Information to be printed on the despatch advice

Information contact details buyer

Phone number of contact

Delivery address (NON-Technische Unie site)

Contact name at delivery address

Phone number of contact



## Order confirmation

UNA:+. ? '	
UNB+UNOC:3+8711426006000:14+8711389000000:14+241114:1953+388796+++++EANCOM'	
UNH+1+ORDRSP:D:96A:UN:EAN005'	
BGM+231+0225920907+4'	Order response number
DTM+137:20241114:102'	Message document date
RFF+ON:3506372'	Technische Unie order number
DTM+17:20241128:102'	Scheduled delivery date
NAD+SU+8711426006000::9'	GLN supplier
NAD+BY+8711389000000::9'	GLN buyer
NAD+DP+8711389000278::9'	GLN delivery party
LIN+1+5+8711426560811:EN'	Order response line number 1, accepted without amendment (5), GTIN
PIA+5+1027400:SA'	Supplier's item number if item has no GTIN
QTY+113:50'	Planned quantity to be delivered
DTM+17:20241128:102'	Scheduled delivery date
PRI+AAA:0.98:::1:PCE'	The price stated is the net price including allowances/ charges and excluding taxes.
PRI+AAB:0.83:::1:PCE'	The price stated is the gross price to which allowances/charges, if valid, must be applied.
RFF+ON:3506372:10'	Technische Unie order number, order line number
LIN+2+6+8711426745511:EN'	Line number 2, accepted with modification (6), GTIN
PIA+5+1965500:SA'	
QTY+113:115:PCE'	Planned quantity to be delivered
PRI+AAA:0.11:::1:PCE'	
PRI+AAB:0.2:::1:PCE'	
RFF+ON:3506372:20'	Purchase order number TU, order line number
LOC+7'	Partial delivery 1
QTY+11:30'	Quantity of first partial delivery
DTM+17:20241128:102'	Scheduled delivery date
LOC+7'	Partial delivery 2
QTY+11:85'	Quantity of next partial delivery
DTM+17:20241203:102'	Scheduled delivery date
UNS+S'	
UNT+30+196850'	
UNZ+1+388796'	

## Packing slip (level 1)

UNA:+.?

UNB+UNOC:3+8712345003999:14+8711389000001:14+211024:1049+1234++DESADV+++EANCOM'

UNH+1+DESADV:D:96A:UN:EAN005'

BGM+351+80123456+9'

DTM+137:202109101300:203'

DTM+17:202110241300:203'

RFF+ON:2537039'

RFF+ZZZ:EANNL1'

NAD+BY+8711389000001::9'

NAD+DP+8711389000278::9'

NAD+SU+8712345003999::9'

CPS+1'

LIN+1++8712345000004:EN'

PIA+1+LB030630:SA'

QTY+12:8'

RFF+ON:2537039:20'

UNT+15+1'

UNZ+1+1234'

Packing slip number

Document date/time message

Scheduled delivery date/time

Technische Unie order number

Level 1 (quantity per trade item)

GLN buyer

GLN delivery party

GLN supplier

Shipment line shipping level

Trade item line number, GTIN

Supplier's item number if item has no GTIN

Despatch quantity

Technische Unie order number, order line number

## Packing slip (level 4)

UNA:+.?	
UNB+UNOC:3+8712345003999:14+8711389000001:14+211021:0750+1235++DESADV+++EANCOM'	
UNH+1+DESADV:D:96A:UN:EAN005'	
BGM+351+80123457+9'	Packing slip number
DTM+137:202109101300:203'	Document date/time message
DTM+17:202110211300:203'	Scheduled delivery date /time
RFF+ON:2537039'	Technische Unie order number
RFF+ZZ:EANNL4'	Level 4 (trade item and quantity per <u>shipping unit</u> )
NAD+BY+8711389000001::9'	GLN buyer
NAD+DP+8711389000278::9'	GLN delivery party
NAD+SU+8712345003999::9'	GLN supplier
CPS+1'	
CPS+2'	Despatch line
PAC+1'.	Individual shipping unit (1 package/physical unit)
PCI+33E'	Marked with SSCC
GIN+BJ+38712345000000005'	SSCC of shipping unit
PCI+17'	
GIN+EU+8712345010041'	GTIN shipping unit type (e.g. Euro pallet 1200x800)
LIN+1++8712345000011:EN'	Trade item line number, GTIN
QTY+12:43'	Despatch quantity
RFF+ON:2537039:10'	Technische Unie order number, order line number
CPS+3'	Despatch line
PAC+1'.	Individual shipping unit
PCI+33E'	Marked with SSCC
GIN+BJ+387123450000000012'	SSCC of shipping unit
PCI+17'	
GIN+EU+8712345010041'	GTIN shipping unit type (Euro pallet 1200x800)
LIN+2++8712345000004:EN'	Trade item line number, GTIN
QTY+12:12'	Despatch quantity
RFF+ON:2537039:20'	Technische Unie order number, order line number
LIN+3++8712345000035:EN'	Trade item line number, GTIN
QTY+12:43'	Despatch quantity
RFF+ON:2537039:40'	Technische Unie order number, order line number.
UNT+32+1'	
UNZ+1+1235'	

## Invoice

UNA:+.?

UNB+UNOC:3+8712345003999:14+8711389000001:14+211026:1051+61234++INVOIC+++EANCOM'

UNH+1+INVOIC:D:96A:UN:EAN008'

BGM+380+F40123456+9'

DTM+137:20211025:102'

DTM+35:20211024:102'

RFF+ON:2537039'

RFF+AAK:80123456'

NAD+BY+8711389000001::9'

NAD+DP+8711389000278::9'

NAD+SU+8712345003999::9'

RFF+VA:NL123456789B01'

NAD+IV+8711389000001::9'

CUX+2:EUR:4'

ALC+A+++ADR'

MOA+8:60.00'

TAX+7+VAT+++:::21+S'

ALC+C+++FC'

MOA+8:10.00'

TAX+7+VAT+++:::21+S'

LIN+1++8712345000004:EN'

PIA+1+LB030630:SA'

QTY+12:8:PCE'

QTY+47:8:PCE'

MOA+203:200'

PRI+INV:25'

RFF+ON:2537039:20'

TAX+7+VAT+++:::21+S'

ALC+C+++CRS'

MOA+8:5'

UNS+S'

MOA+77:181.50'

MOA+79:200'

MOA+176:31.50'

TAX+7+VAT+++:::21+S'

MOA+125:150'

MOA+124:31.50'

UNT+33+1'

UNZ+1+61234'

Invoice number

Invoice date

Delivery date

Technische Unie order number

Packing slip number

GLN buyer

GLN delivery party

GLN supplier

VAT number

GLN invoice

Currency

Allowance header level (Other)

Allowance amount

Standard VAT rate of 21%

Charge header level (Freight Costs)

Charge amount

Standard VAT rate of 21%

Invoice line number, GTIN

Supplier's item number if item has no GTIN

Despatch quantity and unit

Invoiced quantity and unit

Net line amount +/- charges and discounts

Price

Technische Unie order number, order line no.

Standard VAT rate of 21%

Disposal fee line level

Amount disposal fee

Total invoice amount

Total line item amount

Message total TAX/duty/fee amount

Subtotal standard VAT rate of 21%

Subtotal taxable amount

Subtotal tax amount

## Credit Invoice

UNA:+. ? '

UNB+UNOC:3+8713206000003:14+8711389000001:14+241104:1032+815D9C31C3F6F0++INVOIC+++EANCOM'

UNH+1+INVOIC:D:96A:UN: EAN008'

BGM+381+219789030\_2+9'

DTM+137:20241106:102'

DTM+35:2041106:102'

RFF+ON:8001755'

RFF+AAK:8001755'

NAD+BY+8711389000001::9'

NAD+DP+8711389000292::9'

NAD+SU+8713206000003::9'

RFF+VA:NL004502863B01'

NAD+IV+0::9'

CUX+2:EUR:4'

ALC+A++++AAB'

MOA+8:157.19'

TAX+7+VAT+++:::21+S'

LIN+1++8713206004469:EN'

PIA+1+LI2408.1901-02:SA'

QTY+12:1:PCE'

QTY+47:1:PCE'

MOA+203:910.80'

PRI+INV:910.80'

RFF+ON:8001755:10'

TAX+7+VAT+++:::21+S'

LIN+2++8713206004520:EN'

PIA+1+LI2490.1251-02:SA'

QTY+12:1'

QTY+47:1'

MOA+203:137.12'

PRI+INV:137.12'

RFF+ON:8001755:20'

TAX+7+VAT+++:::21+S'

UNS+S'

MOA+77:1077.78'

MOA+79:890.73'

MOA+176:421.35'

TAX+7+VAT+++:::21+S'

MOA+125:890.73'

MOA+124:187.05'

UNT+39+1'

UNZ+1+815D9C31C3F6F0'

BGM: Indicates it is a credit invoice (381).

Invoice date

Delivery date

Order number to specify the corresponding RPO.

Packing slip number

GLN buyer

GLN delivery party

GLN supplier

VAT number

GLN invoice

Currency

Coding for return costs; for a return this is entered as ALC+A

Amount of return costs

Standard VAT rate of 21%

Item line number, GTIN

Supplier item number if item does not have a GTIN

Delivered quantity and unit

Invoice quantity and unit

Here is the original invoice amount of the item

Invoice price

Technical Union order number, order line no.

Line level standard VAT rate of 21%

Total invoice amount: Net total amount + VAT

Here is the net total amount: sum of line amounts - return costs: 910.80 + 137.12 = 1047.92 - 157.19 = 890.73

Total VAT amount

Subtotal standard VAT rate of 21%

Subtotal VAT base amount

Appendix 3 – Example SSCC label

Supplier Address City Country	SIP
<hr/>	
CONTENT	COUNT
08712345000004	0068
ADDITIONAL ID	PURCHASE ORDER
CB650703	2488616
SSCC	
387123456789009512	
<hr/>	
(02) 0 8712345 00000 4 (37) 0068	
(00) 3 0087123 456789009 0	

Example of a Single Item Pallet (SIP).  
(A5 format)

Supplier	MIX
<hr/>	
PURCHASE ORDER	
2488617	
SSCC	
387123456789009529	
<hr/>	
(00) 3 8712345 678900952 9	

Example of an MIX pallet with different items on one pallet.  
(A6 or A5 format)



## Appendix 4 – SIP/MIX

