



# Delivery instructions

*Purchase to pay*

Version: EN010424

## 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.*

## Table of contents

1. Contact details.....	4	8.2. PDF Order Response .....	12
2. Data standards .....	5	9. Despatch Advice.....	14
2.1. GS1.....	5	9.1. EDI Despatch Advice Message (DESADV) .....	14
2.2. Ketenstandaard .....	5	9.2. PDF Packing slip .....	14
2.3. Committed EDI standards.....	5	10. Delivery of goods .....	15
2.4. Committed PIM standards .....	5	10.1. Delivery day and time agreement .....	15
3. In a nutshell .....	6	10.2. Waybill/CMR .....	16
3.1. One-off actions .....	6	10.3. Physical delivery.....	16
3.2. Continuous actions .....	6	10.4. SSCC label.....	17
3.3. Action for each order .....	6	10.5. Item identification .....	18
4. Product Master Data Exchange .....	7	10.6. Delivery to NON-TU (NIET-TU) location .....	18
4.1. Delivery by using 2BA .....	7	10.7. Delivery of a special item (without Item Number) .....	18
4.2. Delivery by using TU Template.....	7	10.8. Delivery of hazardous substances and/or batteries .....	18
4.3. Products and packaging with GTIN .....	8	11. Invoice.....	19
4.4. Item hierarchies.....	8	11.1. Content requirements invoice .....	20
5. Price changes.....	9	11.2. Payment term .....	20
6. Schematic representation of orderflow .....	10	11.3. EDI invoice messages .....	20
7. Order .....	11	11.4. PDF invoice messages .....	21
7.1. EDI Order Message (ORDERS) .....	11	11.5. Credit invoices.....	22
7.2. PDF Order .....	11	11.6. Account statements and payment reminders .....	22
8. Order response.....	11	Appendix 1 – EDI Profile .....	23
8.1. EDI Order Response Message (ORDRSP).....	11	Appendix 2 – Example EDI messages.....	24
		Appendix 3 – Example SSCC label .....	31

# 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.

<b>Topic</b>	<b>E-mail address</b>
<b>Assortments and conditions</b>	Your Product Manager within the Purchasing Department
<b>EDI coordination and connection</b>	S2Sleverancier@technischeunie.com
<b>Product master data</b>	pim@technischeunie.com
<b>Orders &amp; Confirmation</b>	voorraadbeheer@technischeunie.com
<b>Invoice documents</b>	infocfc@technischeunie.com
<b>Packing lists</b>	Alphen aan den Rijn: ontvangst.dca@technischeunie.com (Bedrijfsweg en Industrieweg) ontvangst.dce@technischeunie.com (Eikenlaan) Strijen: ontvangst.dcs@technischeunie.com
<b>Unloading times and notification of additional deliveries</b>	Alphen aan den Rijn: losperrondca@technischeunie.com (Bedrijfsweg en Industrieweg) losperrondce@technischeunie.com (Eikenlaan) Strijen: 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 – clients, consultants, processors, wholesalers, manufacturers, industry associations and software 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. Committed 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 INSB0U 003
- **GS1 EDI Convention – NL**  
Specific Rules Installation sector INS008  
Edifact format – D96a/EANCOM

Other supported formats:

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

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 document 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. You can also set up your digital data flow based on an example message that we send.



New business relationships can only be established if there is EDI exchange between parties for all four message types (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.
- Contact the EDI Coordination Department of Technische Unie to establish which messages you can exchange and in which format.
- Set up your system to receive EDI orders and send EDI order responses, despatch advices and invoices by notifying each other about the 'EDI profile'.
- 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 order

- Technische Unie sends an order. This order contains products for a single delivery location and a single delivery time.
- You confirm each order by using an order response.
- When more information on the delivery date and delivery time becomes available, another order response is sent.
- A packing slip is sent for each complete or partial delivery. A packing slip never contains products from multiple orders. The packing slip is sent at least one hour before delivery.
- The driver reports on arrival at "Aankomsten" and hands over a list of packing slip numbers to be delivered.
- The physical delivery is provided with SSCC labels for each load carrier, which will be compulsory for every delivery made to Technische Unie.
- 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 allowed.

## 4. Product Master Data Exchange

Before Technische Unie can place an 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

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. 2BA uses the sector standard for exchanging product data.

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.



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 EAN 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, order response, 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 a packaging hierarchy including base and trade units but also packaging of the items to ensure that all units can be ordered, scanned and sold.

#### 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.
- Delivery of price changes using 2BA or TU Template.

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

<b>Price change</b>	<b>Announcement</b>	<b>Discount group change (8 weeks in advance)</b>	<b>Item file price list (6 weeks in advance)</b>
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.



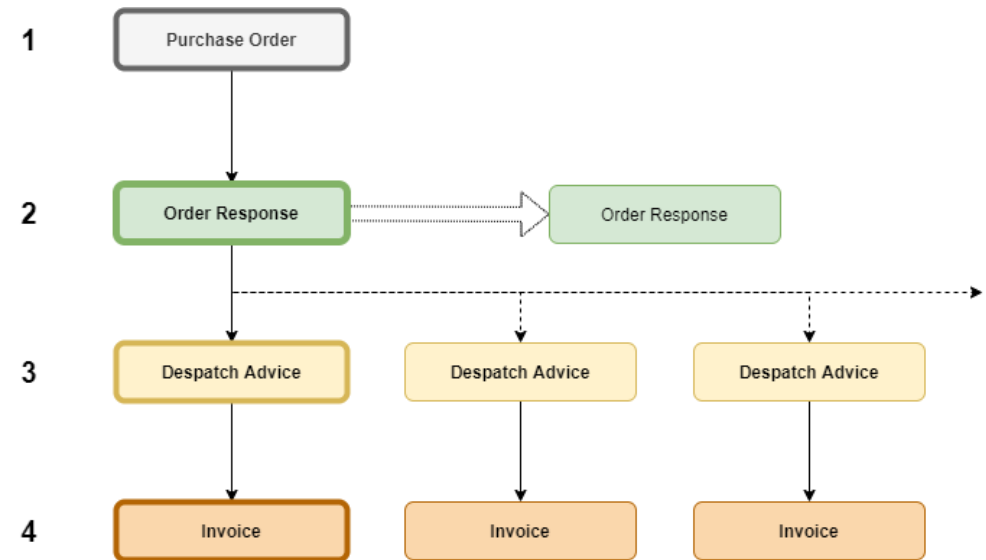
Technische Unie assumes that all prices are based on order date. Therefore purchase orders submitted before the price change date and delivered after the price change date will be invoiced at the previous price.

## 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. An order is confirmed by using an order response. When new information becomes available (e.g. an update of the delivery time) 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. One or more packing slips are sent at least one hour before 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, please contact the PIM department.



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

## 7. Order

Technische Unie's Stock Management department places daily purchase orders on the basis of the current stock position and the demand forecast. The demand forecast is recalculated every 4 weeks for existing products and weekly for new products.

Orders for stock items are planned 90 days in advance on the basis of such a forecast. The order is dispatched on the basis of the agreed delivery days and the agreed delivery period in calendar days. Due to unexpected demand, it often happens that deliveries are required in the shorter term. These deliveries are always planned on the agreed delivery days. In case of any urgency we will consult with you by telephone to deviate from the agreed delivery days.

Technische Unie groups orders by delivery address, date and product type. Goods must be delivered to the location of the delivery address on the order.

### 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.

### 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 for several orders simultaneously. In case of a change to the order, a reconfirmation must be sent that refers to the entire initial order.



It is **not** possible to supply substituted items. 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, INSB0U003, INS008)

The order confirmation refers to the Technical Union order number and contains a delivery date 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.



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)



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.

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

## 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.

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.

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

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

## 9. Despatch Advice

For each delivery, we expect one or more digital despatch advices to be delivered in advance, either by using EDI or email (PDF Packing Slip). Each despatch advice must be sent as soon as possible after the truck has been loaded, but at least one hour before the arrival of the physical goods. 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. 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.

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 quantities to be delivered that are stated are also 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.

Mailaddresses for PDF packing slips:

#### **Alphen aan den Rijn**

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

#### **Strijen**

ontvangst.dcs@technischeunie.com

## **10. Delivery of goods**

Goods are normally delivered to one of Technische Unie's three distribution centres, in accordance with the delivery address on our 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**

The supplier has one or more fixed delivery days in the week. This may be supplemented by a fixed delivery time and the supplier must deliver solely at these times. If transport is arranged 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 at the agreed time 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 Eikenlaan	losperrondca@technischeunie.com losperrondce@technischeunie.com
<b>Strijen</b>	(078) 674 97 49
	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>	
	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 slips 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 pallet(s);

- Delivery of goods only on EURO (120cmx80cm) or BLOCK (120cmx100cm).
- Maximum height (including load carrier) is 1.20 metres. For exceptions, contact appropriate unloading location.
- 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 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).

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

	Maximum dimensions cm (LxWxH)	Maximum weight kg (including load carrier)	Load carriers
<b>DCA</b>	120x100x120	750kg	Uitsluitend op: EURO(120cmx80cm) of BLOK (120cmx100cm) Haspels uitgezonderd
<b>DCS*</b>	240x100x120	Geen maximaal gewicht	

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

#### 10.4. SSCC label

With an SSCC (Serial Shipping Container Code) label, each load carrier (pallet, etc.) has its own unique code. By including the 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 booking, and as a result the waiting time for your truck driver decreases 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.

## 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 on GTIN for this.

## 10.6. Delivery to NON-TU (NIET-TU) location

Express deliveries and/or deliveries of special formats can best be delivered directly to the end customer's location or to a construction site. Such orders have an purchase order number that starts with 85.

In that case, 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.

Since the customer cannot always receive an digital packing slip, a physical packing slip also needs to be included here.

## 10.7. Delivery of a special item (without Item Number)

The purchase Technische Unie order number item number of the supplier and order line number must be indicated on the physical delivery of a special 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 are quickly entered into our system and 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.

Delivery by parcel post towards Technische Unie DC's is exclusively for non-stock items.

# 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. This applies to invoices submitted per EDI message as well as per PDF document.

The processing procedure within Technische Unie is aimed at checking invoices efficiently and quickly so that they can be paid in accordance with the agreed payment condition.

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. This is because EDI messages mean a further standardized and more efficient process, both for the supplier and Technische Unie. If you are not yet sending invoices in EDI format, align with the P2P Procesmanagement team of Technische Unie which steps are required for this.

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.

Kind of document	Documenttype and address
Goods invoice based on purchase order related to goods delivery. Credit goods invoice based on 7 digit purchase order regarding delivery of goods without return. Credit goods invoice based on 6-digit purchase order and return shipment.	EDI: X400, AS2 (available on request) PDF: goederenfacturen@technischeunie.com
Bonus / compensation claim invoices	PDF*: goederenfacturen@technischeunie.com
Account statements / payment reminders	PDF*: rekeningoverzichten@technischeunie.com

\* 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.
- 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 GTIN on the invoice must match the GTIN on the purchase order from Technische Unie, the order confirmation and the packing slip.
- The units on the invoice must match the units on the purchase order.
- 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 in the creditor master data of Technische Unie.

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

- Technical Connections: X400 and AS2 (available on request).
- See example EDI invoice message in appendix 2.



- 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 invoice messages

- 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 the 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.)

## 11.5. Credit invoices

- The credit invoice must be specified per article with quantity and price (in accordance with regular invoice).
- The term “Credit invoice” must be stated on the 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 TU to the same email addresses or via XML as regular Purchase Orders. Regarding credit invoices resulting from returned goods by TU, the following points apply:

- The Return Purchase Order number (RPO) or the Service number from TU 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).

Attachments in this mailbox are automatically processed by scanning software, texts in the mail are ignored.

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+871138900001:14: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+871138900001::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+871138900001:14: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+871138900001::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'	





## 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:EANL4'

Level 4 (trade item and quantity per shipping unit)

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

CONTENT

08712345000004

COUNT

0068

ADDITIONAL ID

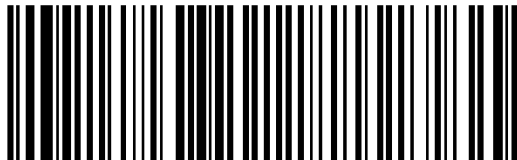
CB650703

PURCHASE ORDER

2488616

SSCC

387123456789009512



(02) 0 8712345 00000 4 (37) 0068



(00) 3 0087123 456789009 0

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

Supplier

MIX

PURCHASE ORDER

2488617

SSCC

387123456789009529



(00) 3 8712345 678900952 9

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

# Appendix 4 – SIP/MIX

**Wrong** → **Correct**

**Pallets with multiple article types are clearly distinguished with labels!**

**Wrong** → **Correct**

**Do not stack pallets higher than 1.20 metres!**

**Wrong** → **Correct**

**Stack goods within the pallet contour!**

**Wrong** → **Correct**

**Separate different article types with pallets!**