FSC-SCHOLZEN GMBH

FEINBLECH SERVICE CENTER

Deliveries and Collections via CargoClix

Information for Carriers

Dear Sir or Madam,

To support the planning and coordination of deliveries and collections at our Duisburg site, we use the **CargoClix** time slot management system.

The use of CargoClix helps to improve transport planning, reduce waiting times, and ensure a smooth and efficient process for all parties involved.

Registration and Activation

If your company has not yet been activated for time slot bookings at our site, you can register via the following link:

www.cargoclix.com/fsc-scholzen

Alternatively, the CargoClix support team will be pleased to assist you with registration and activation.

CargoClix Support
Phone: **+49 (0) 761 / 20 55 11 00**

For technical questions regarding registration or the use of CargoClix, please contact CargoClix directly.

Benefits of Time Slot Booking

Using CargoClix provides greater planning reliability and transparency for all parties involved.

Your benefits include:

- Reduced waiting times for deliveries and collections
- Improved planning reliability for drivers, carriers and dispatchers
- Transparent overview of booked time slots
- Online access to status information and timestamps
- Better preparation of loading and unloading operations

Use of CargoClix may be subject to fees in accordance with the current CargoClix terms and conditions. Billing is handled directly between CargoClix and the respective booking party.

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Required Booking Information

To ensure clear identification and processing, the following information must be provided when booking a time slot:

Collections

- A **Loading Reference Number** must be entered.

Deliveries

- The **Storage Customer** must be entered, meaning the customer for whom the material is to be stored at FSC Scholzen.

Collections

A time slot must be booked via CargoClix for every collection.

When booking, a **Loading Reference Number** must be entered. This reference number is used to assign the booking to the corresponding material and documentation.

To allow us to prepare and stage the material in time, all required information and documentation must be available to us **at least 24 hours before the booked collection time**.

The required information may be provided in one of the following ways:

- By e-mail to **versand@fsc-scholzen.de**
- By uploading documents using the **"Attachments"** function within the CargoClix booking

Use of the Attachment Function

We recommend using the CargoClix attachment function, as it allows all relevant documents to be linked directly to the corresponding time slot booking.

Examples of documents that may be attached include:

- Collection orders
- Material lists
- Material numbers
- Customer delivery notes
- CMS documents
- Transport and shipping documents
- Any other documentation relevant to the loading process

Using the attachment function improves document assignment, reduces queries and increases process reliability.

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Preparation of Goods

Once the required information has been received and a time slot has been booked, we will begin preparing and staging the material for collection.

Please note that changes to an already registered collection request may only be accommodated to a limited extent, or not at all, once preparation has started.

For this reason, all required information and documentation must be provided at least **24 hours before the scheduled collection time**.

Rebookings and Changes of Appointments

If a booked time slot can no longer be used, we kindly ask that it be cancelled or deleted as early as possible.

This makes the capacity available again for other users.

If cancellation is no longer possible and a new time slot must be booked, please proceed as follows:

In the original booking

Please enter the following information in the remarks field:

- Date and time of the new booking
- CargoClix ID of the new booking

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Please enter the following information in the remarks field:

- Date and time of the original booking
- CargoClix ID of the original booking

Avoiding Duplicate Loading Reference Numbers

As each booking is processed using a unique Loading Reference Number, we kindly ask that the reference number be slightly modified when a booking is rescheduled.

For example:

Original Loading Reference Number: `4711`

New Loading Reference Number: `_4711` or `4711_`



This prevents duplicate reference numbers and simplifies identification within our shipping department.

Non-Standard Processes and Special Cases

If a collection does not follow the standard process or if required information cannot be provided in time, please contact our shipping department in advance.

Requests should be sent to:

versand@fsc-scholzen.de

Any non-standard procedure can only be considered after prior review and confirmation by our shipping department.

Deliveries

A time slot must also be booked via CargoClix for every delivery.

When booking, the **Storage Customer** must be specified. This is the company or customer for whom the delivered material is to be stored at FSC Scholzen.

Providing the Storage Customer is essential to ensure correct assignment of the delivery and preparation of a suitable storage location.

Deliveries may be booked according to the availability of time slots.

Contact Information

Technical Questions Regarding CargoClix

CargoClix Support
Phone: +49 (0) 761 / 20 55 11 00

Questions Regarding Deliveries, Collections or Special Cases

E-mail: versand@fsc-scholzen.de

Thank you for your cooperation and support.

We look forward to continuing our successful partnership.

Kind regards,

FSC Scholzen GmbH

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