

Category	Deviation Caused by the Supplier	Additional Effort at KION [min]
Delivery	Contamination	90 per packaging unit 360 per seafreight container
Delivery	Label wrong/missing/not readable	20 per packaging unit
Delivery	Damages of packaging or loading equipment	20 per packaging unit
Delivery	Wrong product (delivery note not matching)	120
Delivery	Wrong quantity	20 per 50 pcs
Delivery	Wrong delivery date	60
Delivery	Wrong packaging	60
Delivery	Goods in wrong order for unloading	90
Delivery	Goods for different unloading point on one pallet	120
Transport processing	ASN (Advanced shipping notice) wrong/missing	120
Transport processing	Short-term cancelation or delays in transport processing	120
Transport processing	Shipping documents wrong/missing	75
Transport processing	Manual bypassing of predefined systems for transport order creation	30
Transport processing	Transport order wrong content	120
Transport processing	No time slot booked (goods receipt)	120