

BONUS / MALUS compensation system

Dear carrier!

This contractually agreed compensation system sets out the following points, which will be paid or deducted in addition to or from the basic freight price:

1. BONUS CARRIER

(excl. transports without loading slots and shipments with overnight pre-loading)

- Surcharge of EUR 40,00 per started hour, if the loading time is exceeded, as follows:
 - 2 hour loading time free for one dispensing point¹
 - Every additional hour: EUR 40,00
 - 3 hour loading time free for two dispensing points (for example SSC Industriezeile + SSC Südring)
 - Every additional hour: EUR 40,00
- Maximum compensation:
 - EUR 360,00
 - max. 9 hours standing time
 - EUR 400,00
 - no further compensation from 10 hours standing time
Immediate written confirmation to LogServ dispatcher required
The standing day have to be agreed with the lorry dispatcher
Telephone agreements are not accepted
- Charging failure:
 - From 3pm before loading day till the start of work on the loading day -> 80% of the freight amount
 - Unless a replacement load is provided (final destination within a radius of 75km)
 - Immediate vote & written confirmation required from LogServ Dispatch control*
(Versandsteuerung)
 - Customer ordered the wrong equipment -> 80% of the freight amount unless a replacement load is provided (final destination within a radius of 75km)
 - EUR 40,00 flat rate
Immediate vote & written confirmation required from LogServ Dispatch control
(Versandsteuerung)

1) *dispensing point = loading point with several charging stations*

2. MALUS CARRIER

- **(A)** An ordered delivery date/time is not met and we were not informed timely by the carrier. (before cancellation of deadline)
 - EUR 40,00 / transport
- **(B)** An ordered delivery date/time wasn't reported or confirmed until the next workday.
 - EUR 40,00 / transport
- **(C)** An ordered delivery date/time was reported incorrectly.
 - EUR 80,00 / transport
- **A + C**
 - EUR 120,00 / transport
- Random sample checks: feedback in i-Logistics not truthful
 - EUR 120,00 / transport
- **Loading slot:**
 - default, rescheduling, cancellation (less than 60 minutes before the start of the loading slot)
 - EUR 40,00 / loading slot
- **Equipment:**
 - The wrong equipment: for example standard trailer instead of coil trailer or only 2 pc. of pillar instead of 4 pc. of pillar ...
 - EUR 40,00 flat rate
 - *The equipment is not as ordered.*
 - The correct equipment will be provided at the carrier's expense.
 - *Immediate coordination with Logserv dispatch control necessary*

General information

The data status of Bonus/Malus will be analyzed on the 2nd Friday (late on the following Tuesday) of the following month and transmitted to the carrier. Time limit for appeal for the carrier: till the 3rd Friday of the following month, 8am. We will not accept any complaints after the deadline. After this deadline, the credit voucher will be issued.

Contact Bonus / Malus: bonusmalus@logserv.at

Excluded from BONUS / MALUS
voestalpine Giesserei