

Transport specifications

(For further details, we refer to the Service Level Agreement provided the latter is signed by you)

Licenses and legal notices

1. The transport company has all required licenses (transport and vehicle license) and all insurances (BA & CMR) at its disposal.
2. The trips are executed in accordance with the legal notices with respect to driving and resting hours and other social determinations. Please contact Metro immediately in case of difficulties concerning legal driving regulations.
3. In compliance with the provisions concerning loading security, the driver is to take care of the stowing and the giving of instructions about the ballast distribution.
4. The transport company complies with the current environmental legislation.

CMR

1. All transport orders are executed under the CMR conditions and are CMR insured by the transport company.
2. For each load, a CMR has to be completed, legibly signed and stamped by all three parties.
3. In case of any restriction - by sender, driver or receiver - Metro ought to be contacted immediately.
4. Remarks need to be noted down in box 9 of the CMR. They need to be signed by both the driver and the sender/ receiver.
5. In case of serious damages or insurance claims, a counter expertise needs to be provided

Vehicle

1. The vehicle should meet all legal and technical demands.
2. The vehicle should be dry, clean and odorless, undamaged (floor) and without holes (side and roof) and should be equipped with the needed dunnage. Ambient vehicles need to be equipped with all sideboards.
3. The used equipment should be subjected to regular cleaning and maintenance. These activities must be managed formally and must be proven on our demand.
4. When mentioned on the transport order, the vehicle should be equipped with a lift and / or a pallet jack.

Goods

1. The driver should check the number of pallets, the kind of goods and the quality of the goods.
2. The driver should respect all specifications regarding the safety of the goods.
3. The goods need to be stowed at all times
4. Pallets are not to be stacked on top of each other.
5. Refusals or damages have to be reported to Metro immediately.

Temperature

1. Temperature instructions are to be asked for at the place of loading
2. The truck should always be precooled. In case of frozen goods, the precooling should be carried out a temperature of -20°C.

3. The driver should measure the temperature between the cardboard boxes before loading and note the latter down on the CMR. The driver should report all deviations to Metro and ask for instructions right away.
4. The temperature in the truck is to be registered . A temperature registration can be requested by us, within three years after execution of the transport.

Incompatible goods with foods

1. Strong smelling Goods: coffee, tobacco, fish and cheese that spread a strong smell and / or are not sealed airtight, perfume, paint, spoiled goods,...
2. Dangerous goods, dangerous volatile gasses, others : solvents, ADR goods, chemical gasses, soap and other cleaning agents, anti-rust products, fat solvents and similar products, oil from battery chargers and similar products, wood, glass,...

Loading and unloading times

1. The loading and unloading times have to be respected at all times.
2. Late arrivals are never compensated for by Metro. Tardy announcements are charged to the transport company.
3. Waiting hours are only compensated for when the driver has announced himself on time, the waiting hours are on the CMR and the person giving the order has given his consent. 2 hours free for full trucks, 1 hour free for partial loads < 20 pallets.
4. If mentioned on the transport order, the transport company is to make the booking himself.

Exchange of pallets

1. Pallet movements have to be noted down on the CMR at all times.
2. In case of euro pallets, exact exchange of pallets has to be aimed at, at all times.
3. Not exchanged euro pallets are always charged.
4. In case of non-exchange, the driver has to ask the receiver for a pallet document receipt.

Signed documents and invoicing

1. The transport company should scan all signed documents (CMR and delivery note) and send them towards Metro in a delivery.TIF format within 10 days.
2. Metro will delay payment until the signed documents are available and without said documents, the transport company will be held responsible for the value of the goods.
3. After having received the documents , Metro will , within one week, send a pre-billing excel file. The transport company is to send an invoice to Metro with the same pre-billing number and amount as pre-billed by Metro . The reception date of the invoice determines the start of the payment term of 60 days.
4. Additional costs should be reported to Metro at the moment they arise , by telephone or in writing. After mutual consultation an additional cost may be added.
5. Any cost resulting from the fact that Metro was not informed about goods being loaded or unloaded too late, will always be charged to the transport company.

Subcontracting

1. Subcontracting is prohibited, unless Metro has explicitly been informed about the specifics.