

Transport instructions for unit charters of Wolves Transport

Serves as annex to order conditions unit charters

1. General agreements

- All information must be provided by the charter in Dutch, German or English. If communication takes place in a different language, the charter itself must provide an adequate translation.
- The charter provides for the information need requested by Wolves Transport. This is provided as much as possible via electronic data exchange, as explained under topic 4. Use of applications.
- Damages to the cargo that occur during transport and/or loading/unloading must be reported immediately to the Planning department of Wolves Transport. Tel: 0031-88-3747260 and/or emailed to claims@wolves.nl

2. Instruction for transporting vehicle

- The vehicles/cargo to be transported must be closed as much as possible, i.e. windows closed, doors locked, any broken windows taped shut/tarped over.
- For caravans and motor homes, the interior should also be checked to ensure that the cargo/cabinets, etc., are sufficiently secured/closed. Prevent soiling by entering the interior with clean footwear.
- In the unlikely event that a roof box, bicycle rack or the like is mounted on or to the vehicle and this was not known in advance, then this must be reported to the planning department of Wolves Transport immediately.
- If the above-mentioned items have been reported in advance, the spots where the accessories were mounted must be carefully checked for any damage before dismantling takes place. This also applies to the accessories themselves and also to the interior of the vehicle. Dismantling must always be coordinated in advance with the planning department of Wolves Transport.
- If there is a waiting time at the loading and/or unloading address, this must be reported immediately to the planning department by telephone. The total waiting time must then be sent by email to the planning department, citing the order and journey number.

3. Costs advanced

- If any costs are to be advanced/paid on location, these must be stated on the order.
- If these costs are not stated on the order, permission must be obtained from Wolves Transport's planning department in advance.
- In consultation with the planning department, an advance payment can be obtained from the administration department to cover the advanced costs of the journey.
- The charter is responsible for the safekeeping and accounting of the money received and paid. To ensure proper accounting records, the cash sheet should be used.
- Pay attention to the name to which the invoice/receipt for the costs advanced is made out. Invoices/receipts must always be made out to the name of the (end) customer, such as the Control Centre/Insurer or private individual. These must not be made out to Wolves Transport or the Charter, therefore.
- The costs paid can be submitted for reimbursement to the administration department in Wierden or can be invoiced.

4. Guidelines for CMR Waybill

- A fully completed and signed CMR waybill must accompany every transport order. An example/guideline for completion is appended in Annex 1.
- Damages identified must be accurately noted on the unfolded body image on the CMR and additionally photographed using the EasyPicture application.
- Information regarding papers, car booklets, keys, etc. should always be noted on the CMR waybill. In the absence of these items, always fill in NO.
- The CMR waybill must be signed by the issuing party and stamped by the issuing party at the loading location.
- The CMR waybill must be signed by the receiving party and stamped by the receiving party at the unloading location.
- If there are circumstances that make it difficult or impossible to check the condition of a vehicle (for example: vehicle heavily soiled, snowed under, parked tightly), this should be stated explicitly under "other remarks". This must be substantiated with photos where possible.

5. Crucial information provision to Wolves

- The order must be reported ready immediately after unloading via +31 546 58 93 52 or planning@wolves.nl
- Photos of the vehicles to be transported must be taken during both loading and unloading (see annex 3 for instructions). These must be sent digitally to Wolves. There are two options:
 1. Use of the EasyPicture mobile application (see instruction annex 4)
 2. Upload via your browser (see instruction annex 5)

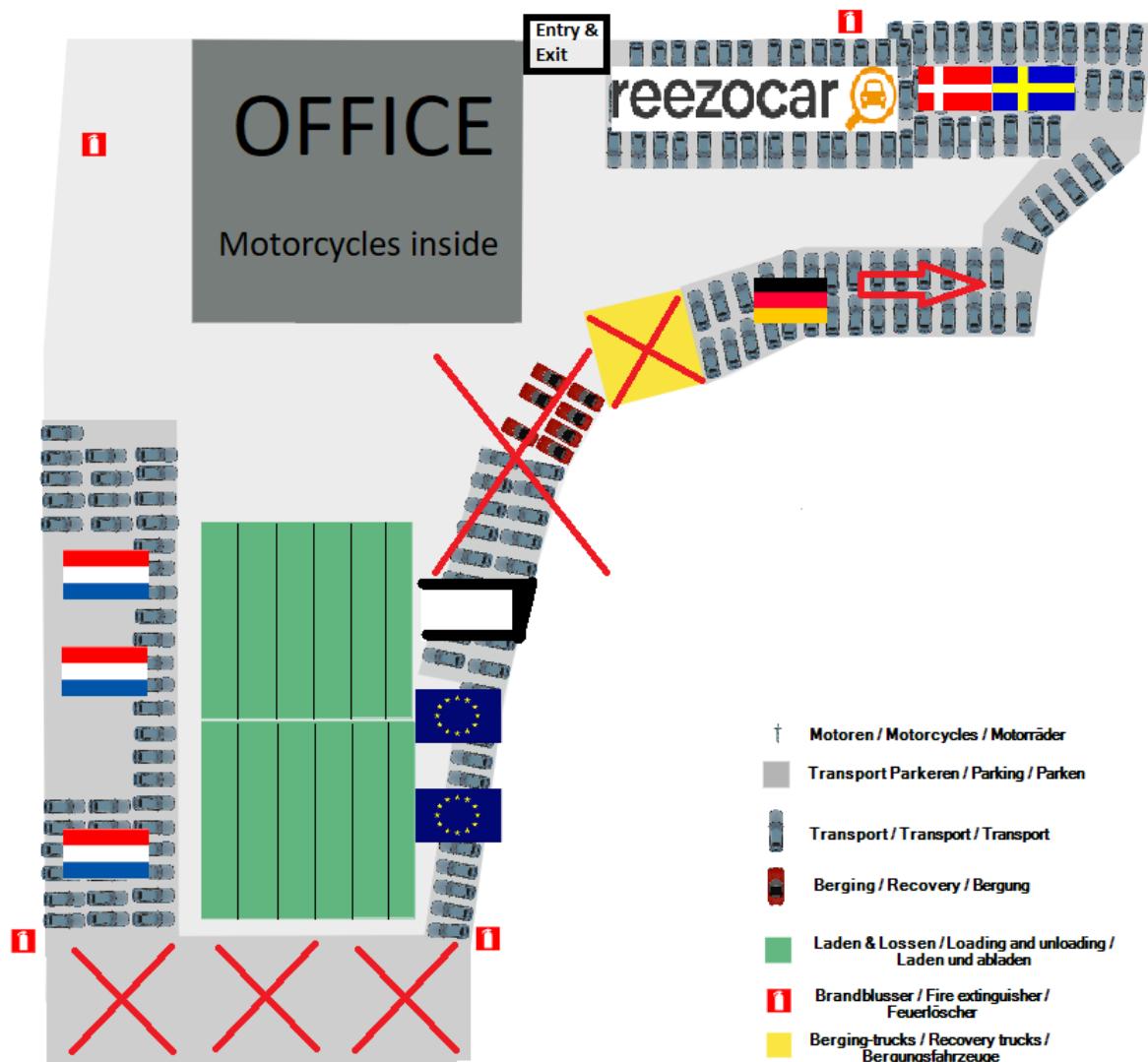
6. Particularities

- For unloading vehicles at the Wolves Wierden depot, a floor plan for instruction is attached in Annex 1.
- For customer Reezocar, photos must be taken of the purchase receipt and car documents (if available) using the TX-Flex Solo application, see instruction in Annex 5.


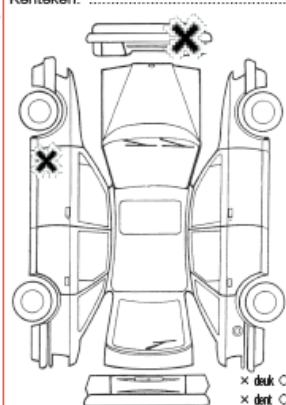
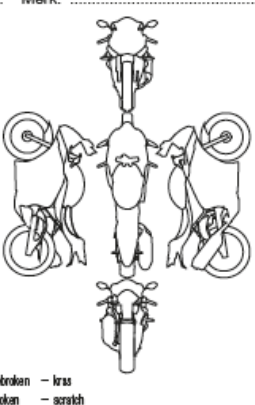


7. Contact details

- Email: planning@wolves.nl
- Telephone (regular): Monday to Friday 8.00 am – 5:30 pm +31 546 58 93 52.
- Telephone (emergency): 24/7 +31 6 24 10 73 84.

Annex 1: Map of Wierden



Annex 2: Instruction for CMR Waybill

1 Example for Exemplaar voor Sender afzender Absender	INTERNATIONAL CONSIGNMENT NOTE - TRANSPORTDOCUMENT VRACHTBRIEF - VERVOERDOCUMENT FRACHTBRIEF - TRANSPORTDOKUMENT		CMR AVC-2002	Transporter code Vervoerderscode Code Frachtführer	Your No Transportnummer								
	1 Sender (name, address, country) / Afzender (naam, adres, land) Absender (Name, Anschrift, Land) Name Client = Client X		Indien de overwegelaten plaats van inontvangstneming en van aflevering van de zaken zijn gelegen in twee verschillende landen zijn het CMR-Verdrag alsmede in aanvulling daarop de Algemene Vervoercondities 2002, laatste versie, van toepassing. NL										
	2 Consignee (name, address, country) / Geadresseerde (naam, adres, land) Empfänger (Name, Anschrift, Land) Note complete delivery address:		Indien de overwegelaten plaats van inontvangstneming en van aflevering van de zaken zijn gelegen in Nederland zijn de Algemene Vervoercondities 2002, laatste versie, van toepassing. De Algemene Vervoercondities 2002, laatste versie, zijn door s/va / Stichting Vervoeradres gedeponeerd ter griffie van de arrondissementsrechtbank te Amsterdam en Rotterdam.										
	3 Place of delivery of the goods (place, country) / Plaats (bestemd) voor de aflevering der goederen (plaats, land) / Auslieferungsort des Gutes (Ort, Land) Wolves Mobiliteit B.V. Ypeloschoolweg 27 7642 ND Wierden		16 Carrier (name, address, country) / Vervoerder (naam, adres, land) Frachtführer (Name, Anschrift, Land)  WOLVES MOBILITEIT PECHHULP BERGING TRANSPORT VERVANGEND VERVOER Ypeloschoolweg 27, 7642 ND WIERDEN Telefoon 088 - 3747260 E-mail planning@wolves.nl										
4 Place and date of reception of the goods (place, country, date) / Plaats en dat. v. inontvangstneming der goederen (plaats, land, datum) / Ort und Tag der Übernahme des Gutes (Ort, Land, Datum) Note complete loading address:		17 Successive carriers (name, address, country) / Opvolgende vervoerders (naam, adres, land) Nachfolgende Frachtführer (Name, Anschrift, Land) Stamp transportcompany or Fill in transportname Referentienr.: 48000											
6 Marks and numbers / Merken en nummers 7 Number of packages / Aantal artikelen 8 Packaging material / Wijzen van verpakking 9 Nature of the goods / Aard der goederen 10 Statistical number / Statistisch nummer / Statistieknummer 11 Gross weight in kg / Bruto gewicht in kg / Brutogewicht in kg 12 Volume in m³ / Volume in m³ / Ladung in m³													
Kenteken: Licenceplate/vinnumber Merk: Volkswagen / Nissan Type: Polo / Qashqai    <table border="1"> <tr> <td>Stuurluik</td> <td>Autopapielen</td> <td>Bagage</td> <td>Dakladder</td> </tr> <tr> <td>ja/ou/yes nee/non/no</td> <td>ja/ou/yes nee/non/no</td> <td>ja/ou/yes nee/non/no</td> <td>ja/ou/yes nee/non/no</td> </tr> </table> Kosten betaald: <input type="checkbox"/> ja <input type="checkbox"/> nee Bedrag : _____ Euro Laad condities / Loading condition / Belastungsbedingungen <input checked="" type="checkbox"/> Donker / Dark / Dunkel <input type="checkbox"/> Sneeuw / Snow / Schnee <input type="checkbox"/> Regen / Rain / Regen <input checked="" type="checkbox"/> Vuil / Dirty / Schmutzig						Stuurluik	Autopapielen	Bagage	Dakladder	ja/ou/yes nee/non/no	ja/ou/yes nee/non/no	ja/ou/yes nee/non/no	ja/ou/yes nee/non/no
Stuurluik	Autopapielen	Bagage	Dakladder										
ja/ou/yes nee/non/no	ja/ou/yes nee/non/no	ja/ou/yes nee/non/no	ja/ou/yes nee/non/no										
Overige bemerkingen / Other remarks / Sonstige bemerkingen Note all damages on the CMR above and put the notes here: Damage on right front bumper and damage on left frontdoor COC, Registration papers Teil 1 & 2 in vehicle													
18 Carrier's reservations and observations / Voorbehoud en opmerkingen van de vervoerder / Vorbehalte und Bemerkungen des Frachtführers Voertuig is NIET gecontroleerd op kleinere schade en samenstelling van bagage en inhoud		Les Véhicules sont transportés sur des camions ouverts Vehicles get transported on open car transporters Voertuigen worden getransporteerd op open autotransporters Fahrzeugen werden auf offene Autotransporters transportiert		5 Documents attached / Bijgevoegde documenten Beigefügte Dokumente									
14 Instructions regarding payment for carriage / Frankeringsvoorschrift Frachttellungsanweisungen <input type="checkbox"/> Carriage paid / Franco / Frei <input type="checkbox"/> Carriage forward / Niet franco / Untrei		13 Sender's instructions / Instructies afzender Anweisungen des Absenders											
21 Done at / Opgemaakt te Ausgefertigt in Place / Plaats AMSTERDAM on / de 30-3-2020		24 Goods received / Goederen ontvangen Gut empfangen Place / Plaats Berlijn on / de 3-4-2020											
22 Stamp from loading address with name of person and signature Signature and stamp of the sender / Handtekening en stempel van de afzender / Unterschrift und Stempel des Absenders		 WOLVES MOBILITEIT PECHHULP BERGING TRANSPORT VERVANGEND VERVOER Ypeloschoolweg 27, 7642 ND Wierden Telefoon +31 88 3747 290 E-mail planning@wolves.nl Signature and stamp of the carrier / Handtekening en stempel van de vervoerder / Unterschrift und Stempel des Frachtführers		Stamp from delivery address with name of person and signature Signature and stamp of the consignee / Handtekening en stempel van de geadresseerde / Unterschrift und Stempel des Empfängers									

Annex 3: Instructions for taking photos

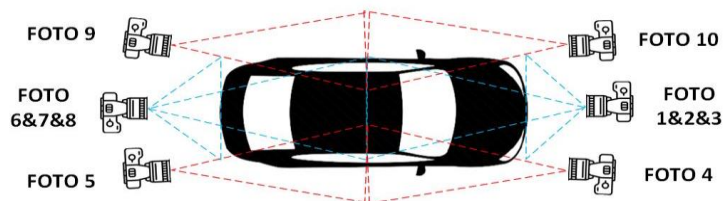


Photo 1: Underside of front bumper



Photo 2: Front bumper + bonnet



Photo 3: Windshield + Roof



Photo 4: Passenger side front



Photo 5: Passenger side rear



Photo 6: Underside of rear bumper



Photo 7: Rear bumper



Photo 8: Rear window + Roof



Photo 9: Driver's side rear

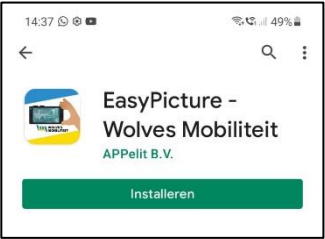
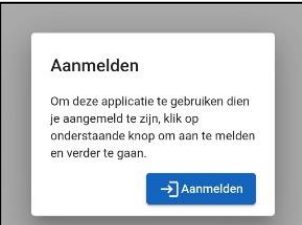



Photo 10: Driver's side front

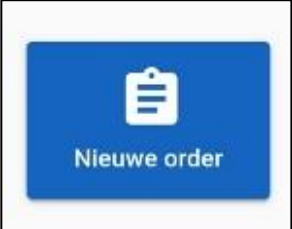
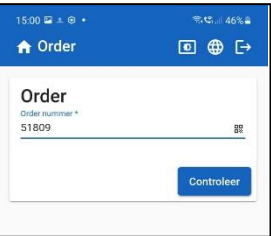

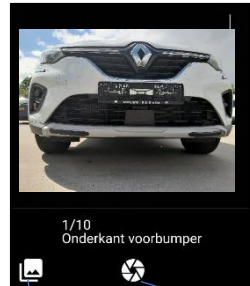
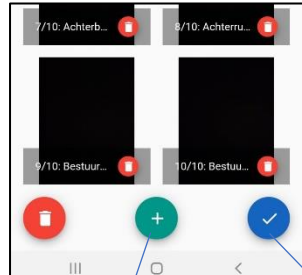


Annex 4: Instructions for EasyPicture application (Mobile version)

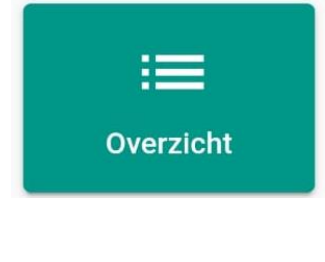
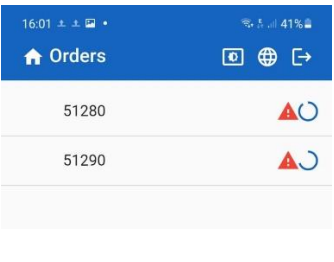
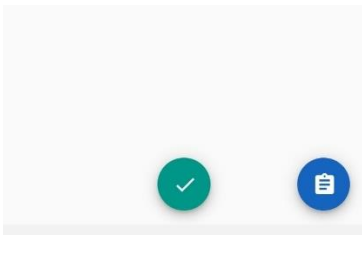
Installation + login

1. Install in Play Store 	2. Click on login 	3. Enter login details 
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Use of the application

1. Click on new order 	2. Enter order number 	3. Check and confirm 	
4. Take the photos 	5. Complete order 		
Upload photos from your gallery	Click to take photo	Take additional photos of damage	Click to send

Manual sending of photos

1. Click on overview 	2. There are still orders open 	3. Click on check mark to send 
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Annex 5: Instructions for EasyPicture application (Web version)

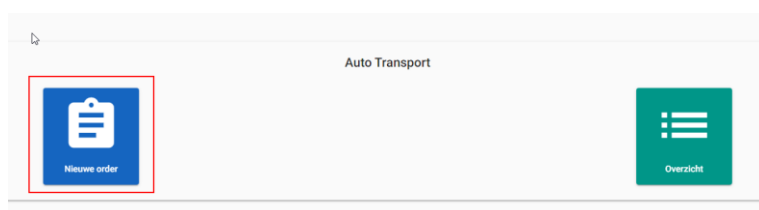
Installation + login

The online version of the EasyPicture application can be accessed via <https://wolves.appelit.com/>
Then log in with username and password.

[Wachtwoord vergeten?](#)

Use of the application

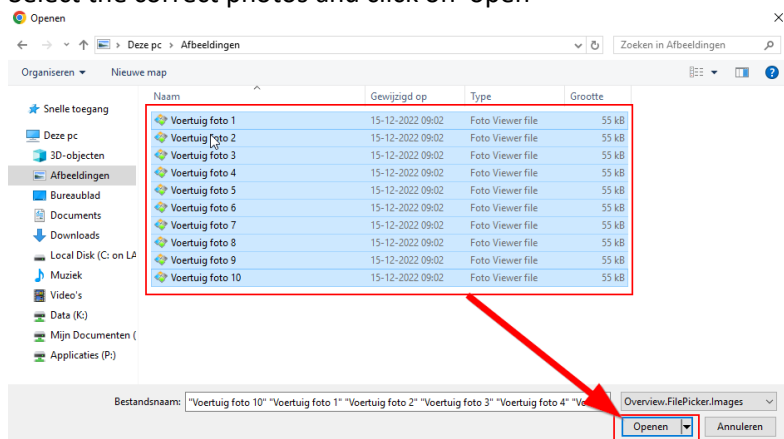
Click on 'New order' to take photos



Enter the correct order number and click on 'Check'

Order

Select the correct photos and click on 'open'



Click on check mark to send

