

Transport instructions for charters of Wolves Transport

Serves as annex to contract of carriage with: (name of charter)

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. Use of applications

- The charter must use the following applications: 1) TX-Flex Solo and 2) EasyPicture, which are explained below.

TX-Flex Solo

- TX-Flex Solo is a mobile application for the registration and de-registration of journey assignments and to help the driver receive and report back all the necessary information.
- The application must be used at all times and any problems can be reported to the planning department.
- Instructions for using the TX-Flex Solo application are attached in Annex 5.

EasyPicture

- The EasyPicture is a mobile application for photographing the vehicles to be transported during loading and unloading.
- The application must be used at all times and any problems can be reported to the planning department.
- Instructions for using the EasyPicture application are attached in Annex 3 and 4.

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.

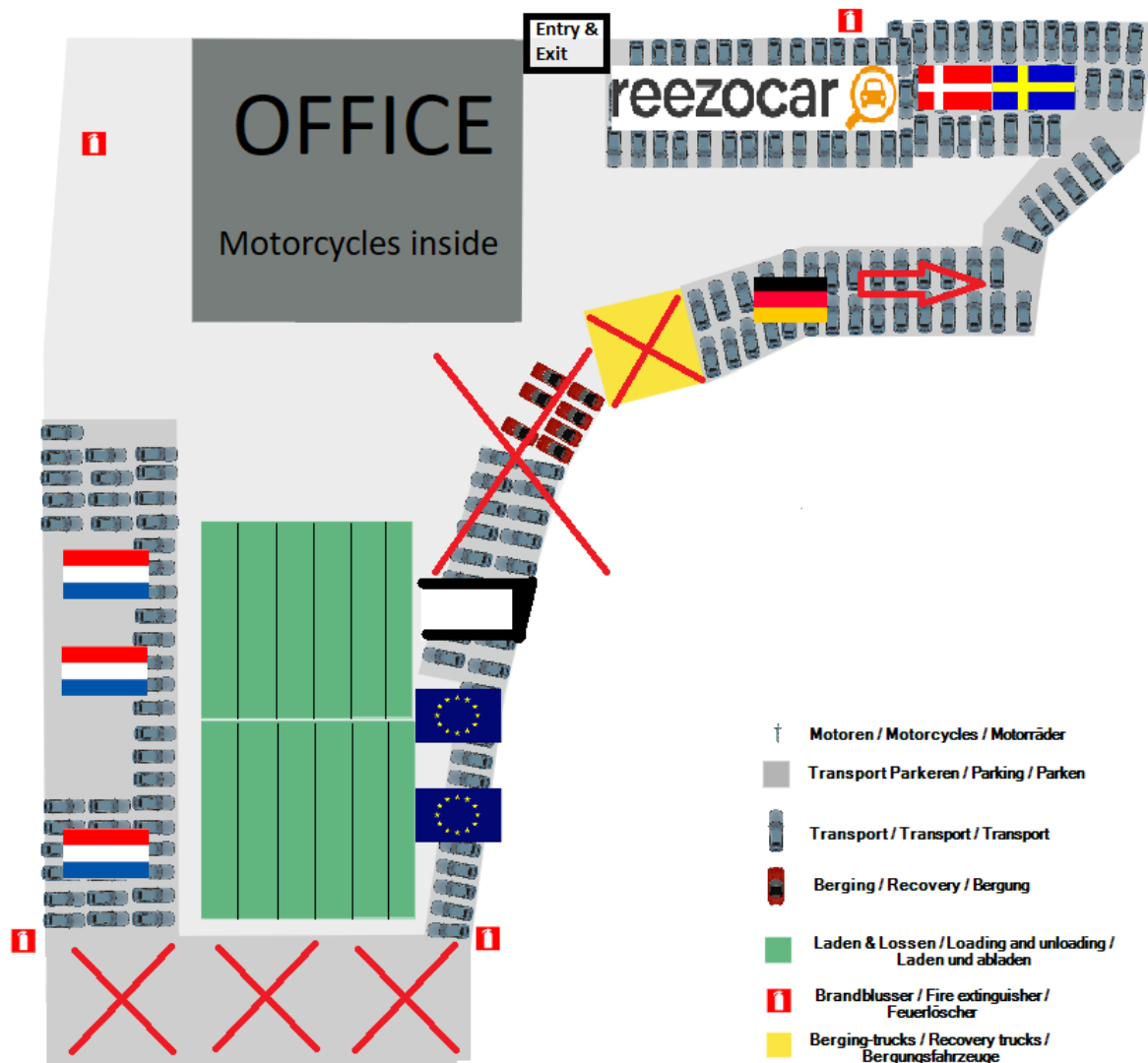
For agreement:

Name of person authorised to sign: _____

Signature: _____

Company stamp:

Annex 1: Map of Wierden



Annex 2: Instruction for CMR Waybill

1


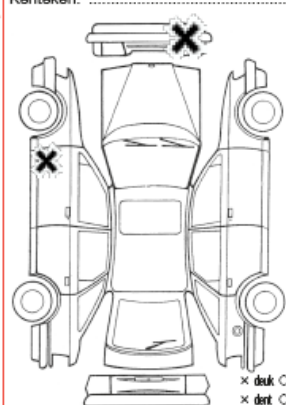
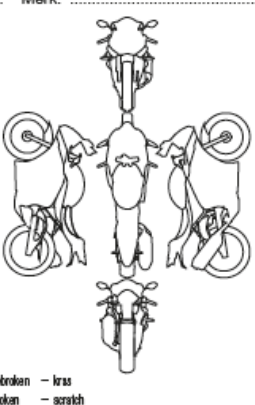


Model IRU / Autoveeracht e/va / Stichting Vervoeradres - 's-Gravenhage

Tel. 088-55 22 111 www.beurtvaartadres.nl

Uitgave Beurtvaartadres

Art. 760074

Ki4vz AUTO

INTERNATIONAL CONSIGNMENT NOTE - TRANSPORTDOCUMENT VRACHTBRIEF - VERVOERDOCUMENT FRACHTBRIEF - TRANSPORTDOKUMENT		CMR AVC-2002	Transporter code Vervoerderscode Code Frachthouder	Your Transportnumber
1 Sender (name, address, country) / Afzender (naam, adres, land) Absender (Name, Anschrift, Land) Name Client = Client X		Indien de overeenkomsten 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)		Indien de overeenkomsten 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) Frachthouder (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)		17 Successive carriers (name, address, country) / Opvolgende vervoerders (naam, adres, land) Nachfolgende Frachthouder (Name, Anschrift, Land)		
Note complete delivery address:		Stamp transportcompany or Fill in transportname Referentienr.: 48000		
6 Marks and numbers / Merken en nummers Kenneteken: Licenceplate/vinnumber		7 Number of packages / Anzahl der Packstücke Merk: Volkswagen / Nissan		
8 Packaging material / Verpakkingmateriaal Art der Verpackung		9 Nature of the goods / Art der goederen Beschrijving des Gutes		
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		Type: Polo / Qashqai		
				
× deuk / gebroken - lens × dent / bruuk - scratch × deuk / gebroken - kraker				
Overige bemerkingen / Other remarks / Sonstige bemerkingen		Kostenaantal: <input type="checkbox"/> ja <input type="checkbox"/> nee Bedrag: _____ Euro		
Note all damages on the CMR above and put the notes here:		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		
Damage on right front bumper and damage on left front door		COC, Registration papers Teil 1 & 2 in vehicle		
18 Carrier's reservations and observations / Voorbehoud en opmerkingen van de vervoerder / Vorbehalte und Bemerkungen des Frachthouers Voertuig is NIET gecontroleerd op kleinere schade en samenstelling van bagage en inhoud		19 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 / Frachttariffanweisungen <input type="checkbox"/> Carriage paid / Franco / Frei <input type="checkbox"/> Carriage forward / Niet franco / Untrei		13 Sender's instructions / Instructions 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		23 Stamp from delivery address with name of person and signature		
Signature and stamp of the sender / Handtekening en stempel van de afzender / Unterschrift und Stempel des Absenders		Signature and stamp of the carrier / Handtekening en stempel van de vervoerder / Unterschrift und Stempel des Frachthouers		
 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 consignee / Handtekening en stempel van de geadresseerde / Unterschrift und Stempel des Empfängers		

Annex 3: Instructions for taking photos

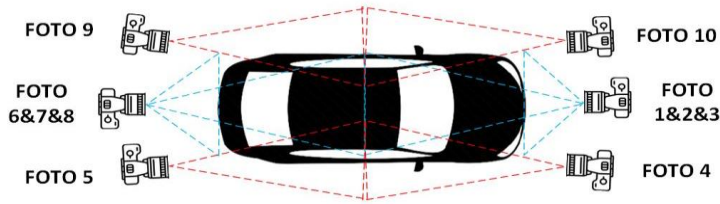


Photo 1: Underside of front bumper



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


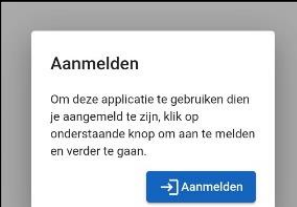



Photo 10: Driver's side front


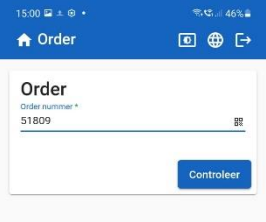

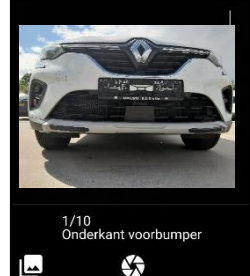
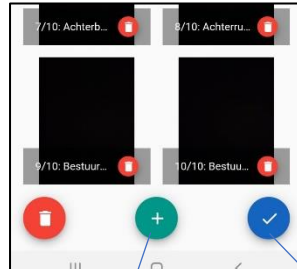


Annex 4: Instructions for EasyPicture application (Mobile version)


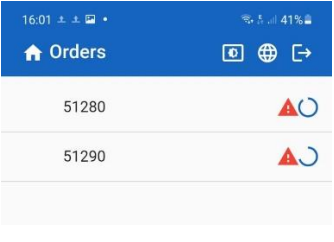
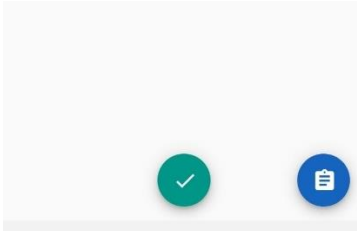
Installation + login

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

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

Manual sending of photos

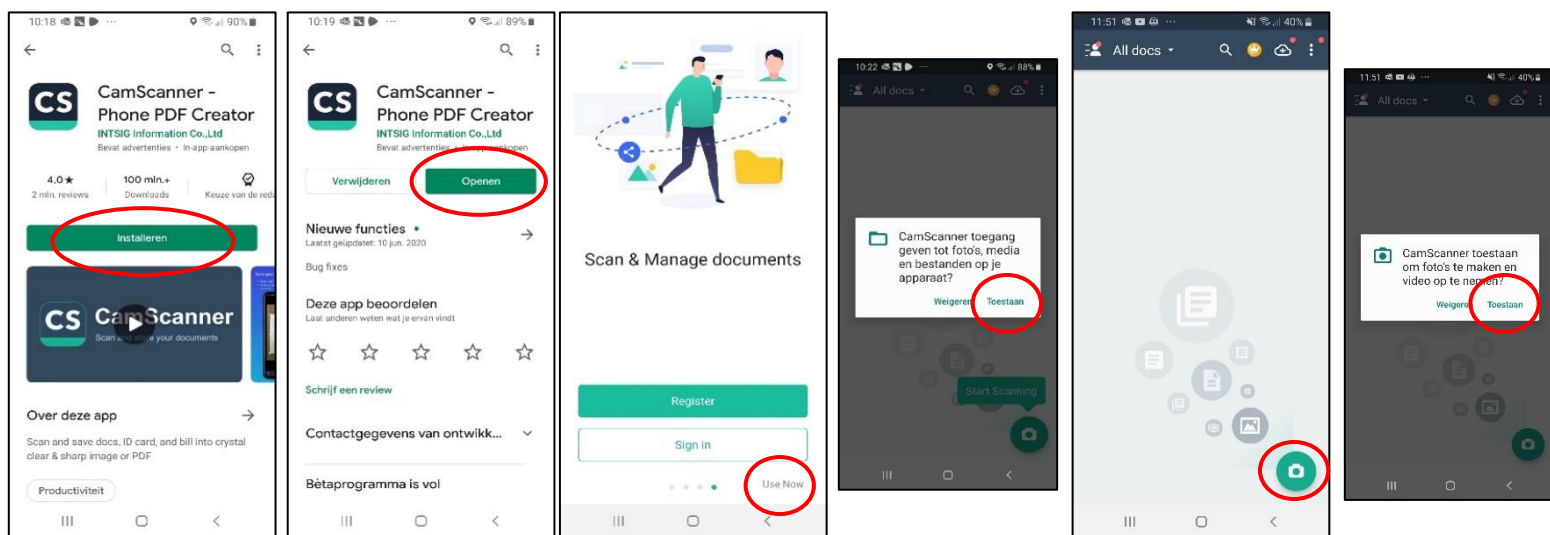
<p>1. Click on overview</p> 	<p>2. There are still orders open</p> 	<p>3. Click on check mark to send</p> 
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Annex 5: Instructions for TX-Flex Solo

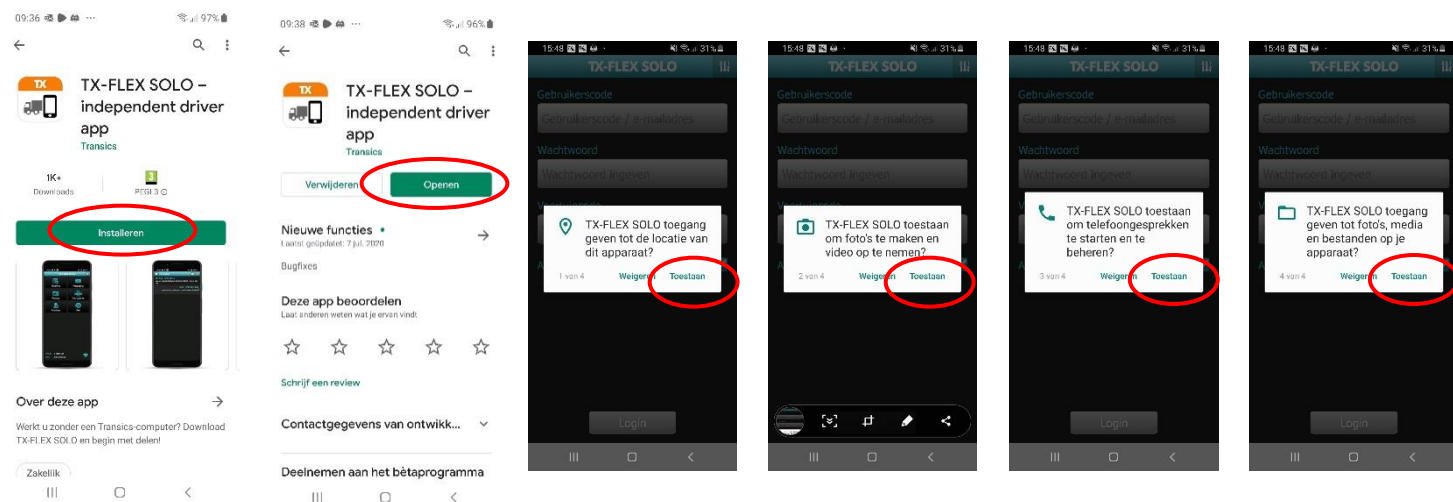
1. Install the CamScanner app on your mobile phone via the Google Play Store



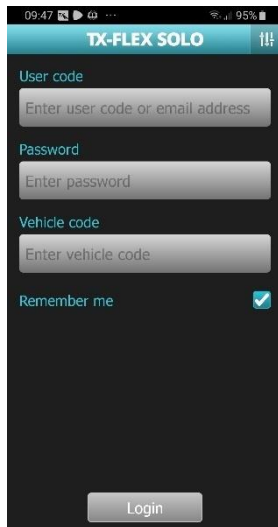
Be careful! Make sure that you also give permission 2x for access to your photos and camera.



2. Install the TX-FLEX-SOLO app on your mobile phone via the Google Play Store



3. Login with your details (see logbook)



TX-FLEX SOLO

User code
Enter user code or email address

Password
Enter password

Vehicle code
Enter vehicle code

Remember me ☒

Login

Example
User: FirstnameSurname
Password: Wolves01!
Vehicle code: Charter1

4. Change the password



TX-FLEX SOLO

New password
.....

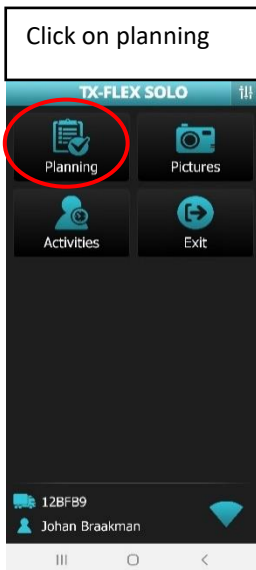
Confirm password
.....

Password rules
-Minimum allowed length password: 8
-Must contain at least 1 uppercase character
-Must contain at least 1 lowercase character
-Must contain at least 1 numeric character
-Must contain at least 1 special character

Change password

5. Ready to start

Click on planning



TX-FLEX SOLO

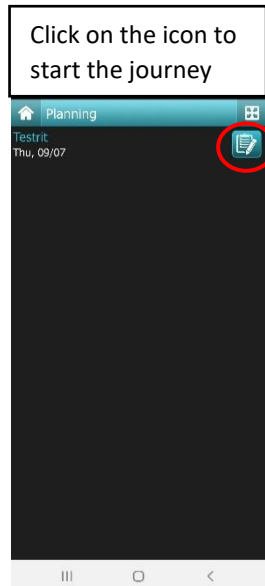
Planning Pictures

Activities Exit

12BF89

Johan Braakman

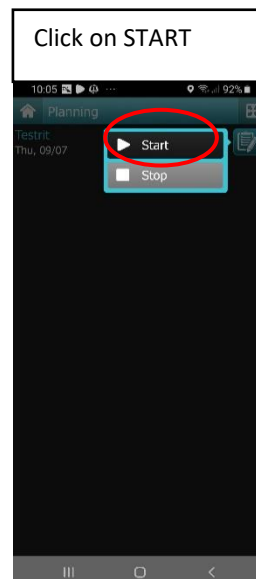
Click on the icon to start the journey



Planning

Testrit
Thu, 09/07

Click on START



Planning

Testrit
Thu, 09/07

Start Stop

Click on the icon to start the activity (loading/unloading)



Planning

Testrit
Thu, 09/07

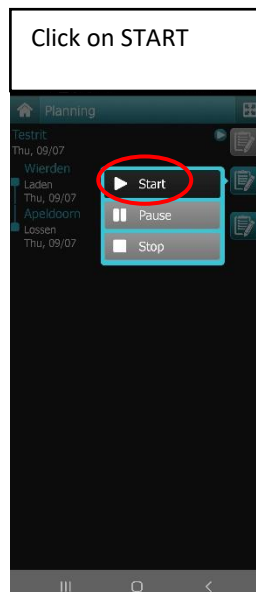
Wierden
Thu, 09/07

Laden
Thu, 09/07

Apeldoorn
Thu, 09/07

Lossen
Thu, 09/07

Click on START



Planning

Testrit
Thu, 09/07

Wierden
Thu, 09/07

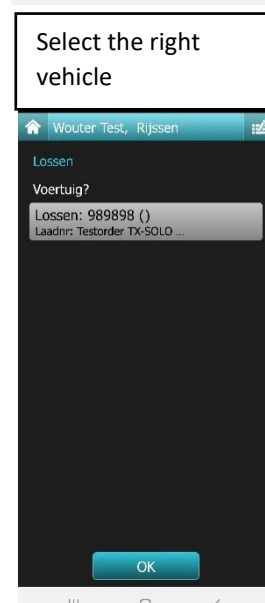
Laden
Thu, 09/07

Apeldoorn
Thu, 09/07

Lossen
Thu, 09/07

Start Pause Stop

Select the right vehicle



Wouter Test, Rijssen

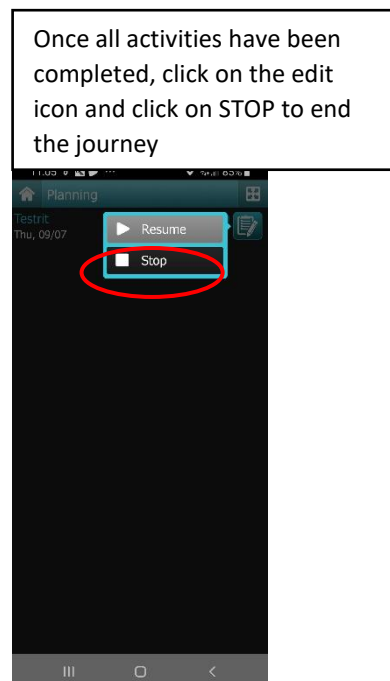
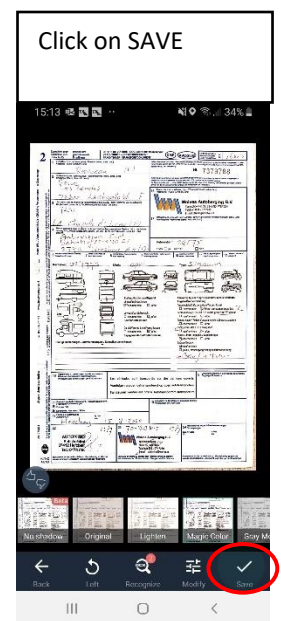
Lossen

Voertuig?

Lossen: 989898 ()

Laadnr: Testorder TX-SOLO ...

OK



Be careful: ONLY for customer **Reezocar**, take (loading) photos of the documents:

- Purchase receipt
- Car documents

reezocar 

6. Open documents

Documents, such as a power of attorney or order confirmation, are linked to the dossier. These documents can be opened in the TX-Flex Solo application as follows.

