

Information: Transporeon



Dear Customer,

in 2014 we, the Welser Profile GmbH, joined a partnership with the **Logistics Service Provider Transporeon** to optimize our loading capacities by shortening your waiting time.

To take full profit from these advantages, we recommend all our customers' logistic partners, who will pick up goods at our premises, to register at Transporeon. (Please, note that it is very seldom that our customers register at Transporeon but delegate this task to their logistic partners and freight forwarding agencies as they frequently are already customers of Transporeon.)

To register at the platform, use this link and select the desired language:

<https://customer.transporeon.com/registrationcentre/?code=MjYyMDgzOjhXZTFtc1BOd3ZOYkQ3dlldsd0djRI9UcEpVdw%3D%3D%0A>

After registering on this site you will obtain further information directly from Transporeon. Please, note that Transporeon is an independent company being merely Welser's logistics partner. Every agreement entered is an agreement with Transporeon. Moreover, Transporeon will charge a fee of € 1.63 for booking a time slot. This amount is also charged by Transporeon.

Once the registration process is finished, you are able to book time slots for pick-ups. Therefore, we would like to put your focus on a few items:

- At our Transporeon site you can **choose between our plants in Austria and Germany**. Please make sure you select the correct loading site. Otherwise we cannot consider your booking.
- You can book a time slot **up to 2 hours before loading is scheduled**. If you want to pick up your goods at 4:00 p.m., you have to book your time slot at 2:00 p.m. at the latest.
- For pick-ups requiring customs clearance, we need further information to properly prepare the documents. We need your matriculation plate No. and the route your truck will take to reach the destination. You can write this information into the comment box.
- **Our accounts department is working from Mo – Thu, 7:30 a.m. to 4:30 p.m., and on Friday from 7:30 a.m. to 3:00 p.m.** Export documents can only be completed during these office hours, so please, try to book your time slot as soon as possible, so we can react quickly. We would like to provide you an example: If you plan to pick up at 7:00 p.m. and book this time slot at 5:00 p.m., we are not able to prepare the documents anymore. Therefore, your truck will not be able to leave our premises until you get the documents the next day.
- If you do not have all data required at hand when booking a time slot, you can book without providing this information immediately. You have the possibility to add them later, up to 2 hours before loading. Until this time you can change every item of information provided except of the reference No. Please, do not forget that you have to provide all information needed for customs clearance during our office times.



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When booking a time slot and your truck arrives as scheduled, you can take benefit from the advantage that you will have very little or even no waiting time until your truck is loaded. Therefore, we need the information as listed above. Trucks disposing of a Transporeon time slot receive preferred cargo handling. Trucks without time slot have to wait until we have free resources to load. This can take between a few hours and a whole day; however, we will try our best to load every truck as soon as possible. If you are late and you missed your time slot, we cannot guarantee prompt loading but we will try to keep your waiting time as short as possible.

We hope we were able to answer all your questions. If you need further information do not hesitate to get in touch with us.