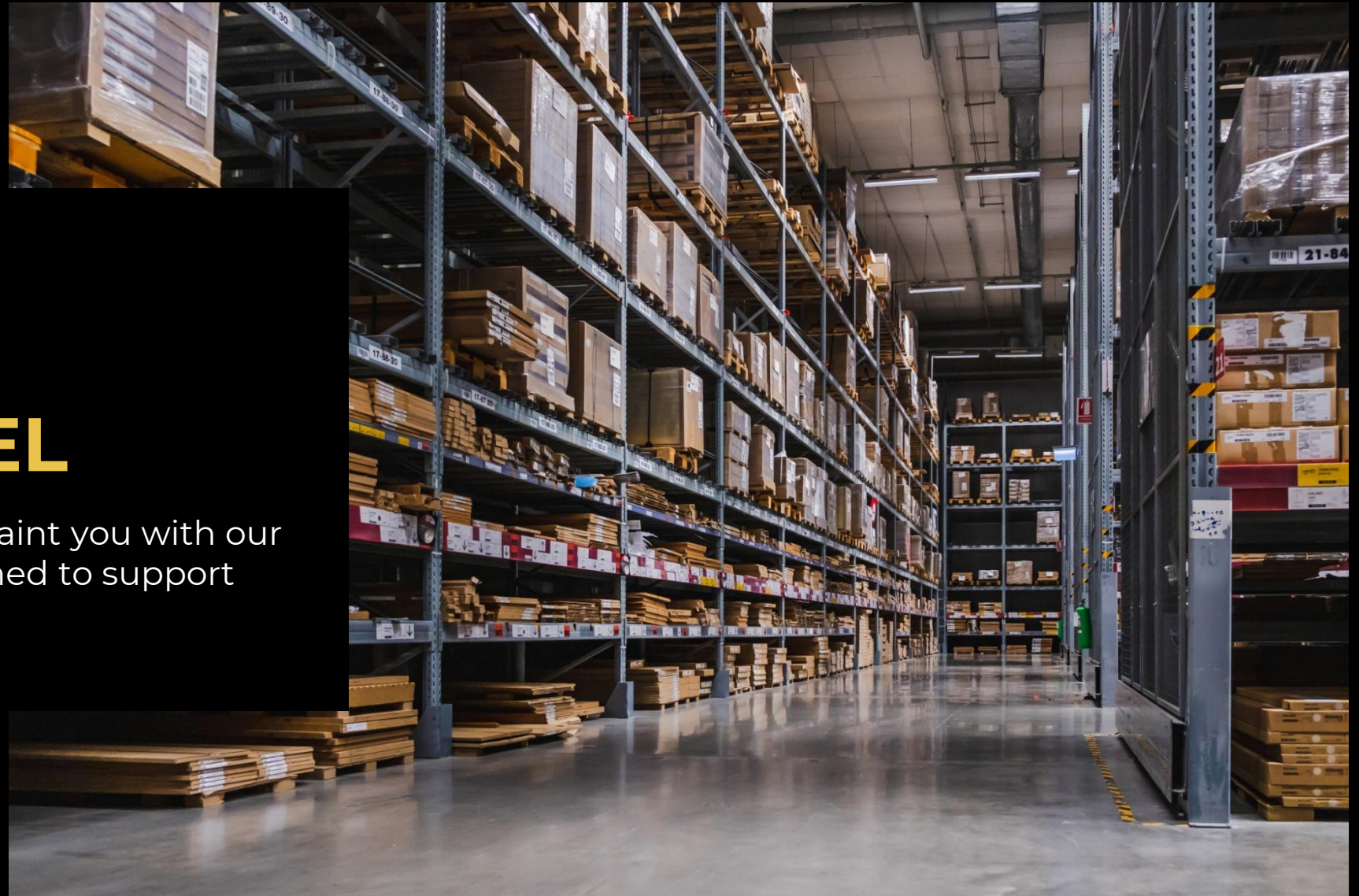


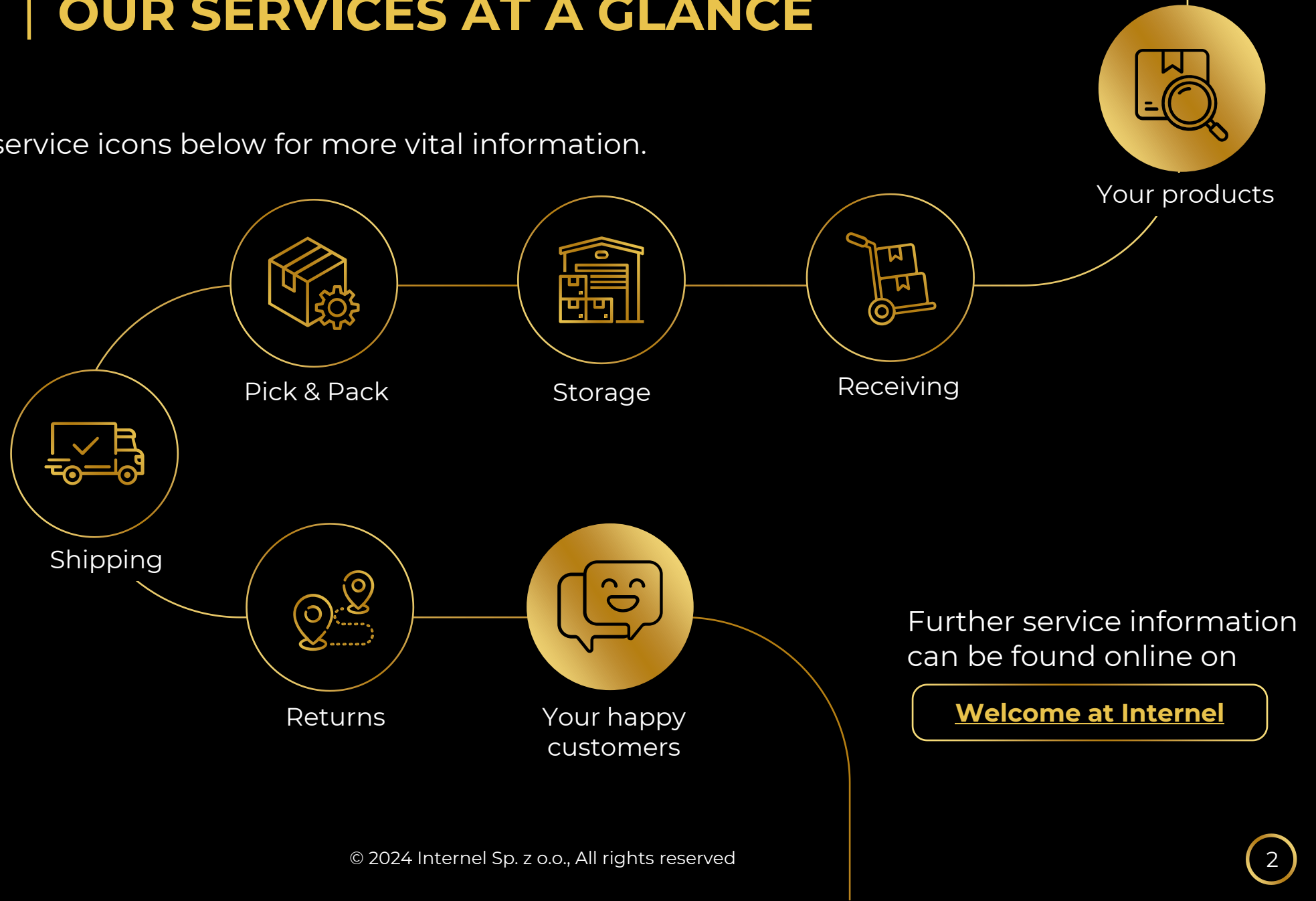
WELCOME AT INTERNAL

This presentation will acquaint you with our e-logistics services – designed to support your commercial success.



OUR SERVICES AT A GLANCE

Just click on the service icons below for more vital information.



RECEIVING

Your products should be delivered to us **DDP Warsaw** (delivered, duty paid, Incoterms 2020), free of costs and duties to the receiver.



It is important that you or your supplier notify inbound@internel.eu at least 1 day ahead of an upcoming delivery with the arrival date and a packing list of the goods in transit to us (products, quantities and barcodes).



Please consult our [inbound delivery guidelines](#) for our warehouse address, opening hours and other vital information.



Successfully received products are visible 24/7 through API or via sales platform updates, at day-end on our daily stock report as well as our daily receipt report, both sent to you by e-mail.

Our team will only contact you in case of non-conformities, i.e., quantity, quality or other issues at arrival.

STORAGE

Your products are stored in a modern distribution facility, protected by outside surveillance cameras and a 24/7 on-site security service:



All products are stored clean, dust-free, on pallets or on high-quality metal shelves, in dedicated areas and within a controlled temperature of 14-24° C.



Our facility is certified for biological products, inspected and authorised by the National Sanitary Authorities as distribution centre for dietary supplements and foodstuff.



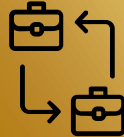
All your stocks are visible 24/7 through API or via sales platform updates; and at day-end on our daily stock report, sent to you by e-mail.

For full stock accuracy, each store location within our premises is inspected and monitored daily.



B2C orders

received until 1 PM are
processed and shipped
on the same day.



B2B and marketplace orders

have lead times of
1-2 days.

Your products are all **packed** and **shipped** in **paper materials** to protect the environment:



- ✓ recycled paper wrapping
- ✓ recycled paper delivery notes in 20+ European languages*
- ✓ FSC certified cardboard boxes
- ✓ box sealing with paper tape



Order status is visible 24/7 through API or via sales platform updates. 99% of all B2C orders received until 1 PM (95% received until 3 PM) are shipped same-day. For longer cut-off times or different KPI, please contact our sales team.

* Excluding non-Latin alphabet-based languages, i.e., Greek, Bulgarian, Russian, Serbian and Macedonian

B2C orders received until 1 PM are shipped same-day within Europe by class-A courier companies. We have summarised all local last mile services and remote areas for you [here](#). All our services are trackable; **your parcels** must be managed locally by the consignee to:



POSTPONE

the advised delivery to
another day



DEVIATE

the parcel to another
address, a post office, parcel
shop or parcel locker
station



AUTHORISE

the carrier to deposit the
parcel in a mailbox, leave it
at a safe place around the
house or to hand it over
to a neighbour



Once a parcel has left Internal, **we cannot deviate, stop it or change address details.**

A delivery option change or an address update can be done only by the consignee upon receipt of the e-mail and/or SMS advice of the carrier, usually sent 1 day prior to a planned parcel delivery.

Orders with **more than 15 units** are considered B2B deliveries with a processing lead time of 1 day for parcels and 2 days for pallets. Parcel shipments are organised as B2C orders; for **your pallets**, the following options are available:



INSTANT SHIPPING

by our preferred carriers,
Raben for international and
DPD for national pallet
deliveries (1)



SHIP OR COLLECT

enquiry sent from you to
fulfilment@internel.eu
within 1 hour of the order
submission (2)



YOUR CHOICE

needs to be confirmed by e-
mail: Internel shipping or
preparation of an EXW
delivery (3)



- (1) No action is required after order submission; the freight charges will be debited on the [service log](#)
- (2) To compare shipping by or collection at Internel, or if you require an EXW delivery, send us an updated **GENERAL CUSTOMER ORDER INFORMATION**. Once the order was processed, we return you the form with pallet weights, measurements, freight charges and the earliest collection time. B2B orders are processed in transit areas and must be cleared within 2 days, otherwise re-stored again
- (3) For all deliveries, whether shipped by us or collected, our [outbound delivery guidelines](#) apply

Our ERP system detects marketplace orders for **Amazon** automatically. Their lead time is 2 days, and once submitted to us, they follow a different order process pattern than regular B2C or B2B deliveries:



PACKING LISTS

with units per shipper, box measurements and weight are sent to you by e-mail (1)



AMAZON LABELS

generated by you in A6 paper size (10 x 15 cm) are sent **within 1 day** to fulfilment@internel.eu



SHIP OR COLLECT

We ship all boxes to the Amazon label address; or you organise a carrier collection at Internel (2)



- (1) Please note that **we do not send pallets to Amazon** but 'Amazon like' packed and labelled cartons only. Such orders are processed in transit areas and must be cleared within 2 days, otherwise re-stored again
- (2) We ship to Amazon under regular parcel shipping tariffs, in case of collection by your own carrier, our [outbound delivery guidelines](#) apply

Returned orders are processed and reported within 1 day after arrival:



Each return status is visible 24/7 through API or via sales platform updates; and at day-end on our daily return report, sent to you by e-mail. The condition of the returns are reported; the return reasons as well:

- P-1** product not liked/not according to expectation
- P-2** product characteristics wrong/product too big/small
- P-3** product does not work properly, or damaged
- P-4** wrong product received

- O-1** late delivery
- O-2** parcel not accepted/undelivered
- O-3** parcel damaged in transit/undelivered
- P-5** without specific reason/other reason

DAMAGED OR LOST PARCELS

In Europe, 3-4% of all parcels are damaged or lost in transit; even more during seasonal peaks like Black Friday or Christmas. In such cases, you will be informed either by your customer or by our logistics team.

FIRST

we recommend you **create a replacement order** to keep a happy customer.

THEN

we shall deal with a **carrier claim and/or refund**:



Carrier claims for damaged parcels need to be filed within 7 days upon detection



Carrier claims for lost parcels need to be filed within 30 days of shipping



In both cases, carriers have 30 days to respond to claims



For lost or damaged parcels with > 3 units or a procurement value > € 10 per item, please send a sales invoice and a completed carrier [consignee declaration](#) to fulfilment@internel.eu. For parcels with less units inside or a lower procurement value, we credit your [service log](#) right away with € 15; without filing a carrier claim.

Missing parcels delivered to mailboxes or persons of trust, or deposited at safe places cannot be claimed.

SPECIAL WORK TASKS (SWT)

We are happy to perform special work tasks for you, including:



labelling



repackaging



set assembly



bundle creation



many more

Just fill out an [SWT form](#) and send it to fulfilment@internel.eu for review and service price confirmation by our logistics team. When the task is done, we will advise its completion and add the costs your monthly

Service Log



Special tasks are performed in most cases within 1-2 days upon task confirmation.

If we need to procure special materials or follow specific work steps, etc.; all of these will be listed on the SWT form that we return to you by e-mail for your final task confirmation.

Refunds for product damages or losses shall be credited, costs for special work tasks will be debited to your monthly activity report within Internal, called service log. At the end of a service month, we will send you a full overview of our monthly activities.

Example:

SERVICE LOG – TICKETS & CLAIMS FOR DAILY LOGISTICS CHALLENGES

TICKET OPENING SECTION						TICKET CLOSURE SECTION			
#	Case status	Ticket opened	Order ref.	Contact person	Contact reason/issue	Additional notes	Qty (units)	Debit (-) Credit (+)	Ticket closed
1	Closed	2024-01-12	A123	AD	Parcel/products damaged in transit	Item XYZ damaged	1	€ 5,00	2024-01-31
2	Closed	2024-01-20	A124	KB	Special work requested to Internal	Barcode labelling	1000	€ -205,00	2024-01-31
3	Open	2024-01-29	C125	AD	Parcel/products lost/stolen in transit	Claim pending for € 122,54	2		

The log consists of all closed cases, its total will be credited or debited by our finance to our next service invoice. Open cases will be closed during the next month, as carriers have 30 days to answer for claims.

ORDER DATA SUBMISSION

No matter how you are linked with us; the most important for a smooth local parcel handover is a correct consignee address.

STANDARD ADDRESS FORMAT

#	Address field	Max. length (characters)	Additional notes
1	Recipient first name	20	Min. 2 characters
2	Recipient last name	20	Min. 2 characters
3	Company name	30	
4	Street name*	30	
5	House number*	5	
6	Apartment number*	8	
7	Postal code	10	
8	City	30	
9	Country	2	ISO 3166-1 alpha-2 codes, e.g., DE, FR, ES, etc.
10	E-mail address	5-40	
11	Phone number	9-15	Local phone number required

* Quantity of characters for each individual field; if all 3 fields are used, total maximum length = 40 characters



Important for Germany: Parcels for DHL parcel lockers (Packstation) or post offices (Postfiliale) require a recipient no. of 6-11 characters (field # 3), the word Packstation or Postfiliale (field # 4) and a parcel locker no. of 3 characters (field # 5). For DPD pick-up points the word DPD Paketshop in field # 3 is required. Generally, avoid information like 'left door', '3rd floor' or 'doorbell Weber', etc.; instead, ask customers to **include the name of the doorbell in the recipient address fields # 1, 2 or 3.**

FAQ	ANSWER	INTERNEL CANNOT...
How can we cancel an order that was already submitted to Internel?	Let us know as fast as possible with an e-mail titled: CANCEL [the order number].	cancel an order that was already processed or handed over to the carrier; the parcel will need to be refused at arrival.
How can we change an order that was already submitted to Internel?	Send us an e-mail titled: CANCEL [the order number]. If we can still cancel it, you can change the order details and re-submit it to us for execution.	manually change order details; once an order was already processed by us, or if it was cancelled in our ERP system.
Can we set priorities on which orders are processed first?	Unfortunately not. Orders are processed on a FIFO basis and executed instantly by our operators.	
Can we re-route a parcel in transit to another delivery address?	Unfortunately not. However, your customer can re-route it upon the receipt of the carrier e-mail or SMS notification.	submit changed delivery instructions to the carriers for parcels that are already in transit.
How to proceed if a parcel was not received, despite its status being 'delivered'?	Proceed as outlined in the Damaged or lost parcels slide.	enquire for a proof of delivery (POD), as due to Covid-19 most EU carriers have stopped the collection of signatures, unless specifically requested (and paid for) prior to shipping.
Can we communicate with you via WhatsApp or other social media?	Our data security guidelines do not allow us to engage in social media chat. However, we are happy to communicate with you via phone or e-mail.	
Will you keep us posted on all order issues?	We advise you on all issues that incur during your parcel's transit to your customers via our daily exception reports.	monitor every order; however, we will inform you ASAP in the case of any issues being detected by our systems.
What other services do you provide?	We report monthly expiry dates for dietary supplements/foodstuffs as well as periodical stock counting results. We also perform all kinds of value-added services which you can order as outlined in the 'Special work tasks (SWT) slide.	
Our customer wants all personal data removed; what's the process for that?	Send us the customer's name and order number to dpo@internel.eu and we will cancel all data as per GDPR guidelines. We will confirm this with you via e-mail and advise the carrier to not use such personal data for that order.	

GREAT DISCOVERY

Now that you are acquainted with Internal's services for your online business, we trust you were **pleasantly surprised**.


If there is more you wish to know, or if there is anything else we can do to help you grow your business, please do not hesitate to contact us; we are **happy to help**.

The Internal logistics team can be reached from Monday to Friday, 8 AM to 4 PM CET.



INTERNAL LOGISTICS TEAM

 fulfilment@internal.eu

 Internal Sp. z o.o.
ul. Księcia Ziemowita 59
PL-03-885 Warszawa



Internal Poland is registered with the Warsaw District Court, company no. KRS0000465790, VAT no. PL9512367949.
Subsidiary of the Internal Group, headquartered in Zurich, Switzerland.