

Figures, data, facts

SyncroSupply time slot management system

- In expanding its site in Neustadt in Saxony, CAPRON is breaking new ground to ensure that it can continue to cater for the increasing number of deliveries/pick-ups going forward. We have been using the SyncroSupply time slot booking system to manage the flow of stock systematically since January 2024. This enables us to make more effective use of our existing capacities and simultaneously allows hauliers to optimise their delivery times at CAPRON, thus giving them greater scope for planning. This optimises waiting periods, downtime and throughput times for drivers and facilitates effective deployment.
- Starting on 15 April 2024, we will also be integrating this time slot management system into chassis delivery on a step-by-step basis.
- We are relying on your cooperation in this respect. All hauliers that get in touch with us proactively will be registered one by one and authorised to use the time slot management system.
- All deliveries booked through the time slot management system will be prioritised. Deliveries that are not booked through the time slot system will be allocated/unloaded in the order of arrival in accordance with the capacities available. We will also adjust unloading capacities in line with the registration and participation of hauliers in the time slot management system. As the number of hauliers using the time slot management system expands, we will increase the amount of unloading capacity that can be booked for this purpose, thus reducing the amount of free capacity available for drivers without a time slot. We therefore recommend that you register to use the system.
- How can you register and use the time slot booking system? Please use the new registration form on our website to submit your contact details. You will find this form at <https://www.capron.eu/Speditionen.php>. Please allow a lead time of 10 working days for a new account to be set up and for an activation link and instructions on how to use the system to be sent.
- Trading of reserved time slots is not permitted! If this comes to our attention, we will bar the haulier in question from using the time slot management system. The same applies to hauliers that repeatedly reserve time slots and fail to use them.
- **Opening hours:**
Our chassis acceptance point is open for incoming deliveries from 6 a.m. to 5 p.m. These times may differ in the individual unloading zones. You will find any deviations in the individual loading points in the time slot management system.

- Should you have any questions or difficulties, please e-mail us at:
Zeitfenstermanagement-fahrzeuglogistik@capron.eu
We will get back to you as soon as possible.

Obligatory booking

- At present, there is no obligation to make bookings for chassis deliveries.
- Unregistered freight will be logged when it arrives and unloaded in the order of arrival within the remaining capacity available. This is likely to lead to downtime. We will also adjust unloading capacities in favour of the time slot management system in line with the registration and participation of hauliers in the time slot management system. As the number of hauliers using the time slot management system rises, we will increase the amount of unloading capacity that can be booked for this purpose, thus reducing the amount of free capacity available for drivers without a time slot. We therefore recommend that you register to use the system.
- We will not make any refunds for downtime incurred because a booking was not made.

Subcontractors

- If a haulier appoints a subcontractor, the general contractor is free to decide whether it wishes to book a time slot on behalf of the subcontractor. The name of the subcontractor must be specified as the carrier when making the booking. Alternatively, you can also send us the name and contact details of the subcontractor that will be working for you 10 working days prior to the first delivery by said subcontractor. This enables us to add the subcontractors and send them their login details and a set of instructions. As a result, the subcontractor can book its own time slots. You can find the relevant form at www.capron.de/speditionen.php.

At the plant | Driver-relevant processes

- Each time you book a time slot, you will receive a booking confirmation, the ticket ("*Fahrtenschein*"), which must be shown to our porter. The **ticket** must be presented at every point on route. For this reason, we recommend that you print it out and hand it to the driver as an attachment to the delivery documents and not just keep it as a PDF on a smartphone.
- Presenting the ticket is obligatory. If a driver does not have a receipt, we will treat this delivery as a delivery without a time slot booking and the driver will have to queue. Please ensure that the driver has the receipt with them.

- There are two access roads to the plant. Please refer to the printout on the ticket for the relevant delivery address/plant entrance.
- When arriving at the plant, drivers must report to the gate at Kirschallee 16, 01844 Neustadt in Sachsen and present their ticket. The delivery is registered as having arrived at the plant. The driver waits in his lorry in a public traffic area. Once the unloading zone becomes available, the driver will receive a text message on the telephone number provided at the time of booking instructing them to make their way to the unloading zone.
- To enable us to dispatch your lorry from the waiting areas to the loading zones, it is essential that the driver's mobile phone number is provided when the time slot is booked. There is no other possibility of dispatching drivers. If you are not prepared to enter the relevant telephone numbers, you will unfortunately be unable to use the time slot management system.

Zeitfenster buchen

Relation: Chassis Lieferungen alle Lieferanten ☆
Bearbeiten

Buchungsinformationen

Allgemeine Fahrt Daten

Fahrttyp: Lieferung Chassis Spedition: * Capron
 Lieferant: *

Frachtführer: *

Bemerkung: Bemerkung einfügen

Fahrzeug- und Fahrerdaten

Kennzeichen: * Anhänger-Kennzeichen: *
 Sprache Fahrer: * Mobilnummer: *

Ladeziele und Ladungsinformationen

Be-/Entladestelle: * 32.10i Chassisanlieferung Ladungstyp: * Entladung Ladeinheit: * Chassis-LKW / Truck with chassis Lademenge: *

- The “Driver language” (*Sprache Fahrer*) setting can be used to specify the language in which your driver receives the text message.
- In the **driver arrives at the plant ahead of schedule**, the lorry is dispatched to the waiting position and as soon as the unloading area is free, information is sent by text message to the mobile phone number specified in the booking.
- In the event of a **late arrival**, the original time slot is deemed to have expired and the corresponding arrival time is also automatically re-scheduled and retrieved by the system as soon as a new free time slot becomes available. In the best-case scenario, a time slot is found on the same day so that unloading is guaranteed. If the driver's initial registration is made after 3 p.m., a time slot will no longer be available and unloading will automatically take place on the next working day. In this case, we can guarantee unloading during the morning, but without a time slot. The haulier does not need to make a new booking.
- We will not reimburse you for any downtime incurred due to missed time slots; the same applies to early arrivals at the plant. Please make your drivers aware of these procedures so that no confusion arises on site.

Booking time slots

- The first step in booking a time slot is to specify a “**relation**”. For chassis deliveries, this relation is called: “**Chassis Lieferungen alle Lieferanten**” (*chassis deliveries all suppliers*).
- Start and end of booking for suppliers:
 - Free time slots can be booked up to 7 days ahead of time.
 - Time slots for returns/pick-ups must be booked by 6 p.m. On the preceding day. The pick-up delivery notes must be attached to the booking and the pick-up delivery note number must be entered in the “Reference” (*Referenz*) field when making the booking. This lead time is required in order to prepare for the pick-up and thus ensure swift processing.
- Specifying a vehicle licence plate number is a mandatory part of the booking. This enables us to match the booking to the corresponding delivery should the ticket get lost.
- Loading unit and load quantity: **1 lorry counts as a loading unit**, so you can only enter **the number 1** for the load quantity.

Ladeziele und Ladungsinformationen

Be-/Entladestelle: *	Ladungstyp: *	Ladeinheit: *	Lademenge: *
32.10 Chassisanlieferung	Entladung	Chassis-LKW / Truck with chassis	1

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Weiter

- SyncroSupply will store data in the booking screen as soon as all required booking information has been entered and confirmed with “*Weiter*” (continue). This creates a route and a route number is assigned. The booking confirmation will not appear on the screen until you have entered a preferred time, selected one of the time slots generated and saved it. Only then will a time slot be reserved. Please note that we will delete any incomplete data records or booking details that do not have a scheduled time slot.

Information on the processing of personal data

Capron GmbH attaches great importance to the protection of your personal data. We process your personal data in accordance with the relevant statutory data protection requirements for the purposes specified below. Personal data within the meaning of this information on data protection is any information relating to your person.

▪ Data controller and data protection officer

Data controller:

Capron GmbH
Berghausstrasse 1
01844 Neustadt in Sachsen, Germany
Telephone: +49 3596 53-0
E-mail address: kontakt@capron.eu

We have appointed a data protection officer. You can contact him at:

DDSK GmbH
– Stefan Fischerkeller –
Dr.-Klein-Str. 29
88069 Tettnang, Germany
E-mail: datenschutz@capron.eu

▪ Source and origin of data collection

When booking time slots, we process personal data that we have collected directly from you or through your employer.

▪ Categories of data

Relevant personal data categories can include, in particular

- Personal data (name)
- Contact details (e-mail address, telephone number)
- Data concerning your use of the telemedia offered by us (e.g. the time you access our websites)
- Vehicle licence plate number

▪ Purposes and legal bases of the processed data

We process personal data in accordance with the provisions of the General Data Protection Regulation (GDPR),

the German Federal Data Protection Act ("*Bundesdatenschutzgesetz*", BDSG) and other applicable data protection regulations (details below).

In order to optimise the delivery of materials, we use a web-based platform that enables hauliers to set up a time slot for delivery.

In order to book these time slots, it is necessary for the drivers' mobile phone numbers to be collected so that we can send them a text message as soon as the delivery time slot begins.

The legal basis for processing data is Article 6 (1) (f) General Data Protection Regulation (GDPR). The processing is carried out on the basis of our legitimate interests. In this respect, we would like to reduce the waiting times for hauliers when making deliveries and make planning easier for us and the haulage companies by using time slots.

We have no control over which mobile phone number is entered in our system. Each respective haulier is responsible for the lawful collection and processing of the driver's mobile phone number.

Providing a mobile phone number is not mandatory. However, please note that in this case, it will not be possible to allocate a specific time slot and delivery will therefore be delayed.

Automated decision-making in individual cases (including profiling)

We do not use purely automated decision-making processes pursuant to Article 22 GDPR. Should we use this kind of a procedure in individual cases in the future, we will inform you of this separately where this is required by law. In certain circumstances, we may process some of your data with the aim of evaluating certain personal factors (profiling).

▪ Data recipients

Within the EU/EEA

Internal departments and organisational units within our company receive your data if they need it to process and implement our legitimate interests.

Your data will be transmitted to external parties if external service companies process data on our behalf as processors or function providers.

We will not forward your data to third parties for any other purpose. If we engage service providers within the context of processing an order, the service providers will treat your data in accordance with the same security standards. In all other cases, the recipients may only use the data for the purposes for which it was transmitted to them.

Outside the EU/EEA

Data is not transferred to parties in countries outside the European Union (EU) or the European Economic Area (EEA) ("third countries").

Overview of recipients

The following recipients receive your data as part of the data processing outlined in this document:

Recipient:

INFORM GmbH Pascalstr. 35; 52076 Aachen, Germany

Transfer to a third country:

Data is not transferred to third countries.

▪ Retention period

We process and store your data for a period of three days. The details of the respective booking are then anonymised. This means that it is not possible to restore the data at a later date.

▪ Your rights

Subject to certain conditions, you may exercise your data protection rights.

- You have the right to obtain information from us regarding your data that we have stored in accordance with the provisions of Article 15 GDPR (with restrictions in accordance with Section 34 BDSG where applicable).
- If you request us to do so, we will correct the data we have stored about you in accordance with Article 16 GDPR where it is inaccurate or incorrect.
- If you request it, we will delete your data in accordance with the provisions of Article 17 GDPR, unless other statutory

provisions (e.g. statutory retention obligations or the restrictions under Section 35 BDSG) or an overriding interest on our part (e.g. to defend our rights and claims) prevent this.

- Taking the requirements of Article 18 GDPR into account, you may request us to restrict the processing of your data.
- Where your personal data is processed on the basis of legitimate interests pursuant to Article 6(1)(f) GDPR or is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller, you have the right to object to the processing of your personal data pursuant to Article 21 GDPR on grounds relating to your particular situation or if the objection is aimed at direct marketing. In the latter case, you have a general right to object, which we will implement without the need to specify a particular situation.
- In accordance with the provisions of Article 20 GDPR, you also have the right to receive your data in a structured, commonly used and machine-readable format or to have it transmitted to a third party.
- In addition, you have the right to revoke your consent to the processing of personal data at any time with effect for the future.
- Moreover, you have the right to lodge a complaint with a data protection supervisory authority (Article 77 GDPR). However, we recommend that you always address a complaint to our data protection officer first.
- The supervisory authority responsible for our company is:

The Data Protection Officer for the State of Saxony
Devrientstrasse 1, 01067 Dresden, Germany
Telephone: +49 351 493-5401
E-mail: saechsdsb@slt.sachsen.de

- If possible, your requests to exercise your rights should be sent in writing or by e-mail to the address stated above or directly in writing or by e-mail to our data protection officer.