

## **Q&A – frequently asked questions**

---

### **No invoice without purchase order!**

Please note that in principle invoices without order reference will not be accepted.

### **Opening hours for delivery of goods?**

The opening hours for deliveries are individually regulated by the locations of the Heraeus Groups and may be requested there directly.

### **Quality: When is a certification, e.g. in line with DIN ISO EN 9001/ IATF 16949 required?**

It is requested from all suppliers whose material can have a decisive influence on the quality of the final product, and/or who supply material that constitutes a large share of the total part. In case, proof of the level of quality must exist.

### **What kind of packaging is needed?**

For rapid transport and optimal storage the use of cardboard boxes and euro-pallets are called for. Goods are to be packed in such a way that any possible damages resulting from transportation are avoided. Only environmental friendly packaging materials may be used.

### **How should the goods be marked?**

All deliveries must clearly show the following data on every single package:

- Name of supplier
- Heraeus purchase order number
- Brief description of the content, including the number of pieces, weight, etc.

### **You would like to introduce your company to Heraeus?**

With a single [supplier registration](#) (SRM), you will obtain access as a supplier to our as a supplier portal. There you can enter information about your company, give up your quotations as well as manage as a supplier data and exchange documents (DAE). All details and documents will be treated confidentially.