



Neutral loading and unloading

The instructions below explain how to proceed if you are instructed to carry out a particular transport neutrally.

Why neutral loading and unloading:

Several of our customers are trading companies. Trading companies earn their living by buying and selling a certain commodity. They built a network of suppliers and customers for this purpose. It is important that the supplier and the buyer do not know about one another, otherwise there is a high risk that these parties will start doing direct business with each other, thereby jeopardising the existence of the trading company.

How it works in practice:

If you are instructed to do neutral loading and unloading, proceed as follows:

- *At the loading address:*

Sign in on behalf of the customer and state what you have come to load as instructed by the planning department. If you have been given a loading number, state this clearly.

- *The (first) CMR/ bill of loading:*

On the consignment note, the consignor (box 1) is the factory where you are loading, the consignee (box 2) is the customer - not the actual unloading address! In box 3 of the CMR, also fill in the customer's address - so not the unloading address.

- Do not show a journey assignment or other documents showing where the shipment will eventually be unloaded. Also make sure no seal or sample container with the wrong name is present.

After you have loaded and before driving to the unloading address

- After you leave the loading address, write a second (CMR) consignment note yourself but now put the name and address of the customer as the consignor (box 1).
- As the consignee (box 2), fill out the details of the unloading address.
- Now also fill in the customer's address in box 4 - so not the address of the place of loading.
- Fill in the rest of the CMR as usual, i.e., product and quantity.
- Then fill in the customer's address in box 21 (not the loading address) and the date of dispatch.

Upon arrival at the unloading address

- Sign in in name of the customer and hand over only the second CMR. That is, the one listing the customer as the consignor and the unloading address as the consignee.
- Do not issue any other document that may show the source of the product. Do not issue weighing slips and/or a delivery note, as they will show where the product has come from, defeating the point of writing a second consignment note.
- If you are asked for information about the source of the product or are asked to provide the weighing slip, delivery note, or any other document that may show the source, do not engage in discussion but instead refer to the customer or planning.
- Don't be loose-lipped and don't accidentally disclose information in the factory either.
- There are times when you will load or unload in the name of another party. In this case, your planner will instruct "loading in the name of ...". You then fill in the name and address of this party on the first CMR in boxes 2 and 3.
- If you are instructed to "unload in the name of ...", you must enter this name and address on the second CMR in boxes 1, 4 and 21.
- When in doubt, contact your planner.