

# Global Delivery Instructions

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## 1 General

- (1) These delivery specifications apply worldwide to all suppliers, freight forwarders, and service providers delivering goods on behalf of Ivoclar - regardless of the country of origin, mode of transport, or agreed Incoterm. They form an integral part of the purchasing conditions and are to be understood as a supplement to the logistics specification. In addition to these general provisions (Chapters 1-8), the site-specific requirements set out in Chapter 9 must always be observed.
- (2) These delivery specifications define all globally applicable requirements to ensure a smooth and delay-free delivery process. The supplier is responsible for delivering the goods on time and of the agreed quality.
- (3) The supplier must ensure compliance with all relevant national and international laws, regulations, and guidelines. This includes in particular:
  - Transport regulations, including transport safety
  - Dangerous goods regulations (in particular ADR, IMDG, IATA, as well as national requirements)
  - Trade and export control regulations
 This obligation applies both to the supplier as consignor and to all appointed service providers.
- (4) Delivery must be carried out in accordance with the agreed delivery terms (Incoterms). These also govern, among other things, the transfer of risk and responsibilities regarding transport insurance. If the supplier is responsible for the transport or bears the risk until delivery, they must ensure adequate transport insurance. This insurance must cover at least the risks of loss, damage, and theft during transport.
- (5) Acceptance of the goods is subject to inspection for compliance with the agreed specifications and these delivery requirements. Any discrepancies in quantity or any damage identified must be documented. The supplier must be informed within a reasonable period of time. Deviations from these delivery specifications may result in partial or complete refusal of acceptance, unless a prior written agreement with Ivoclar has been made.
- (6) In the event of under-delivery, the supplier must promptly arrange for subsequent delivery of the missing quantities. In the case of over-delivery or delivery of damaged goods, Ivoclar reserves the right to take appropriate measures, including return, disposal, or storage of the affected goods. All costs arising from such cases—particularly for subsequent deliveries, additional handling efforts, storage, return transport, or disposal—shall be borne by the supplier. Ivoclar also reserves the right to charge the supplier for any additional costs resulting from non-compliance with these delivery specifications.
- (7) If delays or deviations occur during the delivery process, particularly those affecting the agreed delivery date, the respective receiving site must be informed immediately. The relevant contact details are provided in Chapter 2.
- (8) Ivoclar reserves the right to amend or supplement these Delivery Instructions at any time. The current version is available on the Ivoclar website: [Global Delivery Instructions](#)

## 2 Contact Details & Unloading Times

### 2.1 Ivoclar Ellwangen GDC

<b>Delivery address:</b>	Company Ivoclar Vivadent GmbH Global Distribution Center Dr Adolf Schneider Straße 4 73479 Ellwangen Germany
<b>Phone number:</b>	+497961 8890
<b>Email (Central):</b>	<a href="mailto:wareneingang.gdc.de@ivoclar.com">wareneingang.gdc.de@ivoclar.com</a>
<b>Email (Notification/ Customs):</b>	<a href="mailto:mbqcustimport@ivoclar.com">mbqcustimport@ivoclar.com</a>
<b>Email (Certificates):</b>	<a href="mailto:az.analytik@ivoclar.com">az.analytik@ivoclar.com</a>

Unloading times are defined as follows (no acceptance on national public holidays):

**Monday to Friday from 08:00 - 16:00**

### 2.2 Ivoclar Schaan

<b>Delivery address:</b>	Company Ivoclar Vivadent AG Bendererstrasse 2 FL-9494 Schaan Principality of Lichtenstein
<b>Phone number:</b>	+4232353313
<b>Email (Central):</b>	<a href="mailto:mblwareneingang@ivoclar.com">mblwareneingang@ivoclar.com</a>
<b>Email (Customs):</b>	<a href="mailto:mbligcft@ivoclar.com">mbligcft@ivoclar.com</a>

**Email (Zertifikate):** [az.analytik@ivoclar.com](mailto:az.analytik@ivoclar.com)

Unloading times are defined as follows (no acceptance on national public holidays):

**Monday to Friday from 06:45 – 15:45**

## 2.3 Ivoclar Naturns

**Delivery address:** Company  
Ivoclar Vivadent Manufacturing srl  
Via Gustav-Flora 32  
39025 Naturno (BZ)  
Italy

**Phone number:** +390473670111

**Email (Central):** [dlitwarehouse@ivoclar.com](mailto:dlitwarehouse@ivoclar.com)  
**Email (Certificates):** [suppliercertificates.it@ivoclar.com](mailto:suppliercertificates.it@ivoclar.com)  
**Email (Customs):** [mbitcustomsandforeigntrade@ivoclar.com](mailto:mbitcustomsandforeigntrade@ivoclar.com)  
**Email (Invoice):** [invoice.it@ivoclar.com](mailto:invoice.it@ivoclar.com)

Unloading times are defined as follows (no acceptance on national public holidays):

**Monday to Friday from 08:00 – 16:00**

## 2.4 Ivoclar Bürs

**Delivery address:** Company  
Ivoclar Vivadent Manufacturing GmbH  
Bremschlstrasse 16  
6706 Bürs  
Austria

**Phone number:** +43 5552 624 49

**Email (Central):** [mbatbulogistikverkauf@ivoclar.com](mailto:mbatbulogistikverkauf@ivoclar.com)  
**Email (Customs):** [mbatbuwarehouse@ivoclar.com](mailto:mbatbuwarehouse@ivoclar.com)

Unloading times are defined as follows (no acceptance on national public holidays):

**Monday to Thursday from 07:30 – 12:00**

**13:00 – 16:00**

**Friday from 07:30 – 12:00**

## 2.5 Ivoclar Somerset

**Delivery address:** Company  
Ivoclar Vivadent Manufacturing Inc.  
625 Pierce St Suite D  
Somerset, NJ 08873  
USA

**Phone number:** 1-732-893-1829

**Email (Central):** [dlussomersetinbound@ivoclar.com](mailto:dlussomersetinbound@ivoclar.com)  
**Email (Customs):** [mbusimportteam@ivoclar.com](mailto:mbusimportteam@ivoclar.com)

**Contact persons:** Christy Ramos, Maximo Silva

Unloading times are defined as follows (no acceptance on national public holidays):

**Monday to Friday from 8:00 – 12:00**

**13:00 – 15:00**

## 2.6 Ivoclar Manila

**Delivery address:** Company  
Ivoclar Vivadent Inc.

Phase 3, Block 9C, Lot 5  
 Lima Technology Center – Special Economic Zone, Barangay San Lucas, Lipa City  
 4217 Batangas  
 Philippines

**Phone number:** +63 49 54585175  
**Email (Central):** [diphcawarehouse@ivoclar.com](mailto:diphcawarehouse@ivoclar.com)  
**Contact person:** Dave de Monteverde

Unloading times are defined as follows (no acceptance on national public holidays):  
**Monday to Friday from 8:00 – 16:00**

### 3 Goods Delivery & Delivery Notification

- (1) The defined Incoterms are binding.
- (2) The selection of the mode of transport must be made in accordance with the agreed terms.
- (3) The goods must be delivered to the delivery address defined in Chapter 2 for the respective site.
- (4) Delivery of the goods to the respective receiving plant is only permitted within the defined time windows. In the event of deviations, these must be communicated to the receiving plant immediately.
- (5) For each site, a central e-mail address is specified in Chapter 2 as the primary point of contact. Unless a different e-mail address is expressly specified for a particular matter, all information and documents mentioned in this document must be transmitted in full and in a timely manner to this central e-mail address.
- (6) All deliveries must be announced in advance by e-mail, but no later than 24 hours before arrival of the goods at the receiving plant. The respective e-mail addresses can be found in Chapter 2. The pre-notification itself, as well as all documents contained therein, must be prepared in the local language of the receiving plant or alternatively in English. The pre-notification must always refer to the original purchase order.
- (7) The following details must be provided with the pre-notification:
  - Planned delivery date (date/ time)
  - Number of load carriers
  - Name of the supplier, name of the driver, and the vehicle license plate
  - Delivery documents
  - Customs documents (if relevant)
- (8) For dangerous goods deliveries, the following information must also be provided:
  - UN numbers
  - Dangerous goods classes
  - Packing groups
  - Emergency contact numbers
 Upon request, the following must also be provided:
  - Safety Data Sheets (including specific CAS numbers)

### 4 Shipping Documents

- (1) The supplier is obliged to enclose the necessary delivery and shipping documents with each shipment and to provide them in advance in electronic form.
- (2) If additional requirements apply with respect to the delivery documents, these are listed in the respective addendum in Chapter 9.
- (3) The documents must be complete, correct, legible and written in the language of the destination country or, alternatively, in English.
- (4) Missing or incorrect documents may lead to refusal of acceptance and may result in additional costs being charged to the supplier.
- (5) The following documents must be enclosed with each delivery of goods:
  - Delivery note
  - Transport documents
  - Packing list (if available)

In the case of dangerous goods shipments, the Shipper's Declaration and, where applicable, further dangerous goods certificates are additionally required.

#### 4.1 Delivery Note

- (1) A delivery note is mandatory as an accompanying document for every delivery of goods.
- (2) The following information must be included on the delivery note:
  - Delivery note number (also as a barcode, one-dimensional Code 128)
  - Delivery note date
  - Ivoclar purchase order number
  - Ivoclar material number
  - Delivery quantity per item/ batch

In addition, the following information must be included on the delivery note if it is available for the respective product or has been specified as relevant for Ivoclar.

- Ivoclar batch number
- Supplier batch number
- Expiry date (EXP)
- Manufacturing date
- Serial numbers

## 4.2 Packing List

- (1) Ideally, each outer packaging (e.g. carton/ pallet) should contain a contents list (attached to the outer packaging).
- (2) This should include a detailed list of the delivered goods, including the following information:
  - Ivoclar material number
  - Quantity
  - Ivoclar batch number (if available)
  - Serial number (if available)

## 4.3 Transport Documents

- (1) For each delivery point, the forwarder must carry the corresponding transport document (depending on the transport route) and hand it over upon arrival at the receiving plant.
  - Road: consignment note (CMR)
  - Air: Air Waybill
  - Sea: Bill of Lading
- (2) The following information must be included on the transport documents:
  - Name of the carrier/ forwarder
  - Type of load carriers
  - Number of load carriers
- (3) Based on the information on the documents, it must be clearly evident whether the accompanying load carriers are disposable or returnable load carriers.

## 4.4 Certificates

- (1) Certificates of analysis or other relevant certificates must be submitted in advance to the e-mail address defined in Chapter 2.

# 5 Customs Clearance

- (1) The basis of the customs clearance process is determined by the underlying Incoterms.
- (2) Site-specific requirements relating to the customs process can be found in Chapter 9.

## 5.1 Customs Documents

- (1) All documents required for customs clearance must be submitted no later than 24 hours to delivery of the goods to the e-mail address defined in Chapter 2.
- (2) The following documents must be provided for customs clearance:
  - Commercial/ customs invoice
  - Preference documents
  - Certificates of origin
  - If applicable, Safety Data Sheets for chemical substances
  - If applicable, licenses or permits (e.g. dual use, etc.)

### 5.1.1 Content of the Commercial-/ Customs Invoice

- (1) The following information must be included on the commercial and/or customs invoice:
  - Invoice number
  - Invoice date
  - Address of seller, buyer and consignee
  - Place of dispatch (incl. country)
  - Incoterms 2020
  - Terms of payment

- Ivoclar purchase order number and line item
- Ivoclar material number
- Material description
- Customs tariff number
- Country of origin/ preference status
- Quantity
- Unit price
- Total price
- Contact information

## 6 Packaging and Product Protection

- (1) All products must be packaged in such a way that smooth delivery of the products to the designated Ivoclar destination plant can be ensured, regardless of the agreed Incoterm. For transport, the supplier must pack the parts securely against loss, damage and other impairment. Resource-efficient and recyclable packaging must be used.
- (2) In the case of dangerous goods shipments, the supplier must ensure that only UN-certified packaging is used.

### 6.1 Packaging

- (1) The material must be delivered in homogeneous individual packages. This also applies to identical materials that have different batches.
- (2) Products or sales packaging must be delivered in standard packages, always in the same quantities. If the quantity of the same product varies within the standard packaging (e.g. in the case of residual quantities), this must be clearly marked on the package.
- (3) All materials must be packaged as defined in the specification. Deviating packaging will not be accepted.
- (4) The maximum weight per package must not be exceeded. The valid figures can be found in the respective site addendum in Chapter 9.
- (5) In addition, the individually agreed packing instructions with the supplier apply.
- (6) All packaging materials used must comply — particularly in the case of international shipments — with the applicable national and international regulations and standards in order to avoid delays during transportation or customs clearance (e.g. wooden pallets in accordance with the ISPM 15 / IPPC standard).

### 6.2 Product Protection

- (1) Materials must be packaged in a material- and resource-efficient manner.
- (2) Packages must not protrude beyond the load carrier at the top or sides.
- (3) The packaging must be of a stable design. It must be ensured that, after removal of transport protection, safe storage, safe onward transport and proper single removal of the respective packages are guaranteed at all times.
- (4) Light, difficult-to-stack or easily sliding items must be secured against slipping.

### 6.3 Load Carrier

- (1) All load carriers used must be stable and suitable for transport.
- (2) Compliance with standard dimensions in national and international transport must be ensured.
- (3) Depending on the agreement reached, a return or exchange of load carriers must be carried out after the physical handover of the goods.

## 7 Labelling

### 7.1 Labelling of Packages, Outer Packaging and Load Carriers

- (1) Packages must be clearly labelled.
- (2) Labels may only be affixed to the package itself and not to the sales product or its sales packaging.
- (3) The label must be affixed in a legible manner on the long and short sides of the package.
- (4) Unless different agreements have been made and labelling is not excluded due to the nature of the product delivered, the labelling of each package must be carried out in both numeric form and as a barcode, either one-dimensional (Code 128) or two-dimensional (DataMatrix), in accordance with the GS1 standard. The label must contain at least the following data fields:
  - Ivoclar material number
  - If product-specific, the following must also be stated:
    - Ivoclar batch number
    - Serial number
 In addition, the quantity contained in the respective package must be indicated on the package in numeric form.
- (5) If a load carrier is secured with foil etc. for transport, it must be ensured that all necessary labels are affixed to the load carrier itself. Alternatively, it must be ensured that the necessary labels are clearly visible through the securing material.

- (6) If pallets that are not homogeneous by material or batch are delivered, the materials must be sorted and clearly labelled within the pallet.

## 7.2 Dangerous Goods

- (1) The legal regulations of the respective country apply to the labelling of dangerous goods.
- (2) The labelling of packages, outer packaging and load carriers must be affixed correctly, unambiguously and clearly visible from the outside in accordance with the applicable regulations.

## 8 Handling

- (1) The goods must always be handled with the necessary care. This applies in particular to loading and unloading operations during transport.
- (2) Depending on the product type, special handling requirements must be observed (e.g. temperature-controlled goods, dangerous goods deliveries).
- (3) If intermediate storage of the goods is necessary during transport, this must be carried out in such a way that no negative effects on the product or its packaging are expected. Furthermore, it must be ensured that, depending on the type of material (e.g. dangerous goods, temperature-controlled goods, ...), suitable intermediate storage conditions are provided.
- (4) Transport units must be designed in such a way that handling with industrial trucks or other standard logistics equipment is ensured.
- (5) The truck is to be unloaded by Ivoclar personnel.
- (6) Any documentation (labels, delivery notes, etc.) as well as packaging materials must be attached to the package in such a way that they do not come loose from the package during transport.
- (7) The load carriers must be loaded onto the truck in such a way that easy rear unloading is guaranteed.
- (8) The height of a single pallet must not exceed 195 cm (including the load carrier). Site-specific requirements must also be taken into account.
- (9) The maximum weight per pallet must not be exceeded. The corresponding values are listed for each site in Chapter 9.

## 9 Site Specific Requirements

### 9.1 Ivoclar Ellwangen GDC

#### ***Addition to Chapter 5***

- (1) Import customs clearance is carried out by Ivoclar GmbH itself. The customs status "Authorised Consignee" is applied.
- (2) For consignments imported from a third country, a T document is required, which must be handed over upon delivery of the goods.
- (3) The customs office of destination is Aalen/ Essingen (DE009651).
- (4) The VAT ID number is DE144637096.
- (5) If a preferential agreement exists between the country of dispatch of the goods and Germany, the corresponding preference documents are required and must be transmitted in advance to the e-mail address defined in Chapter 2.

#### ***Addition to Chapter 6***

- (1) Ideally, the packages (or multiples thereof) should have dimensions within the following limits: 54 x 34 x 26 cm.
- (2) Wooden packaging such as crates or cases, as well as plastic pallets, are not accepted.
- (3) The maximum weight per package must not exceed 15 kg, unless a deviating agreement has been made with the supplier in writing.
- (4) Deliveries may be made exclusively on EUR pallets (1200x800 mm) with an IPPC stamp.
- (5) The delivered EUR pallets must be in impeccable condition as defined in the EPAL guidelines (EPAL Quality Classification and Exchange Criteria – epal-pallets.org).
- (6) Exceptions are deliveries via CEP or if deviating agreements have been made with the responsible persons at the receiving plant.
- (7) The total weight of a pallet must not exceed 800 kg.

### 9.2 Ivoclar Schaan

#### ***Addition to Chapter 5***

- (1) A single-broker strategy is pursued at the Schaan site. All import customs clearances must be processed via the defined broker. This applies both to transports organized by the supplier and to transports commissioned by Ivoclar itself.  
The currently designated single broker can be obtained via the following e-mail address: [mbligcft@ivoclar.com](mailto:mbligcft@ivoclar.com)
- (2) All customs documents must, in addition to the e-mail address listed in Chapter 2, also be transmitted to the defined broker.
- (3) If a preferential agreement exists between the country of dispatch of the goods and Switzerland/ Liechtenstein, the corresponding preference documents are also required and must be transmitted in advance to the e-mail address defined in Chapter 2.

#### ***Addition to Chapter 6***

- (1) Wooden packaging such as crates or cases, as well as plastic pallets, are not accepted.
- (2) The maximum weight per package must not exceed 15 kg, unless a deviating agreement has been made with the supplier in writing.
- (3) The total weight of a pallet must not exceed 800 kg.
- (4) Deliveries may be made exclusively on EUR pallets (1200x800 mm) with an IPPC stamp.

- (5) The delivered EUR pallets must be in impeccable condition as defined in the EPAL guidelines (EPAL Quality Classification and Exchange Criteria – [epal-pallets.org](http://epal-pallets.org)).
- (6) Exceptions are deliveries via CEP or if deviating agreements have been made with the responsible persons at the receiving plant.

## 9.3 Ivoclar Naturns

### ***Addition to Chapter 5***

- (1) A single-broker strategy is pursued at the Naturns site. All import customs clearances must be processed via the defined broker. This applies both to transports organized by the supplier and to transports commissioned by Ivoclar itself. The currently designated single broker can be obtained via the following e-mail address: [mbitcustomsandforeigntrade@ivoclar.com](mailto:mbitcustomsandforeigntrade@ivoclar.com)
- (2) All customs documents must, in addition to the e-mail address listed in Chapter 2, also be transmitted to the defined broker.
- (3) With the delivery notification, the customs clearance procedure will also be communicated. Depending on this, the submission of a T document may also be necessary.
- (4) If a preferential agreement exists between the country of dispatch of the goods and Italy, the corresponding preference documents are also required and must be transmitted in advance to the e-mail address defined in Chapter 2.

### ***Addition to Chapter 6***

- (1) The maximum weight per package must not exceed 1350 kg, unless a deviating agreement has been made with the supplier in writing.
- (2) The total weight of a pallet must not exceed 1350 kg.

## 9.4 Ivoclar Bürs

### ***Addition to Chapter 5***

- (1) A single-broker strategy is pursued at the Bürs site. All import customs clearances must be processed via the defined broker. This applies both to transports organized by the supplier and to transports commissioned by Ivoclar itself. The currently designated single broker can be obtained via the following e-mail address: [mbatbuwarehouse@ivoclar.com](mailto:mbatbuwarehouse@ivoclar.com)
- (2) All customs documents must, in addition to the e-mail address listed in Chapter 2, also be transmitted to the defined broker.
- (3) With the delivery notification, the customs clearance procedure will also be communicated. Depending on this, the submission of a T document may also be necessary.
- (4) If a preferential agreement exists between the country of dispatch of the goods and Austria, the corresponding preference documents are also required and must be transmitted in advance to the e-mail address defined in Chapter 2.

### ***Addition to Chapter 6***

- (1) If reusable containers owned by Ivoclar are used for transportation, they may only be used for the transport of Ivoclar products. Use for storage or any other purposes is not permitted. The reusable containers must be handled with care, kept clean, and protected from damage.
- (2) The maximum weight per package must not exceed 15 kg, unless a deviating agreement has been made with the supplier in writing.
- (3) The total weight of a pallet must not exceed 1350 kg. If this limit is exceeded, written permission must be obtained in advance. For contact details, see Chapter 2.

### ***Addition to Chapter 7***

- (1) When using reusable containers, the label must be affixed to the existing label. The same applies to the attached documents. The Ivoclar logo must not be covered under any circumstances.

## 9.5 Ivoclar Somerset

### ***Addition to Chapter 5***

- (1) A single-broker strategy is pursued at the Somerset site. All import customs clearances must be processed via the defined broker. This applies both to transports organized by the supplier and to transports commissioned by Ivoclar itself. The currently designated single broker can be obtained via the following e-mail address: [mbusimportteam@ivoclar.com](mailto:mbusimportteam@ivoclar.com)
- (2) All customs documents must, in addition to the e-mail address listed in Chapter 2, also be transmitted to the defined broker.
- (3) If a preferential agreement exists between the country of dispatch of the goods and the United States of America, the corresponding preference documents are also required and must be transmitted in advance to the e-mail address defined in Chapter 2.

### ***Addition to Chapter 6***

- (1) Batches that do not fill an entire standard box should be delivered on a separate pallet.
- (2) The maximum weight per package must not exceed 20 kg, unless a deviating agreement has been made with the supplier in writing.
- (3) Only pallets are accepted as load carriers.
- (4) The total weight of a pallet must not exceed 1350 kg.

## 9.6 Ivoclar Manila

### ***Addition to Chapter 4***

- (1) In addition to the delivery papers listed in Chapter 4, an invoice/ commercial invoice and an order confirmation must be transmitted prior to delivery.
- (2) Furthermore, the following information must also be provided:
  - Net weight
  - Safety Data Sheets (for hazardous substances)
  - Commodity code (if the goods are subject to customs duties)
  - Incoterms

### ***Addition to Chapter 5***

- (1) At the Manila site, import customs clearance of the goods is carried out by the contracted forwarder.
- (2) If a preferential agreement exists between the country of dispatch of the goods and the Philippines, the corresponding preference documents are also required and must be transmitted in advance to the e-mail address defined in Chapter 2.

### ***Addition to Chapter 6***

- (3) The maximum weight per package must not exceed 2.500 kg, unless a deviating agreement has been made with the supplier in writing.
- (4) The total weight of a pallet must not exceed 2.500 kg.
- (5) The total height of a pallet must not exceed 157 cm.

### ***General***

- (1) For the delivery of dangerous goods to the Philippines, prior approval must be obtained from the site manager specified in Chapter 2

## 10 Definition

- Package = smallest closed transport unit (e.g. carton, box, container), not the sales packaging of the product
- Outer packaging = packaging unit that contains several packages
- Load carrier = pallet or other transport equipment for bundling goods
- Reusable container = reusable container provided by Ivoclar
- CEP = courier, express and parcel service
- Dangerous goods = substances and objects according to ADR, IATA-DGR, IMDG Code, national requirements