

Dear Business Partners,

Please find attached our answers and proposed solutions to frequently asked technical and organizational questions regarding the topic of the “digital delivery note.”

FAQ – Digital Delivery Note

Problem:

➤ **No transport order or delivery confirmation (DC) received**

Possible Reasons / Suggested Solutions:

1. No electronic delivery note software is installed on the smartphone or tablet.
2. Update the transport order list in the delivery note software.
3. Check whether the server or internet connection is active.
4. Check the spam or junk mail folder to see if the order has been moved there. If so, data cannot be read.
5. Verify the stored email address. Consult the logistics department of Papierholz Austria GmbH (PHA).
6. To prevent misuse of transport orders, most electronic delivery note systems include a verification step. If the logistics coordinator's email address, as listed in the transport order, does not match the sender's email address, the order will not be transmitted into the system. Consult PHA in such cases.

Problem:

➤ **The barcode is not displayed or cannot be generated in the software application (app) on the smartphone/tablet.**

Possible Reasons / Suggested Solutions:

1. Check whether the PHA delivery number / arrival number 2024XXXXXXXXX is included in the electronic order. If not, please contact the sender of the transport order (external logistics coordinator or PHA).
2. If a delivery number is present but the barcode still cannot be generated, contact the software manufacturer.

Problem:

➤ **No electronic delivery note data is displayed after scanning the barcode during timber acceptance.**

Possible Reasons / Suggested Solutions:

1. No electronic delivery note has been created or sent.
2. The delivery note software is closed. It must always be active to ensure proper transmission.
3. No delivery note data has been sent back to the PHA email address
PHA.Logistik@papierholz.austria.at. Note: Email addresses of the receiving

plants (e.g., po.logistik@papierholz-austria, br.logistik@papierholz-austria.at, gr.logistik@papierholz-austria.at, fr.logistik@papierholz-austria.at) are not used for data import.

4. Apps such as “WhatsApp” are not suitable for sending electronic transport orders.
5. No PHA delivery number is stored in the electronic delivery note.
6. No delivery note data has yet been imported into the PHA system. Data transmission between the smartphone/tablet (by pressing the “Create Delivery Note” command) and timber acceptance at delivery may not yet be complete. Possible reasons include:
 - Connection issues (GPS or mobile network)
 - The time between departure from the loading site and arrival at the plant is too short for transmission
 - Data has not yet been forwarded from the external logistics coordinator to PHA
 - Data transmission may currently take up to 45 minutes, especially in local areas

If problems with the electronic delivery note persist, please contact the logistics department of Papierholz Austria GmbH.

PHA Roundwood Logistics Contact Information:

- **Bernhard Felber**
Email: b.felber@papierholz-austria
Tel.: +43 664 88 23 92 58

- **Christian Timmer**
Email: cr.timmer@papierholz-austria
Tel.: +43 664 84 08 350

- **Nikolaus Schafhuber**
Email: n.schafhuber@papierholz-austria
Tel.: +43 664 52 35 982