

Online booking of loading times

Dear customer,

According to the new procedures, which became necessary following the epidemiological emergency from Covid19, it was decided to introduce a booking system for the loading schedule at the **KEOPE** warehouse.

Through the **MERCAREON** portal of MERCAREON GmbH you can access our "**BOOK & GO CERAMICS**" platform.



Start Dates

Warehouse location	Vehicle Type	Booking from	Pickups from
via dell'Industria, 1 42013 Casalgrande RE	CAMION + CONTAINER	28/04/2020	30/04/2020

We ask you to kindly book your pickups for the location indicated above using MERCAREON or to delegate this activity to your transport company.

Procedure

We recommend that the MERCAREON system be used by your transport company to better plan the bookings of the orders to be loaded and the right vehicles to be used for them. If pickups are done with vehicles from your company fleet, your employees can also directly access the online platform and book a time slot for the desired time.

For booking, all you need is your **CUSTOMER CODE** and the **ORDER NUMBER** communicated to you by *Ceramiche Keope*.

To take advantage of the benefits of optimizing the loading process and reducing waiting times at our warehouse, **BOOK A LOADING SLOT**.

Considering the working hours and the availability of the slots, booking on our warehouse can be allowed 4 hours before the time of the chosen appointment (For example, at 08:00 in the morning you can book a loading appointment for the 12:00 on the same day).

Vehicles that arrive without a booking will not be able to enjoy the aforementioned benefits and their loading times will depend on the day's traffic and cannot be estimated precisely.

A user account is required to access the Mercareon platform

If your transport company is not yet registered, send this communication to your transport company(ies) and make sure that registration is completed, simply by clicking on this link:

<https://register.transporeon.com/?token=Wo1AMkxgavs46faSZQytCnZalbByTW7ksA0WqyYiO6JM60g401vDuhsQWoaQjblC>

Attention:

If your transport company already has a **Mercareon/Transporeon/Ti-Contract** account, they should click on this link:

<https://register.transporeon.com/update/?token=9d7rSYyPSVSl4nlBNVgjVwlJo1NY3qch7uqYMx5B5DqgTBXhs9aNI110bDAoUSm>

Important: by clicking on these links you have the opportunity to accept the supplemental agreement relating to the exemption of costs.

How to access Mercareon's time slot management

The Mercareon system can be accessed by opening the website:

<https://mercareon.transporeon.com>

You can see the current system requirements here:

<https://www.transporeon.com/en/system-requirements>

Costs

All booking costs are covered by Ceramiche Keope and therefore nothing will be charged to you or your transporters.

For this reason, we ask those who will be making bookings to sign the **Supplemental Agreement** with MERCAREON that will be made available during the registration process.

Training and contacts

The Mercareon Customer Service Team will provide user training (e.g. with support videos) and assistance during the Mercareon platform's introduction and integration phase. The training will be provided by Mercareon free of charge.

Contacts

email: customerservices.west@mercareon.com

Telephone: +49 (0) 731 403883 50

We hope this summary has provided all the most important information.

Casalgrande, April 23, 2020

Best regards
Ceramiche Keope