

FAQ (Frequently Asked Questions)

Special supply and opening times week 14

Date	Auction	Supply auction clock		Supply, only Clock Service and Webshop goods**		Night supply *		Packaging		CC-depot		Ecopark	
		from	to	from	to	from	to	from	to	from	to	from	to
Mon., 30.03.2020	yes	closed		14:00 - 22:00 solely in Hall A		closed		05:00	14:00	05:00	14:00	05:00	14:00
Tue., 31.03.2020	no	14:00	22:00	14:00	22:00	22:00	03:30	14:00	22:00	14:00	22:00	closed	
Wed., 01.04.2020	yes	14:00	22:00	14:00	22:00	22:00	03:30	05:00	22:00	05:00	22:00	05:00	15:00
Thur., 02.04.2020	yes	closed		14:00 - 22:00 solely in Hall A		closed		05:00	14:00	05:00	14:00	05:00	14:00
Fri., 03.04.2020	no	closed		closed		closed		closed		closed		closed	
Sat., 04.04.2020	no	potted plants: 08:00 - 12:00		closed		closed		08:00	15:00	08:00	12:00	closed	
		cut flowers: 08:00 - 15:00											
Sun., 05.04.2020	no	16:00	22:00	16:00	22:00	22:00	03:30	closed		16:00	22:00	closed	

* Night supply is only allowed to registered contract carriers (not for regular suppliers)

** These supply times do not apply to goods destined for the auction clock

Questions from customers:

I have a fixed loading site on Tuesday or Friday, do I have it on the other days too?

Customers who have booked a fixed loading site for Tuesday and/or Friday will also have this option for Monday, Wednesday and Thursday. If you would like to use this option, please contact us the day before your purchase by phone or via WhatsApp (+49 162 2045687). No additional costs will be charged.

Can I load on Tuesday and Friday?

Yes, this is possible. We will leave the products you bought the day before (Monday or Thursday) at the auction clock for you for one day. We will charge you the normal service costs for this storage.

Can I return packaging and CC containers on Tuesday and Friday?

The opening hours of the specific departments can be found in the table above `Special supply and opening times week 14`.

Is the Ecopark (Hall K) open on Tuesday and Friday?

The opening hours of the specific departments can be found in the table above `Special supply and opening times week 14`.

How is the offer developing?

The market situation remains very changeable, the offer is always visible on our website on the day before the auction. We monitor this intensively and react immediately if necessary.

Is supply possible on the days before the non-auction days?

The opening hours of the specific departments can be found in the table above `Special supply and opening times week 14`.

How does Veiling Rhein-Maas ensure the necessary safety distance?

All persons on the premises of Veiling Rhein-Maas are responsible for maintaining a safety distance of 1.5 meters to other persons. For this purpose, the following rules of conduct apply at our site:

- Auction room: **Do not use blocked seats**
- Load list printer, coffee dispenser, cash desk: Please keep the minimum distance of 1.5 meters to other persons
- Foyer, halls and Eco-Park: Also keep the minimum distance
- When you pass each other, please avoid sneezing or coughing
- We have discontinued the coffee and food service in the auction room. Instead, we have set up a service counter.
- There are sufficient disinfectant dispensers throughout our building.

Please stick to these rules and contribute to everybody's safety!

When is the Service Center available?

Clock Service and Webshop orders are processed and delivered as usual. The processing of services for goods purchased at the auction clock will only be handled as usual on auction days.

Are the employees of Quality Control present?

The department is present as usual, but with reduced staff. The employees of Quality Control will also be available on Tuesday and Friday for Clock Service and Webshop goods.

When is the invoicing for Clock Service and Webshop goods done?

Clock Service and Webshop goods will be invoiced on Monday, Wednesday, Thursday and Friday. Deliveries from Tuesday are invoiced on Wednesday. The debit is also made on Monday, Wednesday, Thursday and Friday.

Questions from suppliers:

Is it possible to collect empties on Tuesday and Friday?

The opening hours of the specific departments can be found in the table above
` Special supply and opening times week 14.

Is it possible to pick up CC containers on Tuesday and Friday?

The opening hours of the specific departments can be found in the table above
` Special supply and opening times week 14.

Is it possible to supply potted plants for more than one day?

No, it is not possible to deliver potted plants for more than one day. Exception within the scope of calendar week 14: Supply of potted plants is possible on Tuesday for Wednesday and Thursday. The opening hours of the specific departments can be found in the table above ` Special supply and opening times week 14 `.

Is supply on Saturday possible?

Yes, supply is possible on Saturday, 28 March 2020. Potted plants can be supplied from 08:00 to 12:00 and cut flowers from 08:00 to 15:00. The opening hours of the

specific departments can be found in the table above `Special supply and opening times week 14`.

Is the Import department also open on Tuesday and Friday?

The Import department is open as usual, but with reduced staff.

Can Clock Service and Webshop goods be supplied normally?

Clock Service goods can be supplied on Monday, 30 March 2020, and Thursday, 2 April 2020 from 14:00 - 22:00 in hall A only. On the remaining days, the supply of Clock Service goods will remain unchanged. The opening hours of the specific departments can be found in the table above `Special supply and opening times week 14`.

When is the weekly invoice issued?

The weekly invoice will be created as usual on Friday.

When is the billing of Clock Service and Webshop goods done?

Clock Service and Webshop goods are invoiced on Monday, Wednesday, Thursday and Friday. Clock Service delivery notes and electronic delivery notes (EAB) that are submitted on Tuesday will be invoiced on Wednesday.