



Data Quality Guideline of the HVAC Industry

Annex 3 to DQG 8.0:

Data Quality Requirements of the ZVSHK

Version 8.0

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Introduction

The common task of the distribution levels of the HVAC industry consists in the optimization of the handling of joint electronic processes. The ZVSHK regards this motivation as an important driving force for the cooperation across all distribution levels.

Article master data are the bedrock of all process optimizations. Only if these data are of consistently good quality, electronic business processes can be managed on this basis.

Therefore, the ZVSHK considers it as essential to consistently pursue the improvement of article master data quality and to be actively involved in the definition of data quality.

By formulating craft-specific requirements, the ZVSHK is actively participating in the provision and implementation of quality criteria for the partners from trade and industry.

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Table of contents

1	Quality requirements of the ZVSHK	10
1.1	Quality categories	10
1.2	Article types	11
1.3	Article type	11
2	Header data	12
2.1	Data contents at header level	12
3	Basic article data	13
3.1	Article numbers	13
3.2	Article validities	13
3.3	Deletion of articles	13
3.4	Alternative articles, discontinued articles, and successor models	14
3.5	Production period	14
3.6	Deep Link	14
3.7	Raw materials	15
3.8	Series	15
3.9	Model number	15
3.10	WELL label	15
3.11	Accessories	16
3.12	Control indicators	16
3.13	Packaging disposal	16
3.14	Match code	16
4	Product texts	17
4.1	Short texts	17
4.2	Long texts	17
4.3	Dimensionstexte	17
4.4	Other text types	18
5	Attributes	19
5.1	Extended characteristics as attributes	19
5.2	Regulations	19

5.2.1	Energy efficiency classes.....	19
5.2.2	UBA Positive List.....	20
5.2.3	Hazardous goods (transport ADR)	20
5.2.4	REACH Regulation.....	21
5.2.5	Hazardous substances	21
5.2.6	Battery information	22
5.2.7	Indication ECHA data base	22
5.2.8	WEEE registration number	22
5.2.9	Explosive substances regulation.....	22
6	Prices.....	23
6.1	Price information.....	23
6.2	Price on request	23
6.3	Sales tax class.....	24
6.4	Invoicing basis	24
6.5	Line prices	24
7	Groups	25
7.1	Group types	25
7.2	Group allocations.....	25
7.3	Group document allocation.....	26
7.4	Group structure trade	26
7.5	Group allocations trade	26
8	Logistics	27
8.1	Net dimensions and weights	27
8.2	Information on the content.....	27
8.3	Basic article	27
8.4	Packaging units	28
8.5	Minimum order quantity.....	28
8.6	Article sets	29
8.7	Durability.....	29
8.8	Standard delivery period.....	29

8.9	Exportable articles	29
9	Media data.....	30
9.1	Images.....	30
9.1.1	Web images	30
9.1.2	Print images.....	31
9.2	Documents	31
9.3	Exploded view drawing.....	32
10	Spare parts lists	32
10.1	Spare parts lists	32
10.2	Spare parts list allocation	32
11	Historical products	32
11.1	Historical products	32
11.2	Allocation of documents to historical products	32

Version history

Annex 3 to the DQG 8.0 as of 19/10/2021

Overview of alterations and amendments to DQG 7.0, Annex 2

Chapter 1.2 Inserting of the article types for logistic sets and package

Chapter 5.2.3 Enhancing of the title to “Hazardous goods (transport ADR)”

Chapter 5.2.4 Inclusion of the attribute SVHC name

Chapter 5.2.7 Inclusion of the SCIP number

Chapter 5.2.9 Inclusion of the explosive substances regulation

Chapter 8.2 Inclusion of information on the content

Annex 3 to the DQG 7.0 as of 10/12/2020

Overview of alterations and amendments to DQG 6.0, Annex 2

Chapter 1.2 Article types
Inclusion of the article „price line article“ and „fees“

Chapter 2.1 Data contents of header level
Inserting of test constant

Chapter 5 Attributes
Inclusion of the allocation to fee articles
Generating of the attribute system “Regulations” including the classes for imaging the different regulations
Shifting the following contents to the attributes
 UBA Positive list
 REACH attribute
 Disposal / WEEE registration number

Chapter 5.4 Allocation of fee articles
Mapping the allocation of fees

Chapter 5.5.1 ErP (heating label)
Inclusion of attribute classes

Chapter 5.5.2 Energy efficiency classes
Enhancement of the definition and attribute names. Inclusion of an example.

Chapter 5.5.3 UBA Positive list
Enhancement of the definition and attribute names. Inclusion of an example.

Chapter 5.5.4 Hazardous good
Inclusion of further information about hazardous good
Enhancement of the definition and attribute names. Inclusion of an example.

Chapter 5.5.8 Indication ECHA data base
Inclusion of the indication

Chapter 6.4 Price lines
Inclusion of prices for price line articles

Annex 3 to the DQG 6.0 of 12/02/2020

Overview of alterations and amendments to DQG 5.2, Annex 3

Chapter 3.4 Alternative, discontinued and successor articles

Typification of references for alternative and successor articles

Deletion of Chapter 3.11 Energy efficiency class

Chapter 3.13 Article accessories

Deletion of the article identification

Chapter 3.13 Article accessories

Typification of references for article accessories

Chapter 3.15 WEEE

Addition of the WEEE registration number at article level

Chapter 3.16 LUCID number and disposal service provider

Addition of the LUCID number and the disposal service provider at article level for data transfer between the wholesale trade and the craftsman

Chapter 3.17 Match code

Addition of match codes

Chapter 5 Attributes

Differentiation of quality requirements

Inclusion of Chapter 8.6 Hazardous Material Information

Annex 3 to the DQG 5.2 of 29/11/2019

Overview of alterations and amendments to DQG 5.1, Annex 3

Inclusion of Chapter 8.5.2 Battery Information

Annex 3 to the DQG 5.1 of 07/06/2019

Overview of alterations and amendments to DQG 5.0, Annex 1

Chapter 2.1 Packaging disposal

Information on packaging disposal added at header level.

Annex 3 to the DQG 5.0 of 12/04/2019

Overview of alterations and amendments to DQG 4.0, Annex 1

Chapter 1.2 Article types

Integration of standard delivery time and quality requirements

Adaptation of quality requirements on GTIN

Chapter 3.3 Deletion of products

Integration of the process of deleting a product and insertion of a deletion indicator

Chapter 3.13 Accessories

Adaptation of the description and the quality requirements

Chapter 4.1 Additional product texts

Adaptation of the quality requirements

Chapter 5.1 Article attributes

Integration of the Assumption of Liability Agreement of the ZVSHK

Chapter 8.5.1 REACH Regulation

Text adaptation

Chapter 8.8 Standard delivery period

Adaptation of the description and the quality requirements

Annex 3 to the DQG 4.0 of 28/03/2018

Overview of alterations and amendments to DQG 3.0, Annex 3, Version 1.1:

Chapter 1.2 Article types

Alterations to the quality classifications and short texts re spare parts

Chapter 2 Header data

Adaptation in the notes

Chapter 3.5 Specifications/Bill of Quantities

Deletion of the Chapter

Chapter 3.9 Check number

Deletion of the Chapter

Chapter 4.1 Short texts

Adaptation in the notes

Chapter 6.1 Price information

Amendments to the notes

Chapter 6.2 Price on request

Amendments to the notes

Chapter 7.1 Group types

Amendments to the notes

Chapter 7.2 Group allocations

Amendments to the notes

Chapter 8.5.1 REACH Regulation

New data content

Chapter 8.9 Exportable articles

Alteration to the quality classification

Chapter 9.1.1 Web images

Content-related adaptation of the notes

Chapter 9.1.2 Print images

Content-related adaptation of the notes

1 Quality requirements of the ZVSHK

Based on the general definitions of data contents and quality categories (cf., Annex: “Definition of Data Contents and Data Quality Principles “), the requirements of the members of the ZVSHK on the article data provided by the market partners are documented hereinafter. As regards content, the quality requirements are divided into

- General use/provision of data contents
- Technical requirements on data provision

The chapters in this document are structured as those in, Annex 1, which describes all data contents in detail and serves as reference for further information.

This document assumes that necessary conditions or prerequisites for data contents, such as field lengths or formats, are complied with.

1.1 Quality categories

The following quality categories are distinguished:

- 1 = technically necessary
- 1* = technically necessary if used
- 2 = quality criterion obligation
- 3 = conditional quality criterion obligation
- 4 = complementary quality criterion for good data quality
- 5 = optional
- 0 = of no relevance to ZVSHK

1.2 Article types

All assortment articles are assigned an article type in order to control specific quality requirements. Hence, stating article types is technically necessary (quality criterion 1). As regards content, not all predefined article types are relevant to the market partners involved.

Every assortment article is assigned an article type according to the following table:

Article type	GTIN	Logistics (packaging dimensions, weight, package)	Short text	Image data	Standard delivery period
Standard item	3	2	1	2	2
Spare part A	3	2	Special regulation (cf., Annex 1, Chapter 4.2)	2	2
Spare part B	3	2	Special regulation (cf., Annex 1, Chapter 4.2)	3	2
Spare part C	3	3	Special regulation (cf., Annex 1, Chapter 4.2)	3	4
Variant	5	5	1	2 (substitute, if necessary)	2
Customization	5	5	1	5	4
Service/Software	5	5	1	5	4
Package/Set	3	5	1	5	4
Logistic Set	3	5 for wrapping and dimensions 2 for weight and number of packages	1	2	2
Package	3	2	1	5	5
Non-core items (< 1 % assortment)	5	5	1	5	5
Calculation items	5	5	1	5	5
Bulk goods	3	4	1	5	2
Price line article	3	2	1	2	2
Fee	3	5	1	5	5

1.3 Article type

Specification of one article type per article		1	4
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Article type		1	4

2 Header data

2.1 Data contents at header level			
Header data for the entire data delivery		1	1
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Data supplier ID	GLN of the data provider	1	5
Data supplier's name		1	1
Data supplier's ARGE code		1	5
Catalogue ID		1	5
Catalogue name		1	5
Catalogue start of validity		1	1
Catalogue end of validity		1	0
Description of the data delivery		1	1
Article with packaging subject to system participation included	Article with packaging subject to system participation included	1	1
LUCID number	LUCID Packaging Register number	3	3
Disposal service provider	Name of the disposal service provider	1	1
Test constant	Test constant for ensuring the font. Constant value "1234567890abcdefghijklmnopqrstuvwxyz züöäÜÖÄÜß®€"	1	1

3 Basic article data

3.1 Article numbers			
Provision of at least one article number		1	1
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Factory article number		1	3
Factory article number catalogue		5	5
Trade article number		0	1
GTIN (EAN)	For most article types, stating the GTIN is mandatory. Exceptions: cf. Chapter 1.2 Article types	3	3

3.2 Article validities			
Specification of validities at article level		1	1
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Article start of validity	Start of validity at article level: delivery to the ARGE 6 weeks prior to start of validity, to the crafts businesses 6-3 weeks prior	1	1
Article end of validity	Information required for processing	0	0

3.3 Deletion of articles			
Deletion of an article		3	?
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Deletion	Labelling: Yes, No	3	?

3.4 Alternative articles, discontinued articles, and successor models			
Specification of an alternative article		5	5
Specification of a discontinued article		1	1
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Alternative article		5	5
Alternative article type	Typification is only relevant in the relation trade to crafts.	0	5
Labelling discontinued article	Specification of a successor model article number is mandatory if an article is labelled as a discontinued article with successor model.	1	1
Discontinuation date		3	3
Successor model 1, 2, 3		3	3
Successor model type	Typification is only relevant in the relation trade to crafts.	0	3

3.5 Production period		
Specification of the production period of an article – of no relevance for the ZVSHK at present.	0	0

3.6 Deep Link			
Specification of a Deep Link		5	5
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Deep Link	The Deep Link must be the URL of a website to access further article information.	5	5

3.7 Raw materials			
Information on the raw materials of an article		3	3
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Material		1*	1*
Weight basis		1*	1*
Basic unit		1*	1*
Weight proportion		1*	1*
Proportion unit		1*	1*
Commodity price basis		1*	1*

3.8 Series			
Specification of a product series		5	5
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Series		5	5

3.9 Model number			
Specification of a model number		5	5
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Model		5	5

3.10 WELL label			
WELL label stored as a complementary document		5	5

3.11 Accessories			
Specification of one or more accessories. Specification of one or more accessories is mandatory if such accessories are included in publications, e.g. print materials.		3	3
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Accessory	Specification of the factory article number	1*	1*
Quantity		1	1
Accessory type	Typification is only relevant in the relation trade to crafts.	0	3

3.12 Control indicators		
Setting of control indicators for the systems of the ARGE – of no relevance for the ZVSHK at present	0	0

3.13 Packaging disposal			
Content	Notes/annotations	Quality category	
LUCID number	LUCID Packaging Register number	0	3
Disposal service provider	Name of the disposal service provider	0	3

3.14 Match code		
Specification of a match code	0	3

4 Product texts

4.1 Short texts			
Provision of a short article text		1	1
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Short text 1	If necessary, deviation from the attribute order as defined by the rules committee (WG Master Data Standardization)	1	1
Short text 2	If necessary, deviation from the attribute order as defined by the rules committee (WG Master Data Standardization)	5	5

4.2 Long texts			
Provision of long texts, if available		3	3
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Long text number		1*	1*
Long text line number		1*	1*
Long text		1*	1*

4.3 Dimensionstexte			
Provision of dimension texts, if available		3	3
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Dimension text line number		1*	1*
Dimension text line		1*	1*

4.4 Other text types			
Specification of other text types		1	1
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Short article summary		1	1
Article summary	Provision is mandatory if used in other publications, e.g. web or print.	3	3
Marketing text		5	5
Application advice		5	5

5 Attributes

5.1 Extended characteristics as attributes			
Specification of attributes of an article:			
• ETIM classification		5	5
• Keywords		5	5
• Assumption of Liability Agreement of the ZVSHK		5	5
• Allocation of fees to articles		3	3
• Regulations			
○ ERP (heating label)		5	5
○ Energy efficiency classes		3	3
○ UBA Positive list		1	1
○ Hazardous goods		1	1
○ REACH indication		1	1
○ Information on hazardous substances		1	1
○ Battery information		1	1
○ Indication ECHA data base		1	1
○ Disposal		3	3
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Attribute system	Unambiguous name of the system; e.g. ETIM version, ERP x, y, INDIV	1*	1*
Attribute class	Mandatory with ETIM	3	3
Attribute name		1	1
Attribute value		1	1
Attribute value2	RANGE characteristics	3	3
Attribute unit		5	5
Attribute value description	Complementary description	5	5

5.2 Regulations

5.2.1 Energy efficiency classes		
Content	Quality category (industry)	Quality category (WHSL)
Specifications of energy efficiency classes	3	3

5.2.2 UBA Positive List			
Labelling of articles subject to the Positive List		1	1
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
UBA Positive List labelling		1	1
UBA requirement labelling	Mandatory, if the article is subject to the Positive List.	3	3

5.2.3 Hazardous goods (transport ADR)			
Labelling of hazardous goods		1	1
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
HAZMAT labelling		1	1
UN number		4	4
Hazard class		4	4
Transportation category		4	4
Official designation		4	4
Technical designation		4	4
Hazard label		4	4
Packaging group		4	4
Number of shipped items		4	4
Description of shipped items		4	4
Tunnel restriction code		4	4
Water dangerous good class		4	4
Restricted amount		4	4

5.2.4 REACH Regulation			
Labelling of hazardous goods in accordance with REACH		1	1
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
REACH labelling		1	1
Date of the last verification of the REACH list	Provision required if REACH label has been set	3	3
SVHC name	Statement of the SHVC substance, why the article has been classified as REACH relevant.	3	3

5.2.5 Hazardous substances			
Information on hazardous substances		1	
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Hazardous substance labelling		1	1
Trade name	Provision required if specified in the Safety Data Sheet	3	3
Supplementary information	Provision required if specified in the Safety Data Sheet	3	3
Signal word Attention	Provision required if specified in the Safety Data Sheet	3	3
Signal word Danger	Provision required if specified in the Safety Data Sheet	3	3
Storage class	Provision required if specified in the Safety Data Sheet	3	3
Registration number	Provision required if specified in the Safety Data Sheet	3	3
Commercial only	Provision required if specified in the Safety Data Sheet	3	3
GHS hazard pictogram	Provision required if specified in the Safety Data Sheet	3	3
Hazard statement	Provision required if specified in the Safety Data Sheet	3	3

5.2.6 Battery information			
Information on batteries		1	1
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Lithium battery label		1	1
Battery pictogram	Provision required if specified in the Safety Data Sheet or if the article is subject to mandatory labelling.	3	3

5.2.7 Indication ECHA data base			
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Indication ECHA data base	Indication, if this article is deposited in the ECHA data base.	1	1
SCIP number	SCIP number that has been allocated by the “provider of the data” during the registration. The number serves for the simplified report by the wholesaler.	3	3

5.2.8 WEEE registration number			
Content	Notes/annotations	Quality category	
WEEE registration number	Specification of the WEEE registration number	3	3

5.2.9 Explosive substances regulation			
Content	Notes/annotations	Quality category	
Class	Specification of the class according to the explosive substances regulation, if the article is subject to this regulation.	3	3

6 Prices

6.1 Price information				
Specification of an article price			1*	1*
Content		Notes/annotations	Quality category (industry)	Quality category (WHSL)
1	Factory list price	Provision is mandatory if used in other publications. Giving a factory list price as = "0" is only permissible if it corresponds 100 % to the price list (print medium). If only an RRP is given, it has to be provided redundantly as factory list price and RRP.	1*	5
2	RRP without tax	Recommended non-binding resale price	3	5
3	Trade list price		0	1
The following information is to be given for any price:				
Price type		Selection of price type (see above)	1*	1*
Price value			1*	1*
Price currency			1*	1*
Price basis			1*	1*
Price quantity unit			1*	1*

6.2 Price on request			
Transmission of a price on request		1	1
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Price on request	The statement <Price on request = yes> is allowed for the article types <Maßanfertigung> [customization], <Dienstleistung> [service] and <Software> if also given in other publications.	1	1

6.3 Sales tax class			
Specification of the sales tax class		1	1
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Sales tax		1	1

6.4 Invoicing basis			
Specification of an invoicing basis		5	3
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Invoicing basis		5	1

6.5 Line prices			
Specification of the line price for the article		3	3
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Designation	Designation of the price line. It serves for identification.	1	1
Line price_price value	Price value of the line prices	1	1
Line price_currency	Currency of the line prices		
Line price_price base	Price base of the line prices	1	1
Line price_price quantity unit	Price quantity unit of the line prices	1	1

7 Groups

7.1 Group types				
Definition of different groups			1	1
Content		Notes/annotations	Quality category (industry)	Quality category (WHSL)
1	Commodity group	Commodity group of the industry	1	5
2	Product group	Product group of the industry	1	5
3	Discount group	Discount group of the data supplier	1	1
4	Bonus group	Provision is mandatory if bonus groups are used in the settlement of accounts with the trade.	3	5
The following information is given for each defined group:				
Group type		Selection of a group (1-4)	1*	1*
Group ID			1*	1*
Group description			1*	1*

7.2 Group allocations				
Allocation of an article to a group			1	1
Content		Notes/annotations	Quality category (industry)	Quality category (WHSL)
Commodity group ID			1	5
Product group ID			1	5
Discount group ID			1	1
Bonus group ID		Provision is mandatory if bonus groups are used in the settlement of accounts with the trade.	3	5

7.3 Group document allocation			
Document allocation for the defined groups		5	5
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Document		1*	1*
Document type		1*	1*
Image use		5	5
Document description		5	5
Document sorting sequence		5	5

7.4 Group structure trade			
Definition and allocation of an article to additional groups		0	1
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Commodity group ID		0	1
Commodity group name		0	1
Product group ID		0	1
Product group name		0	1

7.5 Group allocations trade			
Allocation of an article to a group		0	1
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Commodity group ID	Commodity group allocation	0	1
Product group ID	Product group allocation	0	1

8 Logistics

8.1 Net dimensions and weights			
Specification of article net dimensions and weights		5	5
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Dimension		1*	1*
Dimension value		1*	1*
Measurement unit		1*	1*

8.2 Information on the content			
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Content quantity		5	5
Content unit		5	5

8.3 Basic article			
Dimensions and weight of the basic article = 1 package		2	2
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Dimension a		2	2
Measurement unit for dimension a	For all article types generally in mm	0	0
Dimension b		2	2
Measurement unit for dimension b	For all article types generally in mm	0	0
Dimension c		2	2
Measurement unit for dimension c	For all article types generally in mm	0	0
Weight		2	2
Measurement unit for weight	For all article types generally in kg	0	0
Number of packages		2	2

8.4 Packaging units			
Specification of up to 5 packaging units (PU) max., each with its own GTIN. For articles without PU, information on the basic article is sufficient.		3	3
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
The following information is to be given for each defined packaging unit:			
PU: packaging type		1*	1*
PU: quantity		1*	1*
PU: GTIN		5	5
Dimension a of the packaging unit		3	3
Measurement unit for dimension a	For all article types generally in mm	0	0
Dimension b of the packaging unit		3	3
Measurement unit for dimension b	For all article types generally in mm	0	0
Dimension c of the packaging unit		3	3
Measurement unit for dimension c	For all article types generally in mm	0	0
Weight of the packaging unit		3	3
Measurement unit for weight	For all article types generally in kg	0	0

8.5 Minimum order quantity			
Specification of the smallest possible order quantity for an article.		1	1
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Minimum order quantity value		1	1
Minimum order quantity unit	Identical with unit of quantity on the article	1	1

8.6 Article sets			
Specification of article sets		3	3
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Associated article		1*	1*
Quantity		1*	1*

8.7 Durability			
Specification of a period of durability		2	2
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Period of durability	To be given in months: 1 – 99 (unlimited)	2	2

8.8 Standard delivery period			
Specification of a standard delivery period		5	5
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Standard delivery period	To be given in workdays (1 week has 5 workdays)	3	3

8.9 Exportable articles			
General information as to whether the article is intended for the German market only		1	1
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Commodity number	To be given if the article is exportable.	3	3
Country of origin	Information is mandatory if the article is exportable.	3	3

9 Media data

9.1 Images	
Depending on the article type selected (cf. Chapter 1.2), the provision of images is	
- Mandatory as a quality criterion	2
- Optional	5

9.1.1 Web images			
Product-related web images have to illustrate the article or its substitute.		3	3
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Document		1*	1*
Document type	Logos as a media type are only permissible with groups: cf., Annex 1, Chapter 9.1.3 Media types for images.	1*	1*
Image use	Web image	1*	1*
Substitute label		1*	1*
Document description		5	5
Document sorting sequence		5	5

9.1.2 Print images			
Product-related print images have to illustrate the article or its substitute.		5	5
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Document		1*	1*
Document type	Logos as a media type are only permissible with groups: cf., Annex 1, Chapter 9.1.3 Media types for images.	1*	1*
Image use	Print image	1*	1*
Substitute label		1*	1*
Document description		5	5
Document sorting sequence		5	5

9.2 Documents			
Depending on the article type selected or labelling on the article, the provision of documents is			
- Conditional obligation		3	3
- Optional		4	4
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Document		1*	1*
Document type	e.g. GG for HAZMAT datasheet, EL for ErP Label; cf., Annex 1, Chapter 9.2.1 Media types for documents	1*	1*
Document description		5	5
Document sorting sequence		5	5
Document language		5	5

9.3 Exploded view drawing			
Several documents of the <exploded-view drawing> media type can be allocated to one article.		5	5
Content	Notes/annotations	Quality category (industry)	Quality category (WHSL)
Document		1*	1*
Document type	Exploded-view drawing X_	1*	1*

10 Spare parts lists

10.1 Spare parts lists		
Definition spare parts lists – for the time being of no relevance to the ZVSHK	0	0

10.2 Spare parts list allocation		
Specification of an allocation to a spare parts list – for the time being of no relevance to the ZVSHK	0	0

11 Historical products

11.1 Historical products		
Specification of historical products – for the time being of no relevance to the ZVSHK	0	0

11.2 Allocation of documents to historical products		
Allocation of documents to historical products – for the time being of no relevance to the ZVSHK	0	0