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1 - OUR COMPANY

Since its foundation, in 1890, MD Papéis has been always focused on the high quality paper market for industrial use. Nowadays, MD Papéis is the largest manufacturer of specialty papers in Latin America, regularly exporting its products to more than 40 countries.

Our product line comprises “glassine” papers for flexible packaging and siliconization, decorative base paper for plastic laminating of high and low pressure, smooth and crepe papers for special adhesive-tapes, crepe paper for filtration, high quality printing and writing papers and special cardboards.

Our papers are produced with up-to-date technology, in order to satisfy the latest market requirements.

MD has a high level technical and commercial team, always ready to appreciate market needs and to offer the best solutions for its customers.



2 - OUR MISSION

“Our mission is to produce specialty papers by an integration of many efforts, aiming to provide technological solutions through products and services that increase people’s quality of life and comfort.”

3 - OUR QUALITY POLICY

“We, at MD Papéis, are committed to providing products and services that satisfy our customers and to support the continuous improvement of our Quality Management System”.

4 - HANDBOOK’S AIM

This manual aims at informing the basic sales and logistic operation conditions for supplying our products. This manual may be reviewed or adapted single-handedly by MD Papéis, and these reviews and/or adaptations will be properly informed and sent to our customers as soon as possible.

5 - GENERAL INFORMATION

5.1 - Attendance Structure of Commercial Area of MD Papéis Ltda.

Please see enclosure.

5.2 - First Purchases

Considering the first supply or development of a new application for a MD standard grade, some information related to the converting process, existing technical specification, special requirements, referential samples, will be required in order to be analyzed by our Product Engineering.

Once it is confirmed the possibility to supply customer with a standard grade, A4 samples and/or sample reel, including technical specification, will be sent for customer’s approval. This material must be formally homologated (via fax or e-mail) after the approval by the customer. After receiving such homologation, the Commercial Area will start the negotiation of the first orders.

In the cases where it is identified the need of a specific development or quality adaptation of an existing product, this requirement must be sent to MD Papéis Ltda. through the Commercial Area.



3 - In order to fulfill the needs of our customers and assure the quality of the product during the transport, handling and storage, MD uses several packaging materials as follows:

- 3.1- Plastic Film
- 3.2- Kraft Paper
- 3.3- Wavy Paperboard Disk
- 3.4- One-way Pallets
- 3.5- Stretch Film (reams)
- 3.6- Kraft Paper with polyethylene
- 3.7- Stoppers and tubes (reels)

The above mentioned materials inputs can be combined, taking into consideration the distance, the way of transport to be used, specific physical properties and/or added value of the products.

PART II

TRANSPORT, EXPEDITION AND STORAGE

1 - TRANSPORT – DOMESTIC MARKET

The customer should inform any preferences related to merchandise packing within the transporting vehicle. In case there is no specific customer instruction for reel loading, they shall be packed in vertical position.



1.1- Options of Transport

The transport can be contracted by MD Papéis or directly by the customer. Regardless of the transportation modality purchased, the delivery date shall be previously agreed with the Sales area when confirming the order. As the vehicles arrive for the shipment, a “check list” is fulfilled according to indicated in the PART VI. If the check list shows that the vehicle has no conditions of shipment, it will be given back.



• Merchandise Transported under Customers Responsibility

It is due to the customer the total responsibility on the transport, including insurance, expenses, and so forth.

By the time of order confirmation, the customer must inform MD about the designated carrier.

The chosen transport and the merchandise are exclusively under customer’s responsibility.

• Merchandise Transported under Responsibility of MD Papéis

MD Papéis works with carefully selected carriers specialized in paper transportation. Transport administration and shipment schedule are directly performed by MD. Freight expenses may be included in merchandise price or separately indicated in the invoice.

The delivery service contracted by MD Papéis is priced according to delivery destination and is restricted to the areas indicated. Deliveries for other areas will be individually considered. For further information on the areas covered by the delivery service and the respective freight price, please contact our sales area.

1.2 - Delivery Time

Within the conditions agreed with the customer, the delivery is restricted by the areas established for transportation under MD Papéis’ responsibility and to vehicle capacity. Delivery time is restricted by transportation distance.

1.3 - Areas with Restricted hours for Truck Traffic

In certain city areas where the traffic authority does not allow trucks to circulate in certain hours, the deliveries will only be made in the hours authorized.

1.4 - Unloading

The customer is responsible for unloading. In case there is any impediment to the customer unloading the merchandise in the date agreed and the delivery service is hired by MD Papéis, an additional fee will be charged from the customer for lay day.

1.5- Freight

For information on freight, please contact our sales area during order negotiation.

1.6- Reshipment

The delivery service hired by MD Papéis is priced according to delivery destination and is restricted to the areas indicated. However, MD may hand the cargo over to a carrier of trust within the areas priced, being the customer in charge of hiring the reshipment freight to its company. We reinforce that, in case of reshipment, the responsibility for the merchandise rests on the customer, so we suggest you to observe the requirements referenced in the transportation check list (part VI).

2 - TRANSPORT – EXPORT MARKET

Warranty and responsibility limitations in exportation logistics



- MD Papéis' and Customer's responsibility limitations are defined in the sales conditions (terms) upon order negotiation, according to Incoterms (item 5.3 herein).
- Some information and the observance of the items indicated below are required from the customer, in order to outline the Warranties and Responsibilities based on the effective Incoterms.

- MD Papéis is responsible for loading the vehicles or containers within its premises, with proper equipment.
- The customer is responsible for providing MD Papéis with special instructions for transporting the merchandise when needed, as well for informing occasional difficulties for handling the cargo at the destination site, such as the lack of proper unloading equipment.

- The customer should inform any preferences related to merchandise packing within the transporting vehicle. In case there is no instruction from the customer regarding reel loading, they will be packed in the best possible way to fully use the load capacity.
- During order negotiation, it is important for the customer to provide MD Papéis with information regarding any limitations to total cargo weight for container handling at the destination Port and/or for moving the transportation vehicles in the importing country's highways.
- If there is any restriction regarding the use of a specific Carrier, Port of Transshipment or Port of Destination, MD Papéis should be informed during order negotiation.
- If there is any specific government requirement for Pre-Shipping Inspection, Purge/Fumigation or issuance of Phytosanitary Certificates, the customer should inform MD Papéis during order negotiation.
- In the case of some information indicated in the shipping schedule can not be accepted, customer must inform us within 02 (two) days after receipt of our message (shipping schedule). Otherwise, MD Papéis will consider all information contained in the shipping schedule as accepted.
- By the time of arrival of vehicles at MD Papéis for loading of goods (trucks and containers), a "check list" is accomplished, according to PART VI.

3. SHIPMENT OPERATIONS

3.1 - Vehicle Loading

MD Papéis is responsible for loading the vehicles or containers within its premises, with proper equipment.

3.1.1. Obligatory loading conditions

Each vehicle that performs merchandise collection should be presented for loading with a collect order. All vehicles should be provided with floor covering in good conditions, ropes for cargo tie-up and proper corners for paper transportation. The carrier is responsible for merchandise canvassing and tie-up.

3.2- Working Hours

From 08:00 a.m. to 04:00 p.m. Vehicles that arrive after the working time will have to await the following day for carrying goods.

Vehicles that do not meet the collection schedule dates are subject to a new schedule in the day of their arrival at MD Papéis, and the loading agreements will be made according to the shipment schedule of the day.

4 - RECEIPT OF MD PRODUCTS

4.1 - Checking of Goods

Customer must always verify, in the act of the discharge, if the pallet labels and the sheet labels of the received product is in conformity with the Invoice (product, basis weight, weight, dimensions). It is also necessary to verify the consignee and the quantities stated in the Invoice, as well the conditions of the received paper.

4.2- Discrepancies

If merchandises and/or volumes are not in accordance with the order, report the discrepancies in the "Delivery Service Quality Report" (according to part VI) and contact our Sales Area, which will provide the required information and the procedures to be adopted.

4.3- Damages

MD Papéis will not accept any complaints of product damage or deterioration due to improper transportation, handling and storage conditions that were not under its responsibility.

If any damages are identified upon reception, do not handle the cargo. Report the irregularity in the "Delivery Service Quality Report" (according to part VI) and immediately contact our Sales Area, which will provide you with the proper guidance and will contact our Technical Assistance, if required.

PART III

DISCHARGE, HANDLING CARE AND STORAGE

1- PROCEDURE FOR DISCHARGE OF VEHICLES

1.1 - Reel unloading procedure

Reels packed in the vertical position should be unloaded by forklifts with clamps for reels.

To unload reels in horizontal position, the forklifts should have their forks properly protected and the reels should be rolled over them. Do not unload reels laid down by the side of the vehicle.

We recommend you to avoid unloading through ropes or directly over tires, since they generally damage the reels.

1.2 - Reels unloading procedure

Reams are supplied in pallets and should be unloaded by a forklift, paying attention to pallet stability before lifting it. Be also careful not to damage with the fork the pallet behind the one being removed.

2- HANDLING CARES

The arrival conditions of the products supplied should be assessed by the customer upon truck or container unloading at the destination site previously agreed. Any irregularities should be mentioned in the "Delivery Service Quality Report", according to part VI. Product handling should be carried out under conditions that preserve the good state of the volumes and, as result, of the paper. We recommend the following procedures:

- a) For reels, use only forklifts equipped with a clamp (with controlled pressure).
- b) Reams in pallets should be handled by forklifts or hydraulic carts. Do not manually move the reams with assistants without using the proper moving equipment.

During forklift transportation, lift the merchandise to a minimum height, to avoid damages and friction against the floor. Keep the forklifts in good working conditions, paying special attention to the hydraulic system, and fixing any leaks.

- c) Unload under shelter, in order to prevent product quality from being compromised by bad weather.
- d) Reels should be kept preferably in vertical position, in a sheltered place, with a floor free from humidity, oil, nails, stones and materials that may affect their integrity.



Stacking machine with clamp device



Usual stacking machine

- e) In order to effectively protect our products, we look for maximum quality in our packages. In case of any accidents during handling that may lead to paper exposure to the environment, fix the damages on the package with an adhesive tape and Kraft paper, in order to maintain its characteristics.
- f) In case you do not use the entire product, protect it with a plastic to maintain its characteristics.
- g) Keep MD Papéis' original label and/or tag always near the product.
- h) Avoid manually rolling and/or dragging the reels over the floor. In case this is strictly necessary, try to cover the floor surface with a blanket in order to avoid damages. Avoid folding or twisting the reams.



3 - STORAGE RECOMMENDATIONS

In spite of being carefully and properly packed, the paper is fragile merchandise. It is important that its storage is made in order to provide the paper with good conditions.

We recommend the following procedures:

3.1 - Storage Planning

Storage planning is required in order to reduce handling to a minimum, using the FIFO (first in/first out) principle, in order to ensure full stock turnover and prevent the paper from staying in the storeroom for long periods of time. Batches should be separated per order and distributed in such a way that all batches are accessible.



3.2- Storeroom condition checking

- Floor: must be plane, firm, flat, clean and dry.
- Roof and walls: regularly inspect them in order to detect and correct possible water and humidity infiltration spots.
- Temperature and air humidity: the recommended temperature is from 21 to 24o C and relative humidity between 50 and 70%.
- Illumination: the place of storage must be always well illuminated, in order to assure good conditions for material identification, work and safety.
- Control of termite: it is necessary to regularly proceed with control of termite, through the application of adequate products, taking precautions against eventual infestation. Wooden pallets must be inspected and incinerated in case they present termites. It is important to stress that MD only uses pallets made with wood previously treated against plague infestation.

3.3 - Cares During Piling up Goods

- They must be piled up always with the help of lids on top of the last layer of the reams, preferable in structures holder-pallets or in piled up racks.

Alternatively, it can be done piles of reams of about 1,15m on bed frame couple-face, afterwards piling the material up to maximum 3m. The bed frames must be regularly inspected in order to eliminate unattached nails and salient objects that can cause perforation in the packing.



• Reel

Preferably store the reels in vertical position, stacked with the use of clamps.

Check clamp pressure, in order to prevent excessive pressure from making the reels oval-shaped. Clamp rubbers should be in good conditions and the fixing screws should not be salient.

During reels turn with the clamp, lift the cargo to a minimum height enough to avoid it from clashing against the floor.

Vertical storage is safer and more favorable to paper, besides allowing a better use of storeroom area.

Special care should be taken in case you choose horizontal storage, separating levels with boards and putting wedges by reels to prevent them from rolling. We warn that long-time horizontal storage may turn the base reels round-shaped, and as the weight is focused on the boards, they may mark the reels, so this should be avoided. In order to ensure material integrity and avoid damages due to base reels compression, we recommend the exchange the base reels with last layer's in periods no longer than 15 days.



Observe the maximum heights indicated on the table below:

Format	Vertical Stacking	Horizontal Stacking
Reels	Diameter up to 50 cm: maximum height 3 meters Diameter up to 60 cm: maximum height 4 meters Diameter up to 70 cm: maximum height 5,5 meters Diameter up to 80 cm: maximum height 6,5 meters Diameter above 80 cm: maximum height 8 meters	2 layers
Reams	3 meters	

PART IV

TECHNICAL ASSISTANCE

MD has a specialized technical team in the conversion of its products, who will be always at customer's disposal for technical assistance after and before sales. This service is accomplished by the Product Engineering Area that counts on the internal support of Technology and Quality Control Areas.

In the case of assistance after sales, a standard procedure must be followed in order to assure agility and efficacy of this service. We inform below the actions to be taken:

- All information must be forwarded through the Commercial Area of MD Papéis Ltda.
- This contact must supply maximum information, in order to become the investigation fast and accurate. Our reels have an internal identification (labels of control of rolls) and external identification (reel label), considering that one of these labels should be sent MD Papéis, once they contain the essential data for the beginning of our investigations. In the case of reams, the needed information can be found in the labels of product identification.
- Besides the identification of the reels, samples of the raw paper (most important) are necessary, including also samples of the different stages of the converting process, when possible. The samples are indispensable for the evaluation of the situation and actions to be taken: reengineering, preventive or correction actions.
- Whenever the situation demands a visit of the Technical Assistance of MD Papéis, this will be accomplished as soon as possible, aiming to solve customer's problem quickly.

Our products have technical specifications that provide information on the paper's physical-mechanical properties and on reel and ream characteristics. Any discrepancies detected on the material in relation to this document should be reported to our Sales Area. The paper's physical-mechanical analysis conducted by our customers should be in accordance to the test methods indicated in the technical specifications, which may be requested through our sales area.

The Product's External Specifications are settled in the quality certification issued by MD Papéis Ltda. The customer may request a non-controlled copy of this Specification at any time. The products that might be stored in our storerooms, as well as their respective technical reports, will comply with the specification effective in their manufacturing date.

Important note: Since some papers produced and sold by MD Papéis may be used for structures that are in direct or indirect contact with food, as well as for pharmaceutical purposes, we inform that, through mechanisms in our Quality Management System, we can indicate which Laws they currently comply with. MD Papéis should be consulted in case there is the need of complying with specific Laws.

Any events that may prevent the material from being used should be informed to our sales area, which after seeing if the material should be returned to MD Papéis, will arrange the proper merchandise return identification and will schedule its reception.

Papers approved under restriction by our customers, that can offer any risk of loss and/or bring into question the quality of final product, must be converted only after full consent of MD Papéis Ltda., who can request technical supervision during the conversion, if necessary.

In the case of compensation of losses originated from the converting of products that presented irregularities and were converted without the express consent of MD Papéis Ltda., an evaluation by the technical team of MD Papéis must be done and the compensation will have as limitation the total value of the supplied product by MD Papéis, not including costs of additional material and/or machine hours, unless in exceptional cases, under our previous analysis.

Besides the visits with preventive or corrective purposes, the Product Engineering Department of MD Papéis Ltda. Can also plan visits for conversion support aiming to assist the users of our products, being that these visits can also be required through our Commercial Area.

Although our papers do not have a defined shelf life, for the sake of good order, we will accept complaints received within a period of 12 (twelve) months only, as from the production date stated in the labels of the material. The complaints that exceed this period will be analyzed in order to define whether (or not) to accept them.

PART V**INCOTERMS 2000
INTERNACIONAL COMMERCIAL TERMS
VERSION 2000****EXW** - EX WORKS (...named place) – every way of transport

Means that the seller delivers, when he places the goods at the disposal of the buyer, at the seller's premises or another named place (i.e. works, factory, warehouse, etc.) not cleared for export and not loaded on any collecting vehicle.

FCA - FREE CARRIER (...named place) – every way of transport

Means that the seller delivers the goods, cleared for export, to the carrier nominated by the buyer, at the named place. If delivery occurs at the seller's premises, the seller is responsible for loading. If delivery occurs at any other place the seller is not responsible for unloading.

FAS - FREE ALONGSIDE SHIP (...named port of shipment) – sea transport

Means that the seller delivers the goods, cleared for export, when they are placed alongside the vessel at the named port of shipment. This means that the buyer has to bear all costs and risks of loss of or damage to the goods from that moment.

FOB - FREE ON BOARD (...named port of shipment) – sea transport

Means that the seller delivers the goods, cleared for export, when they pass the ship's rail at the named port of shipment. The buyer has to bear all costs and risks of loss of or damage to the goods from that point.

CFR - COST AND FREIGHT (...named port of shipment) – sea transport

Means that the seller delivers the goods, cleared for export, when they pass the ship's rail in the port of shipment. The seller must pay the costs and freight necessary to bring the goods to the named port of destination, but the risk of loss of or damage to the goods, as well as any additional costs due to events occurring after the time of delivery, are transferred from the seller to the buyer.

CIF - COST, INSURANCE AND FREIGHT (...named port of destination) – sea transport

Means that the seller delivers the goods, cleared for export, when they pass the ship's rail in the port of shipment. The seller must pay the costs and freight necessary to bring the goods to the named port of destination, but the risk of loss of or damage to the goods, as well as any additional costs due to events occurring after the time of delivery, are transferred from the seller to the buyer. However, in CIF the seller also has to obtain marine insurance against the buyer's risk of loss of or damage to the goods during the carriage.

CPT - CARRIAGE PAID TO (...named place of destination) – every way of transport

Means that the seller delivers the goods, cleared for export, to the carrier nominated by him. The seller must pay the cost of carriage necessary to bring the goods to the named destination. The buyer must bear with all risks and any other costs occurring after the goods have been so delivered.

CIP - CARRIAGE AND INSURANCE PAID TO (...named place of destination)
every way of transport

Means that the seller delivers the goods, cleared for export, to the carrier nominated by him. The seller must pay the cost of carriage necessary to bring the goods to the named destination. The buyer must bear with all risks and any other costs occurring after the goods have been so delivered. However, the seller also has to obtain insurance against the buyer's risk of loss of or damage of goods during the carriage.

DAF - DELIVERED AT FRONTIER (...named place) every way of transport / land frontier

Means that the seller delivers the goods when they are placed at the disposal of the buyer, on the arriving means of transport not unloaded, cleared for export, but not cleared for import, at the named point and place at the frontier, but before the customs border of the adjoining country.



DES - DELIVERED EX SHIP (...named port of destination) – sea transport
Means that the seller delivers the goods when they are placed at the disposal of the buyer on board of the ship, not cleared for import, at the named port of destination. The seller must bear all costs and risks involved in bringing the goods to the named port of destination before discharging.

DEQ - DELIVERED EX QUAY (...named port of destination) – sea transport
Means that the seller delivers the goods when they are placed at the disposal of the buyer, not cleared for import on the quay (wharf) at the named port of destination. The seller has to bear costs and risks involved in bringing the goods to the named port of destination and discharging the goods on the quay (wharf). The DEQ term requires the buyer to clear the goods for import and to pay for all formalities, duties, taxes and other charges upon import.

DDU - DELIVERED DUTY UNPAID (...named place of destination) – every way of transport
Means that the seller delivers the goods to the buyer, not cleared for import, and not unloaded from any arriving means of transport at the named place of destination. The seller has to bear the costs and risks involved in bringing the goods thereto. However, where applicable, the carrying out of customs formalities and the payment of formalities, customs duties, taxes and other charges related to the import has to be borne by the buyer as well as any costs and risks caused by his failure to clear the goods for import in time.

DDP - DELIVERED DUTY PAID (...named place of destination) every way of transport
Means that the seller delivers the goods to the buyer, cleared for import, and not unloaded from any arriving means of transport at the named place of destination. The seller has to bear all the costs and risks involved in bringing the goods thereto, including, where applicable, the carrying out of customs formalities and the payment of formalities, customs duties, taxes and other charges for import in the country of destination.

STRUCTURE OF COMMERCIAL ATTENDANCE

Domestic Market Attendance

Industrial Papers Sales Division + (55) (11) 4441.7837
papeis_industriais@mdpapeis.com.br

Decor Papers Sales Division + (55) (11) 4441.7882
papeis_decorativos@mdpapeis.com.br

Export Market Attendance

+ (55) (11) 4441-7811
mercado_externo@mdpapeis.com.br

Remark: For information about agents in Brazil and overseas, please contact our Commercial Area or consult our web site: www.mdpapeis.com.br

CHECK-LIST OF TRANSPORT

TRANSPORT - MD PAPÉIS LTDA

TRANSPORT - CUSTOMER

SUPPLIER / DRIVER :	PLATE :	DATE :
---------------------	---------	--------

IDENTIFICATION OF VEHICLE:

NUMBER OF LOADING ORDER / PACKING-LIST :

1 - BODY OF TRUCK :

- Clean, free of any salience or contaminators, good conditions of conservation. () yes () no

- Floor covered with lining for loose reels () yes () no

2 - CLOSED TRUCK / CONTAINER :

- Free of holes and closing of door. () yes () no () n.a.

3 - AFTER LOADING :

- The cargo is completely closed, duly anchored in order to avoid fall and deterioration of final product. () yes () no

Remark : If any item of this check-list is filled with the answer NO, the Expediio Administration must be immediatate informed and the process of expedition of cargo must be interrupted.

4 - DISMISSAL OF VEHICLE :

Shipping order / Packing-list or expedition order that was destined to the

Supplier : _____

Reason : _____

Driver Signature : _____ Document nº _____ Dispatcher : _____

5- APPROVAL :	DISAPPROVAL :
---------------	---------------



Date

Delivery Service Quality Report

Customer / Merchandise Recipient

Address

Vehicle Licensing Plate

Invoice n°

Time

The maximum estimated delivery time is ____ hours, except on Sundays and national holidays

NOTE: We ask you to report below any abnormality of this delivery, either on the product conditions or the transportation service, including delivery time. When the due filling of the items below is not made, we will consider that the product delivery has occurred with no abnormalities.

Product conditions

Damages occurred? | Yes | No
If yes, inform the occurrence:

Right Quantities? | Yes | No
If no, inform the divergence:

Right Documentation? | Yes | No
If no, report the occurrence:

Has the product been delivered in the term defined? | Yes | No

Is the package compliant with your order? | Yes | No

Driver's behavior | Good | Bad

Received by:

Name:

Date

Time

Signature

Return the RQSE duly filled with the receipts of the respective Invoices to the Shipment Sector.



Rod. Presidente Tancredo de Almeida Neves, Km 34
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www.mdpapeis.com.br

A red rectangular sign with the word 'EXIT' in white, bold, sans-serif capital letters. The sign is positioned in the center of the page, overlaid on a large, faint, light blue outline of the 'MD' monogram.

EXIT

PREVIOUS | HELP



**THIS HANDBOOK WAS PRONCED WITH ADOBE ACROBAT®.
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