



# PACKAGING INSTRUCTIONS

**FOOD/NEARFOOD**



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**Revision 3.0, February 2020**

## Revision control

Revisions version 2.1, February 2019:

- Appendix A – pallet overview per warehouse has been updated
- Appendix B - general information overview of Warehouses has been updated
- Appendix C - complete handling fee overview has been updated
- Appendix D added with special requirements for frozen deliveries to Coldstar – Frozen goods to føtex/Bilka
- Carton quality bullet point 3 has been updated (Pg. 7)
- Packing of pallets has been updated (Pg. 12)
- Loading of pallets on truck/container has been updated (Pg. 13)
- Labelling of pallets has been updated (Pg. 15+16)
- Goods reception control has been updated (Pg. 19)
- Gate numbers has been updated (Pg. 21)
- Opening hours has been updated (Pg. 22)
- Delivery of wine in containers to Ishøj has been updated (Pg. 24-26)
- Requirements to freshness has been updated (Pg. 27)

Revisions version 3.0, February 2020:

- Appendix A – pallet overview per warehouse has been updated
- Appendix C - complete handling fee overview has been updated
- “Information required upon shipment” has been changed to “Requirements upon arrival”
- Section “Requirements upon arrival” has been updated (pg)
- Section “Consignment note information” under “Delivery” has been added

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# **Introduction**

## **How to use this manual**

You need to use this manual as a guideline in how to choose the right export carton, packing method and delivery method for the product, in close cooperation with the buyer. The manual is divided into 2 parts:

- Part 1 a general overview of requirements for all warehouses (Needs to be read by all suppliers)
- Part 2 an overview of requirements for Føtex / Bilka Food warehouses

There are many details you have to take into consideration, so please read this guide thoroughly. This manual is a tool for both our buyers and our suppliers and is the basis of all packaging discussions.

This document is also available at [www.sallinggroup.com](http://www.sallinggroup.com). If you have any questions regarding this material, please get in touch with your contact person at Salling Group.

**Our packaging struction will be reviewed once a year (ultimo February)**

# Part 1 – General instructions

## Carton specifications

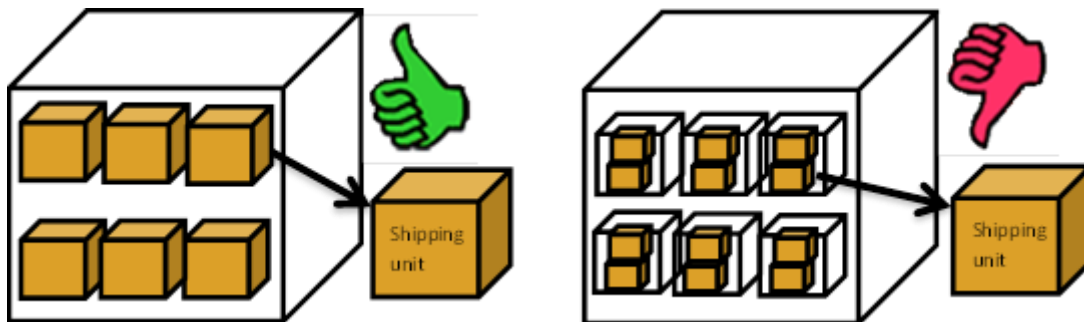
### Carton quality

The carton quality must ensure:

- That the box remains stable during transportation
- That the box can be stacked in stores even when a number of products have been removed from the box
- That the box can support the weight of stacking the cartons up to a height of 2.5m during transport
- That lids / perforations of large cartons can withstand vacuum suction
- That the box fit the goods
- That boxes are never too full, thus creating round and unstable boxes.
- That no stacking pins, glue or wax is necessary (or used) to create a stable pallet

### Outer packaging / Receiving unit

1. Should only be used for small export units to reduce handling time and shipping cost
2. Should only be used when the number of export units / shipping units exceeds 5
3. Only one items number per outer carton
4. Only one level of outer packaging is acceptable:





*Please mark how many collis that are packed in each outer carton*

5. Volume of the outer packaging should not exceed 70 L as this is the volume of our warehouse totes
6. Weight of the receiving unit must not exceed 12 kg

## Labeling of cartons

Salling Group accepts two types of barcodes on cartons; the preferred EAN 128 / GS1 128 and EAN 13.

General requirements	
<ul style="list-style-type: none"> <li>Label must be white</li> <li>Must be as big as possible</li> <li>Text must be dark</li> <li>Standard office fonts only</li> <li>No underlining text</li> </ul>	<ul style="list-style-type: none"> <li>Only machine written text</li> <li>All text at least 8 mm high if possible</li> <li>Text must be aligned</li> <li>Characters must not touch each other</li> </ul>
Placement	
Label must be placed in the center of the case; at least 30 mm away from the edge; on <b>two opposite sides</b>	

EAN 128 / GS1 128		EAN 13
 (400) 4001234567 (97) 123456789012		 5 760932 903439
Application identifier	Always <b>(400)</b>	Must be the EAN of the ordering unit
Salling Group order number (10 digits)	Ex. <b>4001234567</b>	If the shipping unit contains 1 retail unit the Order EAN and the retail EAN are the same
Application identifier	Always <b>(97)</b>	If the shipping unit contains more than one retail unit the Order EAN will be different from the retail EAN
Salling Group article number (6-12 digits)	Ex. <b>123456789012</b>	

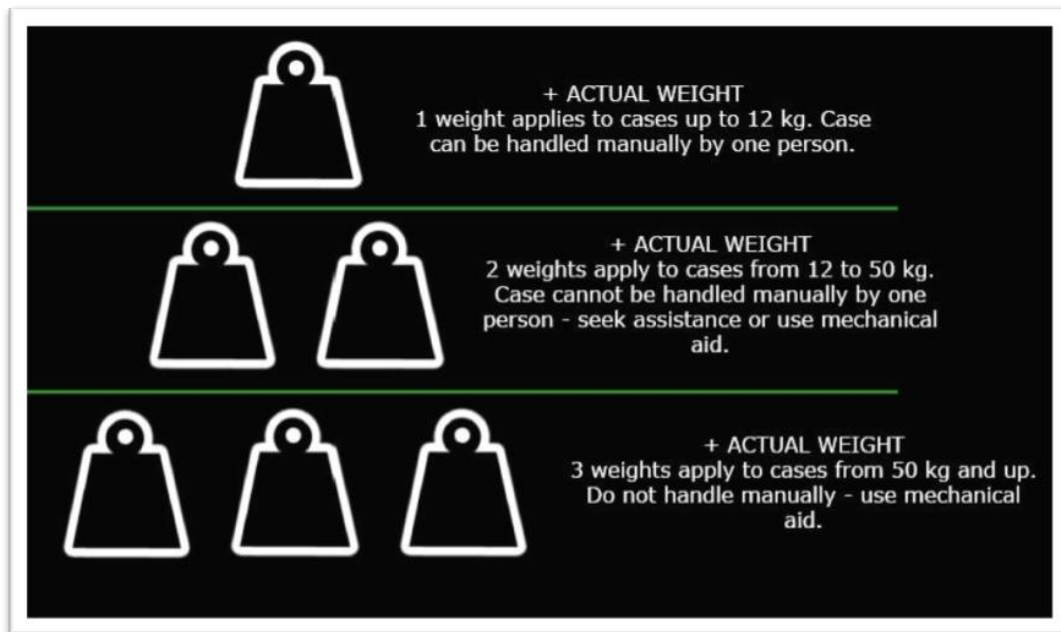
Besides the barcode the following information could also be marked on the case:

Information on the carton			
	Information	Description	Example
1	Order number	Salling Group order number (10 digits) <b>(optional)</b>	4001234567
2	Article number	Salling Group article number (6-12 digits) <b>(optional)</b>	123456789012
3	Product	Description of product <b>(optional)</b>	Jackets
4	Quantity	Number of sales units in case <b>(optional)</b>	12
5	Gross weight	Total weight of case + content <b>(optional)</b>	13 kg
<b>Nonfood</b>			
7	Color	Color of product <b>(optional)</b>	Green
8	Product range	If the case contains an assortment of different sizes or colors <b>(optional)</b>	S - M - L - Total 2 - 2 - 2 - 6
<b>Food Products</b>			
9	Prod. date	Production Date & Best before date <b>(optional)</b>	2014-12-02 (YEAR.MM.DD)
11	EAN number	EAN number of the product <b>(optional)</b>	5701050212850

## Handling

### Carton weight limits

- Weight limits for cartons stipulated by Danish authorities, is a **gross weight of max 12 kg**
- Gross weight must be printed on the label to inform employees of the correct way to handle the box
- Salling Group introduces a special handling symbol, which is weight specific, and must be placed on each box (or the shipping mark):



### Heavy or bulky products





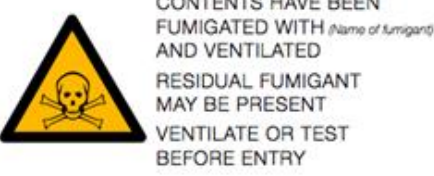
- If the product itself is heavier than 12 kg or bulky (larger than 1 m<sup>3</sup>) grip holes should be added either on both sides / opposite ends (suggested size 30 x 100 mm)
- If the product weight exceeds 20 kg the box has to be handled by two people and thus grip holes must be added to the box to facilitate this.



- If grip holes are not possible to make due to packaging (ex. No air / room around articles) external handles must be applied (plastic handles) or packaging altered to meet the requirements.

## Handling symbols

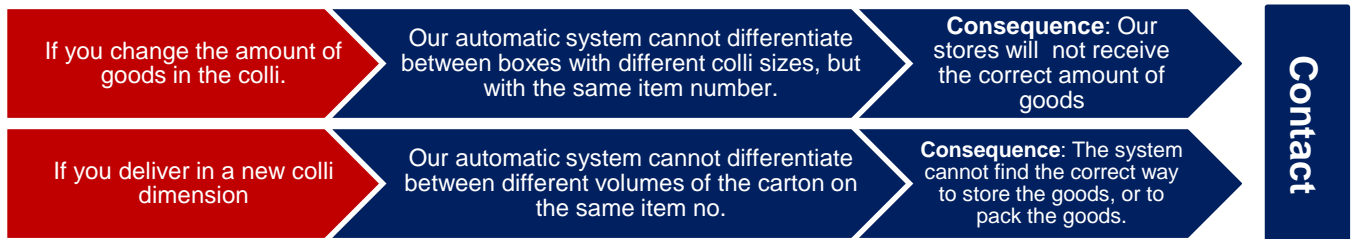
The following international handling symbols must be used if your products require special handling during transport, at the warehouse or in the stores. **Symbols may only be used when required.**

	<p><b>Maximum stack</b> (here shown as "8")</p> <p>Goods like video monitors and glassware have a stacking limit. If this limit is exceeded, the compression from excess weight of overlaying boxes may damage the goods underneath. Use this symbol if the product has a stacking limit.</p>
	<p><b>Fragile: handle with care</b></p> <p><b>Fragile: handle with care - glass</b></p>
	<p><b>This side up</b></p> <p>Symbol only to be used if: Important for transport stability. Direction has implication for stability due to directional reinforcement in cases. Important for product stability. If product can be damaged/broken when packed in wrong direction.</p>
	<p><b>Do not stack</b></p>
	<p><b>Chemicals</b></p> <p>Use symbols like this if the container is fumigated or contains chemicals.</p>

## Product registration

When shipping to Salling Group, you must make sure that the correct master data is available to Salling Group. The procedure depends on the type of product you are delivering; textile, food or other nonfood products. Master data registration is only done for new item numbers and it is done because both our systems and warehouse are highly dependent of correct master data.

### Changes to master data



If you change the articles so that the master data are no longer correct, please contact your contact person at SALLING GROUP and deliver the articles on a new item number. SALLING GROUP will supply you with the new item number.

## Packing of pallets

- **Products must be kept within the pallet dimensions** – at the bottom as well as the top, so no carton hang outside the pallet.
- **¼ and ½ pallets are only accepted (without a handling fee), if pallets are created as ¼ or ½ pallets and registered as “ready to sale”.** Creation must be made in cooperation with Salling Group.
- **Weight must be distributed evenly across the pallet** – horizontally and vertically
- **Pallet height maximum 180 cm** (including the pallet)
- **The total weight of the pallet may not exceed 1000 kg**
- **The items on the pallet must be wrapped in clear foil** to ensure stability during transport, as well as dust protection - **Foil cannot cover the pallet and cannot be colored**
- **No individual wrapping of single cartons** must be employed, and no part of the wrapping must get in touch with the pallet.
- **Pallets must not be foiled together with other pallets.**
- **Removing foil should not result in collapse** – of a single row or the entire pallet.
- **Pallet label must be placed outside the foil.**
- **"Slave pallets" are not accepted at all Warehouses** – Please refer to Appendix A for overview of warehouse specific pallet requirement.
- **One item number per pallet** - The pallets should be packed with only one item number. We want to receive clean units to avoid mixing of the articles.
- If the same article is delivered with **different durability**, the delivery must be separated by inserting an extra pallet or slip-sheet to avoid mixing of durability dates.
- **When Salling Group is ordering in full pallet quantities, you must only add one article per pallet**



## Delivery

### Loading of pallets on truck / container

In order to prevent damaged cases and to facilitate the handling during receipt at our warehouse, it is important to arrange the packing of the truck / container according to the following instructions:

1. 1/1 pallets shall be placed 3 and 3 at the vehicle e.g. the short side of the pallet must always be turned towards the loading platform.
2. If you deliver in containers on slip-sheets the grip handle must always be turned towards the loading platform.
3. 1/4 pallets shall be in rows of three (600\* 1200).

**If you deliver our goods by truck you should not use the type 'High-cube' or vans. High-cubes and vans have a low unloading level which we are not able to handle.**

### Requirements upon arrival

When arriving to our warehouses the below requirements must be fulfilled:

- The driver must unload the goods at the directed space himself.
- The Salling Group 10-digit order number must always appear on all documents related to the delivery (including consignment note and delivery note.) The order information must be available to the driver and therefore must not solely be attached to the products/pallets in the form of delivery notes or the like.
- Only papers covering products actually delivered may accompany the products.
- The driver must state the order number whether the products are delivered via central warehouses, warehouse hotel or have been transhipped to another carrier in transit.
- If the driver carries products for several order numbers, all order numbers must be advised.
- In case of part delivery, it must appear clearly from the papers which order number the delivery concerns. The order number must appear at both consignment note and delivery note.
- If the delivery note does not cover the entire order, it must be stamped "Part delivery". A copy of the delivery note must be attached to each consignment note. Further a clear indication of which products is being partly delivered and how many of each article is required.
- The delivery note must state the exact amount of collis delivered.
- A consignment note indicating the precise part consignment delivered in EUR 1/4, 1/2 or full (1/1) pallets must be made out for each delivery.

- Delivery notes and freight documents must **always** be included for each delivery. Upon arrival the truck driver must hand in the physical documents to an employee.

### **Consignment note information**

Consignment notes should contain below informations:

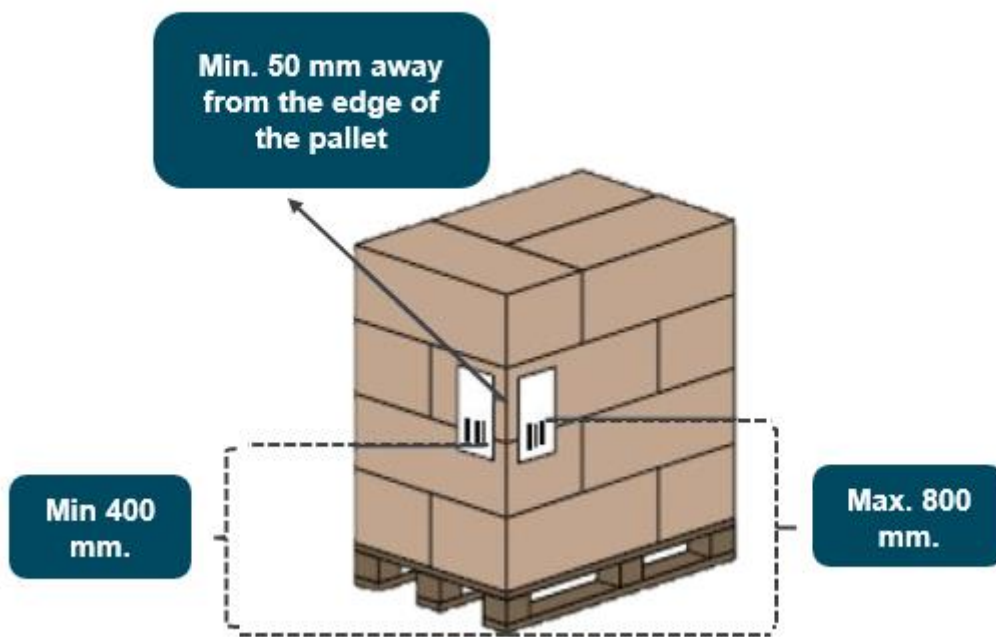
- Supplier name and address
- Supplier number
- PO number
- Article name pr article
- Salling group article number for each article in numerical order
- Delivered number colli for each article
- Weight for each article if the article is catchweight

### Labelling of pallets

Upon arrival the pallets will be registered by the means of barcode scanning and therefore there must be a GS1-128 pallet label on each pallet. For the full list of application identifiers please see below link\*

<https://www.gs1.org/standards/barcodes/application-identifiers>

The GS1-128 pallet label must be placed on the pallet as shown below. Further, at a full pallet, a label must be placed on both sides of the pallet. At  $\frac{1}{2}$  and  $\frac{1}{4}$  pallets the label must be placed on the top of the pallet and on the short side.



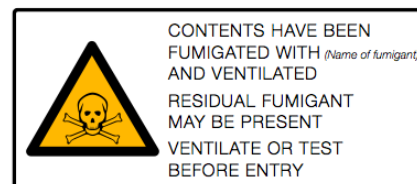
## Chemicals & Fumigation

### Chemicals

Fumigation of the containers must always be coordinated with your contact person at Salling Group.

If you use fumigates in the containers:

- You must send a certificate with the contents that have been used to fumigate the container to Salling Group at [nflvm@sallinggroup.com](mailto:nflvm@sallinggroup.com)
- You must send a certificate that the container has been ventilated and is now fumigant free to Salling Group at [nflvm@sallinggroup.com](mailto:nflvm@sallinggroup.com).
- Furthermore you must label your container with warning symbols, so that we can take the necessary precautions at our warehouse. The containers should as a minimum be labeled with the following information: A warning symbol, Name of the fumigant; Date of fumigation; Information about ventilation (Yes/No); Date of ventilation.



At Salling Group we will test container shipments according to current legislation if we suspect that a container is contaminated. Contact Salling Group if you need to know for which fumigates and chemicals we test.

**If you use chemicals in your production:**

Products containing chemicals will evaporate after production, and some contamination can be avoided by not packing the goods immediately after production.

To avoid or minimize contamination in the packing, certain products should be delivered in perforated packing. This is especially important for suppliers of shoes and other products containing many chemicals.

You must keep updated with the European chemical legislation REACH – Regulation (EC) No 1907/2006 with all applicable amendments – concerning the Registration, Evaluation, Authorisation and Restriction of Chemicals including restriction (Annex XVII) and substances of very high concern (SVHC substances on the candidate list). The candidate list of SVHC substances is the first step in the procedure for restriction of use of a chemical. You can find the list by following this link:

<http://echa.europa.eu/web/guest/candidate-list-table>

REACH concerns substances in both the articles and the packing material.

The candidate list of SVHC substances is updated twice per year. The suppliers of any articles containing such a substance in a concentration above 0.1% (weight by weight) have to provide enough information to allow the safe use of the article to the recipients of the article.

If you need further help regarding how to avoid the use of chemicals and fumigates, or to find alternatives to forbidden chemicals or fumigates, Salling Group can support you in finding technical assistance.

### Packaging & Cadmium Directive

All suppliers to Salling Group must at all times keep informed of relevant Danish and European legislation and the products as well as the packaging must at all times comply with any and all applicable rules and regulation.

The following rules, regulations and requirements are not a complete list, but example of applicable requirement for packaging materials.

### **Packaging Directive**

Suppliers to Salling Group must meet the requirements of the Packaging Directive 94/62/EC with any amendments - on packaging and packaging waste (implemented in Danish law in BEK nr 1455 of 07/12/2015 with any amendments).

Harmonised relevant standards: EN 13427, EN 13428, EN 13429, EN 13430, EN 13431, EN13432.

According to the Packaging Directive packaging and packaging components may only be placed on the market provided that the sum of concentration levels of lead, cadmium, mercury and hexavalent chromium does not exceed 100 ppm by weight.

How to find the Packing Directive for elaborating details:

Go to <https://eur-lex.europa.eu> and enter year (1994) and number (62).

### **REACH**

Suppliers to Salling Group must meet the requirements of Regulation (EC) No 1907/2006 with any amendments – concerning the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH).

Annex XVII contains restrictions on the manufacture, placing on the market and use of certain dangerous substances, mixtures and articles – including packaging.

How to find REACH for elaborating details:

Go to <https://eur-lex.europa.eu> and enter year (2006) and number (1907). For further guidance please see go to the website of the European Chemicals Agency (ECHA) on <https://echa.europa.eu>

### **Danish Cadmium Restriction**

Suppliers to Salling Group must meet the requirements stipulated in the Danish cadmium act (BEK 858 of 05/09/2009).

According to the cadmium act import, sale and manufacture of cadmium-containing products are prohibited. Cadmium-containing products mean products in which cadmium is used with more than 75 ppm in the homogeneous components of products not included in the restriction for cadmium in Annex XVII of Regulation (EC) No 1907/2006 with any amendments – concerning the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH).

## **Goods reception control**

In order to ensure the quality of the deliveries our "Goods In" department check every delivery and correct if errors.

Suppliers who do not comply with the delivery specifications in the packaging instruction will be charged a handling fee. In Appendix C a complete list over handlings charges can be found.

Note! Not all warehouses accept slave pallets or ¼ pallets - Please refer to appendix A for warehouse specific information on pallets.

## Part 2 – Føtex / Bilka Food instructions

### Delivery

#### Food warehouse's

Salling Group have 4 warehouse which provides Bilka and Føtex with food products. The warehouses are located in Vejle, Ishøj, Holme and stores different types of goods. The food warehouse consists of:

Gate → Entrance → Exit



#### Holme

The food warehouses in Holme consist of an automated warehouse which stores Groceries and a manual warehouse which stores fruit & vegetables

F&G	Gate 101-108
Bakery	Gate 208-212
Grocery	Gate 201-207 + 301-305
Grocery ¼ pl	Gate 306-312 - Ready for sale
Grocery ¼ pl	Gate 332-335 – Cross-Dock
Paper	Gate 332-335



#### Vejle

The food warehouses in Vejle stores products in cool storage

Inbound: gate: 1-3 / 6-11  
Return goods: gate: 4-5  
Outbound: gate: 12-21



#### Ishøj

The food warehouses in Ishøj stores fruit, vegetables and grocery

G1-9	Wine dispatch Jylland
G10-15	Grocery receiving Crossdock
G18-30	Dispatch Sjælland
G31-35	Dispatch Sjælland
G36-42	fruit & Weg. Receiving
G43-47	Return goods
G49-58	Wine receiving
G59-66	Wine receiving (Netto)
G67-69	Dispatch wine (Netto)

## Opening hours

Warehouse	Opening hours (deliveries)
Ishøj	F&V: Every day of the week 06:00 - 11:00 Wine/Grocery: 06:00 - 14:00 Monday - Friday Wupti e-commerce: 07:00 - 13:00 Monday - Friday Return goods: Monday to Saturday 06:15 - 14:00
Vejle	Terminal Goods: 06:00 - 17:00 Sunday to Friday Storage Goods Sunday 22:00 to Saturday 05:00
Holme - Grocery	Goods receipt: Sunday 23:00 to Thursday 24:00 Goods receipt: Friday 00:00 – 18:00 Bakery: 07:00 - 14:00 Monday - Thursday Bakery: Friday 07:00 - 13:00 Terminal Goods: 00:00 - 14:00 F&V: Every day of the week 06:00 - 11:00
Coldstar	Booking of time, at least 48 hours before delivery - contact time: 07:00 - 15:00 Monday - Friday Goods receipt: Sunday 22:00 to Friday 14:00

Please refer to appendix B for a complete overview for opening hours at our warehouses. Notice: For making sure that the incoming orders will be processed and controlled properly, they need to arrive at warehouse latest 30 min before closing.

For Coldstar (External warehouse) please read appendix D, if you deliver goods to this warehouse, as Coldstar has additional requirements

## Pallet specification

The pallet specifications for the food terminals is different from terminal to terminal. Please refer to appendix A for further details, and for an overview of which type of pallets is accepted by which terminal.

Please notice:  $\frac{1}{4}$  and  $\frac{1}{2}$  pallets are only accepted, if pallets are created as  $\frac{1}{4}$  or  $\frac{1}{2}$  pallets and registered as “ready to sale”. Creation must be made in cooperation with Salling Group.


## Stacking height

A pallet must never be so high that it cannot support itself, otherwise the products may be damaged. This includes ensuring that the edge stiffness is sufficiently high. You should only use corner protection and similar when it is absolutely necessary. Straps or foil around any single box is not allowed..

The pallets must also be packed ensuring that no articles weighing from 12 kg and up are being stacked higher than 1400 mm.

The total weight of the pallet may not exceed 1000 kg.

Salling Group aims to optimize processes and strives to create the best possible working conditions in both warehouses and stores. This is done in close collaboration with suppliers and buyers.

All pallets	
	<p>If you pack on EUR 1/1 the maximum allowed height of pallets is 1800 mm including the pallet.</p>
	<p>If you pack on 1/2 EUR pallets the maximum allowed height of pallets is 1600 mm including the pallet</p>
	<p>If you pack on 1/4 EUR pallets the maximum allowed height of pallets is 1400 mm including the pallet</p>

## Specifications for outer carton

- ✓ Outer carton shall protect the products throughout the entire supply chain
- ✓ Ensure a stable outer carton
- ✓ Outer carton shall be easy to open without the use of tools
- ✓ Ensure a presentable outer carton to increase sales (not necessary for frozen products and wine)
- ✓ Optimize the outer carton size to shelf space
- ✓ Outer carton shall be easily disposable

To sum up, the ideal outer carton is the one that passes through the warehouse and the store with the least possible handling.

## Delivery of Wine in containers to Ishøj

### Packaging instruction for wine

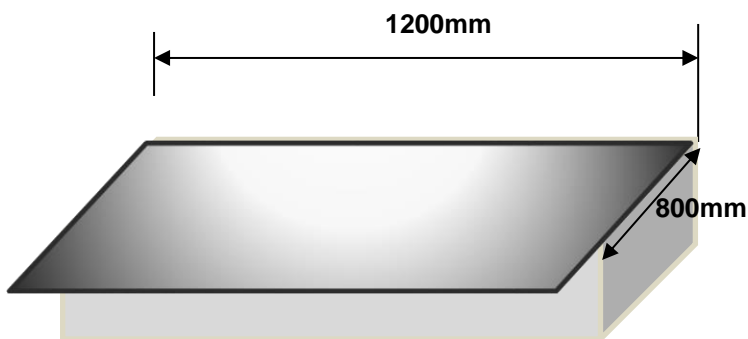
Delivery on slip sheets is the preferable way to deliver our goods when you deliver in a container.

When you deliver on slip-sheets we can easily place the goods on an EUR pallet in our warehouse.

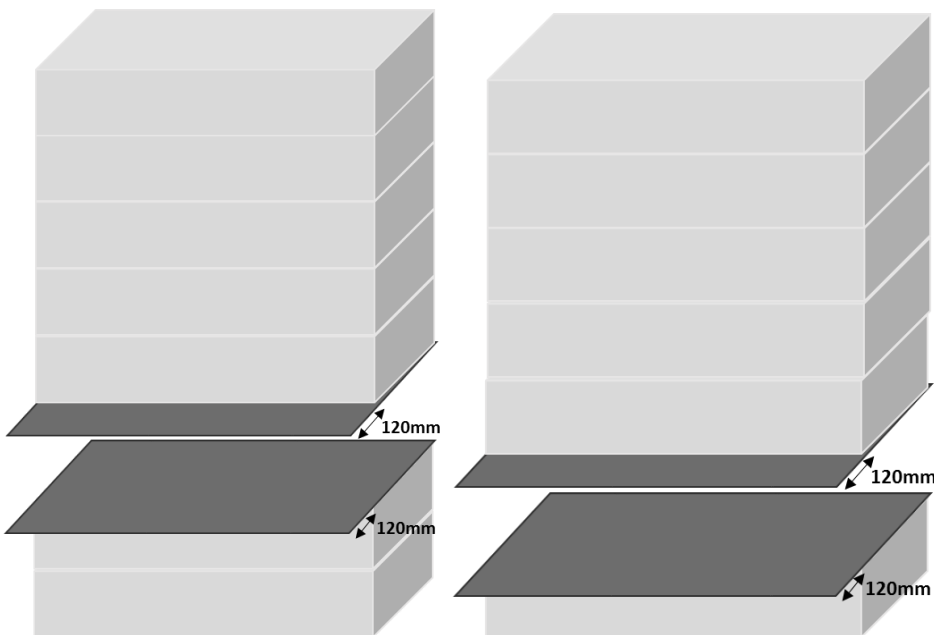
#### Slip-sheet specifications

- The slip-sheet should have dimensions of around 920 mm x 1200 mm.
- The additional grip-edge on the long side of the stacked wine should be 120 mm.

*Note that the short side and the back of the long side do not have grip-edges.*

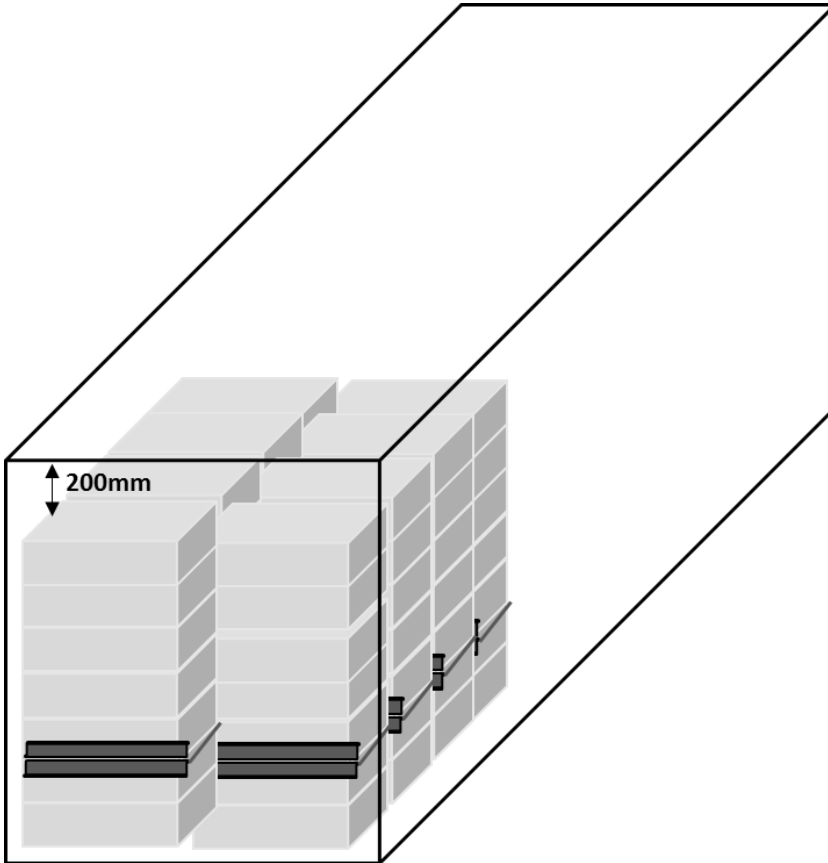


- Please stack wine boxes such that there are two layers below and five layers above, or one layer below and five layers above. The layers should be separated by slip-sheets.



### Loading arrangement of wine into shipping containers

The height between the roof panel and the top of the stacked wines must be with a minimum of 200 mm. Please load the stacked wine with the long side outward. Note: Air pillows should be placed between the stacks.

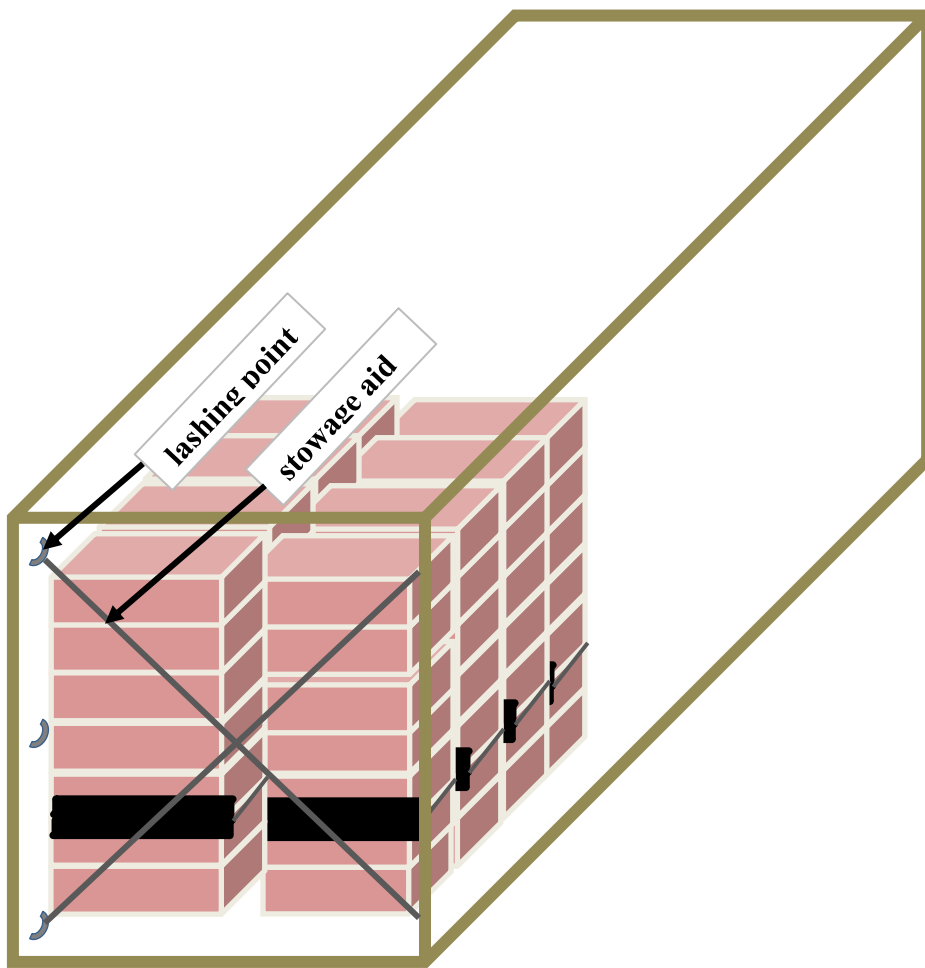


#### Size of stacks loaded horizontally

Please also take into consideration, that there is only 233 cm. horizontally in a container, when 2 EUR pallets 240 cm. The boxes have to be packed in a square of 116/80 cm to both fit the EUR pallet and match the container.

#### Securing load to lashing points

Goods that are stacked in more than 5 levels should be secured to minimize falloff during driving to dock ramp. We recommend using ropes, wire, nylon tape, belts, tensioners or any other stowage aid. The stowage aid should be attached diagonally to the lashing ring of the container.



**Lashing points**



## **Requirements to freshness**

- With reference to the Trade Agreement, the product shall be at Salling Group's disposal as agreed upon with Commercial
- Salling Group does not accept the receipt of products with a date of freshness older than that of earlier delivered products.
- The goods will be returned at the Supplier's account. Salling Group is not prepared to pay freight costs in connection with the delivery.
- Salling Group is entitled to either accept or refuse the delivered order.

# Appendix A – Pallet Overview per warehouse

Requirements per warehouse:													
Formal	Country	Warehouse	Automatic or manual	Type of pallets that can be handled									
				EURO type			CHEP (blue pallets)			LPR (Red pallets)			Special requirement for the use of 1/2 and 1/4 pallets
				1/1 pallets 80 x 120	1/2 pallets 80 x 60	1/4 pallets 40 x 60	1/1 pallets 80 x 120	1/2 pallets 80 x 60	1/4 pallets 40 x 60	1/1 pallets 80 x 120	1/2 pallets 80 x 60	1/4 pallets 40 x 60	
Blue	DK	Ishøj	Manual	180 cm	160 cm	NA*	180 cm	160 cm	NA*	180 cm	160 cm	NA	Do not place 1/4 or 1/2 pallets on top of 1 EURO pallet
Blue	DK	Vejle	Manual	180 cm	160 cm	140 cm	180 cm	160 cm	NA	NA	NA	NA	4 1/4 - pallets must be stacked on top of 1 EURO pallet. 2 1/2 pallets must be stacked on top of 1 EURO pallet
Blue	DK	Holme - F&V	Manual	180 cm	160 cm	140 cm	180 cm	160 cm	140 cm	180 cm	160 cm	140 cm	Do not place 1/4 or 1/2 pallet on top of 1 EURO pallet
Blue	DK	Holme - Grocery	Automatic/Manual	180 cm	160 cm	140 cm	180 cm	160 cm	140 cm	180 cm	160 cm	140 cm	Do not place 1/4 or 1/2 pallet on top of 1 EURO pallet
Blue	DK	Coldstar	Manual	180 cm	NA	NA	180 cm	NA	NA	180 cm	NA	NA	NB: Pallet quality must be either A or B standard
Blue	DK	Årslev	Automatic	180 cm	160 cm	NA	NA	NA	NA	NA	NA	NA	1/2 pallets must be stacked on top of 1 EURO pallet. <b>Aarslev does not accept 1/4 pallets</b>
Blue	DK	Skejby	Manual	180 cm	160 cm	140 cm	180 cm	160 cm	140 cm	180 cm	160 cm	140 cm	4 1/4 - pallets must be stacked on top of 1 EURO pallet. 2 1/2 pallets must be stacked on top of 1 EURO pallet

N/A \*

For terminal Ishøj: LPR, CHEP og EUR palets. 1/4 palets have to match standard shown on picture below:”

All pallet heights are including the pallet



## Appendix B – General Warehouse information

Format	Country	Warehouse	Automatic or manual	Terminals addresses	Opening hours (deliveries)	Contact information
Blue	DK	Ishøj	Manual	<b>Terminal Ishøj -</b> Industrigrunden 4-6, 2635 Ishøj, Denmark	F&V: Every day of the week 06:00 - 11:00 Wine/Grocery: 06:00 - 14:00 Monday - Friday Wupti e-commerce: 07:00 - 13:00 Monday - Friday Return goods (Packaging department) Monday to Saturday 06:15 - 14:00	N/A
Blue	DK	Vejle-Fresh	Manual	<b>Terminal Vejle -</b> Englandsvej 2, 7100 Vejle, Denmark	Terminal Goods: 06:00 - 17:00 Sunday to Friday Storage Goods Sunday 22:00 to Saturday 05:00 Goods receipt is within agreed delivery	<a href="mailto:dsiv@sallinggroup.com">dsiv@sallinggroup.com</a>
Blue	DK	Holme	Automatic/Manual	<b>Terminal Holme -</b> Axel Gruhnsvej 7, 8270 Højbjerg, Denmark	Goods receipt: Sunday 23:00 to Thursday 24:00 Goods receipt: Friday 00:00 - 18:00 Bakery: 07:00 - 14:00 Monday - Thursday Bakery: Friday 07:00 - 13:00 Terminal Goods: 00:00 - 14:00	N/A
Blue	DK	Coldstar	Manual	<b>Coldstar ApS -</b> Kristian Skous Vej 6, 7100 Vejle, Denmark	F&V: Every day of the week 06:00 - 11:00 Booking of time, at least 48 hours before delivery - contact time: 07:00 - 15:00 Monday - Friday Goods receipt: Sunday 22:00 to Friday 14:00	0045 76 40 80 60 Booking@coldstar.dk

## Appendix C – Handling fee overview

### Appendix C - Handling fee overview

Types of errors	Minimum handling fee (DKK)	Handling fee per pallet, per error (DKK)	Minimum handling fee (EUR)	Handling fee per pallet, per error (EUR)
1/4 or 1/2 pallets placed on 1/1 EUR	2000	100	267	13.35
1/4 or 1/2 pallets wrapped together	2000	100	267	13.35
ASN error	2000	100	267	13.35
Breached units	2000	100	267	13.35
Defective pallet	2000	100	267	13.35
EAN label placed behind foil	2000	100	267	13.35
Errors on EAN label	2000	100	267	13.35
Foil covering the pallet	2000	100	267	13.35
Foil loosely hanging from the pallet	2000	100	267	13.35
Item numbers mixed on pallet	2000	100	267	13.35
Missing CMR*	2000	N/A	267	N/A
Missing delivery note*	2000	N/A	267	N/A
Missing foil on pallet	2000	100	267	13.35
Missing product information on boxes	2000	100	267	13.35
Multiple EAN labels on same pallet	2000	100	267	13.35
Missing EAN label	2000	100	267	13.35
No order number on CMR*	2000	N/A	267	N/A
No order number on delivery note*	2000	N/A	267	N/A
Non-transparent foil around pallet	2000	100	267	13.35
Pallet too broad or unstable	2000	100	267	13.35
Pallet too heavy	2000	100	267	13.35
Pallet too tall	2000	100	267	13.35
Pallets foiled together	2000	100	267	13.35
SPOT - Wrong delivery date or time**	25000	N/A	3334	N/A
Strips around boxes or pallet	2000	100	267	13.35
Wrinkled EAN label	2000	100	267	13.35
Wrong best before date***	2000	1000	267	134
Wrong delivery date or time*	5000	N/A	667	N/A
Wrong/missing information on delivery note*	2000	N/A	267	N/A
Wrong pallet type	2000	100	267	13.35
Wrong placement of EAN label	2000	100	267	13.35

\*Per order line

\*\*Per article number on PO, and will be given as an extra handling no matter any other previous handling fees on same PO

\*\*\*Per order line, and will be given as an extra handling no matter any previous handling fees on same PO

## **Appendix D – Special requirements for deliveries to Coldstar**

- 1 purchase order pr truck. Coldstar can not handle more than one truck per order.
- The total weight of the pallet may not exceed 850 kg.
- If orders are delayed, Coldstar must be advised as soon as possible.
- Unloading of pallets – Salling Group goods must be placed in the front of the trailer
- Requirements regarding colli dimensions (all numbers in cm.)
  - Max: 60X40X40
  - Min 15X10X01
- Carton quality
  - No sharp edges
  - Cartons must be sufficiently closed
- Consignment notes must contain below informations
  - Supplier name and address
  - Supplier number
  - PO number
  - Article name pr article
  - EAN code for each article
  - Delivered number og pallets and colli for each article
  - Weight for each article