



PACKAGING INSTRUCTIONS

NONFOOD



Revision 4.0, February 2021

Revision control

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
- Section regarding mixed pallet has been added
- Information regarding slave pallets has been clarified
- Section “Delivery note information” under “Delivery” has been added

Revisions version 4.0, February 2021:

- Appendix A – pallet overview per warehouse has been updated
- Appendix B – general warehouse information has been updated, and peak hours have been added
- Appendix C - complete handling fee overview has been updated
- “Product registration” has been updated (page 9)
- “Packing of pallets” has been updated (page 9)
- “Requirements upon arrival” has been updated (page 10)
- “Delivery note information” has been updated (page 11)
- “Labelling of pallets” has been updated (page 12)

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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 Nonfood warehouses in Årslev and Skejby

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. If you have any questions regarding this material, please get in touch with your contact person at Salling Group or send an email to logistics.dsn@sallinggroup.com

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

Part 1 – General instructions

Carton specifications

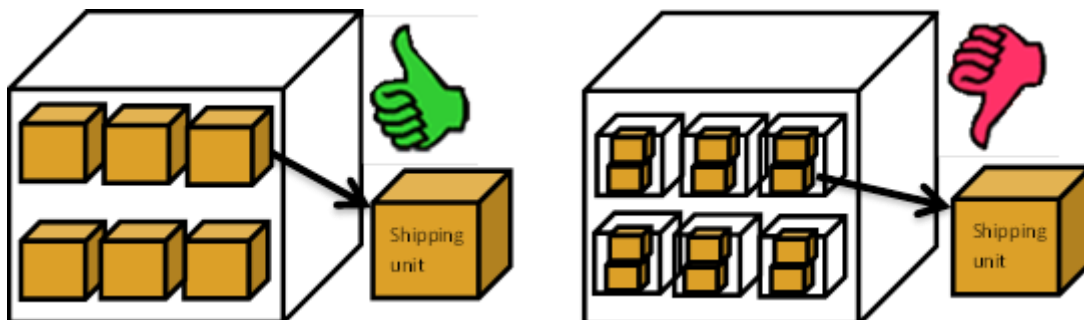
Carton quality

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 2.4m 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 shipping units per export 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.

Please notice Warehouse Skejby 9010 only uses EAN 13 barcodes.

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

EAN 128 / GS1 128		EAN 13
 (400) 4001234567 (97) 123456789012		 5 760932 903439
Application identifier	Always (400)	Must be the EAN of the ordering unit
Salling Group order number (10 digits)	Ex. 4001234567	If the shipping unit contains 1 retail unit the Order EAN and the retail EAN are the same
Application identifier	Always (97)	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. 123456789012	

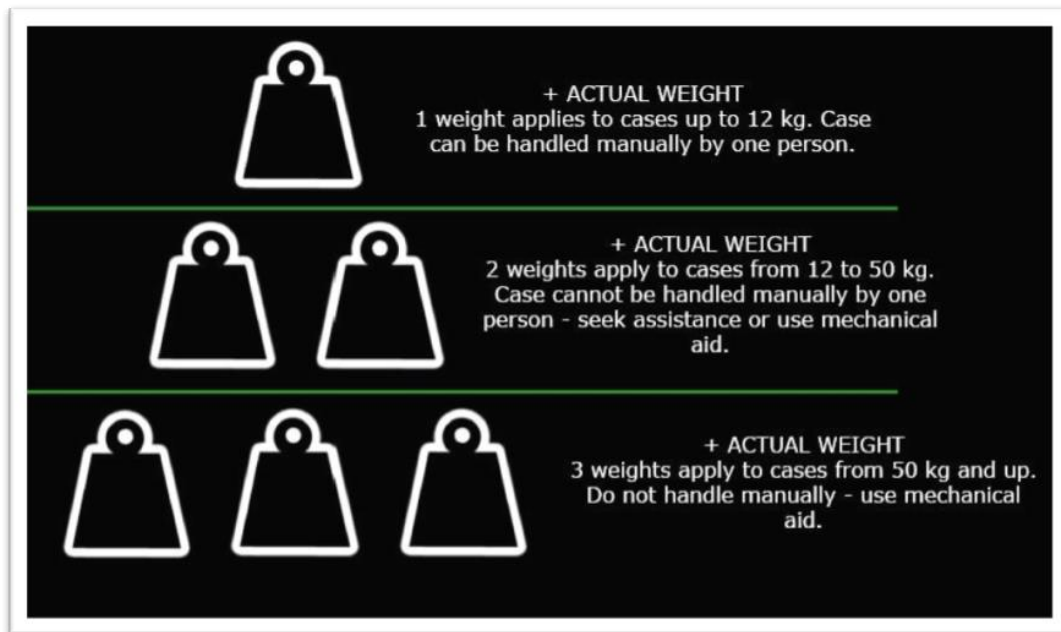
Besides the barcode the following information must also be marked on the case:

Information on the carton			
	Information	Description	Example
1	Order number	Salling Group order number (10 digits)	4001234567
2	Article number	Salling Group article number (6-12 digits)	123456789012
3	Product	Description of product	Jackets
4	Quantity	Number of sales units in case	12
5	Gross weight	Total weight of case + content	13 kg
Nonfood			
7	Color	Color of product	Green
8	Product range	If the case contains an assortment of different sizes or colors	S - M - L - Total 2 - 2 - 2 - 6
Food Products			
9	Prod. date	Production Date & Best before date	2014-12-02 (YEAR.MM.DD)
11	EAN number	EAN number of the product	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 m³) 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>Maximum stack (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>Fragile: handle with care</p> <p>Fragile: handle with care - glass</p>
	<p>This side up</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>Do not stack</p>
	<p>Chemicals</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. Changes in GS1 (including updates to durability/shelf life of perishables) should be confirmed by Salling Group as they are not updated automatically.

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.
- **Weight must be distributed evenly across the pallet** – horizontally and vertically
- **Pallet must not exceed maximum height including pallet(s)**
- see appendix A for more information
- **The total weight of the pallet may not exceed 1200 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.
- **Base pallets are required under ½ pallets and ¼ pallets** – 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.
- **The labels of all the boxes must be visible without splitting up the pallet.**
- **There must not be strips of any material around the boxes or pallets**
- **Do not place any loose papers/packaging material inside or outside the foil**



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 driver must wear high visibility vest and safety shoes when entering the inbound area.
- If the pallets are double stacked on load bars in the truck, the driver must bring lifting equipment himself to unload the pallets from the bars. Salling Group can not provide lifting equipment for unloading pallets from bars.
- 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. For EXW/FCA/FOB deliveries, the documents with the required information must be handed to the driver upon pickup
- 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 are 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.

Delivery note information

Delivery notes should contain below informations:

- Header: "Følgeseddel" or "Delivery note"
- Supplier name and address
- Delivery address
- Delivery date
- PO number
- Article name pr article
- Delivered colli quantity for each article
- Weight for each article if the article is catchweight

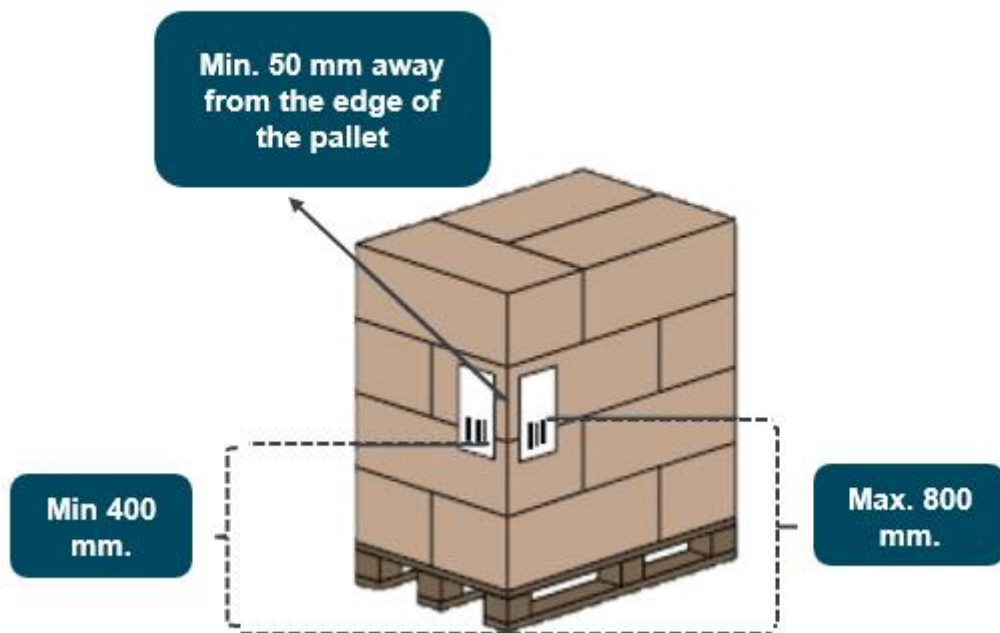
Labelling of pallets

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. Labels must always be placed vertically. 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.

All labels should have PO number and delivery address in the text.



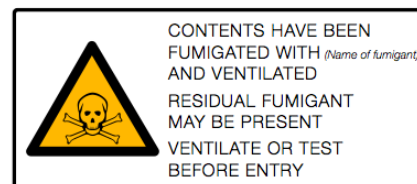
Chemicals & Fumigation

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
- You must send a certificate that the container has been ventilated and is now fumigant free to Salling Group at 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:

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 base pallets or ¼ pallets - Please refer to appendix A for warehouse specific information on pallets.

Part 2 – Nonfood instructions

Carton size

Handling types and dimensions

At our warehouse we operate with 4 handling types / shipping units; Small, Medium, Large and Maxi .
If you are in doubt about what dimensions the carton should have please call your Salling Group contact person.



Small

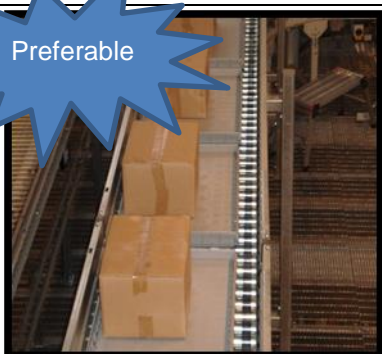
Measurements (mm)

Volume	Largest side	Volume outer packaging
3 L	520	70 L

Description

Examples of small products are; sunglasses, underwear & kitchen utensils. These type of products normally arrive at the warehouse in outer packaging, which should not exceed a volume of 70L, as this is the maximum capacity of our warehouse totes.

Preferable



Medium

Measurements (mm)

Smallest	2 nd smallest	Largest
50-320	100-420	150-600
320-420	max: smallest * 1,3 (max 530)	
		max 600

Description

Medium cartons are the most cost effective way of handling goods at our warehouse. These products are the ones that we can handle most automatically, and most of our products should be able to fit in this type of box. (Medium boxes should min. weigh 250 g)



Large

Measurements (mm)

Smallest	2 nd smallest	Largest
420 – 800	530 – 800	600 - 1200

Description

Lids / perforation should be able to withstand vacuum suction

If you believe that your products could fit into a medium carton by making adjustment to packaging or changing the colli size, please contact your contact person at Salling Group



Maxi

Description

Maxi goods are larger than the dimensions of the large cartons on at least one side, and therefore cannot fit on a EUR pallet.

Most of the goods delivered to the nonfood warehouse in Aarslev should be able to fit into one of the below mentioned cartons sizes.

<div>1200 x 800</div>		<div>1200 x 400</div>		ISO 3394 (mm) <div>600 x 800</div>	<div>600 x 200</div>	<div>300 x 200</div>	<div>200 x 200</div>	<div>150 x 200</div>	<div>120 x 200</div>
					<div>600 x 133</div>	<div>300 x 133</div>	<div>200 x 133</div>	<div>150 x 133</div>	<div>120 x 133</div>
<div>600 x 400</div>	<div>300 x 400</div>	<div>200 x 400</div>	<div>150 x 400</div>	<div>120 x 400</div>	<div>600 x 100</div>	<div>300 x 100</div>	<div>200 x 100</div>	<div>150 x 100</div>	<div>120 x 100</div>

Special instructions for textile suppliers

Textile can be folded in different ways so that it can fit into a medium sized carton. Normally your contact person at Salling Group will send you instructions on how to fold the clothes if special folding is necessary.

If the clothes when folded cannot fit into a medium sized carton, you should call your contact person at Salling Group to find an individual solution for that specific product.

Delivery on pallets

Delivery on pallets

All European suppliers should deliver our goods on EUR pallets if the goods can fit on a EUR pallet. One-way pallets must only be used by suppliers outside Europe, or for those goods that cannot fit onto a EUR pallet.

Pallet vouchers & swapping of pallets

Please notice that all pallets will be handled direct as they come in. This means if pallets are not purchased, the driver will either receive return pallets or receive a pallet voucher, so the pallets can be picked up within 30 days.



Stacking height

A pallet must never be so high that it cannot support itself. 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.

Packaging must be of sufficient quality to support the weight of stacking the cartons up to a height of 2400 mm including an extra pallet in the middle, in order to double stack pallets during transportation.

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 1200 kg

Even though that there is a maximum allowed height of the pallet, it is very important to pack the pallet as efficient as possible in order to use all space on the pallet.

EUR pallets	One-way 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 1000 mm including the pallet</p>	 <p>If you pack on 1/1 one-way pallets the maximum allowed height of pallets is 1650 mm including the pallet.</p> <p>If you pack on 1/2 one-way pallets the maximum allowed height of pallets is 850 mm including the pallet</p>

Avoiding mixed pallets

If the order includes more than one item number, they should be packed on different pallets. Low colli amounts of each item number can be placed in the corners on a pallet which is then stacked on top of another pallet, to ensure that each layer contains only one item number. Please note that each separate pallet should have its own GS1 pallet label and pallets must not be foiled together.

Delivery in container

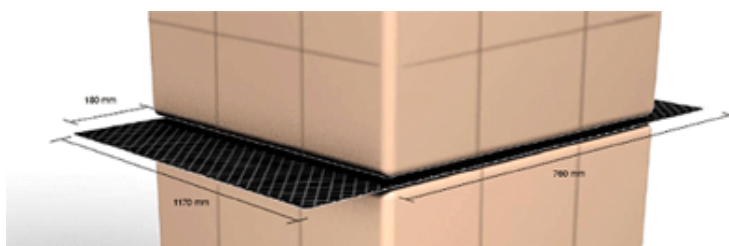
Delivery on slip-sheets

Delivery on slip sheets is the preferable way to deliver our goods to Warehouse Aarslev when you deliver in a container. Please notice that warehouse Skejby can **not** handle deliveries on slip-sheets.

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

Slip-sheet specifications




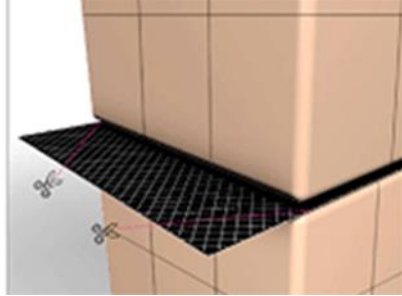



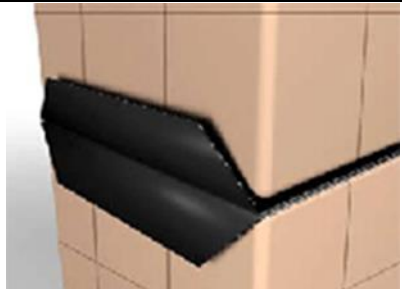
- **The slip-sheet must be stable enough to carry the goods** – For most products a slip-sheet made of coated carton can be used but for very heavy products (combined weight of goods on slip-sheet: 800 kg) a slip-sheet made of plastic must be used.
- **The slip-sheet must be stable enough to endure the transportation (and humidity), as well as being handled after the transportation.**
- **The slip-sheet must have a maximum dimension of 760 mm x 1170 mm.** This is to ensure, that when we unload a container or truck, each unit of goods will fit on an EUR-pallet.
- **The grip-edge of the slip-sheet, must be an additional 180 mm wide.** (the part where the mount, as shown below, grips and pulls the slip-sheet)



Packing slip-sheets

- **Each layer of slip-sheet may not exceed 1650 mm** (If the goods are larger than 1650 mm please make the slip-sheet fit the goods)
- **Heavy articles (12kg +) may not be placed higher than 1400 mm** – otherwise insert extra layer
- **Products must be kept inside the boundaries of the slip-sheet** – at the bottom as well as the top, so that no cartons exceeds the size of the slip-sheet / hangs outside the slip-sheet.
- **If possible the container must be loaded in two layers** – to optimize the filling of the container
- **Slip-sheets must be packed evenly** – so weight is distributed evenly across the slip-sheet both horizontally and vertically
- **The slip-sheet must be wrapped in foil** to ensure stability during transport, as well as dust protection. (No. individual wrapping of single cartons must be used)
- **The cartons on the slip-sheet should not collapse when removing foil**
- **All labels should be visible without splitting up the slip-sheet** if possible
- **If possible there must only be one product type per layer, and always different types must be clearly divided by cardboard.**

Using slip-sheets

<p>1. This is the empty slip-sheet. Please ensure that the chosen fabric and the dimensions fit the type of goods, you aim to pack on it.</p>	<p>2. The cases are placed on the slip-sheet like this. Two layers are needed when the height exceeds 1650 mm, or division is needed due to multiple different articles.</p>
	
<p>3. A perfect stacking of cases on a slip-sheet.</p>	<p>4. The corners of the slip-sheet are cut off, to ensure that two slip-sheets do not overlap.</p>
	
<p>5. Corner-protection must be added, only when the nature of the goods demands this.</p>	<p>6. The goods must be wrapped. Multiple loads must not be wrapped together, and foil must not get around the slip-sheets. Please remember to turn the adhesive side inwards, otherwise goods will stick together at arrival at our warehouse.</p>
	
<p>7. The edges must be folded either up or down, to ensure they will not be crushed by the next pallet .</p>	<p>8. The slip-sheet and the goods on it are now ready for loading.</p>
	

Loosely packed

If you cannot deliver our products on a slip-sheet, we prefer that you deliver the goods loosely packed in the container.

At our new warehouse in Aarslev we have installed boom-conveyors which we use when we empty loosely packed containers.

When we empty a container through this system the cartons will either go through a barcode scanner and directly into our high-bay storage area until we need to pack it, or it will be packed onto EUR pallets if the cartons are large. Hereafter it will go into the high-bay storage area until we need to pack it.



We empty loosely packed containers by using boom-conveyors.

Packing of a container

When the loose export cases are stacked in the container, it is important to do it carefully so that the goods will not tumble around during transportation.

Be sure not to place heavy articles (exceeding 12 kg) higher than 1400 mm. If you deliver heavy articles you should instead deliver on a slip-sheet or on a pallet.

Perfectly packed container



Example of how not to pack a container



If you intend to deliver a mix container comprising two or more articles, you should make sure to separate these articles from each other, and to make some kind of punctuation mark, which indicates where an article stops and a new one begins. This punctuation mark could for instance be a cardboard or something similar.

Information required upon shipment

To ensure efficient communication between the supplier and Salling Group, a complete shipping list must be faxed or sent as an email to the purchaser no later than on the day of shipment. The list must embed the following information:

- Salling Group Order Number	- Total volume of shipment (m3)
- Container number	- Total weight of shipment (kg)
- Bill of lading number	- Total number of export cases in shipment
- Name of vessel (if ship)	- Delivered on pallets or slip-sheet
- Date of departure	- ..If "yes" then number of pallets of sheets
- Consignor/Shipper	- Information about hazardous materials
- Consignor's/shipper's contact person	- Information about master data for goods

Appendix A – Pallet Overview per warehouse

Requirements per warehouse:																	
Format	Country	Warehouse	Automatic or manual	Type of pallets that can be handled													
				EURO type			CHEP (blue pallets)			LPR (Red pallets)			One way 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	1/1 pallets 80 x 120	1/2 pallets 80 x 60	1/4 pallets 40 x 60	UK 100 x 120	
Blue	DK	Arstev	Automatic	180 cm	160 cm	140 cm	NA	NA	NA	NA	NA	NA	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	Stelby	Manual	180 cm	160 cm	140 cm	NA	NA	NA	180 cm	160 cm	140 cm	180 cm	160 cm	140 cm	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

All pallet heights are including the pallet

Appendix B – General Warehouse information

General Warehouse information:					
Warehouse	Automatic or manual	Terminals addresses	Opening hours (deliveries) Order must be fully unloaded before closing time	Contact information	Peak hours Expect waiting time in inbound
Årslev	Automatic	Terminal nonfood Årslev - Rosbjergvej 35, 8220 Brabrand, Denmark	07:00 - 14:30 Monday - Friday	N/A	11.00-14.00
Skejby	Manual	Terminal Skejby - Graham Bells Vej 22, 8200 Aarhus N, Denmark	07:00 - 14:30 Monday - Thursday 07:00 - 14:00 Friday	N/A	N/A

Appendix C – Handling fee overview

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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
Pallets loaded incorrectly in truck*	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

***Will be given as an extra handling fee no matter any previous handling fees on same PO

Appendix D – Rules to remember

Rules to remember

... Ask the question: how are the articles packed and distributed?



1. Max dimensions: 60 cm x 40 cm x 10-50 cm is your friend



2. Avoid outer packaging– use only if the articles cannot be packed without



3. Avoid polybags if the volume of the article is above 3 liter. Use a carton instead



4. Avoid black cartons and loose lids



5. Remember item number, order number, barcode and items per carton – and double check master data!