

# PACKAGING INSTRUCTIONS

**NONFOOD / CROSS-DOCK**



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## **Revision control**

Revisions version 9.0, valid from 1<sup>st</sup> of March 2026:

- “New VAT practice” has been added (page 6)
- “Packing of pallets” has been updated (page 11 – 12)
- “Handling types and dimensions” has been updated (page 19)
- “Pallet requirements” has been added (page 27)

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# Introduction

## How to use this manual

This manual outlines Salling Group's general logistical requirements and administrative procedures for suppliers' deliveries to warehouses and/or stores.

Use this manual as a guideline for choosing the correct export carton/box, packing method, and delivery method for the product, in close cooperation with the buyer.

The manual is divided into two parts:

- Part 1: a general overview of requirements for all warehouses.
- Part 2: an overview of requirements for Føtex / Bilka Food warehouses.

Both parts are essential reading for all suppliers.

There are many details to consider; please read this manual thoroughly. It serves as a tool for both our buyers and suppliers and forms the basis of all packaging discussions.

This document is always available on [www.sallinggroup.com](http://www.sallinggroup.com). If you have any questions regarding this manual, please get in touch with your contact person at Salling Group or send an e-mail to [logisticsfeebf@sallinggroup.com](mailto:logisticsfeebf@sallinggroup.com)

**The packaging instructions will be reviewed once a year.**

## Important information



### **New VAT practice**

There is a minor change in our VAT and invoicing practice for penalties, e.g., late delivery, wrong packaging, error in amount of goods, etc.

In Denmark, penalties for delayed or wrong deliveries - such as late delivery fees, contractual fines, or handling costs - typically do not include VAT, because they are generally considered compensation rather than payment for a supply of goods or services and therefore fall outside the scope of VAT.

There might be exceptions where VAT should still apply, e.g., if a penalty includes any compensatory element for additional services provided, or if it's disguised payment for a taxable service.

From January 1st, 2026, our primary invoicing in regard to penalties will not include VAT. Vendors outside Danish territory shall not treat these invoices under the rules of reverse charge, as they are considered outside the scope of VAT.

If you have any questions regarding the change, they should be directed to Salling Group via [tax\\_dk@sallinggroup.com](mailto:tax_dk@sallinggroup.com)

# Part 1 – General instructions

## Carton specifications

### Carton quality

The carton quality must ensure that:

1. The box remains stable during transportation.
2. The box can be stacked in stores, even after some products has been removed from the box.
3. The box can support the weight of stacking the cartons up to a height of 2.5m during transport.
4. Lids and perforations on large boxes can withstand vacuum suction multiple times.
5. The box fits the goods, with all sides and ends fully closed.
6. Boxes are not overfilled, preventing bulging and instability.
7. No stacking pins, glue or wax is necessary (or used) to create a stable pallet.

### Outer packaging / Receiving unit

1. Outer packaging is only allowed if there is an agreement with the commercial department.
2. Should only be used for small export units to reduce handling time and shipping costs.
3. Should only be used when the number of export units / shipping units exceeds five.
4. Only one item number per outer box.
5. Only one level of outer packaging is acceptable:




*Please indicate the number of cartons packed in each outer box*

6. Volume of the outer packaging should not exceed 70 L (matching warehouse tote capacity).
7. Weight of the receiving unit must not exceed 12 kg.

## Labeling of cartons

Salling Group warehouses in Skejby and Aarslev accept only EAN-13 barcodes on boxes/cartons. For rules regarding pallet labels, see page 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 underlined text</li> </ul>	<ul style="list-style-type: none"> <li>Only machine-printed 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 box, at least 30 mm away from the edge, on <b>two opposite sides (GS1 requirement)</b> .	

EAN-13

Must be the EAN of the ordering unit
If the shipping unit contains 1 retail unit, the order EAN and the retail EAN are the same
If the shipping unit contains more than one retail unit, the order EAN will be different from the retail EAN

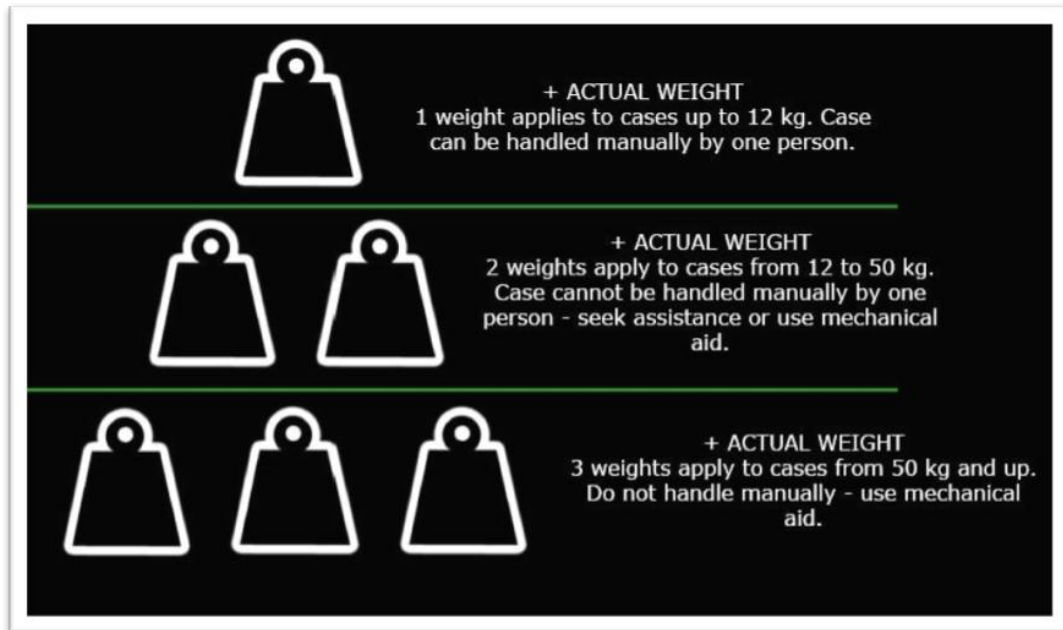
Besides the barcode, the following information must also be marked on the box:

Information on the box			
	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 box	12
5	Gross weight	Total weight of box + content	13 kg
<b>Nonfood</b>			
7	Colour	Colour of product	Green
8	Product range	If the box contains an assortment of different sizes or colours	S - M - L - Total 2 - 2 - 2 - 6
<b>Food Products</b>			
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

- The maximum gross weight for a box, as stipulated by Danish authorities, is **12 kg**.
- The gross weight must be printed on the label to inform employees of the correct handling method.
- Salling Group uses a special weight-specific handling symbol, which must be placed on each box (or on the shipping mark).



### Heavy or bulky products





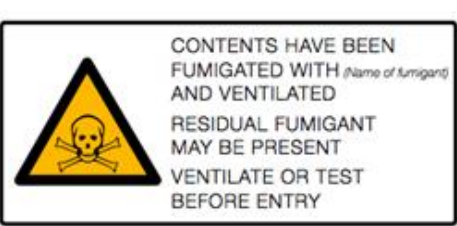

- If the product itself weighs more than **12 kg** or is bulky (larger than **1 m<sup>3</sup>**), grip holes must be added on both sides or opposite ends (recommended size: **30 × 100 mm**).
- If the product weight exceeds 20 kg, the box must be handled by two people. Therefore, grip holes and vacuum suction points must be added to facilitate safe handling.



- If grip holes cannot be added due to packaging constraints (e.g., no space around articles), external plastic handles must be applied, or the packaging must be modified to meet these requirements.

**Handling symbols**

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

	<p><b>Maximum stack</b> (example shown as “8”)</p> <p>Use this symbol if the product has a stacking limit. Exceeding this limit may cause compression damage to goods underneath (e.g., video monitors, glassware).</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>Apply this symbol only when:</p> <ul style="list-style-type: none"> <li>• Transport stability depends on orientation (due to directional reinforcement in packaging).</li> <li>• Product stability is affected and the product can be damaged if packed incorrectly</li> </ul>
	<p><b>Do not stack</b></p> <p>Use when stacking is prohibited.</p>
	<p><b>Chemicals</b></p> <p>Apply appropriate symbols if the container is fumigated or contains chemicals.</p>
	<p><b>Box weight</b></p> <p>Use the weight-specific handling symbol introduced by Salling Group on each box (or shipping mark).</p>

## Product registration

When delivering 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, such as textile, food or non-food products.

Master data registration is only done for new item numbers, and it is required because both our systems and warehouse are highly dependent on correct master data.

## Changes to Master data

If you change the articles and the master data is no longer correct, please contact your Salling Group representative. 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

1. **Products must be kept within the pallet dimensions** – at the bottom as well as the top. No boxes must extend beyond the edges of the pallet.

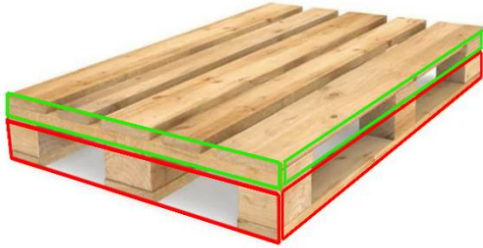


2. **¼ and ½ pallets are only accepted (without handling cost) if pallets are created in master data as ¼ or ½ pallets and registered as “ready for sale”.** Creation must be made in cooperation with Salling Group.
3. **Weight must be distributed evenly across the pallet** – horizontally and vertically. No boxes must be placed on the side or vertically.



4. **Slip sheets can be used between each layer to stabilize pallets with heavy goods.**
5. **Cardboard corners can be used to stabilize a pallet with heavy goods.** It is important that the cardboard does not cover the pallet in any way.
6. **Pallet must not exceed maximum height, including pallet(s), packaging and foil.** See [Appendix A](#) for more information.
7. **The total weight of the pallet must not exceed 1200 kg.**
8. **The items on the pallet must be tightly wrapped in transparent (non-colored) foil** to ensure stability during transport and in our warehouse, as well as to provide dust protection. The foil should

cover all sides of the pallet, and it must also cover the top. The foil is only allowed to cover the green-marked area on the pallet, as illustrated in the picture below. No material, such as foil, paper, or cardboard, should cover the red-marked area on the pallet, as illustrated in the picture below.



9. **No individual wrapping of single boxes** is allowed, and no part of the wrapping must get in touch with the pallet.
10. **Wrapping pallets** together using strips, foil or tape upon arrival is not permitted.
11. **Removing the foil around the pallet should not cause a single row or the entire pallet to collapse.**
12. **The pallet label must be placed outside the foil or any plastic, such as pockets, between 40-80 cm from the bottom of the pallet.** See section *Labelling of pallets*.
13. **1/1 EURO pallets are required under ¼ pallets and ½ pallets.** Please refer to [Appendix A](#) for an overview of warehouse-specific pallet requirements.
14. **Strips can be used for ¼ and ½ display pallets** to help with their stability. If used, secure the display to the ¼ or ½ pallet with two strips along the long side, in one direction only. If a cardboard top cover is present, it should also be secured with the same strips. See [Appendix A](#) for warehouse-specific pallet requirements.
15. **One item number per pallet** - pallets should contain only one item number. We want to receive clean units to avoid mixing articles. See exception under [“Avoiding mixed pallets”](#)
16. **No mixing of PO numbers** on a pallet is permitted - we want to receive clean units to avoid mixing articles and orders.
17. **One best-before-date per pallet.** In case of a product recall, we need to identify which best-before dates are on which pallets. For mixed display pallets (RFS display) with more than one best-before date, **each article** must have **only one best-before date**. The **shortest best-before date** among the articles **must be shown** on the **pallet EAN label**.
18. **All box labels** must be visible from the sides of the pallet without splitting up the pallet.
19. **There must not be strips, tape or any other material** around individual boxes or around the products on an individual 1/1 pallet.
20. **Do not place any loose papers or packaging material inside or outside the foil.**
21. **Articles should always be delivered in the colli size created in Masterdata, and loose items are not allowed.**

### Special requirements for Cross-dock deliveries

1. **Mixing orders on pallets for Bilka, Føtex and BR** is not permitted. Each pallet must only contain orders to either Bilka or Føtex. We want to receive clean Bilka or Føtex orders to avoid mixing store orders.
2. **Only one store delivery date per pallet.** The pallets should be packed with only one store delivery date. We want to receive clean units to avoid mixing store orders.

## Labeling of pallets

Upon arrival to the warehouse, pallets will be registered by barcode scanning; therefore, each pallet must have a GS1-128 pallet label. For the full list of application identifiers and quick guide, please see the links below:

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

<https://www.gs1.dk/vejledninger/quick-guide-to-the-gs1-128-pallet-label>

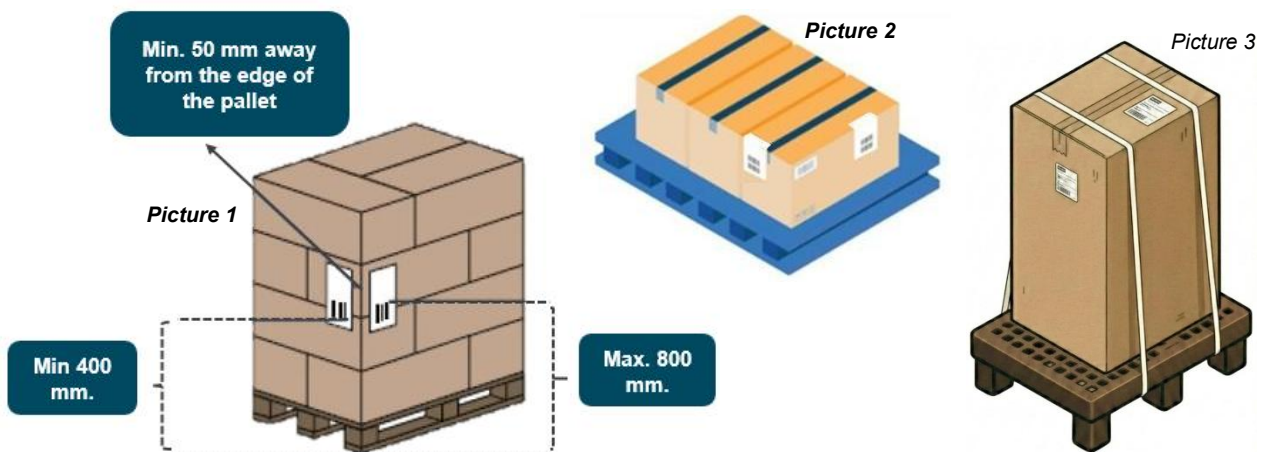
The labelling concept and further information can be obtained by contacting GS1 Denmark or downloaded from GS1 Denmark's website (<https://www.gs1.dk/>). GS1 Denmark also supports label testing, which we highly recommend.

The GS1-128 pallet label must be placed on the pallet as illustrated in *picture 1* (GS1 requirement). Labels must always be placed vertically.

- On **1/1 pallets**, a label must be placed on both sides of the pallet: one label on the front and one on the long side (see *picture 1*).
- For **single-layer pallets less than 400 mm high**, place the label as high as possible with the barcode oriented vertically. If there is not enough space to place the entire label on the side, position the lower part of the label (where the barcodes are) on the side of the pallet, and allow the upper part of the label to extend onto the top surface of the pallet, as shown in *Picture 2*.
- On **¼ and ½ pallets**, one label must be placed on the top of the pallet. A label on one of the short sides of the pallet is optional (see *Picture 3*).

Please note: if a transport label is required on the pallet, it should be placed on one of the top corners of the short side of the pallet.

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



### Special requirements for EXW/FCA deliveries

All the information listed below must be added on a separate pallet label or in the free-text field of the GS1-128 pallet label. The pallet label should be in the form of a sticker to prevent interference with warehouse equipment.

1. Salling Group PO number.
2. Salling Group warehouse name.
3. Salling Group delivery address.
4. **No barcode** must be included on the pallet label if using a separate label besides the GS1-128 pallet label.

## Delivery

### Delivery deadlines

Our warehouse is staffed based on the planned deliveries each day, and the supply chain depends on orders being delivered on time as agreed. If an order cannot be delivered on the agreed date, you must notify us **no later than 12 PM on the working day before the delivery date**, and preferably earlier, so the date can be updated in our system before it is too late.

Please note that **Saturday and Sunday are not considered working days**.

Notification must be made as follows:

- For **Bilka/Føtex deliveries**: notify **Goodsflow**
- For **Netto deliveries**: notify **Supply Chain Netto**

Opening hours can be found in [Appendix B](#)

### Loading of pallets on truck / container

To prevent damaged boxes and to facilitate the handling during receipt at our warehouse, it is important to arrange the loading of the truck/container according to the following instructions:

1. **1/1 pallets** must be placed 3 and 3 in the truck/container, i.e., the short side of the pallet must always face the loading platform.
2. If you deliver in containers on slip sheets, the grip handle must always face the loading platform.

Please note: **we do not accept orders/boxes not delivered on a pallet**.

**If you deliver 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. Goods from the trucks can only be unloaded at the loading platform and must be unloaded from the rear end of the truck.**

## Requirements upon arrival

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

1. The driver must at all times comply with the rules displayed on the warehouse entrance door and always follow all verbal or written instructions from warehouse employees.
2. The driver must unload the goods themselves at the instructed location indicated by the warehouse employee(s).
3. The driver must wear high visibility vest and safety shoes when entering the warehouse and while unloading. Safety clogs without a heel cap are not allowed.



4. The Salling Group 10-digit order number must always appear on all documents related to the delivery (including CMR/freight letter, consignment note, and delivery note). The order information must be available to the driver and must not solely be attached to the pallets in the form of delivery notes, etc. For EXW/FCA/FOB deliveries, the documents with the required information must be handed over to the driver upon pickup.
5. The driver must state whether the order number is delivered via central warehouses, warehouse hotel, or has been transhipped to another carrier in transit.
6. If the driver delivers products for several order numbers, all order numbers must be stated.
7. In case of partial delivery of an order number, it must be clearly indicated on the documents which order number the specific delivery concerns. The order number must appear on both consignment note and delivery note.
8. 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. Furthermore, a clear indication of which products are being partly delivered and the quantity of each article is required.
9. The delivery note must state the exact quantity of ordered units delivered.
10. A consignment note indicating the precise part consignment delivered in EUR 1/4, 1/2 or full (1/1) pallets must be issued for each delivery.
11. Delivery notes and freight documents must **always** be included for every delivery. Upon arrival, the truck driver must hand in the physical documents to a warehouse employee. Please note that digital freight letters are not accepted as valid documents and therefore do not constitute proof of delivery.

## **Delivery note information**

Delivery notes must contain the following information:

1. Header: "Følgeseddel" or "Delivery note"
2. Supplier name and address
3. Delivery address
4. Delivery date
5. PO number
6. Article name per article
7. One line per item showing total delivered quantity in ordering unit
8. Weight for each article if the article is catchweight

We accept combined delivery notes/CMRs if they contain the following information:

1. Header: "CMR og følgeseddel" or "CMR/delivery note"
2. Supplier name and address
3. Delivery address and date
4. PO number
5. Field for signature and stamp
6. Document creation date
7. Article name per article
8. One line per item showing total delivered quantity in ordering unit
9. Delivered pallet quantity

## **Pallet vouchers & swapping of pallets**

Please note that all pallets will be handled directly as they arrive at the warehouse. If pallets are not purchased, the driver will either receive return pallets or a pallet voucher. Vouchers allow pallets to be picked up within 60 days, and the driver is responsible for obtaining the physical voucher before leaving the warehouse. Vouchers cannot be transferred to other suppliers or forwarded.

## **Goods reception control**

In order to ensure compliance with deliveries requirements, our "Goods In" department will check every delivery.

Non-compliance by suppliers with the requirements in this manual may cause Salling Group to incur costs due to delays, additional work/handling, and/or administration.

Suppliers that do not comply with the requirements of this manual will be charged handling costs to the extent that Salling Group incurs expenses as a result. A complete list of handling costs can be found in [Appendix C](#)

## **Requirements to freshness**

With reference to Salling Group's order, the products shall be at Salling Group's disposal as agreed with the Commercial department.

Salling Group does not accept delivery of products with an expiry date earlier than that of similar products previously delivered by the supplier.

Without prejudice to any other rights of Salling Group in connection with the order, Salling Group reserves the right, at its discretion, to accept or reject the delivered order if the above requirement concerning product expiry date is not met.

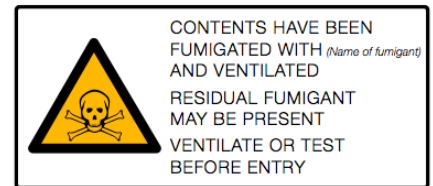
In case of rejection, the goods will be returned at the supplier's expense and risk.

## Chemicals & Fumigation

### Chemicals

**Fumigation of containers must always be coordinated with your contact person at Salling Group. If you use fumigants in the containers:**

- You must send a certificate with the contents that have been used to fumigate the container to [nflvm@sallinggroup.com](mailto:nflvm@sallinggroup.com)
- You must send a certificate that the container has been ventilated and is now fumigant free to [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:**

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 a 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.

### Shipping of wooden pallets from outside EU

If you are shipping goods on wooden pallets from outside the EU, all pallets must be fumigated or have a cleared certification mark on them.

## **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.

If desiccants (silica, calcium chloride, etc.) are used when wrapping and/or packing products for Salling Group, the supplier is obligated to ensure the desiccants have an adequate registration in accordance with Regulation (EC) No 1907/2006 with any amendments (REACH). Desiccants exempted from registration according to Regulation (EC) No 1907/2006 with any amendments (REACH) are accepted (e.g., bentonite (clay) based desiccants).

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).

# Part 2 – Nonfood instructions


## Box size

### Handling types and dimensions

We operate with four handling types / shipping units in our warehouse: Small, Medium, Large, and Maxi.


If you are in doubt about which box dimensions to use, please contact your Salling Group contact person.

Most goods delivered to the non-food warehouse in Aarslev should fit into one of the box sizes listed below.




Small		
Measurements (mm)		
Volume	Largest side	Volume outer packaging
3 L	520	70 L
Description		
Examples of small products include sunglasses, underwear, and kitchen utensils. These types of products normally arrive at the warehouse in outer packaging, which must not exceed a volume of 70L, as this is the maximum capacity of our warehouse totes.		





Medium Box		
Measurements (mm)		
Height	Width	Depth
Min. 50	Min. 100	Min. 150
Max. 550	Max. 420	Max. 600
Description		
<p><b>The medium box is the most cost-effective way of handling goods in our warehouse.</b> These products are the ones that we can handle most automatically, and most of our items should fit into this type of box. Medium boxes must weigh <b>at least 250 g</b> and <b>no more than 12 kg</b>.</p>		



Large		
Measurements (mm)		
Smallest	2 <sup>nd</sup> smallest	Largest
420 – 800	530 – 800	600 – 1200
Description		
<p>The box/perforation must be able to withstand vacuum suction</p> <p><b><i>If you believe your products could fit into a medium box by adjusting the packaging or changing the colli size, please contact your contact person at Salling Group.</i></b></p>		

**Maxi**



**Description**

Maxi goods are larger than the dimensions of the large box on at least one side and therefore cannot fit on a 1/1 EUR pallet.

The box/perforation must be able to withstand vacuum suction.

Most goods delivered to the nonfood warehouse in Aarslev should fit into one of the box sizes listed below.

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

**Special instructions for textile suppliers**

Textiles can be folded in different ways to fit into a medium-sized box. Normally, your Salling Group contact person will provide instructions on how to fold the clothes if special folding is required.

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

For further specific textile instructions, please refer to the *Manual for textile supplier*, available here: <https://www.sallinggroup.com/en/contact/suppliers>

## Delivery on pallets

### Delivery on pallets

All European suppliers should deliver goods on **EUR pallets**, if the goods can fit on an EUR pallet.

**One-way pallets** may only be used by suppliers outside Europe or for goods that cannot fit onto a EUR pallet.

### Height of pallets and 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 single boxes are not allowed.

Packaging must be of sufficient quality to support the weight of stacking the boxes up to a height of 2400 mm including an extra pallet in the middle, to allow double-stacking during transportation.

At the warehouse in Skejby and Aarslev, slip sheets is allowed instead of an extra pallet in the middle when stacking, but a base pallet must be used.

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 must not exceed 1200 kg

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

EUR pallets	One-way pallets
 <p>If you pack on <b>EUR 1/1 pallets</b>, the maximum allowed height is <b>1800 mm</b>, including the pallet, packaging, and foil.</p> <p>If you pack on <b>EUR 1/2 pallets</b>, the maximum allowed height is <b>1000 mm</b>, including the pallet, packaging, and foil.</p>	 <p>If you pack on <b>1/1 one-way pallets</b>, the maximum allowed height is <b>1800 mm</b>, including the pallet, packaging, and foil.</p> <p>If you pack on <b>1/2 one-way pallets</b>, the maximum allowed height is <b>850 mm</b>, including the pallet, packaging, and foil.</p>

## Avoiding mixed pallets

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



Illustration – Pallets must be wrapped in foil as shown in picture to the right.

**Exception – If Salling Group orders less than 4 colli/master cases per item number (only applies for deliveries to Nonfood Aarslev).**

- a. The pallet is packed with clear separation of the item number by using slipsheets or cardboard, clearly showing that it is a different item number than the other box on the pallet.
- b. The pallet must be marked with a sticker that states MIX PALLET.

In case of more than one best-before-date on articles on mixed pallets, the shortest best-before-date must be the one displayed on the pallet label.

## Delivery in container

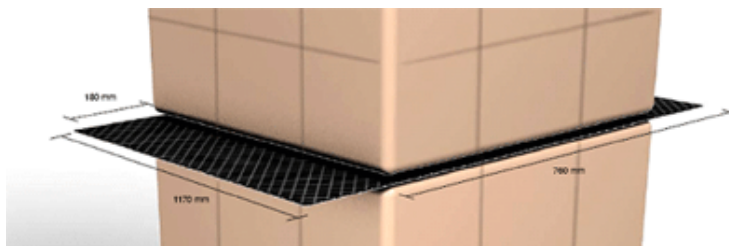
### Delivery on slip-sheets

Delivery on slip sheets is the preferred way to deliver our goods to the warehouse in Aarslev and Skejby, 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.

Warehouse Skejby can handle goods delivered in blocks on slip sheets since the container can be emptied using a clamp truck. However, it is important to adhere to the dimensions mentioned below.

### Slip sheets 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 max. 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.
- **Delivery to warehouse Skejby the slip sheet must have a max. dimension of 1000 mm x 1400 mm.** This is to ensure, that when we unload a container or truck, each unit of goods will fit on an EUR pallet.
- **Delivery to warehouse Skejby in blocks must be placed on slip sheets with maximum dimensions of 1300 mm x 1400 mm.** This ensures that unloading containers or trucks can be done using a clamp truck
- **The grip-edge of the slip sheet, must have an additional width of 180 mm** (the part where the mount, as shown below, grips and pulls the slip sheet).




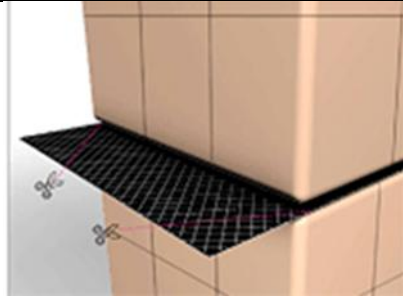




### Packing slip sheets

- **Each layer of slip sheet must not exceed 1650 mm** (If the goods are larger than 1650 mm please make the slip sheet fit the goods).
- **Heavy articles (12kg +) must 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 at the top, so that no boxes exceed the size of the slip sheet / hang outside the slip sheet.
- **If possible the container should 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 boxes 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 different types must always be clearly divided by cardboard.**

### Using slip sheets

<p><b>1.</b> 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><b>2.</b> 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><b>3.</b> A perfect stacking of cases on a slip-sheet.</p>	<p><b>4.</b> The corners of the slip-sheet are cut off, to ensure that two slip-sheets do not overlap.</p>
	
<p><b>5.</b> Corner-protection must be added, only when the nature of the goods demands this.</p>	<p><b>6.</b> 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><b>7.</b> The edges must be folded either up or down, to ensure they will not be crushed by the next pallet .</p>	<p><b>8.</b> 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 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 boxes 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 boxes are large. Hereafter it will go into the high-bay storage area until we need to pack it.

At both our warehouses in Aarslev and Skejby max. weight must not exceed 1 kg per box. If weight of a box is exceed 12 kg goods must be packed on pallets, in a cage or slipsheet EUR pallet size.



We empty loosely packed containers by using boom-conveyors.

### Packing of a container

When the loose export boxes are stacked in the container, it is important to do so carefully to prevent the goods from tumbling during transportation. If the container is loosely packed, **the use of a container safety net is required.**

Perfectly packed container



Example of how not to pack a container



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

If you intend to deliver a mixed container comprising two or more articles, you should make sure to separate these articles from each other and include a clear divider indicating where one article ends and the next one begins. This divider 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 for sheets
- Consignor/Shipper	- Information about hazardous materials
- Consignor's/shipper's contact person	- Information about master data for goods

### Pallet requirements

The following pallets are accepted at both automated and manual warehouses:

#### EUR pallets

- **EUR full pallet:** maximum height **180 cm**, including pallet, packaging, and foil
- **EUR ½ pallet:** maximum height **170 cm**, including pallet, packaging, and foil
- **EUR ¼ pallet:** maximum height **180 cm**, including pallet, packaging, and foil. The accepted EURO ¼ pallets are **Brown DS quarter pallets from Schöller Plast (40 cm x 60 cm)**.

Please note that we only handle high-quality pallets in our automated warehouses. This is due to safety reasons and the highly automated processes in good receipt. See [Appendix B](#) for an overview of which warehouses are automated.



# Appendix A – Pallet Overview per warehouse

Requirements per warehouse:				
Type of pallets that can be handled	Warehouse	Årslev	Årslev Cross - Dock	Skejby
	<i>Automatic or manual</i>	<i>Automatic</i>	<i>Manual</i>	<i>Manual</i>
<b>EURO type</b>	1/1 pallets 80 x 120	<b>180 cm</b>	<b>180 cm</b>	<b>180 cm</b>
	1/2 pallets 80 x 60	<b>160 cm</b>	<b>160 cm</b>	<b>160 cm</b>
	1/4 pallets 40 x 60	<b>140 cm</b>	<b>140 cm</b>	<b>140 cm</b>
	UK 100 x 120		<b>180 cm</b>	
<b>CHEP (blue pallets)</b>	1/1 pallets 80 x 120			<b>180 cm</b>
	1/2 pallets 80 x 60			<b>160 cm</b>
	1/4 pallets 40 x 60			<b>140 cm</b>
	UK 100 x 120			
<b>LPR (Red pallets)</b>	1/1 pallets 80 x 120			<b>180 cm</b>
	1/2 pallets 80 x 60			<b>160 cm</b>
	1/4 pallets 40 x 60			<b>140 cm</b>
	UK 100 x 120			
<b>One way pallets</b>	1/1 pallets 80 x 120		<b>180 cm</b>	<b>180 cm</b>
	1/2 pallets 80 x 60		<b>160 cm</b>	<b>160 cm</b>
	1/4 pallets 40 x 60		<b>140 cm</b>	<b>140 cm</b>
	UK 100 x 120		<b>180 cm</b>	
<b>Special requirement for the use of 1/2 and 1/4 pallets</b>		1/4 pallets must be stacked on top of a 1/1 EURO pallet.  1/2 pallets must be stacked on top of a 1/1 EURO pallet.	No special requirements	1/4 pallets must be stacked on top of a 1/1 EURO pallet.  1/2 pallets must be stacked on top of a 1/1 EURO pallet.

*All pallet heights are including the pallet, packaging and foil.*

# Appendix B – General Warehouse information

**General Warehouse information:**

Format	Country	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
Blue	DK	Årslev	Automatic	<b>Terminal nonfood Årslev</b> Rosbjergvej 35 8220 Brabrand Denmark	07:00 - 14:30 Monday - Friday	N/A	11:00 - 14:00
Blue	DK	Årslev Cross-Dock	Manual	<b>Terminal nonfood Årslev</b> Rosbjergvej 35 8220 Brabrand Denmark	08:00 - 18:00 Monday - Friday	N/A	15:00 - 18:00
Blue	DK	Skejby	Manual	<b>Terminal Skejby</b> Graham Bells Vej 22 8200 Aarhus N Denmark	07:00 - 14:30 Monday - Friday	N/A	N/A

**Public holidays /Bank closing days:**

If the delivery date on the PO falls on a Danish public holiday or bank holiday, please note that our warehouse will be closed for deliveries. If you have any questions, please contact your contact person in Supply chain.

# Appendix C – Handling cost overview

Valid from 1st March 2026

Types of errors	Min. handling cost (DKK)	Handling cost per pallet, per error (DKK)	Min. handling cost (EUR)	Handling cost per pallet, per error (EUR)
ASN error	2100	105	280	14
Breached units	2100	105	280	14
Defective pallet	2100	105	280	14
EAN label placed behind foil	2100	105	280	14
Errors on EAN label	2100	105	280	14
Foil covering the pallet	2100	105	280	14
Foil loosely hanging from the pallet	2100	105	280	14
Item numbers mixed on pallet	2100	105	280	14
Missing CMR*	2100	N/A	280	N/A
Missing delivery note*	2100	N/A	280	N/A
Missing foil on pallet	2100	105	280	14
Missing product information on boxes	2100	105	280	14
Multiple EAN labels on same pallet	2100	105	280	14
Missing EAN label	2100	105	280	14
No order number on CMR*	2100	N/A	280	N/A
No order number on delivery note*	2100	N/A	280	N/A
Non-transparent or colored foil around pallet	2100	105	280	14
Order/boxes not delivered on a pallet	2100	N/A	280	N/A
Pallet too broad or unstable	2100	105	280	14
Pallet too heavy	2100	105	280	14
Pallet too tall	2100	105	280	14
Pallets foiled together	2100	105	280	14
Pallets loaded incorrectly in truck*	2100	105	280	14
Quarter or half pallets placed on EUR pallet	2100	105	280	14
Quarter or half pallets wrapped together	2100	105	280	14
SPOT - Wrong delivery date or time**	25000	N/A	3334	N/A
Strips around boxes or pallet	2100	105	280	14
Wrinkled EAN label	2100	105	280	14
Wrong best before date***	2100	1050	280	140
Wrong delivery date or time*	5250	N/A	700	N/A
Wrong or missing information on delivery note*	2100	N/A	280	N/A
Wrong pallet type	2100	105	280	14
Wrong placement of EAN label	2100	105	280	14
Bilka, fõtex and BR orders mixed on pallets (Only Cross-dock Aarslev)	2100	105	280	14
One store delivery day (Only Cross-dock Aarslev)	2100	105	280	14

Types of errors	Min. handling cost (DKK)	Handling cost per KG (DKK)	Min. handling cost (EUR)	Handling cost per KG (EUR)
Destruction and or return to supplier	2100	10	280	1.33

\*Each "Types of errors", will be given as an extra handling cost, no matter any previous handling costs on same PO

\*\*Handling cost is per article number on PO and will be given, no matter any other previous handling costs on same PO

\*\*\*Will be given as an extra handling cost, no matter any previous handling costs on same PO

The aforementioned examples of handling costs are exclusive of VAT and constitute genuine pre-estimates of the costs that Salling Group is likely to incur as a result of the stated non-compliance. The above is not an exhaustive list and Salling Group reserves its right to claim additional damages in accordance with the provisions of Danish law.

# Appendix D – Received with reservations overview

A visual view of the “Received with reservations” stamp from Salling Group warehouses.  
The type of error box is marked with “X”



**salling** group

## Received With Reservations

Foil	<input type="checkbox"/>	CMR / Delivery Note	<input type="checkbox"/>
Pallet	<input type="checkbox"/>	Wrapped Together	<input type="checkbox"/>
EAN	<input type="checkbox"/>	Wrong BBD	<input type="checkbox"/>
Other	<input type="checkbox"/>	Breached Units	<input type="checkbox"/>

The various error types can be categorised into the following:



Foil	Pallet	EAN	Other
Foil covering the pallet	1/4 or 1/2 pallets placed on 1/1 EUR	EAN label placed behind foil	ASN
Foil loosely hanging from the pallet	Defective pallet	Errors on EAN label	Not described by other boxes
Missing foil on pallet	Item numbers mixed on pallet	Missing product information on boxes	
Non-transparent foil around pallet	Order/boxes not delivered on a pallet	Multiple EAN labels on same pallet	
Strips around boxes or pallet	Pallet too broad or unstable	Missing EAN label	
Pallets foiled together	Pallet too heavy	Wrinkled EAN label	
	Pallet too tall	Wrong placement of EAN label	
	Pallets loaded incorrectly in truck		
	Wrong pallet type		

CMR/DN	Wrapped Together	Wrong BBD	Breached Units
Missing CMR	1/4 or 1/2 pallets wrapped together	Wrong best before date	Breached units
Missing Delivery Note			
No order number On CMR			
Wrong/missing information on delivery note			

# Appendix E – 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!