



# PACKAGING INSTRUCTIONS

**Fruit & Vegetables**



**Revision 1.0**

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# Introduction

## How to use this manual

This manual sets forth Salling Group's general logistical requirements and administrative procedures concerning suppliers' deliveries to its warehouses and/or stores.

You need to use this manual as a guideline on how to choose the right export/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 / Netto fruit and vegetables warehouses

Both parts are important for all suppliers to read.

There are many details, you have to take into consideration, so please read this manual thoroughly. This manual is a tool for both our buyers and our suppliers and is 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.**

# **Part 1 – General instructions**

## **Carton specifications**

### **Carton quality**

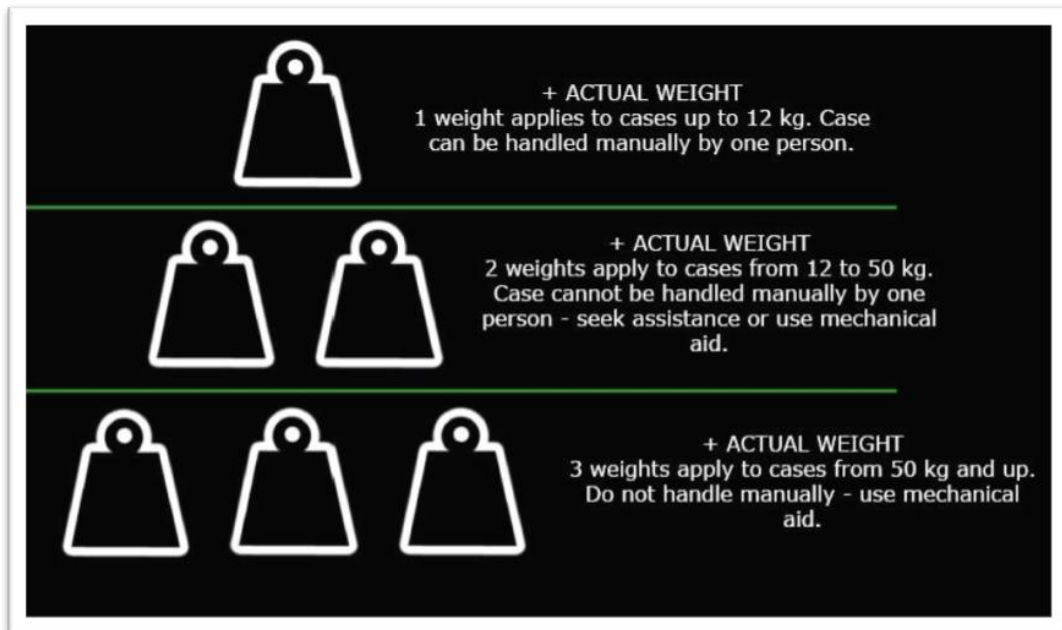
The carton quality must ensure, that:

1. The box remains stable during transportation.
2. The box can be stacked in stores, even when a number of products have 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 / perforations of large cartons can withstand vacuum suction.
5. The box fit the goods.
6. Boxes are never too full, thus creating round and unstable boxes.
7. No stacking pins, glue or wax is necessary (or used) to create a stable pallet.

## Handling

### Box weight limits

1. Weight limit for an box, stipulated by Danish authorities, is a **gross weight of max 12 kg**.
2. Gross weight must be printed on the label to inform employees of the correct way to handle the box.
3. Salling Group introduces a special handling symbol that is weight-specific. The weight must be stated on each box, either by using the symbol below or by adding it in the text on the box label or the shipping mark:



## Product registration

When delivering to Salling Group, you must make sure, that the correct masterdata is available to Salling Group. The procedure depends on the type of product you are delivering, hence textile, food or nonfood products.

Masterdata registration is only done for new item numbers and it is done because both our systems and warehouse are highly dependent on correct masterdata.

## Changes to masterdata

If you change the articles and the masterdata is 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 via GS1.

## 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.

a.



2. **Products must be placed within the EPS box space and should not exceed the box height.**



3.  **$\frac{1}{4}$  and  $\frac{1}{2}$  pallets are only accepted (without handling cost), if pallets are created in masterdata as  $\frac{1}{4}$  or  $\frac{1}{2}$  pallets and registered as “ready for sale”.** Creation must be made in cooperation with Salling Group.

4. **Weight must be distributed evenly across the pallet – horizontally and vertically meaning boxes must be stacked horizontally or vertically evenly across the pallet.**

a.



5. **Slipsheet's must be used between every layer to stabilize the light weight boxes.** Herbs is excepted.
6. **Pallet must not exceed maximum height incl. pallet, packaging and foil** - See [Appendix A](#) for more information.
7. **The total weight of a 1/1 pallet must not exceed 1000 kg.**
8. **No individual wrapping of single cartons** is allowed, and no part of the wrapping must get in touch with the pallet.
9. **Wrapping pallets together** using foil or tape is not permitted.
10. **Removing foil around the pallet should not result in collapse** of a single row or the entire pallet.
11. **Base pallets are not accepted at all warehouses** – Please see *Appendix A* for overview of warehouse specific pallet requirement.
12. **One item number per pallet** - The pallets should be packed with only one item number. We want to receive clean units in order to avoid mixing the articles. See below examples of how to pack pallets.



a.



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



13. **No mixing of PO number** on a pallet is permitted - We want to receive clean units in order to avoid mixing the articles and orders.
14. **One best-before-date per pallet** – In case of a product recall, we need to be able to identify which best-before-dates are on which pallets (perishables only). In cases of more than one best-before-date

on articles on mixed display pallets (RFS display), the shortest best-before-date must be the one on the pallet label.

15. The labels on all boxes must be visible without splitting up the pallet.
16. There must not be strips/tape of any material around the individual boxes or individual 1/1 pallets.
17. Do not place any loose papers/package material inside or outside the foil.
18. Articles should always be delivered in the colli size created in Masterdata and loose items are not allowed.

### Labelling of pallets

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

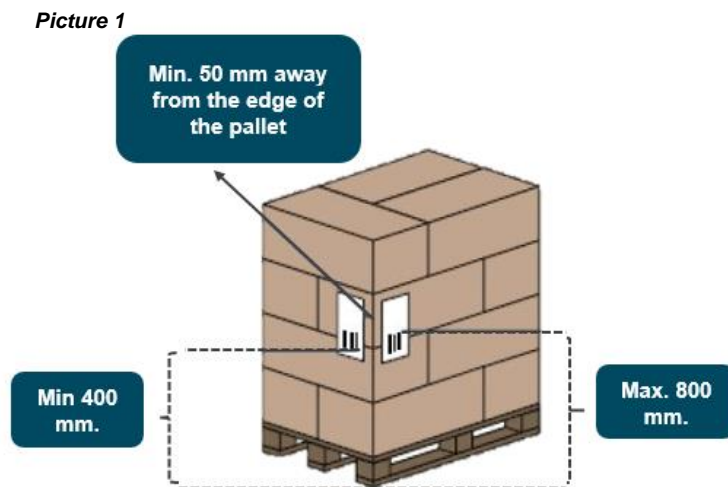
<https://www.gs1.org/standards/barcodes/application-identifiers>

<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 it can be downloaded from GS1 Denmark's website <https://www.gs1.dk/>. GS1 Denmark also supports testing of labels, 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, hence one label in front of the pallet and the other on the long side as illustrated below. On  $\frac{1}{2}$  and  $\frac{1}{4}$  pallets the label must be placed on the top of the pallet and on the short side. When single layer pallet is less than 400 mm high, place the label as high as possible and with the barcode turning vertical as illustrated in *picture 2*.

All labels should have PO number and delivery address in the text field and fresh meat should also have TARA added in text field.





### Labelling of pallets - Special requirements for EXW/FCA deliveries

All below information must be added on a separate pallet label or in free text field in GS1-128 pallet label. 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 should be included on this specific pallet label.

## Delivery

### 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, that appear on the entrance door of the warehouse and always follow warehouse employees' verbal or written instructions.
2. The driver must by him-/herself unload the goods at the instructed location informed by the warehouse employee(s).
3. The driver must wear a 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 (incl. consignment note and delivery note.) The order information must be available to the driver, and therefore 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 to the driver upon pickup.
5. Only documents relevant for the products actually delivered must accompany the pallets.
6. The driver must state, whether the order number is delivered via central warehouses, warehouse hotel or has been transhipped to another carrier in transit.
7. If the driver delivers products for several order numbers, all order numbers must be advised.

8. In case of part delivery of an order number, it must appear clearly on the documents, which order number that specific delivery concerns. The order number must appear at both consignment note and delivery note.
9. 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 that are being partly delivered and how many of each article is required.
10. The delivery note must state the exact amount of ordered units delivered.
11. 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.
12. Delivery notes and freight documents must **always** be included for each delivery. Upon arrival the truck driver must hand in the physical documents to a warehouse employee. Kindly note digital freight letters are not accepted as a valid document and therefore not proof of delivery.

### Delivery note information

Delivery notes must contain below information:

1. Header: "Følgeseddel" or "Delivery note"
2. Supplier name and address
3. Delivery address
4. Delivery date
5. PO number
6. Article name pr article
7. Delivered number and quantity of ordering unit for each article
8. Weight for each article if the article is catchweight

We accept combined delivery notes/CMR's, if they contain below information:

1. Header: "Fragtbrev 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 pr article
8. Delivered number of cartons (quantity) for each article
9. Delivered pallet quantity

### Pallet vouchers & swapping of pallets

Please note that all pallets will be handled immediately upon arrival. If pallets are not purchased, the driver will either receive return pallets or a pallet voucher. With a pallet voucher, the pallets can be picked up within 60 days. It is the driver's responsibility to obtain the voucher in physical form before leaving the warehouse. Vouchers cannot be transferred to other suppliers or forwarded.

### **Goods reception control**

To ensure compliance with deliveries, our 'Goods In' department will inspect every delivery.

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

Suppliers who do not adhere to the requirements of this manual will be charged handling costs to the extent that Salling Group incurs costs as a result. A complete list of handling costs can be found in Appendix C

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

### **Requirements to freshness**

Regarding Salling Group's order, the products must be at Salling Group's disposal as agreed with the Commercial team.

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

Without affecting any other rights Salling Group may have in connection with the order, Salling Group reserves the right to accept or reject the delivered order at its discretion if the aforementioned expiry date condition is not met.

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

### **Destruction and/or return to suppliers**

Goods, which are identified as damaged or otherwise do not live up to the agreement, in goods receipt processes or later in our warehouse, must be returned to the supplier. The supplier is informed about pick-up of the goods from our warehouse. If the supplier does not come and pick up the goods within the informed deadline, our warehouse will destruct the goods. The extra handling costs coming from this is on the supplier's expense, and an invoice will be send to the supplier.


If it is agreed, that Salling Group must destruct the goods due to the damage or other errors, an invoice will be issued to the supplier for the handling in our warehouse and destruction - See Appendix C


## Part 2 – Fruit & Vegetables instructions

### Delivery

#### Food warehouses

Salling Group has 4 warehouses, which provides Bilka, føtex and Netto with Fruit and vegetables products. The warehouses are located in Ishøj, Holme, Netto Køge and Netto Årslev. They each stores different type of goods. These are the following warehouses:


**Entrance** 



**Holme**

The food warehouses in Holme is both an automated warehouse, which handles groceries and a manual warehouse for fruit & vegetables.

Gate 101-108	Fruit & veg.
Gate 208-212	Bakery
Gate 201-206	Grocery
Gate 301-304	Grocery
Gate 306-312	Grocery ¼ pl RFS + cross dock
Gate 332-334	Return goods
Gate 401-403	Packaging department



**Ishøj**

The food warehouses in Ishøj handles fruit, vegetables and groceries.

Gate 1-9	Wine dispatch Jylland
Gate 10-15	Grocery receiving Cross-dock
Gate 18-30	Dispatch Sjælland
Gate 31-35	Dispatch Sjælland
Gate 36-42	Fruit & veg. Receiving
Gate 43-47	Return goods
Gate 49-58	Wine receiving



**Netto Køge**

The Netto warehouses in Køge is an automated warehouse, which handles groceries, chilled/meat, fruit & vegetables. and nonfood.

Gate 10-19	Storage goods
Gate 20-26	1/1 and ¼ pallet goods
Gate 28-33	½ pallets goods
Gate 34-44	Dry colonial goods
Gate 49-53	SPOT
Gate 54-61	Meat
Gate 62-69	Chilled
Gate 70-78	Fruit & veg.



## Netto Aarslev

The Netto warehouses in Aarslev is a manual warehouse, which handles groceries, chilled/meat, fruit & vegetables.

Gate 301-307	Return
Gate 308-313	Chilled
Gate 314-319	Meat
Gate 320-328	Fruit & veg.
Gate 329-338	Palletspot
Gate 339-352	SPOT
Entrance 1	Return and Chilled
Entrance 2	Chilled, Meat and fruit & veg.
Entrance 3	Fruit & veg.
Entrance 5	Palletspot and SPOT

## Delivery deadlines

Our warehouse staffing is determined by the planned deliveries each day, and our supply chain relies on timely order deliveries as agreed. If an order cannot be delivered on the agreed date or time, it is crucial to notify us by 12 PM the day before the scheduled delivery, or earlier if possible. This allows us to update the delivery date in our system in a timely manner. Please ensure that your contact person from the Commercial department is notified if an order will not be delivered on time.

Opening hours can be found in Appendix A.

## Pallet specification

The pallet specifications for the 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.

## Height of pallets and stacking height

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

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

In terms of stacking 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 with a weight from 12 kg and higher are stacked higher than 1400 mm.

The total weight of a pallet must not exceed 1000 kg.



## Appendix A – Pallet Overview per warehouse

Type of pallets that can be handled	Warehouse	Ishøj	Holme - F&V	Netto Køge	Netto Aarslev
	<i>Automatic or manual</i>	<i>Manual</i>	<i>Manual</i>	<i>Automatic</i>	<i>Manual</i>
EURO type	1/1 pallets 80 x 120	180 cm	180 cm	180 cm	180 cm
	1/2 pallets 80 x 60	160 cm	160 cm	170 cm	170 cm
	1/4 pallets 40 x 60	140 cm	140 cm	180 cm	180 cm
	UK 100 x 120				
CHEP (blue pallets)	1/1 pallets 80 x 120	180 cm	180 cm	180 cm	180 cm
	1/2 pallets 80 x 60	160 cm	160 cm	170 cm	170 cm
	1/4 pallets 40 x 60	140 cm*	140 cm	180 cm	
	UK 100 x 120				
LPR (Red pallets)	1/1 pallets 80 x 120	180 cm	180 cm	180 cm	
	1/2 pallets 80 x 60	160 cm	160 cm		
	1/4 pallets 40 x 60	140 cm*	140 cm		
	UK 100 x 120				
One way pallets	1/1 pallets 80 x 120				
	1/2 pallets 80 x 60				
	1/4 pallets 40 x 60				
	UK 100 x 120				
Special requirement for the use of 1/2 and 1/4 pallets		Do not place 1/4 or 1/2 pallets on top of 1 EURO pallet	Do not place 1/4 or 1/2 pallet on top of 1 EURO pallet	4x 1/4 - pallets must be stacked on top of a base 1/1 EURO pallet.  Do not place 1/2 pallet on top of a base 1 x 1/1 EURO pallet  Chilled inbound does not accept 1/4 or 1/2 pallet	Do not place 1/4 or 1/2 pallet on top of a base 1/1 EURO pallet

**N/A\***

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



**\*\*Holme only accepts ¼ and ½ pallets as ready-for-sale. For storage pallets, only 1/1 pallets are accepted**

**All pallet heights are including the pallet**

## Appendix B – General Warehouse information

### General Warehouse information:

Format	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
Bilka / føtex	Ishøj	Manual	<b>Terminal Ishøj</b> Industrigrenen 4-6 2635 Ishøj Denmark	F&V: Every day of the week 06:00 - 11:00	N/A	06.00-08:00
Bilka / føtex	Holme	Manual	<b>Terminal Holme</b> Axel Gruhnsvej 7 8270 Højbjerg Denmark	F&V: Every day of the week 06:00 - 11:00	N/A	N/A
Netto	Køge	Automatic / Manual	<b>Netto DC Køge</b> Mimersvej 1 4600 KøgeDenmark	F&V: 7 days a week 02:00 - 06:00	N/A	03:00-06:00
Netto	Aarslev	Manual	<b>Netto DC Årslev</b> Rosbjergvej 35-37 8220 Brabrand Denmark	F&V: 7 days a week 23:00 - 05:30	N/A	05:00-06:00

#### **Public holidays/Bank closing days**

If the delivery date on the PO is on a Danish public holiday/bank day, kindly note som of our warehouse is open for delivery's. If any questions pls. contact your contact person in Supply chain or commercial



## Appendix C – Handling cost overview

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)	Sites
Errors on EAN pallet label	2100	105	280	14	Årlev, Holme, Køge, Ishøj
Goods not properly secured to the pallet	2100	105	280	14	Årlev, Holme, Køge, Ishøj
Item numbers mixed on pallet	2100	105	280	14	Årlev, Holme, Køge, Ishøj
Missing CMR/Delivery note*	2100	N/A	280	N/A	Årlev, Holme, Køge, Ishøj
Missing EAN label	2100	105	280	14	Årlev, Holme, Køge, Ishøj
Missing product information on boxes or product	2100	105	280	14	Årlev, Holme, Køge, Ishøj
Multiple EAN labels on same pallet	2100	105	280	14	Årlev, Holme, Køge, Ishøj
Pallet too broad or unstable	2100	105	280	14	Årlev, Holme, Køge, Ishøj
Pallet too tall/Missing split pallet	2100	105	280	14	Årlev, Holme, Køge, Ishøj
Wrinkled EAN label	2100	105	280	14	Årlev, Holme, Køge, Ishøj
Wrong delivery date or time*	5250	N/A	700	N/A	Årlev, Holme, Køge, Ishøj
Wrong pallet type	2100	105	280	14	Årlev, Holme, Køge, Ishøj
Wrong placement of EAN label	2100	105	280	14	Årlev, Holme, Køge, Ishøj
Wrong/missing information on CMR/delivery note*	2100	N/A	280	N/A	Årlev, Holme, Køge, Ishøj

Types of errors	Min. handling cost (DKK)	Handling cost per started handling	Min. handling cost (EUR)	Handling cost per started handling	Sites
Sorting of goods	1000	1000	133	133	Årlev, Holme, Køge, Ishøj

Types of errors	Min. handling cost (DKK)	Handling cost per KG (DKK)	Min. handling cost (EUR)	Handling cost per KG (EUR)	Sites
Destruction	1000	10	133	1	Årlev, Holme, Køge, Ishøj
Return to Supplier	1000	10	133	1	Årlev, Holme, Køge, Ishøj

*\*Each "Types of errors", will be given as an extra handling cost, no matter any previous handling cost 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 SallingGroup warehouses.  
The type of error box is marked with “X”

Received With Reservations

Foil

CMR / Delivery Note

Pallet

Wrapped Together

EAN

Wrong BBD

Other

Breached Units

The different error types can be categorised into the following:

