



PACKAGING INSTRUCTIONS



Revision 8.0

Made available online from 1st of December 2024

Valid from 1st of March 2025

Revision control

Revisions version 7.0, valid from 1st of March 2024

- “Outer packaging / Receiving unit” has been updated (page 6)
- “Packing of pallets” has been updated (page 10 - 11)
- “Labelling of pallets” has been updated (page 12)
- “Special requirements for EXW/FCA deliveries” has been updated (page 13)
- “Delivery deadlines” has been added (page 13)
- “Requirements upon arrival” has been updated (page 15)
- “Deliver note information” has been updated (page 15)
- “Chemicals” has been updated (page 17)
- “Netto Warehouses” has been updated (page 19)
- “Approval procedure” has been updated (page 26)
- Appendix A – pallet overview per warehouse has been updated (page 36)
- Appendix B – general warehouse information has been updated (page 37)

Revisions version 8.0, valid from 1st of March 2025:

- “Packing of pallets” has been updated (page 10 - 11)
- “Labelling of pallets” has been updated (page 12)
- “Loading of pallets on truck/container” has been updated (page 13)
- “Requirements upon arrival” has been updated (page 14)
- “Netto Warehouses” has been updated (page 19)
- Appendix B – General Warehouse information has been updated (page 37)

INTRODUCTION	5
<i>How to use this manual</i>	5
PART 1 – GENERAL INSTRUCTIONS	6
CARTON SPECIFICATIONS	6
<i>Carton quality</i>	6
<i>Outer packaging / Receiving unit</i>	6
<i>Labeling of cartons</i>	7
<i>Handling</i>	8
<i>Product registration</i>	10
<i>Packing of pallets</i>	10
<i>Labelling of pallets</i>	12
<i>Special requirements for EXW/FCA deliveries</i>	13
DELIVERY	13
<i>Delivery deadlines</i>	13
<i>Loading of pallets on truck / container</i>	13
<i>Requirements upon arrival</i>	14
<i>Delivery note information</i>	15
<i>Pallet vouchers & swapping of pallets</i>	15
<i>Goods reception control</i>	16
<i>Requirements to freshness</i>	16
<i>Destruction and/or return to suppliers</i>	16
CHEMICALS & FUMIGATION	17
<i>Chemicals</i>	17
<i>Packaging & Cadmium Directive</i>	18
PART 2 – NETTO INSTRUCTIONS	19
DELIVERY	19
<i>Netto warehouses</i>	19
OVERVIEW OF GENERAL REQUIREMENTS FOR OUTER BOX	20
<i>Overview of requirements for outer box for automatic warehouse</i>	21
<i>Overview of requirements for outer box for manual warehouse</i>	22
REQUIREMENTS FOR SALES-READY-PACKAGING	23
<i>General requirements to outer carton</i>	23
<i>Exception - Cardboard perforation</i>	24
<i>Carton only for manual warehouses</i>	25
<i>Special requirements for chilled and frozen</i>	26
<i>Approval procedure</i>	26
OUTER CARTON/BOX EXAMPLES	27
<i>Good examples</i>	27
<i>Good examples of exceptions</i>	29

<i>Good examples for manual warehouses</i>	30
<i>Not acceptable examples</i>	32
SHELF DEPTH REQUIREMENTS FOR OUTER CARTON	33
PALLET REQUIREMENTS	35
APPENDIX A – PALLET OVERVIEW PER WAREHOUSE	36
APPENDIX B – GENERAL WAREHOUSE INFORMATION	37
APPENDIX C – HANDLING COST OVERVIEW	38
APPENDIX D – RECEIVED WITH RESERVATIONS OVERVIEW	39

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 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: overview of requirements for all Netto 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 <http://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 logisticsfeenetto@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 boxes can withstand vacuum suction.
5. The box fits the goods, and all sides and ends are fully closed.
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.

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 cost.
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 mark how many cartons that are packed in each outer box

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

Labeling of cartons

Salling Group accepts two types of barcodes on boxes; the preferred EAN 128 / GS1 128 and EAN 13. All boxes must contain one of below barcodes. For rules regarding labels on pallets see page 12.

General requirements	
1. Label must be white	6. Only machine written text
2. Must be as big as possible	7. All text at least 8 mm high if possible
3. Text must be dark	8. Text must be aligned
4. Standard office fonts only	9. Characters must not touch each other
5. No underlining text	
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	

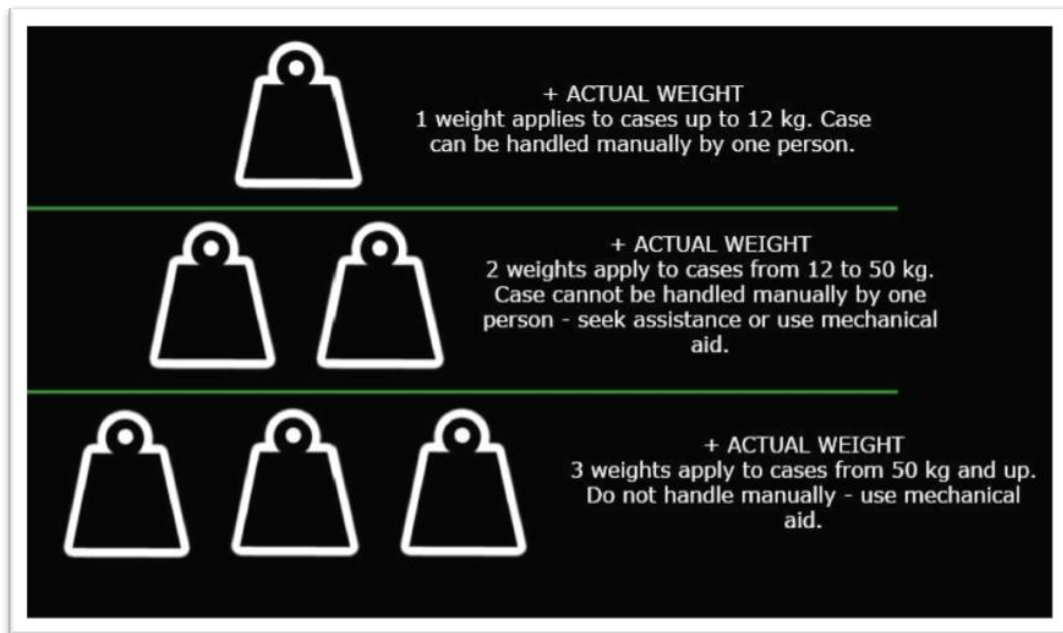
Besides the barcode the following information could also be marked on the box. However on non-food goods all following information must be marked on the box (a requirement):

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
Non-food			
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
Food Products			
9	Prod. date	Production Date & Best before date (optional)	2014-12-02 (YEAR.MM.DD)
11	EAN number	EAN number of the product (optional)	5701050212850

Handling

Box weight limits

1. Weight limit for 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, which is weight specific, and must be placed on each box (or the shipping mark):



Heavy or bulky products







1. 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).
2. If the product weight exceeds 20 kg the box has to be handled by two persons and thus grip holes must be added to the box to facilitate this.



3. If grip holes are not possible to add due to packaging (e.g. no air / room around articles) external handles must be applied (plastic handles), or the packaging must be 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>
	<p>Box weight</p>

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 non-food 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.

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.

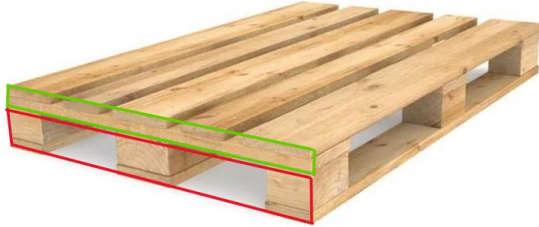


2. **Weight must be distributed evenly across the pallet** – horizontally and vertically meaning boxes must be stacked horizontally or vertically evenly across the pallet.



3. **Slip-sheet can be used between each layer to stabilize pallet with heavy goods.** Please note that use of any form or kind of glue on slipsheets to stabilize boxes onto the slipsheet is prohibited.
4. **Cardboard can be used to stabilize a pallet with heavy goods** – it is important that the cardboard does not cover the pallet in any way.
5. **Pallet must not exceed maximum height incl. pallet, packaging and foil** - See [Appendix A](#) for more information.
6. **The total weight of a 1/1 pallet must not exceed 950 kg, and ½ pallet must not exceed 500 kg.**
7. **The items on the pallet must be tightly wrapped in transparent foil** to ensure stability during transport and in our warehouse, as well as to provide dust protection. The foil should cover all around

the sides of the pallet, and if additional protection is required, 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. The foil must not be colored. No material, such as foil, paper, or cardboard, should cover the red-marked area on the pallet, as illustrated in the picture below.



8. **No individual wrapping of single boxes** must be employed, and no part of the wrapping must get in touch with the pallet.
9. **Wrapping pallets** together using strips, 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. **Pallet label must be placed outside the foil or any kind of plastic, such as pockets - between 40-80 cm from the bottom of the pallet** – See section *Labelling of pallets*.
12. **Base pallets are not accepted at all warehouses** – Please see [Appendix A](#) for overview of warehouse specific pallet requirement.
13. **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.



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



14. **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.
15. **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 case 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.
16. **The labels on all boxes** must be visible without splitting up the pallet.
17. **There must not be strips/tape of any material** around the individual boxes or individual 1/1 pallets.
18. **Do not place any loose papers/package material inside or outside the foil.**
19. **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>

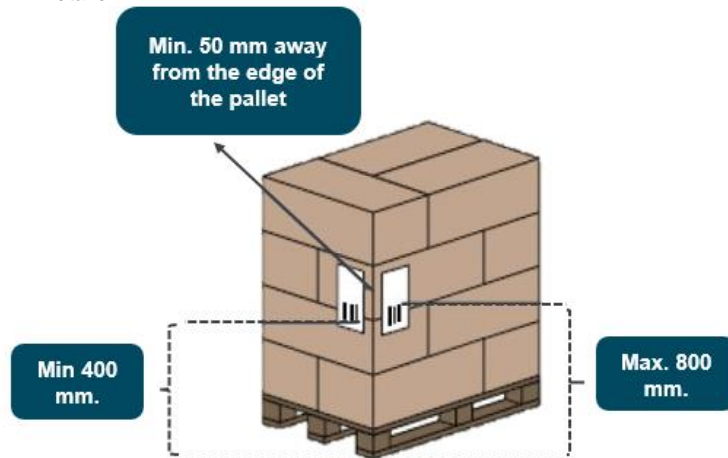
The labelling concept and further information can be obtained by contacting GS1 Denmark, or it can be downloaded from GS1 Denmark's website <https://www.gs1.dk/>. GS1 Denmark also supports testing of labels, which we highly recommend.

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 ½ and ¼ 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*.

➔ Please note that if a transport label is required on the pallet, it should be placed on the short side and at the top of the pallet.

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

Picture 1



Picture 2



Special requirements for EXW/FCA deliveries

All below information must be added on an 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 must be included in pallet label if use of an separate label beside 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 the order cannot be delivered on the agreed date, it is important that you notify us *no later than 12 PM on the working day before the day of delivery*, and preferably before that, so the date can be changed in our system before it is too late. Please note that Saturday and Sunday are not considered working days. Notification must be made for Bilka/Føtex deliveries to Goodsflow and for Netto deliveries to Supply Chain Netto.

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

Loading of pallets on truck / container

In order to prevent damaged boxes and to facilitate the handling during receipt in our warehouse, it is important to arrange the packing 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 be placed towards the loading platform.
2. If you deliver in containers on slip-sheets the grip handle must always be placed towards the loading platform.
3. 1/4 pallets must be in rows of three (600* 1200).



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


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. 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, 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. CMR/freight letter, 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 per article
7. Total delivered quantity per article number in the ordering unit
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 per article
8. Total delivered quantity per article number in the ordering unit
9. Delivered pallet quantity

Pallet vouchers & swapping of pallets

Please note that all pallets will be handled directly, as they come into the warehouse. This means if pallets are not purchased, the driver will either receive return pallets or receive a pallet voucher. On a voucher the pallets can be picked up within 60 days. The driver is responsible for receiving the voucher in physical form before leaving the warehouse. Vouchers cannot be passed on to other suppliers or forwarded.

Goods reception control

In order to ensure the compliance of deliveries our “Goods In” department will check every delivery.

Non-compliance by suppliers with the requirements in this manual will likely cause Salling Group to incur costs as a result of 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](#)

Note! Not all warehouses accept base pallets or ¼ pallets - *Please refer to [Appendix A](#) for warehouse specific information on pallets.*

Requirements to freshness

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

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 is entitled to accept or reject, in its discretion, the delivered order if the aforementioned concerning expiry date of the products is not complied with.

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

Destruction and/or return to suppliers

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

If it is agreed, that Salling Group should 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](#)

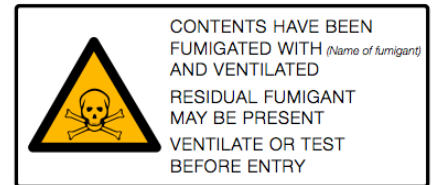
Chemicals & Fumigation

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:

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

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

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

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

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

The candidate list of SVHC substances is updated twice 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 – Netto instructions

Delivery

Netto warehouses

Salling Group has two warehouses, which provide Netto stores with products. The warehouses are located in Aarslev and Køge and store different types of goods. Furthermore we have two external freezer warehouses, which also provide the Netto stores, i.e. Lineage Avedøre (Eastern part of DK) and Agri-Norcold Kolding (Western part of DK).

Be aware that in general all information in this manual is valid for all warehouses supplying Netto stores, unless anything else is stated specifically per warehouse.

Further description of the Netto warehouses is below.



Netto Køge

The Netto warehouse 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.
Gate 201-213	Return



Netto Aarslev

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

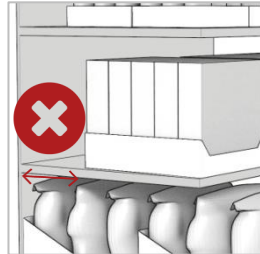
Gate 301-307	Return
Gate 308-313	Chilled
Gate 314-319	Meat
Gate 320-328	Fruit & veg.
Gate 329-338	Pallet spot
Gate 339-352	SPOT
Entrance 1	Return and Chilled
Entrance 2	Chilled, Meat and fruit & veg.
Entrance 3	Fruit & veg.
Entrance 5	Pallet spot and SPOT

Overview of general requirements for outer box

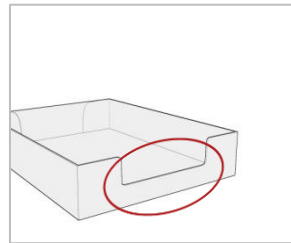
General requirements for outer box:



Shiny offset print on carton that reflects the brand and the carton must be white on the inside.



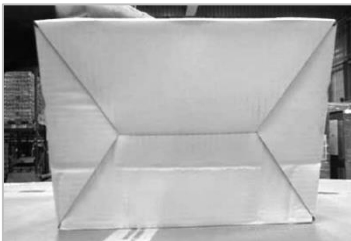
Depth of outer carton must fit the depth of the shelves. See page [no. 33 - 34](#) for further.



Low-cut facing to have a good display of the product.



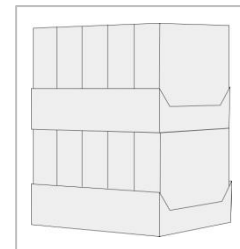
No use of tools for opening and in-store display. Clear instructions must be visible e.g. arrows and pictograms.



Automatic folding bottom.



Holes in lid and sides of carton for easy gripping.



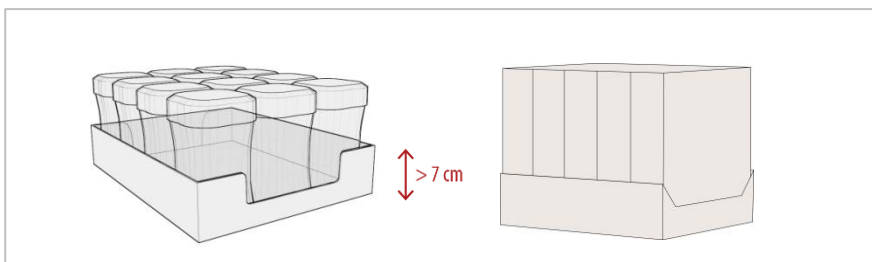
Cartons should be possible to stack.

1st priority – same carton for both manual and automatic warehouse

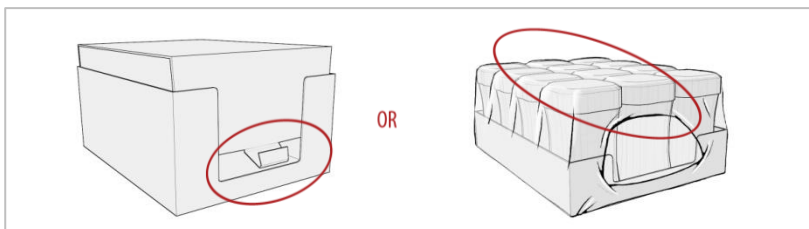
As a starting point all cartons for dry goods must comply with automatic Netto warehouse.

Overview of requirements for outer box for automatic warehouse

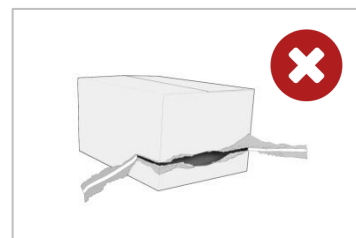
Outer box requirements:



Min. 7 cm sides and back when the products are transparent or when there is a risk of gaps between the products. Height of sides and back of carton can vary, when the products are not transparent and stand close in the carton. Ensure a steady carton that protects the products.



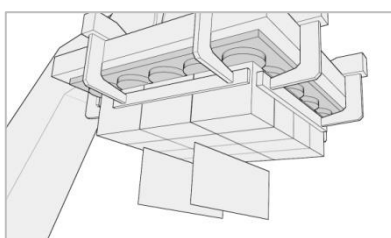
Fixed lid: Use cardboard hook attachment in both sides of the carton or shrink-wrap with perforation. Shrink wrap perforation is preferred at bottom of tray and needs to be located opposite lifting sides to avoid tearing when lifted.



Tear-off is not accepted. Avoid cardboard perforation. In case cardboard with perforation is the only option, ensure that the quality of the cardboard minimizes rough edges.



Min./max. weight for a box



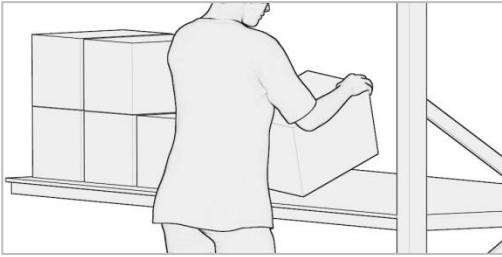
If shiny box exceeds 5,5 kg insert slip sheets. Top and bottom must not be slippery.



Loose lid can be accepted at automatic warehouse dependent on weight and size. A case by case assessment is needed.

Overview of requirements for outer box for manual warehouse

Manual warehouse system:



Manual handling.

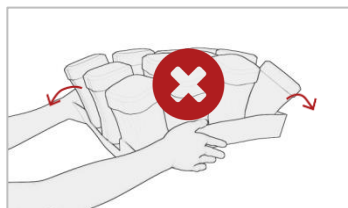
Outer carton requirements:



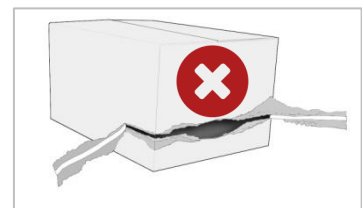
Removable cardboard lid, not attached to rest of the carton to ensure easy handling.



Max. weight for a box



Avoid unstable carton.
Height and weight must ensure stability.



Perforation and tear-off is not accepted.

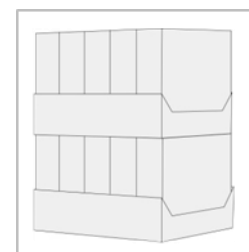
Requirements for Sales-Ready-Packaging

General requirements to outer carton

- Presentable outer carton, even in half-empty state.
- Low cut facing for easy to see, identify and remove products.
- Offset Print on carton according to the brand design manual.
- The carton must be white on the inside. This also apply to pallet displays.
- The carton should have shiny offset print on the outside.
- No cardboard perforation or tear-off.

For easy handling in stores please ensure that:

- The carton should have automatic folding bottom and lid
- Removable lid has holes for easy grip
- The carton should contain holes in sides for easy handling
- Limited use of pins, wax, tape or glue can be accepted (never on the front)
- No use of knives or tools should be necessary in stores
- Handling instructions (arrows and symbols) for staff on how to make the carton 'ready for sale'. None of the handling instructions must be visible on the facing of the carton
- Depth of the carton must be 20, 30 or 60 cm to fit the shelves. Depth must be 20 or 40 cm for bottom shelves. The buyer will inform you witch apply. Please see chapter 5 for further information
- Cartons should be possible to stack.
- Products with shrink-wrap need to be placed in a tray, for whole cartons to be placed easily on shelves. The shrink wrap perforation is preferred at bottom of tray and needs to be located opposite lifting sides to avoid tearing when lifted.
- For the automatic warehouse cartons with fixed lid, shrink-wrap with perforation or in some cases a loose lid placed inside outer carton can be used.
- Lid must not fall off at any point in the supply chain, and can be attached to the carton by hooks of cardboard (a limited use of tape, glue or other adhesives as possible can be accepted).
- Outer carton should be aligned with the weight and height of the product.
- Test whether the carton is stable by lifting and pressing the carton, with content, from a diagonal angle.
- Carton weight must be min. 500 g and max. 12 kg.
- Min. carton measures: 150 mm long, 100 mm wide and 70 mm high.
- Max. carton measures: 600 mm long, 400 mm wide and 400 mm high



- **Following information shall be printed on the carton/box (never on the front):**

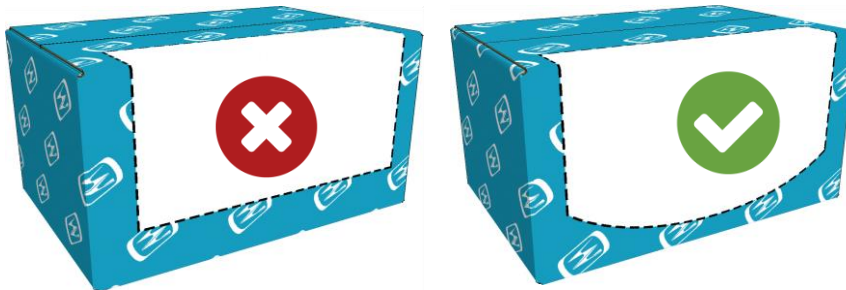
- ✓ order EAN-code
- ✓ product description name



- If outer carton/box exceeds 5,5 kg, then use slip-sheets between cartons in order to avoid pallets sliding apart.
- The top and bottom of the outer cartons/box must not be shiny/slippery. Use slip-sheets if needed.
- Light must NOT be able to pass through the bottom 7 cm of the carton. If sides of the carton/box is lower, cover up any gaps between the products. Be aware of transparent products or packaging.

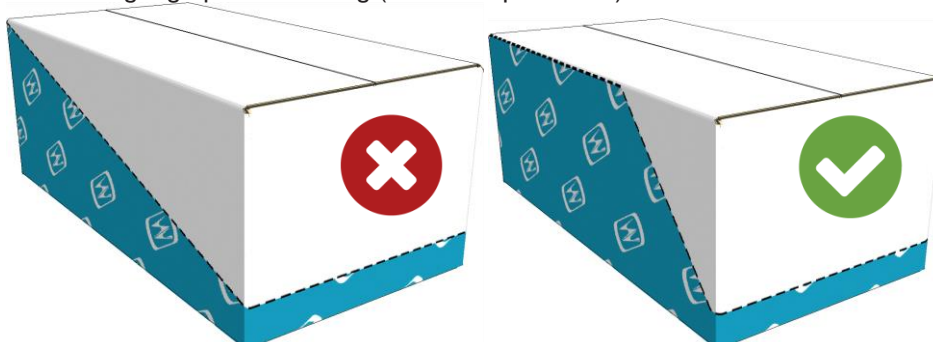
Exception - Cardboard perforation

- Cardboard tear-off is NOT accepted.
- Perforation should be avoided. However, if use of cardboard perforation is the only option for automatic warehouses only, please be aware that the perforation meets the following requirements:
 - No tape or glue cover the perforation
 - Perforation should leave nice clean edges when tearing off
 - There should be clear symbols that indicate how perforation should be handled
 - Perforation should have round edges (see example below)



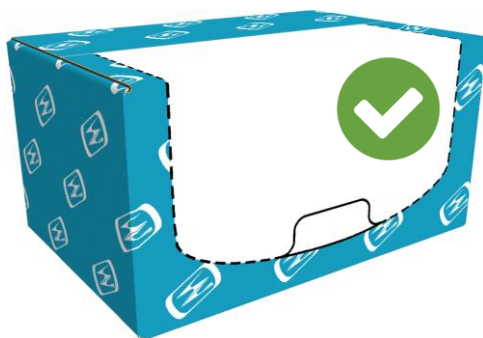
Curved perforation lines do not open prematurely and improve stacking strength

- Perforation should be placed so that the load-bearing sides are as intact as possible while still maintaining high product facing (see example below).



Minimizing the cutting of load bearing flutes will strongly improve the stacking strength of a box

- To ease the perforation opening for the store staff a cut should be made to make a starting point for the tearing. Further, a large and visible hand hole will make it easier for the store staff to get a firm grip.



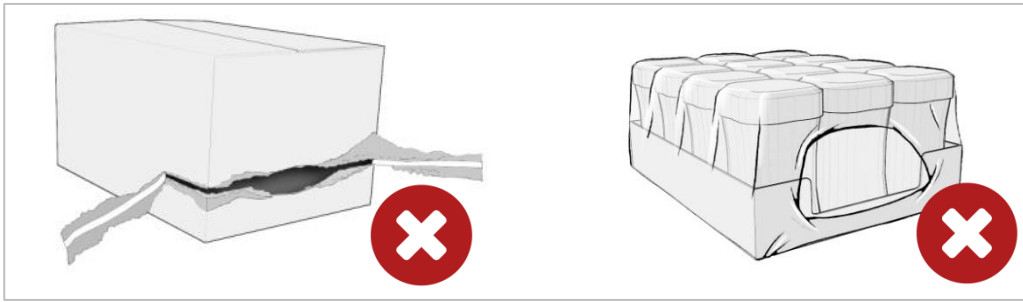
Carton only for manual warehouses

- The outer carton should be provided with a lid to protect the product throughout the supply chain.

Avoid using tape, glue or other adhesive, so that the lid is easily removable. See example below.



- Cardboard tear-off, perforation or shrink-wrap with perforation are not an option when only manual warehouses are to handle the carton.



- The carton can be lighter than 500 g.

Special requirements for chilled and frozen

- Outer box shall be able to withstand water and cooling.

Approval procedure

When a supplier starts the delivery of a new regular assortment article or makes a change in the packaging of a regular assortment product (box quality, dimensions, weight), regardless of whether the sales unit changes or not, a test carton must be sent for approval before deliveries begin. All approvals are done in collaboration with the warehouses.

Outer carton/box examples

Good examples



- Nice off-set print on outer carton
- +7 cm. at the bottom
- Fixed lid – easily opened without tools



- Good alternative to tear-off on outer carton
- Outer carton fixed with hooks (at bottom)
- Good display of products
- Nice off-set print on tray
- Nice print on outer carton to easily identify product





- +7 cm. tray
- Fixed lid (glued inside of tray – easy to open without tools).
- Good display of products and nice off-set print on tray.



- Outer carton/box fixed with hooks – easy to open without tools.
- Outer carton in brown liner.
- Outer carton has automatic folding bottom.



- Could be even further improved with holes in sides for easier handling in stores,
- **IMPORTANT:** The brown outer carton needs to clearly communicate the contents of the colli.



- 7 cm. tray
- Good display of product and nice off-set print.
- Perforation clearly marked and easy to open without any use of tools.



- **Further improvement:** Shrink wrap perforation being located on bottom of colli for easier handling in store.



Good examples of exceptions



- Stackable
- Easy to make sales-ready without any use of tools.
- Fixed lid (perforation)



- Perforation must leave nice edges at facing.
- Ensure easy breaking of perforation (i.e. clearly marked, no tape etc.).
- **Better alternative:** Lid with hooks.

FOR
AUTOMATIC
WAREHOUSES
ONLY



Good examples for manual warehouses



- Non-fixed lid with holes for easy removal of lid.
- Off-set print on tray (and white inside).
- Nicely cut facing - no perforation.



- In some cases these cartons can be used for the automatic warehouse. This is a case by case assessment.



- Non-fixed lid with holes for easy removal of lid.
- Off-set print on outside and white inside of carton.
- Nicely cut facing - no perforation
Automatic folding bottom.



- In some cases these cartons can be used for the automatic warehouse. This is a case by case assessment.





- Non-fixed lid
- Off-set print on outside and white inside of carton.
- Nicely cut facing - no perforation
Automatic folding bottom.



- In some cases these cartons can be used for the automatic warehouse. This is a case by case assessment.



Not acceptable examples



- No tray and not possible to put directly on shelves.
- No perforation – cannot be made sales ready without the use of tools.



- Bad display of product as facing is not cut and no print on tray.
- No perforation – cannot be made sales ready without use of tools.



- Less than 7 cm. height of tray.
- No perforation – cannot be made sales ready without the use of tools.



- No print
- Cardboard tear-off



Shelf depth requirements for outer carton

The depth for outer carton must strive to fit the shelf depth to avoid space waste. The table below illustrates shelf depth across countries:

	DK	SE	DE	PL
Bottom	80	80	80	80
Mid	60	60	60	60
Top	60	40	40	60

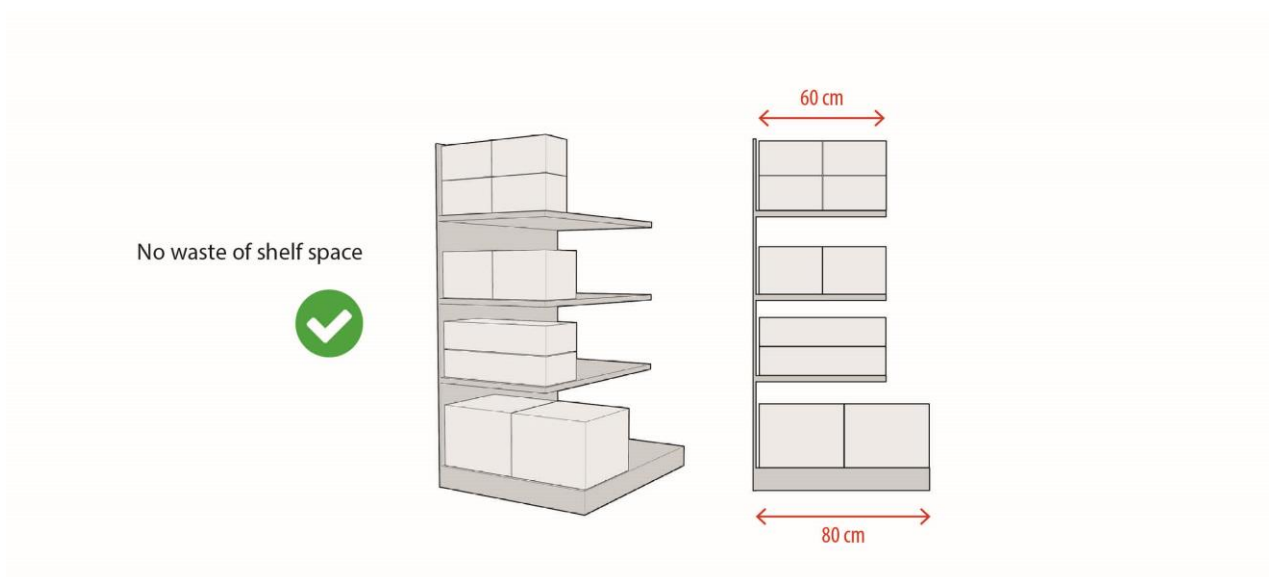
As seen, general shelf measures are 80 cm for the bottom shelves and 60 cm for remaining shelves. Top shelf depths vary between countries.

The optimal outer carton must therefore strive to be:

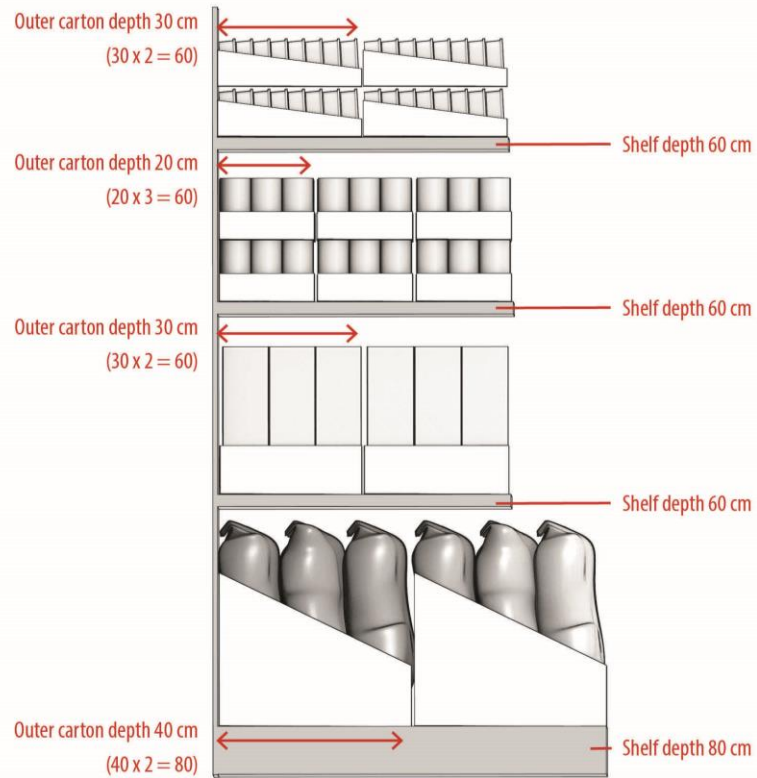
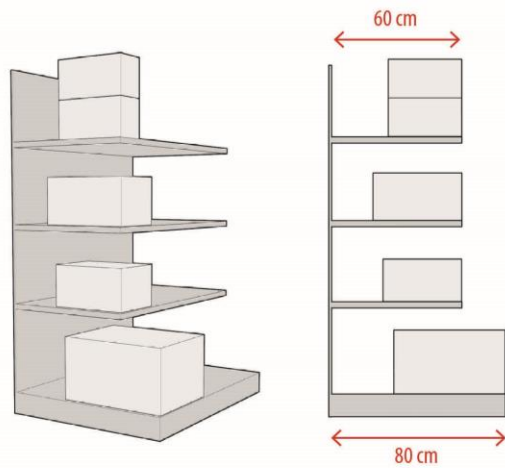
	Optimal outer depth measures
Bottom	20 or 40 cm
Mid	20, 30 or 60 cm

Depth shall also be aligned with the size and weight of the product to ensure the handling of the outer carton.

There will be exceptions within some categories where depth of outer carton needs to be considered from case to case.



Waste of shelf space



Pallet requirements

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

EUR pallets:

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

Please be aware 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 over which warehouses are automatic.



CHEP pallets (blue pallets)

- CHEP full pallets max height 180 cm including the pallet, packaging and foil
- CHEP ½ pallets max height 170 cm including the pallet, packaging and foil
- CHEP ¼ pallets max height 180 cm including the pallet, packaging and foil
- Only the following two types of CHEP ½ and ¼ pallets are accepted:



Please refer to [Appendix A](#) for detailed overview of warehouse specific pallet requirements.

The indicated max. pallet heights are only applicable for the above approved pallet types.

If possible please double stack pallet in the trucks.

Appendix A – Pallet overview per warehouse

Requirements per warehouse:

Type of pallets that can be handled	Warehouse	Køge	Aarslev	Lineage Avedøre	Agri-Norcold Kolding
	<i>Automatic or manual</i>	<i>Automatic</i>	<i>Manual</i>	<i>Manual</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	170 cm	170 cm		
	1/4 pallets 40 x 60	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	170 cm	170 cm		
	1/4 pallets 40 x 60	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				
	1/4 pallets 40 x 60				
	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		<p>1/4 pallets must be stacked on top of a base 1/1 EURO pallet.</p> <p>Do not place 1/2 pallet on top of a base 1 x 1/1 EURO pallet</p> <p>Chilled inbound does not accept 1/4 or 1/2 pallet</p>	Do not place 1/4 or 1/2 pallet on top of a base 1/1 EURO pallet	NB: Pallet quality must be either A or B standard	NB: Pallet quality must be either A or B standard

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

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
Køge	Automatic	Netto DC Køge Mimersvej 1 4600 KøgeDenmark	F&V: 02:00 - 06:00, 7 days a week Grocery: 00:00 - 23:59 Monday - Thursday Grocery: 00:00 - 22:00 Friday Meat and SPOT meat: 05:00 - 08:00, 7 days a week Chilled and SPOT chilled: 00:00 - 14:00 Monday Chilled and SPOT chilled: 23:00-14:00 Monday - Friday SPOT: 00:00 - 15:00 Monday - Friday	N/A	03:00-06:00 07:00-17:00 07:00-17:00 N/A 06:00-11:00 06:00-11:00 N/A
Aarslev	Manual	Netto DC Årslev Rosbjergvej 35-37 8220 Brabrand Denmark	F&V: 23:00 - 05:30, 7 days a week Meat and SPOT meat: 23:00 - 07:00, 7 days a week Chilled and SPOT chilled: 23:00 - 06:00, 7 days a week SPOT: 06:00 - 16:00 Wednesday	N/A	05:00-06:00 06:00-07:00 04:00-06:00 06:00-09:00
Lineage Avedøre	Manual Frozen	Lineage Copenhagen APS (Netto) Office gate 14 Kanalholmen 25 DK-2650 Hvidovre Denmark	Booking of time is required on all deliveries before arrival Booking of time, at least 1 workday before delivery – Contact time: 08:00 – 13:00 Monday – Thursday 08:00 – 12:30 Friday Goods receipt: 05:00 - 12:00 Monday – Friday	Lineage Copenhagen Booking In/Out amea.dk.copenhagen.scabooking@lineage logistics.com	N/A
Agri-Norcold Kolding	Manual Frozen	Agri-Norcold Kolding Birkedam 11 6000 Kolding Denmark	Booking of time is required on all deliveries before arrival. Deadline for booking is no later than 12:00 the day before delivery. Goods receipt: 05:00 - 12:00 Monday - Thursday 05:00 - 11:30 Friday	sckbooking@agri-norcold.dk	N/A

Public holidays /Bank days:

If delivery date on the PO is a local public holiday/bank day, kindly note our warehouse is open for deliveries. If any questions please contact your contact person in our Supply Chain.

Appendix C – Handling cost overview

Valid from 1st March 2025

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)
1/4 or 1/2 pallets placed on 1/1 EUR	2100	105	280	14
1/4 or 1/2 pallets wrapped together	2100	105	280	14
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 foil around pallet	2100	105	280	14
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
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/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, føtex 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 suppliers	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 for 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	Pallet too broad or unstable	Multiple EAN labels on same pallet	
Strips around boxes or pallet	Pallet too heavy	Missing EAN label	
Pallets foiled together	Pallet too tall	Wrinkled EAN label	
	Pallets loaded incorrectly in truck	Wrong placement of EAN label	
	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			