

**Logistics and related  
procedures, cost surcharges  
and  
other charges**

December 2022

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LATEST CHANGES 2022:

- Section 2.1: Addition of Traces as source for organic certificates
- Section 2.2: Clarification of terms for product registration
- Section 4: Specifying delivery terms
- Section 4.2: Time limit on order confirmations
- Section 4.4: New section on warehouse deliveries on FCA and EXW inco terms
- Section 4.5: General requirements on deliveries of organic products added and minor adjustments in several sections, now belonging to section 4.5
- Section 4.6: Minor adjustments on deliveries of organic products
- Section 5.3: Content label on black boxes
- Section 5.4: Time limit on issuing of invoices for transport material settlements
- Section 5.4: Changes to marking of pallets
- Section 5.4: Section related to Coops transport material system added and approved pallet types changed
- Section 7.1: Deleted
- Section 7.2: Deleted
- Section 7.3: Headline related to EDI is deleted
- Section 8.1: Clarification of terms for additional charges
- Section 8.3: Section on surcharges changed

## 1 Introduction

The aim of these guidelines is to inform the supplier about the key administrative and logistical procedures when working with Coop Denmark. The supplier is requested to follow the procedures described, so that managing the supplier's trade with Coop Denmark is as fast and effective as possible.

Should the supplier fail to follow the procedures described, it will usually lead to delays in normal payment routines. Equally, Coop Denmark may, in some instances, have to demand payment for the additional work and costs incurred by Coop Denmark from the supplier. Non-compliance with the procedures can also, in certain cases, mean that Coop Denmark will reject the goods completely.

The supplier is kindly requested to read this appendix in its entirety, and to ensure that all relevant people in the supplier's company, including sub-contractors and the supplier's carriers, are familiar with the information that ensures that goods, deliveries and documents comply with the following requirements.

This appendix applies to suppliers who deliver goods to Coop Denmark, both for Food and Nonfood. A separate appendix applies to suppliers who deliver products to Coop.dk.

Should the supplier have any questions, the supplier is kindly requested to contact their point of contact in Coop Denmark Logistik.

## 2 Supplier- and product registration

### 2.1 Supplier registration

When a supplier is registered as a supplier in Coop Denmark, the supplier is given two supplier numbers. One number is linked to the product agreement and invoicing, and the second is from Coop Denmark's SAP system, which handles Coop Denmark's payment. The two supplier registrations will be identical and contain a number of key data about the supplier, to be used for various purposes, including Coop Denmark's communication with the supplier and for paying invoices. This data must be correct at all times and kept up-to-date whenever changes occur.

When a supplier first registers with Coop Denmark, they will receive a supplier form. The supplier must complete and return this form to be set up in the system.

Should any of the information provided in the form change, the supplier must immediately contact their contact person in Coop Denmark and request a new supplier form. This form must be completed and returned immediately, so that the information can be updated in Coop Denmark's systems.

As a minimum Coop Denmark should always be updated on the following information:

1. The company's full name and legal designation (e.g. A/S, ApS, I/S, Ltd., Pty., GmbH, etc.)
2. The company's full address.
3. Pick-up address(es) (if EXW/FCA terms)
4. CVR number, VAT registration number or other relevant company registration number.
5. Bank details (registration number, account number and IBAN number and S.W.I.F.T address)
6. Telephone number
7. EDI number
8. E-mail addresses(es)

#### Suppliers of organic products

Suppliers who supply organic products to Coop Denmark must ensure that Coop Denmark, at any time, has received copies of applicable organic certificates. See further in section 4.6.

#### Supplier of products subject to excise goods charge

If a supplier delivers excise goods, it is the responsibility of the supplier to add the correct excise goods charge, to the goods and inform Coop about the charge at the time of purchase. The price on the invoice should include the excise goods charge.

### 2.2 Product registration and change

#### Registering and changing a product under the supplier's brand using the GS1Trade Sync product database

All suppliers, both national and foreign suppliers, for whom it is technically possible, are encouraged to register in Coop Denmark's product database by using the GS1trade Sync product database, so that Coop Denmark can transfer relevant data electronically. In the event of non-registration, Coop Denmark will be entitled to invoice additional charges for the additional work caused by the Supplier's non-registration in the GS1trade Sync product database, cf. below.

Where the supplier uses the GS1trade Sync database, the supplier must also make use of the following services from GS1:

- GS1Trade Exact
- GS1Trade Image

These services quality assure logistical information and label data on both the sales and consignment units, before the product is released by GS1 to Coop Denmark, and also ensures that pictures are taken with the approved quality and angle for use in Coop Denmark's planograms and marketing.

The supplier is at all times responsible for keeping Coop Denmark informed of any changes in the registered data for each individual product. When changes are made, the supplier must correct the data in the GS1Trade Sync product database, and ensure that the logistical data, label data and updated pictures have been re-validated using GS1Trade Exact and GS1Trade Image. In addition, the vendor must inform both Coop Denmark Category via email to the vendor's contact person and Coop Denmark Shared Services via email to the email address: [masterdata\\_artikler@coop.dk](mailto:masterdata_artikler@coop.dk) of any change.

Failure to use the the GS1Trade Sync product database entitles Coop Danmark to invoice an additional charge of DKK 1,000 per product. Failure to use GS1Trade Exact and/or the GS1Trade Image entitles Coop Danmark to invoice an additional charge of DKK 1,000 per product, for each such system.

Failure to inform Coop Danmark of changes to the registered product data will entitles Coop Danmark to invoice an additional charge of DKK 1,000 per product.

### **Registering and changing a product under the supplier's brand using the product registration form**

For suppliers not using the GS1trade Sync product database, the supplier must complete Coop Denmark's product registration form manually in Coop Denmark's product database. With manual product registration, the supplier must send a completed product registration form and 1 consignment units to Coop Denmark, after which Coop Denmark will set up the product and validate the logistical data and label information.

It is important that the product registration form is completed correctly with regard to the physical product. If there are deficiencies in the product registration form, it will delay product registration and the supplier risks that the product either won't be registered or that the registration is so late that introduction is postponed until a later introduction period. Incorrectly filled out product registration forms, which must be returned to the supplier for correction, will lead to an additional charge of DKK 1000 per return.

The supplier is always responsible for keeping Coop Denmark informed of any changes to the registered data for each individual product. This is done by completing a new product registration form and sending it to Coop Denmark Category. Should the change require a new photo for Coop Denmark's planogram, the supplier must also send a package of the changed good.

Lack of information around any changes to the registered product data will lead to an additional charge of DKK 1000 per product.

### **Reporting and changing a product under Coop's own brand**

Reporting and changing a product in Coop's own brand is either done directly with Coop Denmark or via Coop Denmark's sourcing company Coop Trading A/S. The supplier's contact person at Coop Denmark or Coop Trading will be able to clarify which of these options apply to the specific product.

If registering and changing a product under Coop's own brand is to be done directly with Coop Denmark, then all the same terms in the above section that apply when registering and changing a product under the supplier's brand also apply here.

If registering and changing a product under Coop's own brand is done via Coop Trading, the Coop Trading supplier will receive, as part of the approval procedure, access to the specification system via Extranet. The supplier must use this system and ensure that any documents sent from Coop is updated, whereafter Coop Trading will determine whether the product can be approved.

## **3 Direct deliveries to stores**

This section describes the procedures for placing orders, processing orders, delivery, invoicing and any correction, if necessary, when a delivery is made directly to stores. The procedures apply to all types of stocks and products, unless otherwise stated, and apply to products approved and registered in Coop Denmark.

Products that have not been registered in the store chain in question's product range may not be delivered to stores owned by Coop Denmark.

If the supplier delivers goods outside the approved chain range to a store, which is not owned by Coop Denmark but by a co-operative or a company served by Coop Denmark, the invoice for such deliveries should be sent directly to the relevant co-operative or company. Coop Denmark assumes no responsibility for the

processing, forwarding or payment of invoices that wholly or partly relate to products that are not part of the approved chain range.

### **3.1 Submission of orders for direct delivery**

Orders for direct delivery to the store will be submitted to the supplier via EDI or e-mail.

### **3.2 Processing of orders for direct delivery**

When the supplier receives an order for direct delivery, the supplier must immediately check whether the supplier is able to deliver the goods ordered in the quantities ordered, and whether the products will be received by the store on the delivery date stated on the order. If Coop Denmark doesn't hear from the supplier as stated below, the order is considered as confirmed.

If for any reason the supplier is unexpectedly unable to fulfil the order in terms of quantity, package size or delivery date, the supplier must always and as quickly as possible contact the relevant store manager from where the order has come from and inform them of the problem. When you contact the person responsible for the area in the store, you must agree whether a revised order is to be submitted and, if so, when delivery of the revised order must take place.

If the supplier foresees problems or any problems arise with the direct delivery, which affect more than the individual order and which are not of a purely temporary nature, the supplier must immediately inform the supplier's contact person in Coop Denmark Category to discuss possible solutions.

### **3.3. Delivery times for direct deliveries**

The products must be delivered on the delivery date stated on the order to the store stated in the order within the store's goods intake time. The supplier can get the store's goods intake time by contacting the store directly.

### **3.4. Delivery notes for direct deliveries**

It is the supplier's responsibility to ensure that all goods supplied directly to the store have a delivery note. The individual delivery note must only cover one single order. If the supplier delivers several orders in one go, the supplier must provide a separate delivery note for each of the orders delivered.

For direct deliveries, the supplier's delivery note must contain the following as a minimum:

#### **General information**

1. The supplier's name and address.
2. The supplier number allocated by Coop Denmark or EDI location number.

#### **Information per product**

1. Product name.
2. The product's Coop Denmark article number or EAN number.
3. If the product is organic, the word "organic" should appear on all documents
4. The sales unit's EAN number.
5. The number of consignment units of the product delivered (or the number of kg delivered if the product is a weighted product).
6. The number of sales units per consignment unit.

For direct deliveries to a store, it is essential that the supplier always receives a receipt from the store for the amount delivered.

In the case of direct delivery to Greenland, the Faroe Islands and Iceland via Coop's warehouse in Aalborg, the products must be clearly marked with the store's name.

### **3.5. Invoicing for direct deliveries**

When processing the supplier's invoice for a direct delivery, an automated check of quantity and price is performed. To process the supplier's invoice quickly and effectively, it is therefore essential that the supplier

complies with the following requirements.

Invoicing must be done according to the agreed Inco-terms.

The individual invoice must only cover one single order. If the supplier has delivered several orders, the supplier must issue a separate invoice for each of the orders supplied.

The supplier invoice should comply with the VAT announcement.

For direct deliveries, the supplier's invoice must also contain the following as a minimum:

#### **General information**

1. The supplier's name and address.
2. The supplier number allocated by Coop Denmark or EDI location number.
3. The name, address, CVR number and store number (the "cardex" number) or EDI location number.
4. A reference number that clearly identifies the delivery note for the delivery covered by the invoice.
5. The invoice's due date.

#### **Information per product**

1. Product name.
2. The product's Coop Denmark article number or EAN number.
3. If the product is organic, the word "organic" should appear on all documents
4. The volume of the product delivered, stated in whole Coop Denmark consignment units, or in kg (weighted products).
5. The unit price, excluding VAT but including Danish excise goods charge where applicable.
6. Price of the delivered volume of the product, excluding VAT.

Invoices for directly delivered goods must be sent to Coop Denmark by post, e-mail or EDI. If the invoice is sent by post, it must be sent (with accompanying documents) to:

Coop Denmark A/S  
Attn.: Finansbogholderiet FA  
Roskildevej 45  
DK – 2620 Albertslund

If the invoice is sent by e-mail, it must be sent to: [Butik.faktura@coop.dk](mailto:Butik.faktura@coop.dk)

Please note that Coop Denmark applies a charge to printed invoices. The amount of the charge can be changed by Coop Denmark on an ongoing basis. As of 1 November 2014, the charge amounts to EUR 11, excluding VAT, per printed invoice. The charge will be stated on the invoice issued by Coop Denmark. If the invoice is sent by e-mail, it must be sent to: [Butik.faktura@coop.dk](mailto:Butik.faktura@coop.dk)

### **3.6 Correction of invoices for direct deliveries**

If while processing the supplier's invoice for directly delivered goods, errors are found in the stated quantities, price or any other significant errors, the supplier must correct the invoice before final payment can be made. However, the correction can also be made by Coop Denmark issuing a settlement document that settles the error.

When correcting parts of or the whole crediting in a previously sent invoice, the supplier must always issue a separate credit note. The individual credit note may only refer to a single invoice.

If the supplier has to correct several invoices at a time, the supplier must issue a separate credit note for each invoice that needs correcting. The supplier invoice should comply with the VAT announcement.

For direct deliveries, the supplier's credit note must also as a minimum contain the following:

#### **General information**

1. The supplier's name and address.
2. The supplier number allocated by Coop Denmark or EDI location number.

3. The name, address, CVR number and store number (the "cardex" number) or EDI location number.
4. Clear identification of the original invoice the credit note relates to (invoice number etc.).
5. Clear identification of the store's correction annex (correction number or similar) if the supplier has received a copy of this, and otherwise clear identification of the delivery note for the delivery the credit note relates to (delivery note number or similar).
6. The original order number to which the credit note relates.

### Information per product

1. Product name.
2. The product's Coop Denmark article number or EAN number.
3. If the product is organic, the word "organic" should appear on all documents
4. The quantity of the product that is being credited or has given rise to the discount.
5. The amount of the credit or discount.
6. The unit price, excluding VAT but including Danish excise goods charge where applicable.
7. Price of the delivered volume of the product, excluding VAT.

A credit note for directly delivered goods must be sent to Coop Denmark by post, e-mail or EDI. If the credit note (and any supporting documents) is sent by post, it must be sent to the address stated in clause 3.5.

If crediting is done via a paper credit note submission and not via EDI (see section 7), it will lead to a fine per credit note line to cover Coop Denmark's surcharge cost for manually processing the supplier's credit notes. The fine will be DKK 5.00 (excl. VAT) per credit note line and will appear on the quarterly invoice from Coop Denmark. The invoiced amount is deducted from the supplier's balance with Coop Denmark.

### 3.7 Claims relating to directly delivered products

Products that are confirmed as damaged or in any other way fail to meet the required standard either upon receipt at the store or later, will be returned to the supplier at the supplier's cost unless the store agrees with the supplier as part of the complaints process to discard the products or to keep the products in exchange for a discount.

As soon as possible after the goods have been returned, discarded or the discount has been agreed, the supplier must issue a credit note in accordance with point 3.6. However, a credit note need not be issued if the supplier has come to an agreement with the store to re-deliver the returned or discarded goods at no cost.

## 4 Warehouse delivery

This section describes the procedures for order submission, order processing, delivery, invoicing and any correction when delivering to one of Coop Denmark's warehouses. The procedures apply to all types of stocks and products, unless otherwise stated, and apply to products approved and registered in Coop Denmark. Unless otherwise specifically stated in the sections below, the provisions in this section apply to deliveries where Coop Denmark assumes the risk for the goods in Coop's warehouse (for example DDP orders) or at the supplier's warehouse or place of shipment (for example FCA, EXW and FOB orders).

Products that have not been registered in the product range, must not be delivered to Coop Denmark's warehouse and any invoice for such deliveries will be rejected and will not be paid.

### 4.1 Submission of orders

Orders for warehouse delivery will be sent to the supplier via e-mail or EDI.

The Coop Denmark order number is especially important. It is a clear and secure identification of each individual order given to the supplier for the purpose of delivery to one of our warehouses. The Coop Denmark order number must be stated on any communication with Coop Denmark relating to such an order. Coop Denmark's order number consists of 10 figures, starting with 45xxxxxxx.

### 4.2 Processing of orders

When the supplier receives an order for a warehouse delivery, the supplier is requested to immediately, and within 24 hours, unless another deadline has been agreed, check whether the supplier is able to supply the

goods ordered in the amounts ordered, and for goods with a limited shelf-life, with the correct number of sale days to Coop Denmark, and whether the goods will be delivered at the warehouse on the date stated on the order. The supplier is also requested to check that any purchase price stated on the order complies with what has been agreed. If Coop Denmark doesn't hear from the supplier within 24 hours (or within such other deadline as may be agreed), the order is considered as confirmed.

If the supplier is unexpectedly unable to deliver the order in terms of:

1. Quantity
2. Consignment unit size
3. Minimum number of sales days to Coop Denmark
4. Delivery date/Pick up date

Or if the stated purchase price is, according to the supplier, not the price agreed, the supplier must as quickly as possible and within 24 hours (or within such other deadline as may be agreed) contact their contact person in Coop Denmark Logistics or if related to fresh fruit and vegetables, the appropriate buyer in Coop Trading. During this contact it must be agreed whether a revised order is to be submitted and, if so, when the revised order will be delivered, or whether the order must be cancelled. Please note that all inquiries related to too few sales days, will lead to cancellation of the order by Coop Denmark Logistic.

Inquiries related to changes on orders, after the above-mentioned deadlines, will not be accepted. Upon inquiries, the Coop article number and order number must be mentioned.

### 4.3 Delivery time for orders executed at Coop's warehouse (for example DDP orders)

#### Deliveries to fresh food centers

For all deliveries, a time must be agreed no later than 14:30 on the day before the delivery date. It is also possible to agree on a fixed time of delivery with the individual center.

The supplier and the supplier's carriers will be subjected to a cost surcharge if they arrive +1 hour later than the agreed delivery time.

Opening hours for the fresh food centers is:

Fresh food and Fresh fruit and vegetables: 06:00 – 13:00

In urgent cases, deliveries outside these hours, can be accepted with prior written warning and accept from the fresh food center before 12:00.

#### Deliveries to the frozen goods warehouse

A timeslot for unloading should be made for all deliveries at least 48 hours in advance on: [dk.vejde.booking@lineage logistics.com](mailto:dk.vejde.booking@lineage logistics.com)

#### Deliveries to other distribution centres

All deliveries to Coop dry goods centers requires a pre-booked timeslot in Gecko. Access to Gecko can be obtained from the respective dry goods center. The dry goods center in Rønne is excepted from this.

Warehouse	HOST/(SAP) number	GLN number	Area	Adress	ZIP Code	City	Telephone
Brøndby Ferskvarecenter	1 (4001)	5790000072835	Fresh food	Solmarksvej 7	DK-2605	Brøndby	+45 4386 3391
Hasselager Ferskvarecenter	2 (4002)	5790000072842	Fruit and vegetables	Beringvej 2	DK-8361	Hasselager	+45 8738 5262
Hasselager Ferskvarecenter	2 (4002)	5790000072842	Dairy products	Beringvej 2	DK-8361	Hasselager	+45 8738 5263
Hasselager Ferskvarecenter	2 (4002)	5790000072842	Fresh food	Beringvej 2	DK-8361	Hasselager	+45 8738 5256
Rønne Ferskvarecenter	8 (4008)	5790000072897	Fresh food	Lillevangsvej 21	DK-3700	Rønne	+45 5695 3535
Aalborg Tørvarecenter	17 (4017)	5790000072927	Dry goods	Hobrovej 461	DK-9200	Aalborg SV	+45 9634 5321

## Appendix 3

Rønne Tørvarecenter	18 (4018)	5790000072934	Dry goods	Lillevangsvej 21	DK-3700	Rønne	+45 5695 3535
Albertslund Tørvarecenter	21 (4021)	5790000072958	Dry goods	Roskildevej 45	DK-2620	Albertslund	+45 4386 3375
Odense Tørvarecenter	86 (4086)	5790000073238	Dry goods	Hestehaven 51	DK-5260	Odense S	+45 6311 2825

Addresses and phone numbers for external warehouses are available from the supplier's contact person either in Coop Denmark Category or in Coop Denmark Logistics.

### 4.4 Delivery time for orders executed at a location other than Coop's warehouse (for example FCA, EXW and FOB orders)

If the transaction between Coop Denmark and the supplier is concluded on the incoterm FCA or EXW, special rules apply for warehouse deliveries. Handover of goods from the supplier to Coop Denmark takes place at the supplier's place on the Handover Date. See example below.

 <b>Send invoice to:</b> Coop Danmark A/S CVR no: DK26259495 GLN no: 5790000050017	<b>Purchase Order</b> Order nr./PO Nr: 4501036099 PO Date: 25.07.2022 Delivery Date: 12.09.2022 Handover Date: 07.09.2022 (This is the delivery date for the supplier!)  <b>Contact person:</b> Buyer: BODS_PE1100 Email: Telephone: +45 4386 372 Page: 1 / 1
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In order to ensure pick up of the goods on the Handover Date, the supplier must make an order confirmation via an order confirmation form that is sent by e-mail. The form must be confirmed and filled in with at least the following data: Collection date, collection address, number of pallets, weight, dangerous goods and temperature-regulated goods.

For domestic shipments: The order confirmation form must be returned to Coop Denmark no later than 12:00 on the workday prior to the Handover Date mentioned in the purchase order.

For International shipments: The order confirmation form must be returned to Coop Denmark no later than 14:00 two workdays prior to the Handover Date mentioned in the purchase order. Orders where the production time is 2 days or less can be exempted from this requirement.

Inquiries regarding changes to orders after the above-mentioned deadlines will not be accepted. When making inquiries, the Coop material number and order number must always be stated.

Coop Denmark's order number must be stated in every inquiry from Coop Denmark's carriers. Internal order numbers cannot be used without prior dispensation.

Contact details for Coop Denmark:

Domestic shipments: [log.inbound.dk@coop.dk](mailto:log.inbound.dk@coop.dk)  
International shipments: [speditionen@coop.dk](mailto:speditionen@coop.dk)  
Fruit & Vegetable shipments: [fgbooking@coop.dk](mailto:fgbooking@coop.dk)  
Order confirmations: [order\\_ready@coop.dk](mailto:order_ready@coop.dk)  
Deviations: [deviations@coop.dk](mailto:deviations@coop.dk)

### 4.5 Procedures and requirements for deliveries to a warehouse

All products ordered for warehouse delivery must be delivered together. Division of a warehouse delivery into sub-deliveries are not accepted.

On arrival at the warehouse, the products must be packaged, packed, palletized and labelled in exact accordance with the requirements in this guide and match the individual order. If there are deficiencies, the supplier must be prepared, as per Coop Denmark's choice, to either correct the deficiency themselves (such as manual re-packing of an incorrectly packaged pallet in situ) or pay Coop Denmark the cost of correcting the deficiency (such as manual labelling of each package with a missing EAN number).

When arriving at the warehouse, the supplier must provide Coop Denmark's order number for the supplier's delivery. The supplier will then be taken to the designated unloading bay.

Once unloading has been completed (which will increasingly be in the form of self-unloading) a Coop Denmark employee from the warehouse will issue a receipt for the number of logistic units received. At the same time, Coop Denmark reserves the right to impose any conditions necessary with regard to the number of consignment units received, and the weight, temperature and general quality of the goods. To ensure rapid and effective receipt of products, the number of consignment units, weight, temperature and quality of the products will not be verified until the products have been received.

### **Self-unloading**

At some of Coop Denmark's warehouses, unloading must be self-unloading in accordance with the following procedure:

An unloading bay with the required unloading equipment will be allocated on basis of the Coop Denmark order number.

Self-unloading will take place at the specified unloading bay. Unloading must take place in the marked lanes and there must be a space of approximately 300 mm between the pallets. The bar code label (GS1- 128 label, see section 5.4) on the pallets must face in towards the hall.

At some warehouses, reading may also take place in a fully-automated product receiving station, where the driver must unload directly into a receiving station where the delivery is checked.

It is expected that the supplier delivers the goods in vehicles that allow for unloading from the back to the ramp, without the need for a truck.

The self-unloading requirement can be waived by prior agreement in special cases. In such instances, unloading will be performed by Coop Denmark employees.

It is the supplier's responsibility to inform the supplier's carrier about Coop Denmark's unloading procedure.

### **Delivery note**

Coop Denmark's order number is not sufficient identification from the supplier for Coop Denmark, and a specific delivery note will always be required for warehouse deliveries.

The delivery note must be written in Danish or English, and as a minimum, contain the following:

### **General information**

1. The supplier's name and address.
2. The supplier number allocated by Coop Denmark or EDI location number.
3. Coop Denmark's order number.

### **Information per product**

1. Product name.
2. The product's Coop Denmark article number or the EAN number of the sales unit.
3. The number of pallets and Coop consignment units delivered.

The individual delivery note must only cover one single order. If the supplier delivers several orders at a time, the supplier must ensure that there is a separate delivery note for each of the orders supplied.

The delivery note must also be sent by e-mail to [deliverynote@coop.dk](mailto:deliverynote@coop.dk) The subject field must contain Coop Denmark's order number which consist of 10 digits starting with 45xxxxxxxx.

### **Consignment notes**

Every consignment that is delivered to Coop Denmark's warehouses by an external forwarder, either at Coop Denmark's expense or the supplier's expense, must be accompanied by a consignment note issued by the forwarder in question.

A copy of this consignment note must be submitted to the receiving warehouse, immediately prior to unloading. The consignment note must state Coop Denmark's order number, as well as the quantity of products delivered.

### **Sea transport**

Unless local laws and regulations dictate otherwise, as a rule Coop Denmark requires an SWB or FCR to be issued. On payment by letter of credit (L/C) or D/P, the consignment note requirement will be stated on the letter of credit.

The consignment note can be issued in Danish or English.

### **Road freight**

Unless local laws and regulations dictate otherwise, Coop Denmark requires that a CMR consignment note or a consignment note complying with NSAB 2015 be issued.

The consignment note must be issued in Danish or English.

### **Licences and certificates**

Each order/delivery must always be accompanied by the certificates and documents that are relevant in relation to EU legislation and any local national legislation in the country of consignment.

If the product's rules of origin make it possible for authority-approved GSP certificates or similar to be issued, these must be submitted together with the other documentation.

If the supplier is in doubt of which documents are relevant in relation to EU legislation, the supplier can contact Coop Denmark Logistics. It is always the supplier's responsibility to ensure that all documents, including GSP certificates, are present.

### **Submission of original documents**

For deliveries originating from outside the EU, it is extremely important that documents reach Coop Denmark in due time, to allow for punctual customs clearance. For shipments originating from Asia, the documents must be submitted via Coop Denmark's transport operator.

In other instances, it is the supplier's responsibility to submit the documents to Coop Denmark. The documents are to be sent together, to:

Coop Denmark A/S  
Attn.: Import  
Roskildevej 45  
DK - 2620 Albertslund

### **Use of a courier**

Documents must always be submitted to Coop Denmark on "freight prepaid" terms. Freight collect consignments will be rejected unless the written approval of Coop Denmark has been obtained.

Consignments must always be shipped by an internationally recognized courier (for instance, DHL, UPS, FedEx, TNT or equivalent). The consignment must be trackable, and a recipient receipt must be requested. As consignor, you must be able to provide the consignment number on request.

### **Shipping via a transport operator (Consignments from Asia)**

All original documents must be submitted to Coop Denmark's carrier. For supplier-packed containers (FCL), the documents must be submitted no later than five days after departure from the Port of loading.

Booking of freight with incoterms FCA, EXW or FOB, should be done through the carrier portal.

If the goods are delivered to a terminal (CFS) as individual items (LCL), the documents must be submitted no later than five days after the goods have been delivered to the terminal (CFS). The carrier will then gather and submit the documents to Coop Denmark Logistics.

As consignor, you must be able to provide documentation on request that the documents have been sent/submitted to the transport operator.

### **Delayed documents**

If documents are not received by Coop Denmark in due time for the necessary customs clearance to take place, storage costs may be incurred, as well as penalties and charges to the tax authorities.

If such costs occur, Coop Denmark will invoice the supplier for the costs. If goods cannot be cleared by customs in sufficient time this may entail that the items cannot be used in due time. This is equivalent to late delivery and Coop Denmark can choose to impose pecuniary sanctions in the same way as for late delivery.

## **4.6 Delivery of organic goods**

For the delivery of organic goods, there are additional requirements that must be met:

### **Organic certificates:**

If a supplier delivers organic products to Coop Denmark, it is the supplier's responsibility to continuously ensure that Coop Denmark has copies of valid organic certificates. If the production and dispatch of organic products takes place elsewhere than at the supplier itself, the supplier must ensure that Coop Denmark has copies of valid organic certificates for the production/dispatch location in question. Warehouses that supply organic products to Coop Denmark must also be covered by valid organic certificates, either in the form of the supplier's, the production site's or the warehouse's own organic certificate.

Suppliers within the EU must be registered in the Traces NT Database from 1 January 2023. If one or more organic certificates are not available on the Danish Veterinary and Food Administration website or in the Traces NT Database, the supplier must send copies of the organic certificate to Coop Denmark by email. Suppliers outside the EU must send copies of the organic certificate to Coop Denmark by e-mail.

The e-mail must be sent to: [masterdata\\_artikler@coop.dk](mailto:masterdata_artikler@coop.dk). It is the supplier's responsibility to continuously ensure that organic certificates are renewed and made available to Coop Denmark as long as organic products are delivered to Coop Denmark.

### **Delivery note:**

The supplier's information about Coop Denmark's order number is not sufficient identification of the delivery for Coop Denmark, and a separate delivery note is always required for warehouse deliveries. The delivery note must be written in Danish or English and contain at least the following:

#### General information

1. Supplier's name and address.
2. The supplier's Coop Denmark supplier number or EDI location number.
3. Coop Denmark's order number

#### Information per product:

1. Product name.
2. The Coop Denmark's material number or the sales unit's EAN number
3. The text "Organic" shall appear on all documents.
4. Delivered number of pallets and colli.

The individual delivery note may only cover one order. If the supplier delivers several orders at once, the supplier must ensure that a separate delivery note is made for each of the delivered orders, if necessary.

From 1 January 2023, a requirement will be introduced that the sender's reference number from TRACES NT must be indicated on the delivery note. [Økologisk Erhvervsdrivendecertifikat \(europa.eu\)](https://kologisk.erhvervsdrivendecertifikat.europa.eu)

Dokumentation | FAQ | Kontakt | Dansk (Dansk) | Log in

European Commission  
IMSOC > Adresseliste > Publications > Økologisk Erhvervsdrivendecertifikat

Økologisk Erhvervsdrivendecertifikat

Søg: Coop  Avanceret søgning Viser 30 / 119 resultater.

Reference	Operator	Kompetent myndighed eller Kontrolmyndighed / Kontrolorgan	Aktiviteter	Produkterkategori	Issued on
SE-EKO-08.752-0000185.2022.001	Coop Väst AB (Coop Gamla Riksvägen)	Intertek Certification AB	fordeling/placering på markøren	(a) - Uforarbejdede planter og planteprodukter, herunder frø og andet	22/08/2022 11:18 +02:00

When delivering organic goods from a third country: The supplier must minimum 1 workday prior to the Handover Date notify Coop Denmark's import department ([import@coop.dk](mailto:import@coop.dk)) of the delivery. In addition, there must be an approved control certificate in Traces NT prior to the Handover Date.

#### 4.7 Procedures for damaged products

For products which, upon receipt or at a later time, are found to be damaged as a result of packaging etc. not being of the quality required for the form of transport in question, or which otherwise do not live up to what has been agreed, Coop Denmark will determine the extent to which:

- The products are returned to the supplier for their account
- Coop Denmark retains the products with a reduction in price
- Coop Denmark discards the goods at the supplier's expense, by agreement with the supplier

The supplier must issue a credit note as quickly as possible following the return, discard or discount agreement (see section 4.9). However, a credit note need not be issued if the supplier has come to an agreement with the warehouse to re-deliver the returned or discarded goods at no extra cost.

In the case of a transport damage that cannot be attributed to defective packaging or the quality of the same, the liability follows the rules according to the selected Incoterms for the order. Orders delivered on Incoterms DAP, DDU and DDP will be rejected on receipt of the products if the damage is considerable.

#### 4.8 Weight checks of warehouse deliveries

Random weight checks on receipt are performed at Coop Denmark's warehouses.

##### Prepacked products

Unless legislation prescribes other methods or tolerances, Coop Denmark's weight checks of prepacked products will take place as a non-destructive check in accordance with the following principles:

1. The supplier is obliged to provide correct tare for the sales units in every shipment delivered to Coop Denmark. The tare weight must be stated either on the exterior packaging or on the delivery documents.
2. From each of the shipments inspected, irrespective of the size of the shipment, Coop Denmark's inspector will take out at least 20 and at most 100 sales units to be checked for weight.
3. It will be checked that the following requirements have all been fulfilled:

The net weight (gross weight minus tared weight) of the sales units selected must, on average, not be less than the declared net weight.

A maximum of one of the sales units selected may show a negative deviation which exceeds the negative tolerance stated in the table below.

None of the sales units selected may show a negative deviation which exceeds double the negative tolerance stated in the table below.

Nominal weight X g			Negative tolerance	
			in % of X	in grammes
5.	to	50.	9	-
50.	to	100	-	4.5
100	to	200	4.5	-
200	to	300	-	9.
300	to	500	3.	-
500	to	1000	-	15
1000	to	10,000	1.5	-

If not all of the above requirements are fulfilled, the shipment will be rejected on the grounds of being underweight.

Any prepacked goods from a shipment that have been rejected by Coop Denmark on the grounds of being underweight may be freely used by the supplier to fulfil new orders from Coop Denmark on the condition that the products' weight, shelf life and quality etc. are as agreed when the goods are re-delivered.

### Non-prepacked goods

Non-prepacked goods will also be subject to random weight checks. However, non-prepacked goods will not normally be rejected on the grounds of being underweight. Instead, the settlement amount for the shipment in question will be adjusted.

## 4.9 Temperature control of warehouse deliveries

At Coop Denmark's warehouse a random temperature check is performed of frozen and refrigerated goods upon delivery. Coop Denmark's temperature checks are non-destructive checks in the hottest and coldest part of the product area.

### Frozen goods

A shipment of frozen goods will be rejected if Coop Denmark's temperature check finds that the temperature is higher than -18 °C.

### Chilled goods

A shipment of chilled goods will be rejected if Coop Denmark's temperature control finds that the temperature is:

1. Higher than the statutory requirement for the chilled goods in question; or
2. Higher than the storage temperature stated on the chilled goods; or
3. Lower than -2 °C.

For the following refrigerated goods, where for quality reasons the product has to be "blast frozen" before cutting, the standard -2 °C doesn't apply.

Instead, these special lower limits apply:

Goods	Rejection temperature
Diced or sliced bacon, sliced cured or smoked fillets of fish or meat, and other raw, sliced cuts from whole joints of meat	-5.5°C
Other sliced cuts	-3.5°C

Chilled goods may at no time have been completely frozen. (However, this does not apply to fish products that are to be consumed raw and for which the law requires freezing.)

Frozen goods and chilled goods that have been rejected once on the grounds of temperature deviations may not be delivered again after the temperature has been adjusted.

## 4.10 Invoicing of warehouse deliveries

When processing the supplier's invoice for warehouse delivery, an automated check is done of the quantity and price. For a quicker and more effective run-through of the supplier's invoice, it is essential that the supplier complies with the stated invoicing requirements.

Invoicing must be done according to the agreed Inco-terms.

The individual invoice must only cover one single order. If the supplier has delivered several orders, a separate invoice must be issued for each of the orders supplied.

The supplier invoice should comply with the VAT announcement.

For warehouse deliveries, the supplier's invoice should be in Danish or English and must include the following as a minimum:

### General information

1. The supplier's name and address.
2. The supplier number allocated by Coop Denmark or EDI location number.
3. The name of the warehouse or the EDI location number.
4. Coop Denmark's order number.
5. Coop Denmark's CVR number
6. The invoice's due date.

### Information per product

1. Product name.
2. The product's Coop Denmark article number or EAN number.
3. If the product is organic, the word "organic" should appear on all documents
4. The volume of the product delivered, stated in whole Coop Denmark consignment units, or in kg (weighted products).
5. The unit price, excluding VAT but including Danish excise goods charge where applicable.
6. Price of the delivered volume of the product, excluding VAT.
7. Customs tariff number (HS code) (Only for deliveries from abroad)
8. Net weight (Only for deliveries from abroad)

Invoices for warehouse-delivered goods must be sent to Coop Denmark by EDI, e-mail or post to:

Coop Denmark A/S  
Attn.: Finansbogholderiet FA  
Roskildevej 45  
DK - 2620 Albertslund

If the invoice is sent by e-mail, it should be sent to:

For Danish vendors: [lager.faktura@coop.dk](mailto:lager.faktura@coop.dk)  
For foreign vendors: [foreign.invoices@coop.dk](mailto:foreign.invoices@coop.dk)

Please note that Coop Denmark charges a fee for printed invoices and the size of this fee can be changed on an ongoing basis. As of 1 November 2014, the charge amounts to EUR 11, excluding VAT, per printed invoice. The charge will be stated on the invoice issued by Coop Denmark. The invoiced amount is deducted from the supplier's balance with Coop Denmark. See also section 7 for additional information on EDI.

### 4.11 Correction of invoices for warehouse deliveries

If errors are found in the invoice for warehouse-delivered goods, such as in the quantities or price, or other significant errors, the supplier must correct the invoice before payment can be made. However, the correction can also be made by Coop Denmark issuing a settlement document that settles the error.

For corrections in the form of whole or part crediting of a previously sent invoice, we request that the supplier always issues a separate credit note. The individual credit note may only refer to a single invoice. The supplier invoice should comply with the VAT announcement.

For warehouse delivery, the supplier's credit note should be in Danish or English and must also include the

following as a minimum:

### **General information**

1. The supplier's name and address.
2. The supplier number allocated by Coop Denmark or EDI location number.
3. The name of the warehouse or the EDI location number.
4. The Coop Denmark order number.
5. Coop Denmark CVR number
6. Clear identification of the invoice to which the credit note relates (invoice number or the like).
7. The original order number to which the credit note relates.

### **Information per product**

1. Product name.
  2. The product's Coop Denmark article number or EAN number.
  3. If the product is organic, the word "organic" should appear on all documents
  4. The quantity of the product that is being credited or has given rise to the discount.
  5. The amount of the credit or discount.
  6. The unit price, excluding VAT but including Danish excise goods charge where applicable.
  7. Price of the delivered volume of the product, excluding VAT.
- Credit notes relating to goods delivered to a warehouse must be sent to Coop Denmark by post, e-mail or EDI. If the credit note is sent by post, it must be sent to the address stated in clause 4.8.

Note that Coop Denmark applies a charge to printed credit notes. The amount of the charge can be changed by Coop Denmark on an ongoing basis. As of 1 November 2014, the charge amounts to EUR 11, excluding VAT, per printed credit note.

The charge will be stated on the invoice issued by Coop Denmark. The invoiced amount is deducted from the supplier's balance with Coop Denmark. However, the correction can also be made by Coop Denmark issuing an invoice which counterbalances the error.

## **4.12 Claims in relation to products delivered to warehouses**

Products that have been found to be damaged, either at the time of delivery or at a later date, or which otherwise do not fulfil the agreed requirements, must be returned to the supplier at their expense, unless it has been agreed in relation to the claim that Coop Denmark will discard the products or retain them at a discounted price. The decision is made by the supplier's contact person in Coop Denmark Logistics.

As soon as possible after the goods have been returned, discarded or the discount has been agreed, the supplier must issue a credit note in accordance with point 4.9. However, a credit note need not be issued if the supplier has come to an agreement with the warehouse to re-deliver the returned or discarded goods at no extra cost.

### **Misdeliveries, where Coop is not the rightful recipient.**

#### **Dry-goods warehouses**

If a misdelivery has been made to a dry-good warehouse, it is the responsibility of the supplier to, at own cost, arrange for return shipment. If goods, from a misdelivery, have not been picked up by the supplier after 3 weeks, the goods will be scrapped without any further warning. Misdeliveries will lead to an additional charge.

#### **Fresh food and frozen goods warehouses**

If a misdelivery has been made to a fresh food or frozen goods warehouse, it is the responsibility of the supplier to, at own cost, arrange for return shipment. If goods, from a misdelivery, have not been picked up by the supplier after 1 week, the goods will be scrapped without any further warning. Misdeliveries will lead to an additional charge.

## **5 Packaging, labeling and packing**

The last section details the requirements Coop Denmark has for packaging, labelling and similar conditions. These requirements must ensure that Coop Denmark will be able to handle the products effectively, both upon receipt

and during storage etc.

The supplier must be aware that the supplier is always responsible for any security and environment-based requirements and regulations are complied with.

### **Packaging**

The goods must be securely packaged, taking account of the product's characteristics and subsequent transport from the factory all the way to the consumer.

To reduce both the environmental burden and the related costs, packaging must take place with due consideration of subsequent disposal – including the use of environmentally responsible materials – and that unnecessary materials are not used.

### **Choice of material**

The starting point for the following is that packaging uses corrugated cardboard boxes and/or bags in PVC-free plastic and of a quality sufficient for the content. It may in some cases be necessary to use packaging shaped in other materials.

### **Use of plastic straps**

When using Strapex or similar strapping, only products manufactured from PVC-free plastic may be used. Metal products may not be used, either for binding purposes or for closing/sealing. Closing/sealing must be carried out using a plastic fastener or by welding.



### **Labelling**

Coop Denmark Logistics handles both consumer products and nonfood products for all Coop Denmark stores. The point of departure for labelling in Coop Denmark is therefore the Labelling Concept for Danish Everyday Commodities Trading, drawn up by GS1 Denmark.

The labelling concept and further information can be obtained by contacting GS1 Denmark, or can be downloaded from GS1 Denmark's website [www.gs1.dk](http://www.gs1.dk).

Or you can contact:

GS1 Denmark  
Vesterbrogade 149  
DK-1620 Copenhagen V  
Telephone +45 39 27 85 27  
Telefax +45 39 27 85 10  
Mail: [info@gs1.dk](mailto:info@gs1.dk)

In some instances, Coop Denmark will accept labels that differ from this concept. Such cases are further described in the following section.

### **Packing**

Coop Denmark works with up to 5 different levels of packing. However, not all 5 levels will be used at once. More often than not, only 2-3 levels of packing will be used.

**Consumer unit (also called sales unit)**

Since the consumer unit is the unit that is sold to the customer in the store, this level of packing will always be present.



**Commercial unit (also called Coop consignment unit)**

Delivery to stores will take place at this level.  
Orders for warehouses will also be made at this level.



**Shipper pack (also called outer carton or wholesaler consignment unit)**

When necessary, several commercial units can be gathered in one supplier packing (if the commercial unit is a plastic bag or similar).  
Deliveries from warehouse to store are made at commercial unit level, so that supplier packing should be avoided.



**Logistics unit (also called pallet or slip-sheet)**

Lorry deliveries are made on pallets. Container deliveries are made on either pallets or slip-sheets. Labelled with a GS1-128-label, according to GS1 Denmark's "Labelling concept for the Danish grocery sector"



**Lorry, plane or container**

The requirements of each of the above levels will be reviewed in the following sections. If several of the aforementioned levels are represented by the same packing unit – e.g. a packing unit that consists of both a consumer unit and a commercial unit at the same time – the requirements of both levels must be fulfilled.

**5.1 Consumer unit**

Requirements of the commercial unit, including specific packaging requirements, may be stated on the order and in any addenda to your commercial agreement. Below, a few general requirements that are particularly important to the logistics flow are outlined.

**Packaging**

The consumer units packaging must always consider the nature of the product and the conditions the consumer units is expected to be subjected to, during exposure in a shop. The packaging must also be adapted to the outer packaging.

If there is no further packaging during transport than the product's own packaging (such as for larger products like bikes and microwave ovens), the consumer unit's packaging must also comply with the requirements for the commercial unit.

For products that use one or more levels of extra packaging, it is important that the consumer unit's packaging only provides the protection required as excess packaging can have a negative impact on the environment and can lead to increased disposal costs.

For textiles that are to be displayed in stores without sales packaging, the individual consumer unit should not be packaged – but only the overall commercial must be packaged.



**Labelling**

In Coop Denmark, the identification of a consumer unit is defined by the unit's GTIN barcode value. All units that are to be scanned at check-outs must be labelled with an EAN-13 (or EAN-8) barcode according to GS1 guidelines. See section 5.

In certain instances, entire cartons may be sold to the consumer – for example, a 10-pack of blank DVDs. In these instances, the 10-pack must be labelled with its own GTIN-13 as an EAN-13 barcode, with the result that the 10-pack is now the consumer unit.

**5.2 Commercial unit**

In the communication between Coop Denmark and the supplier, the trade unit must be the unit that Coop Denmark uses for quantities and the unit Coop Denmark is referring to.

In Coop Denmark, the identification of a commercial unit is defined by a Coop Denmark-specific article number and also by any associated barcode value. We usually use the supplier's chosen barcode value, but Coop Denmark can allocate their own value. Typically, these barcodes will be defined as GTIN-14 (EAN-14, DUN-14 or ITF-14), but they can also be defined as a GTIN-13 (EAN-13).

Packing and distribution at Coop Denmark's warehouses is carried out at commercial unit level. Therefore, the individual commercial unit must be designed in such a way that it can, without difficulty and without risk of damaging the contents, be packed, shipped and distributed to the store. Note that Lineage only accepts closed boxes.



**Type of packaging**

The commercial unit should, in principle, be packaged in cardboard packaging that is strong enough to be stacked without collapsing. It must be possible to stack up to the selected pallet height, and it must be able to remain stacked on the pallet without being wrapped in film/foil. (The foil is removed when picking commences at the warehouse.)

The packaging must be designed in such a way that space during transport is utilized as effectively as possible. To ensure the appropriate combined packaging of commercial units in consignments to stores, every effort must be made to ensure that the individual commercial unit has basic dimensions that ensure good use of a modular surface of 600 x 400 mm for small units, or 1200 x 800 mm for larger units. It is recommended to use surface measurements in accordance with ISO 3394. The version in force at any given time can be acquired via [www.iso.org](http://www.iso.org).

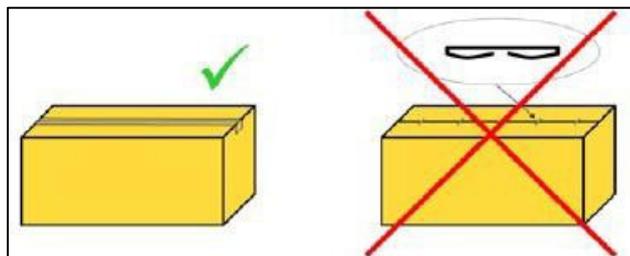
**Surface measurements are shown in the Figure below. All measurements are maximum measurements in mm.**

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



Box fill is to be avoided as much as possible unless the nature of the product requires it. Instead, it is recommended that the packaging of the commercial unit is designed in such a way that the corrugated cardboard packaging in itself provides adequate protection. The packaging must be designed with a fixed base so that the individual commercial units can be lifted without the contents falling through it.

Boxes must not be closed by means of gluing the top - only on the bottom and on the sides. For safety reasons, staples must not be used for closing boxes.



Carton lined with polybag to prevent rub-off  
Textile without product packaging

If there is a risk of rub-off or of the packaging affecting the product in any other way, the necessary steps must be taken to avoid this. This applies to textiles in particular, where the box (when this is the commercial unit) must be lined with a plastic bag or similar. For packaging in plastic bags/foiling, it must be ensured that this is of such a quality that holes cannot be made in it

during normal handling, and that this packaging is closed securely so that it does not open.

## Labelling

### Type of labelling

As a minimum, all commercial units must be labelled on one of the sides. Labelling must always be machine-written, and never handwritten.

For the sake of readability, it is recommended that labelling is performed by means of attached labels. The label adhesive and printing must be moisture- and heat-resistant. This also applies to printing directly on the carton.

If, in exceptional cases, there is printing directly on the carton, any barcode must be printed as an ITF-14 barcode, to ensure readability.

### Content of labelling

Labelling must initially be done according to GS1 Denmark's "Labelling concept for the Danish grocery sector" (see section 5).

Coop Denmark can also request an alternative label according to Coop Denmark's guidelines for labeling trade units, as shown below. If Coop Denmark requires an alternative label, Coop Denmark will give the supplier warning up front.



Alternative labelling must include the following elements:

- The text “Coop” and either “Denmark” or “DK”.
- The Coop Denmark article number.
- A description of the item (written in Danish as stated on Coop Denmark’s order).
- The number of consumer units per commercial unit
- Coop Denmark’s order number.
- Gross weight, indicated in kilograms
- Sell-by date (and for Irma-brand products also the special "Irma date")
- The commercial unit’s GTIN as a barcode.

It is recommended that labelling is performed as outlined here. In some cases, technical production conditions will mean that this is not possible. In such case, it is a requirement that the aforementioned elements are clearly stated.

The label must be produced in the DIN A6 (105 x 148 mm) format – equivalent to 4 labels per A4 sheet – or larger.



### Consignment and handling labelling

Consignment and handling labelling, such as "Fragile", "Keep dry", "Max. stacking", etc. must be carried out in accordance with the symbols stipulated in ISO 780 "Packaging - Distribution packaging - Graphical symbols for handling and storage of packages". The version in force at any given time can be acquired via [www.iso.org](http://www.iso.org).

Symbols should be placed on all four sides. Labelling can either be printed directly on the packaging, be carried out by means of attached symbols, or be an integral part of the content labelling. In all cases, labelling must comply with the safety regulations. It must be performed in such a way that it is moisture- and heat-resistant and of a size and color that is easily identifiable.

### Disposal/recycling labelling

Disposal/recycling labelling must be performed in accordance with applicable Danish and pan-European legislation.

Unless otherwise specified under the relevant legislation, labelling must be on the underside (base flap) of the carton. Labelling should be printed directly on the carton.

### Weight limits – heavy and unwieldy items

As a rule, the gross weight per commercial unit may not exceed 12 kg. If the individual consumer unit weighs more than 12 kg gross, there may only be one consumer unit per commercial unit, and this should be placed on a suitable and approved load carrier.

### Labelling

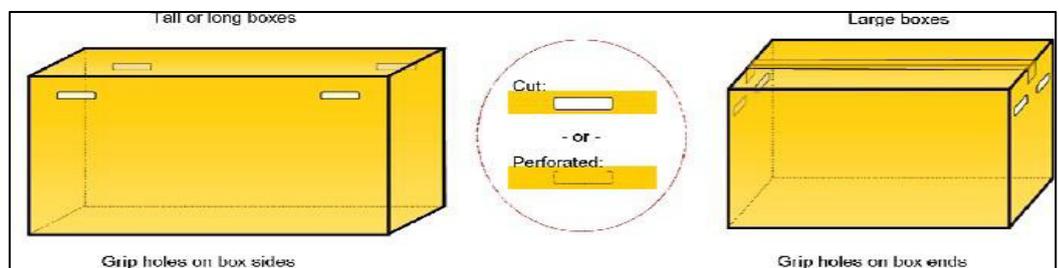


All commercial units weighing more than 12 kg must be labelled with a warning and the weight on all four sides of the consignment unit. The stated weight must be the gross weight of the commercial unit and must be stated in kilograms. Labelling must be carried out so that it is easily identifiable and so that it is resistant to the effects of moisture and heat.

### Grip holes

If the commercial unit weight exceeds 12 kg, or is greater than 600 x 400 mm, the packaging must be designed with grip holes and so the commercial unit can be handled manually by two people. They should be located at both ends and two holes are needed at each end. In case of long or tall boxes the grip holes are located on the sides, close to the ends of the box. Coop Dry goods centers does not allow two people handlings.

The grip holes must be designed in such a way that they are not damaged during normal handling, and so it is ergonomically safe to handle the goods manually.



### Load carrier (pallet or slip-sheet)

For heavy commercial units of which the surface measurements of the commercial unit are 600 x 400 mm or greater, or where the weight exceeds 12 kg, each unit shall be placed on a load carrier. Either on a disposable pallet adapted to the product, or on a suitable recyclable pallet. Pallets are, however, not allowed if shipped in a container. Instead, it should be placed on a slip-sheet. See section 5.4.

### Moisture

For products that are susceptible to moisture and/or are in danger of being exposed to the effects of external moisture, the necessary measures must be taken to counteract this – e.g. by using moisture absorbing material. (Moist absorbers)

### Special circumstances for commercial units/ consignment units packaging

A commercial unit is packaging that packs several identical consumer units into one commercial unit. However, there are commercial units with only one consumer unit, or commercial units with different consumer units packed in a commercial unit (mixed consignment units).

### Commercial units with one consumer unit per commercial unit

In some cases, there will only be one consumer unit per commercial unit. In these circumstances the below guidelines for both commercial units and consumer units must apply and the consumer unit's GTIN must be applied as bar code. If the products are under Coop's own brand, Coop Denmark's pattern number must also be displayed.



As a rule of thumb, consumer units must not be packed in commercial unit packaging if there is only consumer unit per commercial unit. In such instances, the consumer unit's packaging must be made of a quality that the consumer unit can withstand being transported, stored, packed and distributed to the store.

However, the specific nature of the product may mean that extra packaging is required to safeguard the product en-route to the store. In such cases, the supplier must advise the contact person in Coop Denmark Category.

## 5.3 Shipper packs

Since all dispatching at Coop Denmark's warehouses takes place at commercial unit level, shipper packs must be avoided as far as possible.

If shipper packs cannot be avoided as a means of safeguarding the goods during transport to Coop Denmark's warehouses, shipper packs must be designed to require as little handling as possible on receipt of products.

Any use of shipper packs where the commercial unit is a cardboard box must be approved by Coop Denmark. If the commercial unit is a plastic bag, this does not require approval in advance, but it must, in every instance, be registered by Coop Denmark.

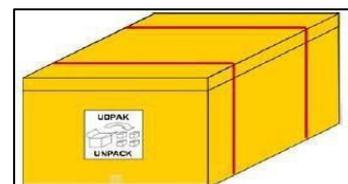
Product master data in Coop Denmark is not a specific identification of shipper packs (registration of any GTIN or similar identification) – it is solely registered whether a commercial unit is delivered in shipper packs, and if so, the number of commercial units per shipper pack.

### Packaging

The size of the packaging must be determined by weighing up the following two factors.

- The packaging must contain as many commercial units as practically possible, in order to reduce the number of units to be handled on the unloading, (re-)palletting and preparation for dispatch stages.
- The packaging must not be larger than what can be handled manually without undue difficulty. (This includes the stipulation that the weight may not exceed 12 kg.)

If this is possible, taking into account the product's nature and the prior transport, then cardboard boxes with loose lids must be used, where the lid is fastened with either a piece of plastic/strap or with self-adhesive tape.



### Labelling

Since shipper packs will be the unit that is handled in connection with goods receipt at Coop Denmark's warehouses, it is important that labelling is performed in such a way that it is clear and easily identifiable.

### Black boxes

If an order is delivered in a Coop black box (D9, C11, C15, C19, C26) the box must not be damaged or defect in any other way. The barcode should be intact.

It is the responsibility of the supplier, when receiving the black boxes, to check and report and damages to Coop.

Overhang from the content of the boxes is not allowed and the height of the content should not exceed the handlebars in the box.

The handlebars in the box should be adjusted to the maximum height. No other positions are allowed. Correct position shown below.





### Content labeling on the black boxes

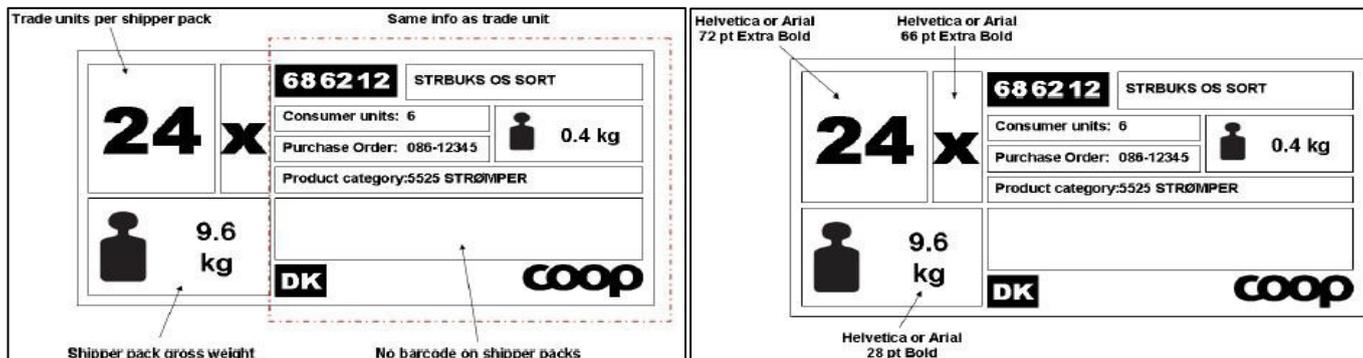
Content labeling must be printed and inserted into the corresponding pocket on the box so that they can be easily removed again. Stickers are not allowed.



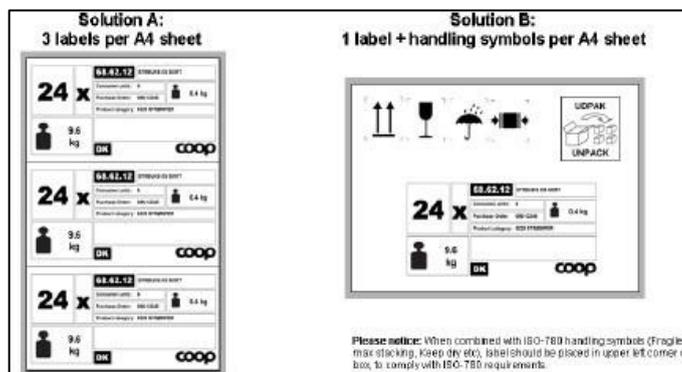
### Labelling of contents - others

A shipper pack must always be labelled precisely as described in section 5.2. But with the following changes:

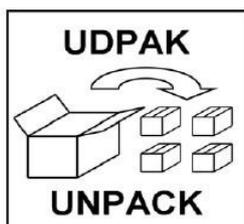
- Number of commercial units is added
- The weight of the entire shipper pack is added
- No barcode must be stated on the label
- The label size is minimum 90 x 200 mm
- A pictogram for unpacking must be attached



The minimum label size is 90 x 200 mm, whereby 3 labels per A4 sheet can be printed. Alternatively, handling labelling and content labelling can be combined on the same label, cf. solution B below:



Pictogram for unpacking:



### Consignment, handling and disposal labelling

The requirements for consignment, handling and disposal labelling for shipper packs are the same as for commercial units, as outlined in section 5.2.

### Expiry date labelling

The requirements for expiry date labelling for shipper packs are the same as for commercial units, as outlined in section 5.2.

## 5.4 Logistics units

### Set-off of outstandings concerning transport equipment takes place in the following way:

By replacement: Set-off takes place by issuing the same type and number of transport equipment units as are delivered. Deviations from this can only be accepted in exceptional cases. A maximum acceptable outstanding applies, cf. Annex 3 concerning logistics units.

By invoicing: Set-off takes place as the ongoing invoicing of delivery and issue on a separate invoice which solely concerns the transport equipment delivered or issued. The invoice must be issued no later than the first day of the month, for the previous month's deliveries. Deviations from this can only be accepted in exceptional cases. A maximum acceptable outstanding applies, cf. Annex 3 concerning logistic units.

By invoicing as a separate line: Set-off takes place as the ongoing invoicing of delivery and issue on the goods invoice, but as a separate line that solely concerns the transport equipment delivered or issued. Deviations from this can only be accepted in exceptional cases. A maximum acceptable outstanding applies, cf. Annex 3 concerning logistic units.

By inclusion in the price of the goods: Transport equipment is included in the price of the goods and there will thus be no ongoing exchange or invoicing of transport equipment.

Above mentioned options should be agreed with Coop specifically when trade agreement is signed.

Coop Denmark retains a limit for the maximum transport equipment debt which Coop Denmark accepts, regardless of whether it is debt in Coop Denmark's or the supplier's favor.

If the limit for the transport equipment debt in Coop Denmark's favor is exceeded, the supplier must deliver the transport equipment within 30 days of receipt of notice from Coop to the extent that the transport equipment debt is brought under the maximum limit. If this doesn't happen, the supplier must pay Coop Denmark compensation for the difference.

If the limit for transport equipment debt in the supplier's favor is exceeded, the supplier must within 30 days of Coop Denmark's notification, collect the transport equipment debt to the extent it is brought under the maximum limit. If this doesn't happen, the supplier must pay Coop Denmark a storage cost of DKK 10 per unit of transport equipment per begun month in difference, until the transport equipment debt is brought under the maximum limit.

### **Coop's packaging system**

The supplier can regularly view their current transport equipment balance and limits for the maximum transport equipment debt in Coop's Packaging system.

The supplier is obliged to register in Coop Denmark's packaging system and to continuously maintain his contact details in Coop Denmark's packaging system. All communication from Coop Denmark regarding transport equipment will be done using the mentioned contact details.

Access to Coop's packaging system can be obtained via the following address:

<https://embextranet.net.coop.dk>

Registration of supplier information must take place before the first delivery, using the supplier number assigned by Coop.

### **Registering of receipt and delivery of transport equipment**

Besides its own warehouses, Coop Denmark also uses external cooperation partners for warehousing and distribution.

When a delivery is made to one of Coop Denmark's own warehouses, Coop Denmark carries out ongoing registration of the transport equipment that it either receives from or delivers to individual suppliers. This registration covers all the pallet types specified in point 5.4, Coop Denmark's different types of plastic boxes and beer and soft drinks packaging. The calculation and settlement of the outstanding between Coop Denmark and the individual supplier in relation to transport equipment takes place based upon above mentioned models.

When delivering to Lineage (warehouse 4067), Lineage makes an ongoing registration of the received transport equipment. This registration appears in Coop's packaging system.

Any objections should be directed to Lineage. Picking up of transport equipment takes place via Coop's dry goods centres. Lineage does not provide transport equipment.

When deliveries are made to a warehouse at one of Coop Denmark's external partners, currently 4050 and 4051 (Hilton), warehouse 4011 (Jetpal Denmark) and warehouse 4078 (PostNord), the external partner will register the transport equipment, which the partner either receives or transfers to the individual supplier. However, this does not apply to warehouse 67 (Lineage), where the same rules apply as per Coop Denmark's own warehouses. Lineage do not hand out transport equipment. This will take place from Coop's other warehouses. In these cases, the calculation and set-off of the outstanding in relation to transport equipment is of no concern to Coop Denmark and takes place directly between the collaboration partner in question and the individual supplier.

On delivering goods in or on transport equipment directly to Coop Denmark's stores, the packaging must always be replaced in the store so that no registration is required. It is not possible to replace the packaging, the store can perform electronic registration with regard to the supplier, which the supplier can then collect at the nearest dry goods warehouse. Objections to such registrations made by the store must be addressed directly to the store.

For all forms of delivery (regardless of the Incoterms), the packaging is registered on arrival to Coop Denmark's warehouses. This is the point when it is registered to what extent the packaging is approved or not. Registration is electronic on the order number, and the supplier is notified if there are changes to the balance. The supplier can always access their balance and movements in Coop's packaging system. No paper notes or other are handed to the driver.

When Coop Denmark surrenders empty transport equipment to the supplier (or, in the event of Coop Denmark returning goods to the supplier) electronic registration will take place again. The surrendering of empty transport equipment must be ordered in advance via Coop's packaging system. There is no direct exchange of transport material upon receipt of goods.

Unless otherwise agreed with the individual distribution center, transport material can be picked up at the following locations:

Pallets: The distribution centers in Albertslund, Odense and Aalborg  
CC flower containers: The distribution centers in Hasselager and Brøndby  
Coop plastic boxes for fruit & vegetables: Distribution center in Brøndby

Coop Denmark grants electronic access to the suppliers for which, via Coop Denmark's supplier number, it is possible to get an overview of the transport equipment outstanding with the individual supplier. If the supplier does not agree with Coop Denmark's registrations and balance calculation, the supplier must notify the Distribution Centre with which the registration was made within 48 hours in respect of each registration.

Contact information for the warehouses is as follows:

Brøndby Distributionscenter:	broendby.emballage@coop.dk
Hasselager Distributionscenter:	hasselager.emballage@coop.dk
Albertslund Distributionscenter:	albertslund.emballage@coop.dk
Odense Distributionscenter:	odense.emballage@coop.dk
Aalborg Distributionscenter:	aalborg.emballage@coop.dk
Lineage Logistics:	dk.vejle.info@lineagelogistics.com

### **Settlement of transport equipment debt when trading ends**

When trading ends between Coop Denmark and the supplier, all transport equipment debt must be settled. The same applies if there has been no trade between the supplier and Coop Denmark for a period of 3 months, as the trade is considered as ceased.

If the supplier is in possession of Coop Denmark's transport equipment, it must be delivered to Coop Denmark within 30 days following the end of trade. If delivery fails to take place within 30 days following the end of trade, the supplier must pay Coop Denmark compensation for the transport equipment.

If the supplier has transport equipment owing in Coop Denmark, the supplier must collect it within 30 days following the end of trade. If the transport equipment is not collected within 30 days following end of trade, the supplier must pay a storage cost of DKK 10 per unit of transport material per month begun. The storage fee for non-collected transport equipment is offset, where possible, against the value of the transport equipment.

### **Approved pallet types**

Coop Denmark's warehousing systems require that products are placed on EUR pallets. All deliveries to Coop Denmark must take place using these, and only these, approved pallet types:

- 3 pkt. labeled UIC or EPAL EUR-pallet (800x1200 mm), living up to the E-PAL classification "New" or "Class A"
- CHEP pallet B1208 (800x1200 mm)
- EUR 1/2-pallet (800x600 mm) DS 364.1.

- 1/4-pallet (400x600 mm) Brown plastic (Schoeller Plast Enterprise)

For deliveries of fresh fruit & vegetables, the following are also accepted:

- CHEP pallets - 1000 x 1200 mm
- CC Flower containers (incl. 1/2-CC flower containers).

If the products are palletized on 1/2-pallets, the 1/2-pallets must be placed on top of EUR pallets.

If the products are palletized on 1/4-pallets, the following applies: On delivery on 1/4-pallets in multiples of 3 or 4, these must always be placed on top of a EUR pallet. On delivery on 1/4-pallets in multiples of 1 or 2, these must always be delivered loose on the vehicle floor.

If other pallet types are used, Coop Denmark can request that the products be re-palletized to the approved pallet types before receipt or re-palletize the products themselves at your expense.

A EUR pallet and a 1/2-pallet are not approved unless the pallet is an "A" grade pallet.

Guidelines for the classification of EUR pallets can be found at <https://www.epal-pallets.org/> under Quality and Exchange – Quality Classification.

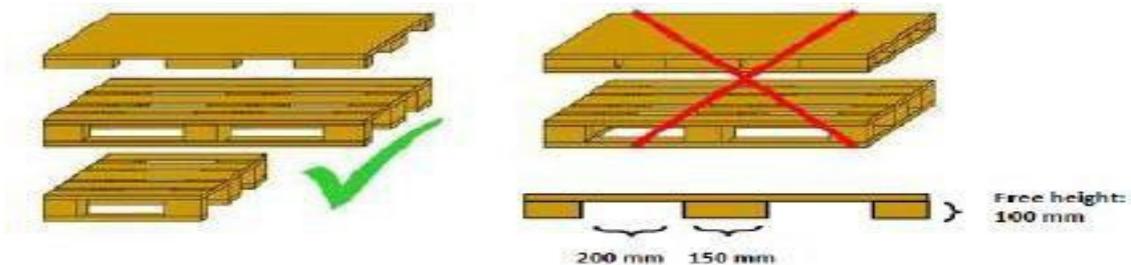
A non-approved pallet is considered by Coop Denmark as a disposable pallet. It is Coop Denmark's assessment alone that determines whether a pallet is of "A" or "New" quality and Coop Denmark will not provide documentation for any rejections. Coop Denmark will not deliver disposable pallets, hereunder rejected pallets, by return to the supplier.

### Disposable pallets/other types of pallets and slip sheets

If, by written agreement with the receiving warehouse, the products are delivered on specially manufactured disposable pallets or on pallet types other than those mentioned above, Coop Denmark will carry out (re-)palletization when the products are received at the warehouse.

If delivery in a container has been previously agreed, slip-sheets can be used. Coop recommends dimensions adapted to EUR pallets – approx. 80 x 115-116 cm, with a lip on the wide side (min. 7 cm), facing the container opening.

Disposable pallets must be prepared for handling by both forklift and pallet transfer trucks – with access possible from all four sides. Thus, either block pallets without base boards, or pallets equipped with runners equivalent to those on EPAL EUR pallets, must be used. (Along the 1200 mm/600 mm direction.) Most important is that there is a free clearance height of 100 mm, for access for lifting equipment.



### Weight and volume limits for disposable pallets

The maximum height of the products including the pallet may be 1500 mm, unless the individual sales unit itself is higher.

The surface measurements should be adapted to the EUR pallet measurements (1200 x 800 mm, 800 x 600 mm or 600 x 400 mm). The surface measurements of 1200 x 800 mm may not be exceeded, unless the surface measurements of the individual sales unit are greater.

The weight of the products must not exceed the weight that the pallet has been designed to withstand.

The supplier can contact their contact person in Coop Denmark Logistics for guidelines on pallet shapes.

### Maximum pallet height and weight pr EUR or Chep Pallet

- Maximum height incl. EUR pallet must not exceed 1650 mm
- Maximum weight incl EUR pallet 750 kg, except for DK, NO, SE, FI and IT: 1000 kg.

### **EUR 1/2 or 1/2 CHEP-pallet**

- The height of the products, including the pallet, must not exceed 1500 mm.
- The height of the products, including the EUR pallet, must not exceed 1650 mm.
- The weight of the products, including the pallet, must not exceed 370 kg.

### **1/4-pallet (Schoeller Plast Enterprise)**

- The height of the products, including the pallet, must not exceed 1500 mm.
- The height of the products, including the EUR pallet, must not exceed 1650 mm.
- The weight of the products, including the pallet, must not exceed 160 kg.

### **Coop Denmark's roller pallet**

- The height of the products, including the roller pallet, must not exceed 1600 mm.
- The weight of the products, including the roller pallet, must not exceed 400 kg.

For fresh fruit and vegetable pallets, the maximum height must not exceed 2300 mm.  
For deliveries to Lineage, the maximum height is 1800 mm.

The supplier must as a maximum deliver the number of consignment units per pallet that was agreed with Coop Denmark when the product was registered in the range.

### **Palletizing**

- Each pallet must only contain one Coop Denmark article number/EAN number. It is permitted to stack pallets on top of one another for as long as this does not result in damage to the products. The maximum height of pallets stacked on top of one another may not exceed the maximum height specified in this section.
- Date-marked products bearing the same Coop Denmark article number/EAN number, but with different sell-by dates, may not be packed and delivered on the same pallet, unless separated with an intermediary pallet with SSCC label.
- Under no circumstances may the products on the pallet exceed the surface area of the chosen pallet.
- The products must be secured to the pallet by means of transport packaging, such as foil, that keeps the products together and offers effective protection during transport, storage and handling, so that there is no slippage. All pallets holding frozen goods must, without exception, be delivered packed in foil, to ensure the pallet's stability.
- The top layer on the pallet must always be secured, if necessary, by binding with foil or similar. In the case of light and "soft" consignment units, the entire pallet must be shrink-wrapped. In cases where shrink-wrapping is used and the EUR pallet is also wrapped in foil, it must always be delivered on top of another EUR pallet.
- All products must be packaged responsibly and in such a way that the products are not damaged during handling and subsequent dispatch to the stores.
- To ensure appropriate packing of the products on dispatch to the stores, every effort must be made to ensure that the individual consignment units have basic measurements according to a modular surface of 600 x 400 mm.

In certain circumstances, the supplier can receive specific agreement about deviating from some of the above requirements, where the nature of the delivery justifies it, such as when splitting a consignment unit on separate pallets would be financially unviable. Such an agreement should be made with the supplier's contact person in Coop Denmark Logistics.

### **Labelling in general**

Labelling must be in close accordance with the guidelines set by GS1 Denmark at any given time. Products that do not comply with GS1 Denmark's current labelling concept at any time may be rejected by Coop Denmark without prior notice.

## Labelling of pallets

Each pallet or other similar logistics unit delivered to Coop Denmark must be labelled with a correct GS1- 128 label (however, in cases where two 1/4 pallets are delivered on the vehicle floor, there must only be a GS1-128 label on one of the 1/4 pallets, but this label must, on the other hand, indicate that there are two 1/4 pallets in total).

For delivery to a Coop Warehouse, the GS1-128 label must contain the following information as a minimum:

### Text

- Product description
- Number of consignment units
- Number of packs and weight

### Description of EAN codes

- SSCC
- EAN / GTIN
- Quantity
- Best Before Date (AI 15) or Expiration Date (AI 17)
- Batch or LOT number

### Description of barcode

- Best Before Date (AI 15) or Expiration Date (AI 17)
- Batch/LOT no. (AI 10)
- EAN (AI 01) where the pallet's GTIN is the order unit
- EAN (AI 02 + AI 37) where the cartons on the pallet are the order/invoicing unit
- SSCC (AI 00)

Note that the SSCC (Serial Shipping Container Code) must always be included in the lower barcode and that the same SSCC may not be used on multiple pallets even though the content of the pallets is the same.

When Coop handles the transport into the warehouse, the pallet has to be further marked with:

- Warehouse name and address, incl. postcode and city name
- Coop Purchase Order reference

This information may be printed on a separate label, which has to be placed next to the GS1-128 label, or you may create a combined label with all information.

If a combined label is created, we urge you to print the Coop Purchase order reference as a barcode (AI 400). If possible, this should always be the upper barcode.

### Examples

GS1-128 content label (GS1 Logistics Label). May only be used without further markings, when delivered to warehouse (DDP/DAP terms). Purchase Order reference has to appear from delivery note and transport documents.

**La Fabbrica S.p.A.**  
Zona Industriale 1 IT-12345 LA CITTA

---

PRODUCT: Coop Spaghetti 1 kg

INFO: 12 EA x 72 CTN  
GTIN 7340011352921  
1 kg per EA

---

CONTENT: 37340011352922  
COUNT: 72  
EXPIRY: 220101  
BATCH/LOT: 123ABC  
SERIAL: 1234567890  
SSCC: 080000123456789014

---





GS1-128 content label with a separate label containing transport information. May be used in all cases. The two labels have to be placed next to each other.

**La Fabbrica S.p.A.**  
Zona Industriale 1 IT-12345 LA CITTA

---

PRODUCT: Coop Spaghetti 1 kg

INFO: 12 EA x 72 CTN  
GTIN 7340011352921  
1 kg per EA

---

CONTENT: 37340011352922  
COUNT: 72  
EXPIRY: 220101  
BATCH/LOT: 123ABC  
SERIAL: 1234567890  
SSCC: 080000123456789014

---





From:  
Supplier S.p.A  
Zona Industriale 1  
IT-12345 LA CITTA

To:  
Coop Odense  
Hestehaven 52  
DK-5220 ODENSE

Coop PO  
4500123456

Delivery date:  
2022-Oct-01

Combined GS1-128 content- and transport label (GS1 Standard International Logistics Label – STILL)  
May be used in all cases.  
Kindly notice that all previously listed data fields and barcodes has to be present on the label.

To postcode: **DK-2620**

Consignment: 6100001234  
 Carrier ID: CODK1-12345  
 Shipper reference: CDK2022-1234

---

To:  
 COOP Albertslund - 4021  
 Laehagnet 35  
 DK-2620  
 ALBERTSLUND - DENMARK

---

From:  
 LE FABRICANT SA  
 Zone Industrielle 2  
 FR-12345  
 LA-VILLÉ - FRANCE

---

PRODUCT: Coop Strawberry Jam  
 MATERIAL ID: 1000039987  
 INFO: 6 EA a 400g x 234 TRAYS  
 GTIN 7340011493341

---

ORDER NO: 4500001234  
 CONTENT: 37340011493342  
 COUNT: 234  
 EXPIRY: 220101  
 BATCH/LOT: 123ABC  
 SSCC: 030123456789012340

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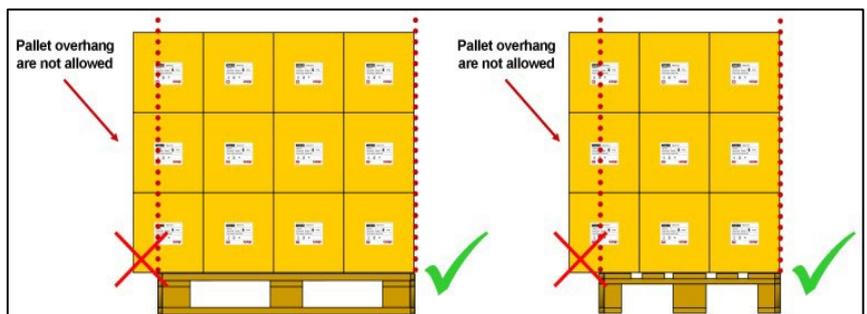


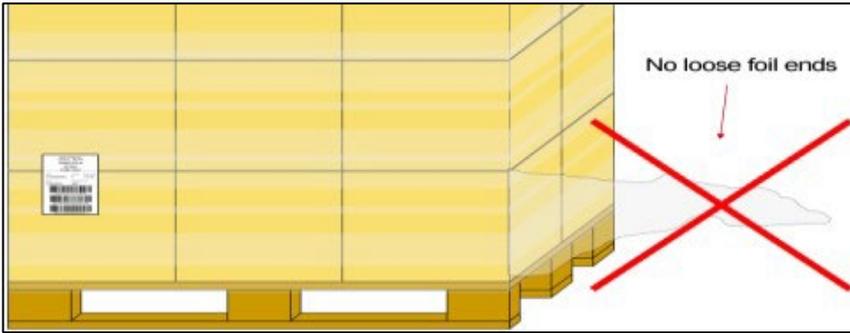

**Visual guide to palletizing goods for Coop's Distribution Centers**



Cartons must be stacked neatly on the pallet.

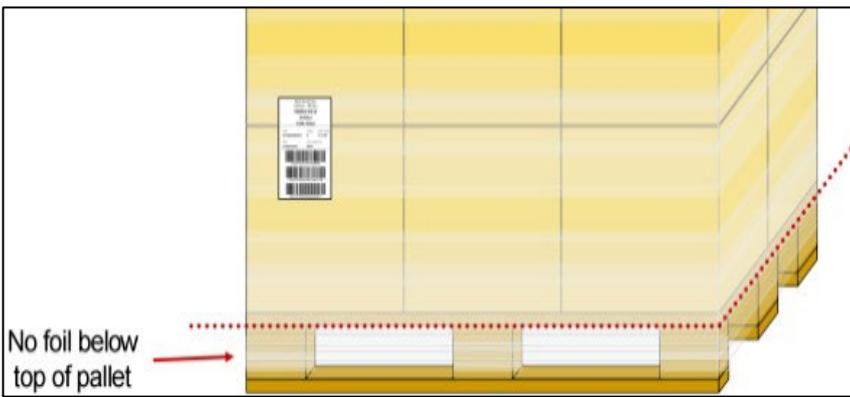
There must be no "overhang".  
 All cartons must thus be kept within the confines of the pallet's surface.





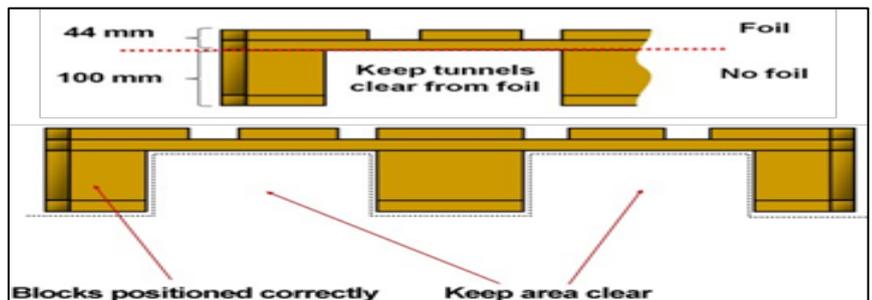
All pallets must be sealed with transparent foil, film or shrink wrap. The end of the foil, film or shrink wrap must be attached. There must be no loose "tails" of foil, film or shrink wrap.

Foil, film or shrink wrap may not be attached to the pallet's blocks.



There must be no foil, film or shrink wrap around the pallet's blocks or runners.

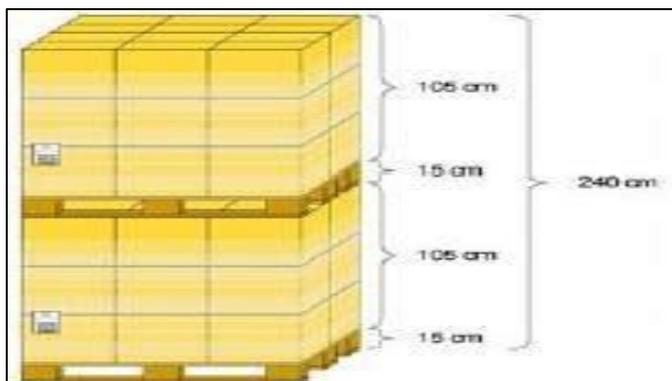
The pallet's runners/base boards and blocks must be whole and undamaged. Blocks may not be turned or similar, so that the cavity under the pallet is reduced.



Stacked commercial units

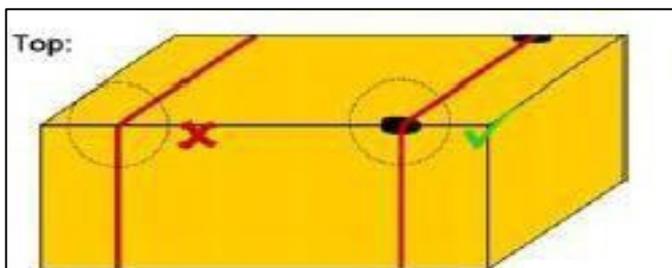
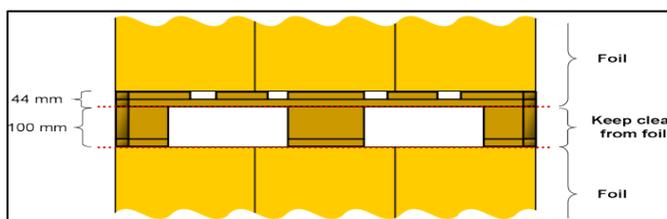


**Stacked pallets/Sandwich pallets**



On the delivery of double-stacked pallets or sandwich pallets, up to the maximum of 2,400 mm may be delivered. The individual pallets may not be stacked higher than 1,650 mm, including the height of the pallet. If it is necessary to secure the top pallets in the stack to the lowest pallet, Strapex or similar can be used.

The pallets must be wrapped in plastic foil individually before they are stacked. The tunnels and blocks on the individual pallets in the stack must be kept clear of foil, film or shrink wrap.



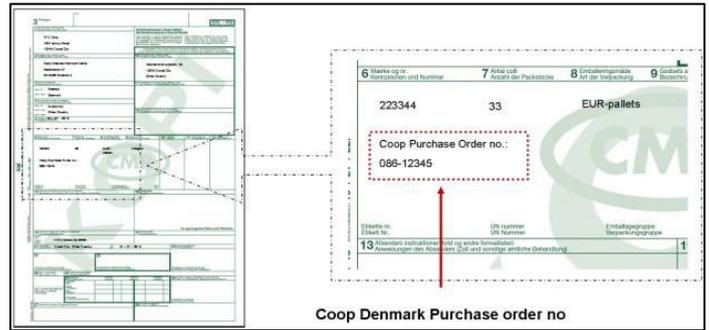
On using foil, film or shrink wrap on soft consignment units, it is recommended to use cardboard edge protectors along the pallet's corners.

**Labelling of deliveries**



All pallets must display two GS1-128 pallet labels, ref. GS1 Denmark's guidelines. See section 5. All labels should be placed on the outside of the foil. No loose documents behind the foil.

Delivery notes and consignment notes  
 Coop Denmark's order number must be stated on the accompanying consignment notes and delivery notes.  
 See section 3.4 and section 4.4.

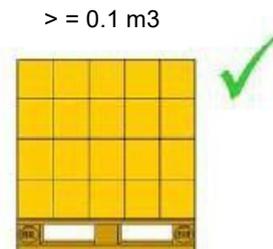


**Hazardous goods**

The supplier is obliged to comply with applicable legislation, including labelling goods and relevant documents.

**Goods distributed in packs**

Certain products are delivered in such small quantities that they are not delivered on EUR pallets. In such instances, the amount supplied must not exceed 0.1 m3. In these cases, logistics units are not used.



**5.5 Container, aircraft or lorry**

On delivery to Coop Denmark's transport contractor in Europe, goods must normally be packed as logistics units. However, in exceptional cases, Coop Denmark may ask for goods to be loaded as individual items, to better utilize the transport equipment.

On delivering goods from overseas destinations to Coop Denmark's transport contractor, this may concern the delivery of individual cartons or the delivery of pre-packed containers. This will depend on the volume being shipped, see below.

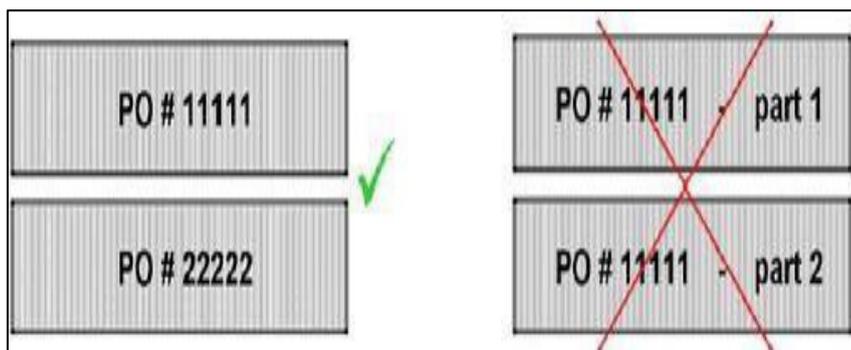
**Loading of containers**

If container goods are delivered to Coop Denmark's transport contractor as supplier-packed containers (FCL), the following guidelines must be adhered to. If the goods are delivered to Coop Denmark's transport contractor as individual items (LCL), the contractor will ensure compliance with the following guidelines. The supplier is responsible for ensuring that the carrier complies with these guidelines.

In every instance, it will be Coop Denmark's decision whether a shipment is delivered as an FCL or an LCL.

## Loading of goods

An order number may not be loaded to several containers. Should the order not be in one container, the supplier must immediately contact their contact person at Coop Denmark Logistics. Coop Denmark will either require the surplus goods to be delivered to a terminal (CFS) belonging to Coop Denmark's transport contractor as an LCL or require it to be packed in a separate container by the supplier.

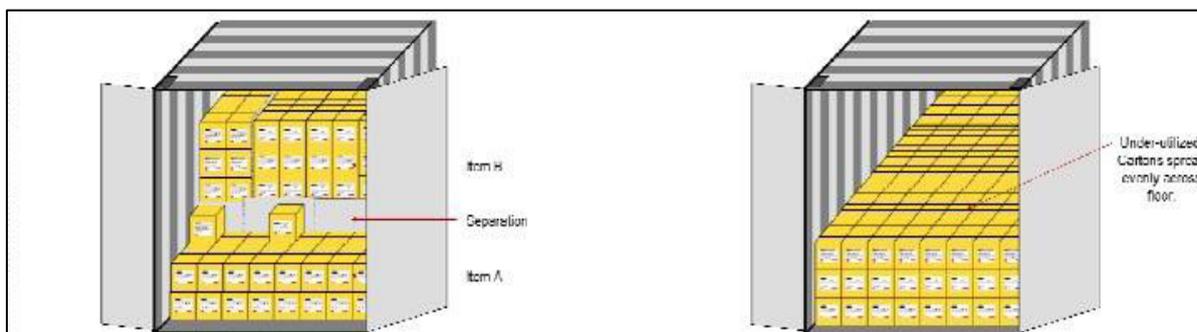


Each order must be packed together in the container before the next order is loaded. Each order must be clearly separated – for instance by separating the cartons with a piece of cardboard.

If there are several different item numbers on the same order, each item number must be clearly separated.

Cartons or logistics units must be placed so that the labelling is clear when it comes to unloading. Cartons must only be placed on their side, to ensure there is no risk of harming the content. If the goods are packed as logistical units, or a label has been put on the individual cartons, the cartons must always be placed with the top facing upwards.

If a container is not loaded completely, it must be stacked to the same height throughout the container to prevent the goods from sliding forward and back during transport and being damaged as a result.



## Protection of goods

Goods must always be packed and stowed securely so that they will not be damaged by high/low temperatures, humidity, or vibrations during the planned transport.

With regard to humidity in particular, the necessary due care and attention must be paid since the goods are often packed in areas with high temperatures and high levels of humidity but unloaded in areas with a temperate climate.

Therefore, the use of "moisture absorbers" or similar is recommended so that the products are not at risk of becoming moldy or suffering any other form of damage.

## Freight optimization

Coop Denmark Logistics will always try to optimize the incoming freight by looking at the total volume per shipping port per week.

In the case of containers packed at the factory with volume goods, the following requirements therefore apply with regard to utilisation:

If these requirements cannot be met, Coop Denmark will require the goods to be loaded together with other goods via our transport contractor.

The above guidelines are followed by Coop Denmark's carriers and any dispensation - including the use of 20' containers - requires the approval of Coop Denmark Logistics. It is thus up to Coop Denmark to determine how each cargo must be loaded, and whether the goods are packed/shipped directly from the factory or via a transport contractor's terminal (CFS).

	20': Kræver særskilt godkendelse fra Coop Danmark Logistik, Spedition
	40': Minimum 55 m3
	40'HC: Minimum 65 m3

### Delivery window for container freight

The permitted "Shipping window" is -7 to 0 days before the delivery date on the order, where day 0 is the delivery date stated for the order. If the goods are shipped before 7 days, the delivery is considered as early and any storage is at the supplier's cost and risk. If the goods are shipped after day 0, the delivery is considered as late, and the supplier will be held responsible.

In the case of FOB consignments, delivery is effected when the cargo passes the ship's rail, i.e. it is the supplier's responsibility to make the necessary reservations for "Closing" times at the container yard (CY) or at the forwarder's container freight station (CFS).

For sea transport on FCA terms the following applies: the order is considered to have been delivered when the goods have been transferred to the transport contractor's freight terminal (CFS).

### Aircraft

In cases where Coop Denmark has reserved the right to use air freight or similar (including sea/air), for delayed deliveries, it is Coop Denmark who decides which route and which air freight company that should be used, also in those cases where the supplier covers the cost.

Costs that must be covered by the supplier are the total costs to Coop Denmark's warehouse. Thus, this includes the costs of air freight, including surcharges, transport costs to and from the airport, document costs, customs clearance and handling costs at the terminal.

### Lorry

#### Delivery of individual items on the vehicle floor/container

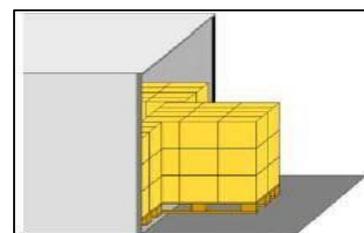
By prior agreement, goods can be delivered individually on the vehicle floor or individually in containers to Coop Denmark's warehouse or transport contractor. In these instances, the Coop Denmark warehouse will palletise the goods itself. Consequently, there will be no logistics units in the delivery.

At the same time, the supplier is obliged to ensure that there is sufficient time for unloading of the cargo. Coop Denmark does not accept any settlement of "payment for waiting time" when such deliveries are made to a warehouse.

Each order must be packed together in the lorry before the next order is loaded. Each order must be clearly separated, for instance by separating the cartons pertaining to the individual orders with a piece of cardboard. If there are several different item numbers on the same order, each item number must be clearly separated. Cartons must be placed so that the labelling is clear when it comes to unloading. Cartons may only be placed on the side if there is no danger of the contents being damaged.

#### Delivery as logistics units

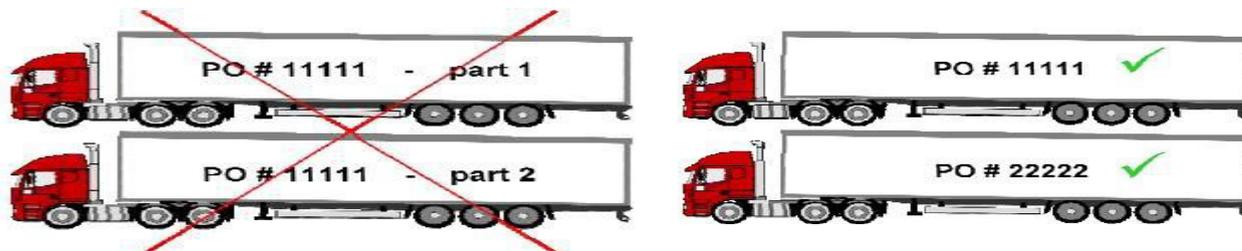
On loading the goods to a vehicle, the pallets must always be placed with the runners along the direction of loading/unloading in the transport unit, so that they can be unloaded using either a forklift or a pallet transfer truck.



To facilitate the receipt of goods, goods relating to each order must be kept together, just as units containing the same product must be kept together. Any sandwich pallets/intermediate pallets are placed to the rear of the vehicle, so that these are taken out first.

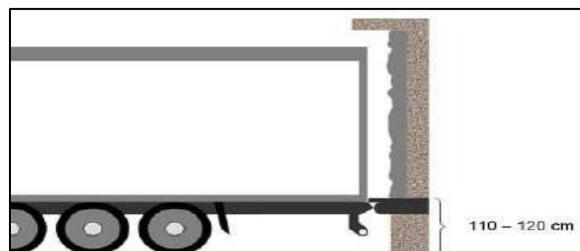
## Delivery by several vehicles

An order number may not be loaded to several lorries. If all of the goods cannot be loaded to a single lorry, you must immediately contact your contact person at Coop Denmark Logistics, in order to agree on the precise division.



## Emptying the transport unit

Coop Denmark will increasingly use Dockshelters for unloading. This means that the lorry or swap body must be prepared for unloading from the rear by means of a ramp with a ramp flap height of 1100-1200 mm. If the use of transport units with a different unloading height is required, the prior approval of the receiving warehouse is necessary.



## Transport contractor's follow-up on orders

Coop Denmark's carriers will contact the supplier regarding the collection or delivery of the goods. Should the supplier unexpectedly become unreachable, it is the supplier's responsibility to contact Coop Denmark Logistics before the delivery date to ensure that the delivery date is met.

## Special conditions applying to LCL shipments on FOB terms

On purchasing LCL goods on FOB terms, it is an absolute requirement that Coop Denmark's transport contractor is used to consolidate the freight. This consolidation will be at the supplier's cost and risk, as FOB terms state that costs and risk are transferred when goods are within the ship's side at the stated place.

Coop Denmark reserves the right to consolidate cargo if less than 55 m<sup>3</sup> is being delivered. Further information on costs can be obtained from Coop Denmark's transport contractor.

# 6 Payment

## 6.1 Form and time of payment

Payment method and payment time must always be agreed with Coop Denmark Category. Any wish to change the payment method or payment time must be addressed to the supplier's contact person in Coop Denmark Category.

Payment will be made on the due date.

Timely payment requires that the invoice has been received correctly and meets the invoicing requirements specified.

### Danish suppliers

Coop Denmark will make payments to Danish suppliers by transfer to supplier's bank account.

### Foreign suppliers

Coop Denmark pays its foreign suppliers using the following forms of payment:

- Transfer to the supplier's bank account.

- Payment against documents.
- Letters of credit.

To ensure that bank transfers are completed quickly and securely, the supplier must always state their account number or IBAN (International Bank Account Number) and the name of the supplier's bank connection and address, S.W.I.F.T address and bank sort code.

### **Bank transaction charges**

When making payments, Coop Denmark will defray all fees and other costs charged by Coop Denmark's bank connection relating to making the payment while the supplier will defray all fees and other costs charged by the supplier's bank connection relating to receipt and withdrawal of the payment. This applies regardless of the form of payment used.

## **6.2 Notification**

### **Notification to suppliers with accounts in Denmark**

Coop Denmark generally transfers payment details electronically through Coop Denmark's bank connection. The supplier will therefore be notified by their bank as to which invoice number the payment relates to, as well as the amount and any discount applied. Information on invoice numbers can be seen in the expanded statement from your bank or by checking your own banking system.

If the supplier sends the invoices on paper and the supplier's invoice number is more than 6 characters, it will always only be the last 6 numbers (numbers only) of the supplier's invoice number that will be displayed. If the supplier sends invoices electronically via EDI to Coop Denmark, Coop Denmark can display up to 16 characters (numbers and letters) of the invoice number. On the supplier's bank statement will be an entry note such as the following:

Coop 0000009117

The number after "Coop" will be the supplier's SAP supplier number at Coop Denmark.

If the supplier has any questions about payments, the supplier should contact Coop Denmark Finance Accounting at [kreditor@coop.dk](mailto:kreditor@coop.dk) For each enquiry, the supplier must provide their supplier number and nature of the enquiry in the subject field. All change information about the supplier's company (address changes, new bank account numbers etc.) must always be made in writing to the supplier's contact person in Coop Denmark Category.

### **Notification to suppliers with accounts abroad**

Coop Denmark generally transfers payment details electronically via Coop Denmark's bank connection to the supplier's bank connection. The supplier will therefore be notified by their bank as to which invoices the payment covers.

If the supplier has any questions about payments, the supplier should contact Coop Denmark Finansbogholderiet at [kreditor@coop.dk](mailto:kreditor@coop.dk) The supplier is kindly requested to provide their supplier number for each enquiry. All change information about the supplier's company (address changes, new bank account numbers etc.) must always be made in writing to the supplier's contact person in Coop Denmark Category.

## **6.3 Payment of amounts outstanding to Coop Denmark**

Any amounts that the supplier owes Coop Denmark (such as campaign and marketing contributions, bonuses, invoicing charges for paper invoices, additional costs for supplier errors and other compensatory amounts), will be offset by Coop Denmark against the supplier's remaining credit balance, where this is possible. Amounts owed to Coop Denmark that cannot be covered by the balance must be paid by the supplier to the following bank account:

Nordea Bank Denmark A/S  
Account no. 2149 0277450550  
Postbox 850  
DK-0900 Copenhagen C

S.W.I.F.T: NDEADKKK  
IBAN: DK2220000277450550

When making the payment, the supplier must provide their Coop Denmark supplier number and which invoice number the payment relates to.

When paying outstanding amounts to Coop Denmark, the supplier will pay all charges and other costs that its banking connection charges for making the payment while Coop Denmark will pay all charges and other costs that its banking connection charges for receipt and encashment of the payment. This applies regardless of the form of payment used.

## **6.4 Factoring and borrowing against invoices**

Coop Denmark does not accept factoring or any other form of borrowing against invoices. If, in exceptional circumstances, Coop Denmark Category accepts deviation from this principle, it will be an absolute condition that the transferee provides an advance written declaration that it accepts set-off by Coop Denmark as if no factoring or other form of borrowing against invoices had taken place.

In addition, Coop Denmark will stipulate a requirement that the factoring company's bank account number is not changed unless specific notification is given to the relevant account manager in Coop Denmark's Category department. It will not be accepted that account numbers are changed from one invoice to another when factoring.

## **7 Electronic data interchange (EDI)**

Coop Denmark assumes that the business data exchanged between Coop Denmark and the vendor will be carried out using EDI.

If the Coop Denmark supplier has not yet set up the EDI solution, the supplier must contact Coop Denmark's EDI Administration on telephone: +45 43 86 36 40, or by e-mail: [EdiAdministrationen@coop.dk](mailto:EdiAdministrationen@coop.dk)

## **8 Additional charges for supplier errors**

The ever-increasing integration of logistics and store systems make supplier errors in respect of products, product data, delivery and invoicing particularly cost-intensive for Coop Denmark. Coop Denmark's basic principle is that the party that causes surcharges must cover them. Coop Denmark abides by this principle by collecting surcharges from the suppliers that make errors. Coop Denmark has no desire to gain financially by imposing cost surcharges on suppliers.

If the supplier complies exactly with the information and specification requirements, and trading procedures, outlined in this document, there should be no need for cost surcharge-inducing and unnecessary extra work on the part of Coop Denmark and there should consequently be no reason to impose cost surcharges on the supplier. It is Coop Denmark's hope and wish that this will contribute to improving the interplay between the supplier and Coop Denmark and ensure the requisite efficiency in trading. The charging of cost surcharges occurs in addition to and independently of Coop Denmark's normal remedies for breach of contract. Payment is effected by set-off against the supplier's amounts outstanding with Coop Denmark to the extent that this is possible.

Below are a number of examples of cost surcharges for supplier errors. All amounts are exclusive of VAT.

### **8.1 Coop Denmark Category**

For suppliers who use the GS1Trade Sync product database, non-use will lead to an additional charge of DKK 1,000 per item, failure to use GS1Trade Exact will lead to an additional charge of DKK 1,000 per item and failure to use GS1Trade Image will lead to an additional charge of DKK 1,000 per product.

For other suppliers, incorrectly completed product registration forms, which have to be returned to the supplier for correction, will lead to an additional charge of DKK 1,000 per return.

### **Changes to the registered product data**

Lack of information about changes to registered product data will lead to an additional charge of DKK 1,000 per product whether the products are under the supplier's brand or Coop's own brand.

### **Rejected seller orders**

In the case of orders given by the supplier's own employees for products that have not been approved for ordering in this way, the supplier will incur a cost surcharge of DKK 50 per product, per order.

### **Date freshness**

In cases where the agreed date-freshness period (number of sales days for Coop Denmark) has not been adhered to, the goods will be rejected upon receipt and the supplier will incur a surcharge of DKK 2,000 per product.

### **Delays in new products**

Coop Denmark must be informed within 7 weeks of any space change if new range goods are delayed. Delays can result in the goods being removed from the planograms that apply to the relevant space change and, in such a case, the product can only be included in the range in the following space change. If Coop Denmark is not informed about the delay in time, the following rates apply as a surcharge per product: DKK 25,000 + DKK 200 DKK per store affected

## **8.2 Stores**

### **Missing or incorrect delivery note for direct deliveries**

For direct deliveries to the store, where the delivery note is missing or doesn't contain the information Coop Denmark requires as a minimum (such as Coop Denmark's pattern number or EAN number per product delivered), the supplier incurs a surcharge of DKK 50 per delivery note per affected store.

### **Missing or incorrect EAN numbers on sales units for direct delivery**

In the case of missing or incorrect EAN numbers on the sales units of a product for direct delivery to stores, the supplier will incur a surcharge of DKK 200 per store, per product.

### **Product withdrawal/recall**

For product withdrawals/recall from the store, the supplier incurs a surcharge of DKK 250 per store per product plus any additional costs if the surcharge does not cover Coop Denmark's costs of analysis work, sorting in the store, handling at the warehouse and returns or destruction and any fines.

## **8.3 Logistics**

### **Wrong delivery date or time on delivery to a warehouse**

If the delivery date is not adhered to, the supplier will incur a surcharge of DKK 5,000 per warehouse, per order. If the delivery time on the delivery date is not adhered to, the supplier will incur a surcharge of DKK 4,000 per warehouse, per order.

If the Handover date is not adhered to, the supplier will incur a surcharge of DKK 5,000 per warehouse, per order.

If Coop Denmark is unduly charged with extra transport costs, such as waiting time and empty freight, the charge will be carried on to the supplier with a minimum of DKK 1,000 per warehouse, per order.

### **Incorrect quantities in deliveries to warehouses**

If the supplier, without prior agreement with Coop Denmark, supplies an amount that differs to that stated on Coop Denmark's order, the supplier incurs a surcharge of DKK 2,000 per incorrect product.

### **Weight and temperature errors when delivering to a warehouse**

In the event of goods being rejected on the grounds of incorrect weight or temperature, the supplier will incur a surcharge of DKK 2,000 per product that has to be rejected.

### **Packaging, palletizing and labelling errors in deliveries to warehouses**

For warehouse deliveries where the following errors are confirmed, the supplier incurs a surcharge of DKK 2,000 per warehouse per product, plus an hourly rate of DKK 300 per hour of labor used to correct the error.

- Defective packaging
- Goods delivered on pallet types that are not approved by Coop Denmark. See section 5.4.
- Goods with different article numbers delivered on the same pallet.
- Goods with different sell-by dates delivered on the same pallet.
- Goods packed onto a pallet in such a way that their surface area exceeds that of the pallet.
- Goods packed unstable so there's a risk of sliding when the pallet is handled
- Missing or incorrect labelling in accordance with GS1 Denmark's "Labelling Concept for Danish Everyday Commodities Trading".

If you have any questions regarding these errors, please contact the warehouse in question.

Coop Logistics automatically sends surcharges to the suppliers stating the error/s that Coop Logistics has registered for the day's deliveries to Coop from the relevant supplier.

To ensure fast follow-up on any errors, the supplier has 3 working days to object to the surcharges, if the supplier disagrees.

If Coop has not received any objections from the supplier within 3 working days after sending the surcharges, the surcharges will be considered binding.

## **8.4 Financial accounting**

Invoicing errors include, for instance, the following types of errors:

- Invoicing of more than one order per invoice.
- Crediting with reference to more than one invoice per credit note.
- Missing or incorrect Coop Denmark order number (for warehouse deliveries only).
- Missing or incorrect delivery note reference (direct deliveries to stores only).
- Missing or incorrect Coop Denmark store number or EDI location number for the store (for direct deliveries to stores only).
- Missing or incorrect Coop Denmark article number or EAN number.
- Invoicing of incorrect consignment unit size
- Invoicing of non-complete consignment units
- Invoicing of the incorrect quantity or price.
- Invoicing of non-agreed products
- Coop Denmark reserves the right to reject EDI documents containing one or more of the aforementioned errors. The rejection will be notified to the email address the vendor has registered in Coop Denmark's master data

### **Invoicing errors in connection with direct delivery to stores**

In the event of invoicing errors resulting in incorrect invoicing of stores, the supplier will incur a cost surcharge of DKK 50 per store affected.

In the event of invoicing errors where only Coop Denmark, and not the stores, is affected, the supplier will incur a cost surcharge of DKK 1,000 per store affected.

Coop Denmark will, as far as possible, allow the supplier to manage error correction when correcting invoices/credit notes, and the supplier is obliged to, as far as possible, provide information about which stores have been affected by the errors. Only in cases where it is not possible for the supplier to do this will Coop Denmark assist with providing this information.

## **Invoicing errors in connection with delivery to a warehouse**

In the event of invoicing errors, the supplier will incur a cost surcharge of DKK 1,000 per invoice.

## **8.5 Coop Denmark, Quality**

The cost surcharges stated below serve to cover Coop Denmark's costs in cases where the documentation and/or goods do not fulfil statutory requirements, or the agreements made. The stated hourly rates apply when Coop Denmark Quality provide professional support at the supplier's request, e.g. for developing or analyzing goods.

### **Product, production and packaging information (own labels)**

1. Information that has not been provided in CPQ.  
The cost surcharge is DKK 2,000 per incorrect or incomplete CPQ form.
2. Submission of incorrect information (e.g. incorrect data sheets, incorrect quantity statements).  
The cost surcharge is DKK 1,000 per hour spent on rectifying errors, etc.
3. Provision of incorrect product samples.  
The cost surcharge is DKK 1,000 per set of incorrect samples sent.
4. Missing information about changes to product or packaging compositions, including failure to submit new specifications. The cost surcharge will be set depending on which tests and analyses this gives rise to. A cost of DKK 1000 per hour applies, plus any analysis costs.
5. Consulting help at the supplier's request. The cost surcharge will be calculated based on the number of hours spent, at a rate of DKK 1,000 per hour.

Clauses 2-5 also apply to raw ingredients and semi-manufactured products that are to be used for in-store production in retail bakeries, delicatessen departments and similar store departments that produce their own products.

### **Products under development (primarily own label products)**

1. Development, including assessing and testing products, where the supplier later proves they cannot produce as agreed. The cost surcharge will be calculated based on the number of consultant hours spent, at a rate of DKK 1,000 per hour plus any analysis costs.
2. Repeated evaluations of products under development, where the errors highlighted have not been rectified. The cost surcharge is DKK 1,700 per product, per instance.

### **Illegal or non-contractual goods**

Assessment of goods that prove to be illegal or in breach of contract, with use of a consultancy service to remediate the problem, if the supplier so wishes.

The cost surcharge will be calculated based on the number of hours spent, at a rate of DKK 1,000 per hour plus any analysis costs.

Cancellation of hygiene inspections (audit by Coop Trading auditor or inspection by a third party). Cancellation of an arranged hygiene inspection for which notice has been given at least 2 weeks before the date of the visit if it is cancelled 3 days or less before the due date of the visit. The cost surcharge is DKK 4,000 per cancelled visit in addition to all costs relating to any third party involved.

### **Handling claims**

To cover Coop Denmark's costs in relation to the handling of customer claims which can clearly be attributed to an error on the part of the supplier, the following amounts are payable:

- Wine and spirits – DKK 200 per claim
- Other goods – DKK 500 per claim.