



**Logistics requirements, related
procedures, and cost surcharges**

December 2023

Latest changes 2023.....	3
Introduction.....	4
1 MASTER DATA, SUPPLIER AND PRODUCT REGISTRATION.....	5
1.1 Supplier registration.....	5
1.2 Product registration and change.....	5
2 DIRECT DELIVERY TO STORE.....	7
2.1 Submitting orders for direct delivery to store.....	7
2.2 Processing orders for direct delivery to store.....	7
2.3 Delivery time for direct delivery to store.....	7
2.4 Delivery notes for direct delivery to store.....	7
3 WAREHOUSE DELIVERY.....	8
3.1 Submission of orders.....	8
3.2 Processing of orders - Coop Supply Chain.....	8
3.3 Delivery at Coop's warehouse (for example DDP) - Booking of slot times.....	9
3.4 Delivery to a location other than Coop's warehouse (for example FCA, EXW, FOB).....	12
3.5 Contact details for Coop Transport.....	14
3.6 Procedures and requirements for deliveries to a warehouse.....	14
3.7 Delivery of organic products.....	17
3.8 Excise Movement and Control System (EMCS).....	19
3.9 Procedures in the event of damaged goods.....	19
3.10 Weight control for warehouse delivery.....	19
3.11 Temperature control of warehouse delivery.....	20
3.12 Claims for products delivered to warehouse.....	21
4 PACKAGING, LABELLING AND PACKING.....	22
4.1 Consumer unit.....	23
4.2 Commercial unit.....	24
4.3 Shipper packs.....	28
4.4 Logistics units.....	31
4.5 Labelling of pallets - Pallet labels.....	38
4.6 Container, aircraft, or truck (FOB, FCA, or DDP).....	43
4.7 E-Commerce - Delivery to coop.dk.....	46
5 PAYMENT.....	48
5.1 Method and time of payment.....	48
5.2 Invoicing to Coop.....	48
6 ELECTRONIC DATA INTERCHANGE (EDI).....	49
7 COST SURCHARGES FOR SUPPLIER ERRORS.....	50
7.1 Coop Category.....	50
7.2 Coop's stores.....	51
7.3 Coop Logistics.....	51
7.4 Financial department.....	53
7.5 Coop Quality.....	53

Latest changes 2023

- Introduction: New introduction
- Section 1: Details of supplier registration
- Section 2: Sections about invoicing/payment are collected in section 5
- Section 3.2: Clarification in the section “Processing orders – Coop Supply Chain”
Special section according to processing of Nonfood orders
- Section 3.3: Deadline for late arrival added
- Section 3.3: Deadline and procedures in Gecko added
- Section 3.3: Update of contact details for Coop Logistics (internal/external)
- Section 3.3: Clarification of procedures and new requirements for DDP deliveries, according to send delivery notes to Coop as a supplement to the physical delivery note that accompanies the goods
- Section 3.4: Clarification of process for Goods Ready confirmation
- Section 3.4: Calendar with Danish public holidays added cf. Goods Ready confirmation
- Section 3.5: Update of contact information for Coop Transport
- Section 3.6: Clarification of procedures and new requirements for DDP deliveries, according to send delivery notes to Coop as a supplement to the physical delivery note that accompanies the goods
- Section 3.7: Change to requirements for delivery of organic goods - reference number from TRACES must be stated on the delivery note or waybill
- Section 3.7: Clarification of procedures and new requirements for DDP deliveries, according to send delivery notes to Coop as a supplement to the physical delivery note that accompanies the goods
- Section 3.8: Addition of new section regarding Excise Movement and Control System (EMCS)
- Section 3.9: Clarification of section regarding damaged goods
- Section 3.10: Addition to the exceptions from the - 2-degree limit
- Section 4.4: The order in this section has been changed so that information about Coop's packaging system comes at the end of this section
- Section 4.4: Clarification of section on Coop's packaging system and receipt/delivery of transport equipment
- Section 4.5: Change in section on labelling of pallets - clarification of requirements and recommendations
- Section 4.6: Clarification of sections relating to container, aircraft, or truck
- Section 4.7: New section about E-commerce – Delivery to coop.dk (former Appendix 3a incorporated)
- Section 5: Change and general update of section on payment to Coop
- Section 6: Adding section about Drop ship orders to E-commerce
- Section 7.1: Clarification and new set-up of the overview of cost surcharges
- Section 7.2: Clarification and new set-up of the overview of cost surcharges
- Section 7.3: Clarification and new set-up of the overview of cost surcharges
- Section 7.4: Clarification and new set-up of the overview of cost surcharges
- Section 7.5: Clarification and new set-up of the overview of cost surcharges

The most significant changes are listed above, but the list is not exhaustive.

In general, the wording and layout of the document has changed. It is therefore recommended that the entire document be read through.

Introduction

Dear Supplier,

Coop Danmark A/S (hereafter Coop) Appendix 3 on *Logistics requirements, related procedures and cost surcharges* has been developed with the aim of maintaining a professional cooperation and making daily operations easier and more efficient for all parties. Appendix 3 is the suppliers' manual for trading with Coop.

The appendix contains guidelines and procedures for the delivery of products to Coop's stores and terminals in Denmark. It contains information on everything from weight, packaging and palletising to barcodes, goods reception, and master data.

Appendix 3 also contains contact details and opening hours. If you need further or more detailed information, please contact Coop Logistics.

We hope you find the material useful and easy to follow.
We are looking forward to work with you.

Best regards

Coop

If the supplier fails to follow the described procedures, this can often cause delays and, in some cases, Coop will find it necessary to charge the supplier for the additional work and costs Coop incurs. Failure to follow the procedures can also mean in some cases that Coop will reject the products completely. It is certainly not Coop's intention to gain financially by imposing cost surcharges on suppliers. The cost surcharges are based on fixed rates, which are set out in this appendix.

The supplier is kindly requested to ensure that all relevant personnel in the supplier's company, including sub-contractors and any hauliers used by the supplier, are familiar with the relevant information that ensures that products, deliveries, and documents comply with the requirements set out in Appendix 3.

1 MASTER DATA, SUPPLIER AND PRODUCT REGISTRATION

1.1 Supplier registration

When a supplier is registered as a supplier to Coop, the supplier is assigned a supplier number from Coop's SAP system, which contains certain key data about the supplier. At all times this data must be correct and kept up to date.

Upon first registration as a supplier to Coop, the supplier will receive a supplier registration form, which must be completed and returned for the supplier to be created.

If changes are made to the information provided by the supplier, the supplier must contact Coop Category without delay and immediately complete and return a new supplier registration form so that the information can be updated in Coop's systems, which must always be updated with the following information:

- 1) The company's full name and legal designation (for example A/S, ApS, I/S, Ltd., GmbH, etc.)
- 2) The company's full address
- 3) Pickup address(es) (for EXW and FCA Incoterms)
- 4) CVR number, VAT no 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) GLN number
- 8) Various supplier e-mail addresses

Supplier of organic products

Suppliers who supply organic products to Coop must ensure that Coop has received copies of valid organic certificates at any given time.

Supplier of products subject to excise goods charge

If a supplier delivers products subject to excise duty, it is the supplier's responsibility to apply the correct tax to the product and to inform Coop of the tax at the time of purchase. The price on the invoice must include this tax.

1.2 Product registration and change

Registration/change of products under the supplier's brand using the GS1 Trade Sync product database

All suppliers, for whom it is technically possible, must in time make registration in Coop's product database using the GS1 Trade Sync product database, so that Coop can transfer relevant data electronically. If products are not registered in time, Coop will be entitled to issue a cost surcharge for any additional work the failure to use the GS1 Trade Sync entails.

If the supplier uses the GS1 Trade Sync database, the supplier must also use the following services from GS1:

- **GS1 Trade Exact**, which ensures the quality of the logistics information and label information on both the sales- and package unit before the product is released by GS1 to Coop
- **GS1 Trade Image**, which ensures that pictures meet the approved quality and the correct angle for use in Coop's planograms and marketing.

At all times the supplier is responsible for keeping Coop informed of any changes to the registered data for each product. In the event of changes, the supplier must on time correct the details in the GS1Trade Sync product database, make sure the logistics details and label information are revalidated and that the pictures are updated using GS1Trade Exact and GS1Trade Image. Furthermore, the supplier must inform both Coop Category by e-mail to the supplier's contact person and Coop Masterdata of the change by e-mail to Masterdata_artikler@coop.dk.

Failure to use the GS1 Trade Sync product database will result in a cost surcharge.

Failure to use GS1 Trade Exact will result in a cost surcharge.

Failure to use GS1 Trade Image will result in a cost surcharge.

Failure to provide prompt information about changes or incorrect details in the registered product data will result in a cost surcharge.

Indication of an incorrect barcode or a barcode that does not comply with GS1 standards in a cost surcharge.

When registering products, it is the supplier's responsibility to take the transit time from the relevant collection place into account when calculating the number of sales days. The transit time can be found in Coop's Product Registration form. The number of sales days is calculated from the day after the order's delivery date at Coop's warehouse.

Registration/change of products under the supplier's brand using the product registration form

Suppliers who do not use the GS1 Trade Sync product database must instead complete Coop's product registration form for the physical product, after which the product will be set up manually in Coop's product database. For manual product registration, the supplier must send the completed product registration form with 1 package to Coop, after which Coop will set up the product and validate the logistics details and label information.

If the product registration form is not completed correctly, product registration will be delayed and the supplier risks either the product not being registered nor registration being delayed, which will mean introduction will be postponed until a later introduction period.

Incorrectly completed product registration forms, which may be returned for correction by the supplier, will result in a cost surcharge.

At all times the supplier is responsible for keeping Coop informed of changes to the registered data by completing a new product registration form and sending it to Coop Category. If the change requires new photos for Coop's planograms, the supplier must send a package of the changed product. **Failure to provide information about a change in the registered product data will result in a cost surcharge.**

When registering products, it is the supplier's responsibility to take the transit time from the relevant collection place into account when calculating the number of sales days. The transit time can be found in Coop's Product Registration form. The number of sales days is calculated from the day after the order's delivery date at Coop's warehouse.

Reporting and changing a product under Coop's private label

Registration and changes to a product under Coop's private label can either be carried out directly to Coop nor via Coop's sourcing company Coop Trading A/S. The supplier's contact at Coop Category or Coop Trading can advise which of these options applies to the product concerned.

If registration and change to a product under Coop's private label is to be carried out directly to Coop, a Coop-owned barcode must be used.

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.

When registering products, it is the supplier's responsibility to take the transit time from the relevant collection place into account when calculating the number of sales days. The transit time can be found in Coop's Product Registration form. The number of sales days is calculated from the day after the order's delivery date at Coop's warehouse.

2 DIRECT DELIVERY TO STORE

This section describes the procedures for placing orders, order processing and delivery when delivering directly to Coop's stores. The procedures apply to all types of stocks and products, unless otherwise stated in an individually agreement with the store, and apply to products approved and registered with Coop.

Products that have not been registered in the relevant store chain's product range may not be delivered to stores owned by Coop. If the supplier delivers products that are not part of the approved chain range to a store which is not owned by Coop but by a co-operative or a company served by Coop, the invoice for the deliveries must be sent directly to the relevant co-operative or company. Coop assumes no responsibility for processing, forwarding or payment of invoices that wholly or partly concern products that are not part of the approved chain range.

2.1 Submitting orders for direct delivery to store

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

2.2 Processing orders for direct delivery to store

When the supplier receives an order for direct deliveries to store, the supplier must immediately check whether the supplier is able to deliver the products 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 doesn't hear from the supplier as stated below, the order is considered as confirmed.

If 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 where the order has come from and inform them of the problem. It must be agreed with the area manager in the store whether the store accepts changes to the purchase order and when delivery can take place in terms of corrected quantities and/or corrected time.

If the supplier foresees problems or any problems arise with the delivery, the supplier must immediately inform the supplier's contact person in Coop Category to discuss possible solutions.

2.3 Delivery time for direct delivery to store

Products must be delivered on the delivery date and to the store indicated on the order within the store's opening hours for receiving goods. The supplier can obtain information about the store's opening hours by contacting the relevant store directly.

2.4 Delivery notes for direct delivery to store

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

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

General information

- 1) The supplier's name and address
- 2) The supplier's Coop supplier number or EDI location number

Details for each product

- Product name
- Coop's material number or package EAN number
- The sales unit's EAN number
- If the product is organic, the text "ECO" must appear on all documentation
- The number of delivered number of packages (or the number of kg delivered if the product is a weight product)
- The number of sales units per package

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

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

3 WAREHOUSE DELIVERY

This section describes the procedures for order submission, order processing, delivery, invoicing, and any correction when delivering to one of Coop's warehouses. The procedures apply to all types of warehouses and goods and apply to products approved and registered at Coop.

Unless otherwise specifically stated in the points below, the provisions in this section apply to deliveries where Coop assumes the risk for the products in Coop's warehouse (for example DDP orders) or at the supplier's warehouse or shipment location (for example FCA, EXW and FOB orders).

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

3.1 Submission of orders

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

Coop's purchase order number is unique and secure identification of each individual order given to the supplier for the purpose of delivery to one of our warehouses. Coop's purchase order number must be stated in all enquiries concerning such purchase orders. Coop's purchase order number consists of 10 digits starting with 45xxxxxxxx.

3.2 Processing of orders - Coop Supply Chain

When the supplier receives an order for warehouse delivery, the order is considered confirmed according to its content.

The supplier is asked immediately, but no later than on the same day that the order is received - to check whether the supplier can deliver the ordered goods in the ordered quantities, and for goods with a limited shelf life, with the correct number of sales days for Coop, which is calculated from the day after the delivery date, and whether the order will be delivered to the warehouse cf. the delivery date specified in the order.

If, contrary to expectations, the supplier deviates from the original purchase order, the supplier's contact person in Coop Logistics, Supply Chain Planner, must be contacted immediately, but no later than on the same day the order is sent from Coop.

Any deviations from Coop's original purchase order can result in a cost surcharge, cf. section 7.3 below.

Especially for non-food suppliers

When the supplier receives an order for warehouse delivery, the supplier must within 3 working days after the order has been received - however no later than 3 days before the delivery date - check whether the supplier can deliver the ordered goods in the ordered quantities and whether the

delivery will take place on the delivery date specified in the order.

If, contrary to expectations, the supplier deviates from the original purchase order, the supplier's contact person in Coop Logistik, Supply Chain Planner, must be contacted no later than 3 working days after the order has been dispatched from Coop - but no later than 3 days before delivery.

Any deviations from Coop's original purchase order can result in a cost surcharge, cf. section 7.3 below.

3.3 Delivery at Coop's warehouse (for example DDP) - Booking of slot times

Deliveries to Coop's fresh food centre

Delivery to Coop's fresh food centres can take place:

- Between 06.00 CET - 13.00 CET

In emergency, delivery outside this period can be made by prior written notice and acceptance from the fresh food centre before 12:00 CET on the day of delivery. The agreement can only apply when the supplier has received written acceptance from the fresh food centre.

Warehouse	SAP number	Area	Telephone	E-mail
Brøndby Distribution Center	4001	Fresh food	+45 4386 3391	MAIL_DL_Logistik_VM-Drift_Brondby@coop.dk
Hasselager Distribution Center	4002	Fruit and vegetables	+45 8738 5262	mail_dl_Hasselager_VM_drift@coop.dk
Hasselager Distribution Center	4002	Dairy products	+45 8738 5263	mail_dl_Hasselager_VM_drift@coop.dk
Hasselager Distribution Center	4002	Fresh food	+45 8738 5256	mail_dl_Hasselager_VM_drift@coop.dk

Delayed arrival or arrival after the above stated opening hours will result in a cost surcharge.

Proof of on-time delivery/arrival at the warehouse requires a stamped delivery note or consignment note from the relevant warehouse with a timestamp.

A printout from the supplier's or haulier's GPS system on its own is not considered valid documentation of on-time delivery/arrival at the warehouse.

If the supplier and the fresh food centre have agreed on a separate arrival time, this arrival time must be observed. Late arrival (1 hour or more after the agreed arrival time) will result in a cost surcharge.

Deliveries to the frozen goods warehouse

For all deliveries to the frozen goods warehouse, Lineage, the supplier must agree a time of arrival by e-mail to dk.vejle.booking@lineagelogistics.com no later than 48 hours before the delivery date specified in the purchase order.

Deliveries to other distribution centres - Booking of slot times in Gecko

All deliveries to Coop's dry goods centres require prior booking of slot time in Coop's online administration system Gecko, where the following links apply to the various Coop warehouses.

Warehouse	Link to Gecko for delivery to relevant warehouse
Aalborg Distribution Center Warehouse 4017	http://booking-aalborg.coop.dk
Albertslund Distribution Center Warehouse 4021	http://booking-albertslund.coop.dk
Odense Distribution Center Warehouse 4086	http://booking-odense.coop.dk
Odense Distribution Center e-Commerce Warehouse 4086 (e-Com)	http://booking-ecom.coop.dk
PostNord TPL Warehouse Warehouse 4078	http://booking-tpl.coop.dk

- **Access to Gecko** can be obtained by contacting the relevant dry goods centre. Rønne Distribution Center is exempt from slot time bookings in Gecko.
- **Failure to advise a delay or not advising a delay in time** will result in a cost surcharge.
- **Changes to booked slot times** in Gecko must be made no later than 8 hours before scheduled arrival.
- In case of changes to an already booked slot time later than 8 hours before planned arrival, please contact the individual distribution centre directly. In such cases, the individual distribution centre decides whether a cost surcharge must be issued.
- It is the **responsibility of the supplier and its haulier** to create correct slot bookings (including the correct interval according to the number of pallets) and to delete slot bookings no longer current. Failure to comply with the above will result in a cost surcharge.
- **Late arrival** (counted from arrival more than 20 minutes after the agreed/booked start time in Gecko) will result in a cost surcharge.

The delivery note must be sent by e-mail to deliverynote@coop.dk no later than the same day as collection, in addition to the physical delivery note that accompanies the goods. The subject field must contain Coop's purchase order number.

If the purchase order number is missing from the delivery note, it will result in a cost surcharge.

Contact information for Coop's distribution centres (internal/external)

Internal

Warehouse	Number	GNL number	Area	Address	Postal code	Town	Telephone	E-mail
Brøndby Distribution Center	4001	5790000 072835	Fresh food	Vallensbæk, Torvevej 9	DK-2605	Brøndby	+45 4386 3391	MAIL_DL_Logistik_VM- Drift_Brondby@coop.dk
Hasselager Distribution Center	4002	5790000 072842	Fruit and vegetables	Beringvej 2	DK-8361	Hasselager	+45 8738 5262	mail_dl_Hasselager_VM_drift@coop.dk
Hasselager Distribution Center	4002	5790000 072842	Dairy products	Beringvej 2	DK-8361	Hasselager	+45 8738 5263	mail_dl_Hasselager_VM_drift@coop.dk
Hasselager Distribution Center	4002	5790000 072842	Fresh food	Beringvej 2	DK-8361	Hasselager	+45 8738 5256	mail_dl_Hasselager_VM_drift@coop.dk
Rønne Distribution Center	4008	5790000 072897	Fresh food	Lillevangsvej 21	DK-3700	Rønne	+45 5695 3535	Call the warehouse
Rønne Distribution Center	4018	5790000 072897	Dry goods	Lillevangsvej 21	DK-3700	Rønne	+45 5695 3535	Call the warehouse
Aalborg Distribution Center	4017	5790000 072927	Dry goods	Hobrovej 461	DK-9200	Aalborg SV	+45 9634 5321	Call the warehouse
Albertslund Distribution Center	4021	5790000 072958	Dry goods	Læhegnet 35 Sydporten	DK-2620	Albertslund	+45 4386 3375	Call the warehouse
Odense Distribution Center	4086	5790000 073238	Dry goods	Hestehaven 51K	DK-5260	Odense S	+45 6311 2825	Call the warehouse
Odense Distribution Center	4086	5790000 688661	E-commerce	Hestehaven 39K	DK-5260	Odense S	+45 2127 4206	Call the warehouse

External

Warehouse	Number	GNL number	Area	Address	Postal code	Town	Telephone	E-mail
Jetpak Danmark A/S	4011	5790000 102716	Over-the-counter medicine	Venusvej 13	DK-6000	Kolding	+45 7696 7070	Call the warehouse
Hilton Foods Denmark A/S	4051	57900000 67855	Meat	Brunagervej 2	DK-8361	Hasselager	+45 7021 2100	Call the warehouse
Lineage Vejle (Coop) ApS	4067	57900000 51328	Frozen goods	Kristian Skousvej 6, Denmark	DK-7100	Vejle	+45 7640 8060	Call the warehouse
Postnord Logistics A/S	4078	57900000 73207	Non-Food	Sleipnersvej 4, Denmark	DK-4600	Køge	+45 4395 0123	Call the warehouse

3.4 Delivery to a location other than Coop's warehouse (for example FCA, EXW, FOB)

If the trade between Coop and the supplier is concluded on Incoterm, which means that the purchase order is delivered to a location other than Coop's warehouse, special rules apply to warehouse deliveries. The transfer of goods from the supplier to Coop takes place at the supplier's warehouse (FCA or EXW) or at the relevant port of loading (FOB) on the collection date, as indicated in the example below (see handover date):

 Send invoice to: Coop Danmark A/S CVR no: DK26259495 GLN no: 5790000050017	Purchase Order Order nr./PO Nr: 4504484427 PO Date: 24.10.2023 Delivery Date: 03.11.2023 Handover Date: 01.11.2023 → This date is the Supplier's delivery date Contact person: Buyer: BODS_PE1100 Email: Telephone: +45 43864898 Page: 1/1
---	---

Goods Ready confirmation to Goods Ready for FCA and EXW orders

To ensure Coop's collection of the goods on time, in case of FCA and EXW orders, the supplier must complete and return a Goods Ready confirmation (questionnaire/survey), which is sent out per e-mail prior to the handover over date specified on the order. The questionnaire/survey must be completed and returned with at least the following data: collection date, collection address, pallet quantity, pallet spaces and weight.

Specifically for national shipments (collection in Denmark):

The Goods Ready confirmation must be completed and returned via our survey to Coop Transport (Goods Ready) no later than 12:00 CET 1 (one) working day before the handover date stated in the purchase order.

Specifically for international shipments (collection outside Denmark):

The Goods Ready confirmation must be completed and returned via our survey to Coop Transport (Goods Ready) no later than 14:00 CET 2 (two) working days before the handover stated in the purchase order.

Changes to purchase orders after the above stated deadline will not be accepted and may result in a cost surcharge.

Coop's purchase order number must always be stated when enquiring about when Goods Ready confirmations. Coop's purchase order number must also be stated when the Supplier is contacted by Coop's hauliers.

Due to the following public holidays in the calendar years 2023, 2024, 2025 and 2026, the deadline for the Goods Ready confirmation will be shortened, cf. the example below:

2023	Day	Public holidays
24th of December	Sunday	Christmas Eve
25th of December	Monday	Christmas Day
26th of December	Tuesday	Boxing Day (2 nd Christmas Day)
31st of December	Sunday	New Year's Eve

2024	Day	Public holidays
1st of January	Monday	New Year's Day
28th of March	Thursday	Maundy Thursday
29th of March	Friday	Good Friday
1st of April	Monday	Easter Monday (2 nd day of Easter)
1st of May	Wednesday	International Labour Day (May Day)
9th of May	Thursday	Ascension Day
20th of May	Monday	Pentecost
5th of June	Wednesday	Constitution Day
24th of December	Tuesday	Christmas Eve
25th of December	Wednesday	Christmas Day
26th of December	Thursday	Boxing Day (2 nd Christmas Day)
31st of December	Tuesday	New Year's Eve

2025	Day	Public holidays
1st of January	Wednesday	New Year's Day
17th of April	Thursday	Maundy Thursday
18th of April	Friday	Good Friday
21st of April	Monday	Easter Monday (2 nd day of Easter)
1st of May	Thursday	International Labour Day (May Day)
29th of May	Thursday	Ascension Day
5th of June	Thursday	Constitution Day
9th of June	Monday	Pentecost
24th of December	Wednesday	Christmas Eve
25th of December	Thursday	Christmas Day
26th of December	Friday	Boxing Day (2 nd Christmas Day)

2026	Day	Public holidays
1st of January	Thursday	New Year's Day
2nd of April	Thursday	Maundy Thursday
3rd of April	Friday	Good Friday
6th of April	Monday	Easter Monday (2 nd day of Easter)
1st of May	Friday	International Labour Day (May Day)
14th of May	Thursday	Ascension Day
25th of May	Monday	Pentecost
5th of June	Friday	Constitution Day
25th of December	Friday	Christmas Day

Example of a shortened deadline for Goods Ready confirmations due to the above Danish public holidays:

Handover date for an international shipment is 13th May 2024. The Goods Ready confirmation (survey) must be returned 2 (two) working days prior to this date. As 9th of May is a public holiday, the deadline for returning the survey to Goods Ready has been moved to 14:00 CET on 8th of May.

3.5 Contact details for Coop Transport

Department	E-mail address	Enquiries regarding
Coop Transport, Goods Ready	order_ready@coop.dk	Order ready confirmation
Coop Transport, Deviations	deviations@coop.dk	Cost surcharge for missing order ready confirmation
Coop Transport, national and international shipments	transport@coop.dk	All shipments except Fruit & Vegetable
Coop Transport, Fruit & Vegetables shipments	fgbooking@coop.dk	All Fruit & Vegetable shipments
Coop Transport, Warehouse Deviations	warehouse_deviations@coop.dk	Cost surcharges for delivery to warehouse
Coop Transport, Customs	import@coop.dk	Customs clearance of imported products

3.6 Procedures and requirements for deliveries to a warehouse

All products included in one order for warehouse delivery must be delivered together. A warehouse delivery may not be split into part-deliveries. If the products cannot be loaded on a single lorry, the supplier must immediately contact the Supply Chain Planner at Coop Logistics to agree on how to split the products.

On arrival at the warehouse, the products must be packaged, packed, palletised, and labelled in exact accordance with the requirements in this guide and in conjunction with the specific order. If there are any deviations, the supplier must be prepared, as per Coop's choice, to either correct the deviation themselves (such as manual repacking of an incorrectly packed pallet in situ) or pay Coop for the cost of correcting the deviation (such as manual labelling of every package missing an EAN number).

Upon arrival at the warehouse, the supplier must state Coop's purchase order number. The delivery note and CMR/consignment note must be submitted to the goods receiving area at the warehouse, after which the supplier will be assigned a specific place to unload at the terminal. Delivery notes placed on pallets can fall off, which is why delivery notes should always be presented together with the CMR/consignment note, which is the responsibility of the supplier.

Coop reserves the rights concerning quantities, weight, temperature, quality, etc.

Once unloading has been completed (which will increasingly be in the form of self-unloading) a Coop employee from the warehouse will issue a receipt on the CMR/consignment note for the number of logistic units received.

Coop reserves the right to change the number of packages received, the weight, temperature, and the quality of the products. To ensure rapid and efficient reception of goods, the number of packages, weight, temperature, and quality of the products will not be verified until the products have been received.

Self-unloading

At some of Coop'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 the basis of Coop's purchase order number. The supplier will carry out self-unloading 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 barcode labels GS1-128 on the pallets must face in towards the hall.

At some warehouses, unloading may also take place in a fully automated goods receiving station, where the driver must unload directly into a receiving station where the delivery is checked. The supplier is expected to ensure that the products are delivered in vehicles that allow for unloading from the rear on to a ramp without the use of a forklift truck.

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

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

Delivery notes

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

The delivery notes for the shipment must be written in Danish or English and contain at least the following:

General information on the delivery note

- 1) The supplier's name and address
- 2) The supplier's number allocated by Coop or EDI location number
- 3) Coop's purchase order number
- 4) eAD/ACR number if required according to EMCS, see point 3.8

Information for each product on the delivery note

- 1) Product name
- 2) Coop article number or the EAN number of the sales unit
- 3) Total number of pallets and packages per article number

The individual delivery notes must only cover one purchase order number. If the supplier delivers several purchase orders at once, the supplier must ensure that a separate delivery note is created for each purchase order.

The delivery note must be sent by e-mail to deliverynote@coop.dk no later than the same day as collection, in addition to the physical delivery note that accompanies the goods. The subject field must contain Coop's purchase order number.

If the purchase order number is missing from the delivery note, it will result in a cost surcharge.

Consignment notes/CMR

Every consignment that is delivered to Coop's warehouses by an external haulier, either at Coop's expense or the supplier's expense, must be accompanied by a consignment note issued by the haulier. A copy of this consignment note must be submitted to the receiving warehouse immediately prior to unloading. The consignment note must contain Coop's purchase order number and the total number of pallets per pallet type.

Shipping documents for sea transport

Unless local laws and regulations dictate otherwise, Coop requires that a BL (Bill of Lading), SWB (Sea Waybill) or FCR (Forwarder's Cargo Receipt) is issued. In case of payment by letter of credit (L/C, Letter of Credit) or D/P (Documents against Payment), the requirements for a consignment note will appear on the letter of credit. The consignment note must be issued in Danish or English.

Consignment notes for road transport

Unless local laws and regulations dictate otherwise, Coop requires that a CMR consignment note, or a consignment note complying with NSAB 2015 must be issued. The consignment note must be issued in Danish or English.

Licences and certificates

Each purchase order/delivery must always be accompanied by the certificates and documents that are relevant in terms of 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 (Generalized System of Preferences) certificates or similar to be issued, these must be submitted together with the other documentation. At all times it is the responsibility of the supplier to ensure the presence of all documents, including GSP certificates.

Submission of original documents

For deliveries originating from outside the EU, it is extremely important that documents are at Coop in due time, to allow for punctual customs clearance. For shipments originating in Asia, documents are sent via Coop's haulier or via a portal made available by the haulier.

In other instances, it is the supplier's responsibility to submit the documents to Coop.

The documents must be sent all together to:

Coop Danmark A/S
Att.: Import
Roskildevej 65
DK-2620 Albertslund

Use of couriers when sending original documents

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

The consignment must always be shipped by an internationally recognised courier (for example DHL, UPS, FedEx, TNT or equivalent). The consignment must be trackable, and a proof of delivery must be requested. Upon request, the consignor must be able to provide the consignment number in Track & Trace.

Consignment via carrier (shipments from Asia)

All original documents must be submitted to Coop's carrier. For factory loaded containers (FCL, Full Container Load), the documents must be submitted no later than five days after the vessel has the port of loading. Booking of freight with Incoterm FCA, EXW or FOB must be done via the carrier's portal.

If the goods are delivered to a terminal (CFS, Container Freight Station) as individual items (LCL, Less Container Load), the documents must be submitted no later than five days after the goods have been delivered to the terminal (CFS, Container Freight Station). Then the carrier will gather and submit the documents to Coop Logistics. Upon request, the consignor must be able to provide the documentation that the documents have been sent/submitted to the carrier.

For container shipments, Coop does not require GS1 pallet labels on the cargo.

Documents sent too late

If documents are not received by Coop on time for the necessary customs clearance to take place, storage costs may occur, as well as penalties and fees to the tax authorities. If such costs occur because the documents have not been sent securely and on time by the supplier, Coop will invoice the supplier for the costs.

If products cannot be cleared by customs in sufficient time, it may cause that the products cannot be used as planned by Coop. This is the same as late delivery and therefore can result in a cost surcharge equal to late delivery.

3.7 Delivery of organic products

When delivering organic products, Coop's general delivery requirements, general legislation on organic products and the following additional requirements apply:

Delivery of organic products from EU countries incl. Denmark

Organic certificates:

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

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's website or in the Traces NT Database, the supplier must send copies of the organic certificate to Coop by e-mail to masterdata_artikler@coop.dk.

It is the supplier's responsibility to ensure that organic certificates are regularly renewed and available to Coop if organic products are delivered to Coop.

Delivery note for delivery of organic products

Coop's purchase order number is not sufficient identification from the supplier and a separate delivery note is always required for warehouse deliveries.

The delivery note for the delivery must be written in Danish or English and contain at least the following:

General information on the delivery note for organic products

- The supplier's name and address
- Sender name and address (if different from supplier)
- The supplier's Coop supplier number or EDI location number
- Coop's purchase order number
- Delivery address (warehouse)

Information for each product on the delivery note with organic products

- Product name
- Coop article number of the product or the EAN number of the sales unit
- The text "organic" must appear on all documentation
- Total number of pallets and packages per article number

The individual delivery note may only cover one order. If the supplier delivers several purchase orders at the same time, the supplier must ensure that a separate delivery note is created for each purchase order.

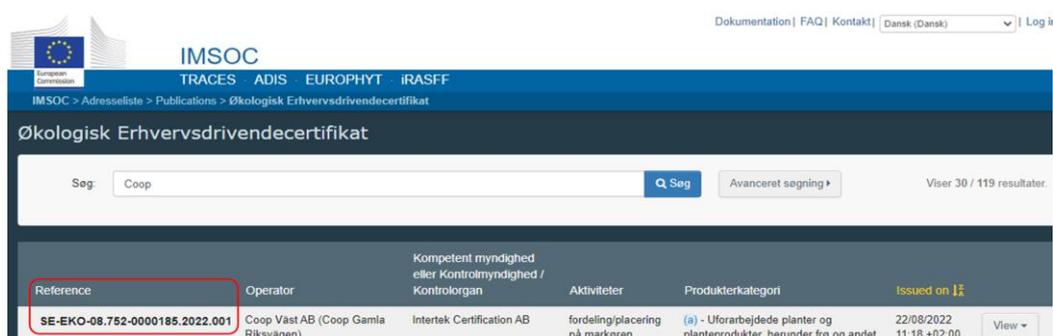
The delivery note must be sent by e-mail to deliverynote@coop.dk no later than the same day as collection, in addition to the physical delivery note that accompanies the goods. The subject field must contain Coop's purchase order number.

If the purchase order number is missing from the delivery note, it will result in a cost surcharge.

From 1st of January 2023, all new organic certificates will only be issued via the EU database Traces, [Organic Business Certificate \(europa.EU\)](https://europa.eu).

2023 was a transitional year for Coop. From 1st of January 2024, the reference number from TRACES must be stated on the delivery note or consignment note so that the warehouse quickly and efficiently can check whether the consignor/supplier has the correct approval.

The complete reference number should be stated on the delivery note/consignment note. Coop accepts that just the unique reference number (middle part of the certificate document number (for example SE-EKO-08.752-000185.2022.11)) can be stated when the certificate is renewed, as this does not change from year to year.



Delivery of organic products from non-EU countries (3rd country)

Organic certificates

If a supplier delivers organic products to Coop, it is the supplier's responsibility to continuously ensure that Coop has copies of valid organic certificates.

If the production and dispatch of organic products takes place at locations other than at the supplier's premises, the supplier must ensure that Coop has copies of valid organic certificates for the production/dispatch location in question.

Warehouses that supply organic products to Coop must also be covered by valid organic certificates, either in the form of own organic certificate from the supplier, production site or warehouse.

Suppliers outside the EU must send copies of the organic certificate to Coop by e-mail to masterdata_artikler@coop.dk. It is the supplier's responsibility to ensure that organic certificates are continuously renewed and available to Coop if organic products are delivered to Coop.

Advance notice

The supplier must notify Coop's Customs Department of dispatch by e-mail to import@coop.dk at least one working day before dispatch of the products. An approved inspection certificate must be available in Traces NT before dispatch of the products.

The supplier must ensure that the following is stated on the COI (certificate of inspection) if the products are not to be rejected on goods reception:

- correct seller and recipient
- which warehouse is the 1st recipient (first recipient warehouse)

Delivery note:

Coop's purchase order number is not sufficient identification from the supplier, and a separate delivery note is always required for warehouse deliveries.

The individual delivery note may only cover one order. If the supplier delivers several purchase orders at the same time, the supplier must ensure that a separate delivery note is created for each purchase order.

The delivery note must be sent by e-mail to deliverynote@coop.dk no later than the same day as collection, in addition to the physical delivery note that accompanies the goods. The subject field must contain Coop's purchase order number.

If the purchase order number is missing from the delivery note, it will result in a cost surcharge.

If the purchase order is delivered in containers (container deliveries), the supplier is exempt from delivering a physical delivery note, as this is not possible.

3.8 Excise Movement and Control System (EMCS)

Under EU legislation excise duties are paid on alcohol, tobacco, and energy products at the final point of consumption. While in transit to their final destination, these goods are in duty-suspension i.e. no excise duty has yet been paid on them.

The EMCS provides Member States with an electronic system to monitor the movement of these goods in real-time, to ensure that the duties are properly levied at the final destination.

The EMCS in practice

- Under EMCS, a movement of excise goods is documented at every stage through an electronic Administrative Document (eAD).
- The eAD is issued by the original consignor, containing information on the consignment and the planned movement within the EU.
- The eAD is validated in the Member State of dispatch. A European register of operators (SEED) is used to check the excise numbers of the consignor and consignee.
- The eAD is electronically transmitted by the Member State of dispatch to the Member State of destination.
- The Member State of destination forwards the eAD to the consignee
- The consignee submits a "report of receipt" once he/she has received the excise goods. This report should mention any anomalies, such as shortages or excesses in the consignment.
- The report of receipt is sent to the consignor who can then discharge the movement and recover the financial guarantees they had to make for the excise products.

All eAD/ACR numbers must be written on the delivery note see 3.6 Procedures and requirements for deliveries to a warehouse.

3.9 Procedures in the event of damaged goods

For products which, upon goods reception or later, 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 will determine the extent to which:

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

If transport damage has occurred that cannot be attributed to inadequate packaging or the quality thereof, the assignment of liability will follow the rules outlined in the Incoterm chosen for the order.

Orders containing damaged goods delivered on Incoterms DAP, DDU and DDP will be rejected on receipt of the products if the damage is considerable.

Purchase orders with damaged goods delivered on Incoterm FCA, EXW and FOB will generally not be rejected at goods reception, as Coop will arrange the transport itself in these cases. In the event of errors on the part of the supplier during warehouse delivery, Coop will re-invoice the cost to the supplier.

3.10 Weight control for warehouse delivery

Random weight checks on goods reception are performed at Coop's warehouses.

Prepacked products

Unless legislation prescribes other methods or tolerances, Coop’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 a correct tare for the sales units in every shipment delivered to Coop. The tare weight must be stated either on the exterior packaging or on the documents
- 2) From each of the shipments inspected, irrespective of the size of the shipment, Coop'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	
			as a % of X	in grams
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	10000	1.5	-

If the above requirements are not met, the product batch will be rejected as being underweight. Any prepacked products from a shipment that have been rejected by Coop on the grounds of being underweight may be freely used by the supplier to fulfil new orders from Coop on the condition that the products’ weight, shelf life and quality etc. are as agreed when the products are re-delivered.

Non-prepacked products

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

3.11 Temperature control of warehouse delivery

Coop’s warehouses perform random temperature checks of frozen and chilled goods upon receipt. Coop’s temperature control is carried out as a non-destructive control in the hottest and coldest place in the goods batch, respectively.

Frozen food - Temperature control

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

Refrigerated goods - Temperature control

On receipt of refrigerated goods, random samples are taken or in the event of suspected deviations in temperature for non-destructive temperature control.

A shipment of chilled goods will be rejected if Coop’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.

If the temperature exceeds Coop's rejection limits, the batch is rejected, and the supplier is instructed to collect the batch from Coop's warehouse. Products that are rejected may not be returned to Coop at any point.

Rejection limit	
2-degree product	> 2 degrees C
5-degree product	> 5 degrees C
10-degree product	> 10 degrees C
Lower temperature limit: < -2 degrees C (see exceptions under temperature control)	

Unless otherwise agreed, Coop requires that refrigerated goods must not be frozen on delivery. However, lower temperatures are accepted for products where, for quality reasons, it is necessary to freeze the product before cutting.

Frozen refrigerated products may not be delivered to Coop at any time, with the exception of the following products, which are processed abroad, frozen and thawed during transport to Coop and can therefore still be frozen on arrival at Coop Warehouse.

The exceptions from the -2-degree limit are:

Product	Rejection temperature
Sliced gravad or smoked fillet Sliced cuts of whole meat Sliced bacon Processed meat, chops, etc. Finished meat products, regardless of meat type marked "frozen" or similar	< -5.5 degrees C
Other sliced cold cuts	< -3.5 degrees C
Long-lasting meat	< -4.0 degrees C
1000030772 SMOKED SALMON 200 G MSC 1000030773 Gravad salmon	Is being thawed in the distribution chain (is frozen from the supplier and reaches the store with max. 2 degrees C)

3.12 Claims for products delivered to warehouse

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 will discard the products or retain them at a discounted price. The decision is made by the supplier's contact person in Coop Logistics.

Incorrect deliveries where Coop is not the right recipient

In the event of incorrect deliveries to Coop's warehouse, it is the supplier's responsibility to arrange return transport. If this is not done within the time limits below, the products will be destroyed without further notice:

Warehouse type	Deadline for return shipment
Dry goods warehouse	Within 3 weeks of delivery
Fresh food and frozen warehouses	Within 1 week of delivery

Incorrect deliveries will result in cost surcharges and an invoice for destruction.

4 PACKAGING, LABELLING AND PACKING

This section describes the requirements stipulated by Coop with regards to packaging, marking, packing, etc. These requirements must ensure that Coop can handle the products efficiently during receipt, storage, etc. The supplier is always responsible for compliance of any safety and environmental requirements and regulations.

Packaging

The products must be securely packaged, taking account of the product's characteristics and subsequent transport from the factory through 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 guiding principle for the following is that boxes made from corrugated cardboard and/or bags composed of PVC-free plastic are used for packaging and that they are of an adequate quality to safeguard the contents. In certain cases, it may be necessary or appropriate to use packaging composed of 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 strapping or for closing/sealing. Closing/sealing must be carried out using a plastic fastener or by welding.

Labelling

Coop Logistics handles both consumer products and non-food products for all Coop stores. The guiding principle for labelling in Coop is therefore the Labelling Concept for Danish Everyday Commodities Trading, made by GS1 Denmark (see section 4.5).

Information about the labelling concept can be downloaded from GS1 Denmark's website www.gs1.dk.

In certain cases, Coop may accept labelling which deviates from this concept. These cases are described in further details in the following section.

Packing - 5 levels of packing

Coop works with up to 5 different levels of packing.

<p>Consumer unit Consumer unit (also called sales unit)</p>	<p>The consumer unit is the unit sold to the customer in the store. This level of packing will always be present.</p>	
<p>Commercial unit (also called Coop Colli)</p>	<p>Delivery to stores will take place at this level. Orders for warehouses will also be made at this level.</p>	

<p>Shipper pack (also called outer carton or wholesale package or “master package”)</p>	<p>When necessary, several commercial units can be gathered in one shipper pack (if the commercial unit is a plastic bag or similar). Deliveries from warehouse to store take place at commercial unit level, which is why supplier packing should be avoided so that Coop avoids delays in unpacking shipments.</p>	
<p>Logistics units (also called pallets or Slip Sheets)</p>	<p>Truck deliveries are delivered at this level - for example pallets. Container deliveries are made on either pallets or Slip Sheets.</p>	

Requirements for the above levels will be reviewed below. If several of the levels stated above are represented by the same packing unit - for example 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.

4.1 Consumer unit

Requirements of the consumer unit, including specific packaging requirements, may be stated on the order and in any addenda to the supplier's purchasing agreement with Coop. Below is a list of the general requirements that are particularly important to the logistics flow.

Packaging - Consumer unit

The consumer unit's packaging must always take into account the nature of the product and the conditions the consumer unit 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), 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. Only the entire commercial unit must be packaged.

Labelling - Consumer unit

In Coop, the identification of a consumer unit is defined by the unit's GTIN barcode value. All units that may potentially have to be scanned at checkout desks must be labelled with the EAN-13 (or EAN-8) barcode, cf. GS1 Denmark's standards (see section 4.5)

4.2 Commercial unit

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

The identification of a commercial unit is defined by a Coop article number and any associated barcode value. We usually use the supplier's chosen barcode value, but Coop 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'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.

Please note that commercial units for Lineage Vejle ApS (Coop's frozen storage) must be delivered as closed cartons.

Type of packaging - Commercial unit

The commercial unit should, in principle, be packed in packaging made of corrugated cardboard 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 wrap/foil.

The packaging must be of such a quality that it can withstand moisture and cold. The foil is removed by Coop when picking for Coop's stores in the warehouse begins.



The packaging must be designed in such a way that space during transport is utilised as effectively as possible.

To ensure the appropriate combined packaging of commercial units in shipments to stores, every effort must be made to ensure that the individual commercial unit has basic dimensions that ensure good use of the logistics unit's surface.

Surface measurements in accordance with ISO 3394 are recommended. The current version can be downloaded from the ISO website, The International Organisation for Standardisation, The International Organization for Standardization, <https://www.iso.org/home.html>.

Box filling is to be avoided unless the nature of the product requires it. Instead, it is recommended that the packaging of the commercial unit is formed in a such a way that the corrugated cardboard packaging 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.

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.

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, 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.

Moisture

For products that are receptive to moist impact/or are in danger of being exposed to the effects of external moist impact, the necessary measures must be taken to counteract this – such as use of moist-absorbing materials (Moist absorbers).

Labelling - Commercial unit

As a minimum, all commercial units must be marked on one of the sides. Labelling must never be 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/cold-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 - Commercial unit

As a rule, labelling must be carried out in accordance with GS1 Denmark's standards (see section 4.5). Coop can also request an alternative label according to Coop's guidelines for labelling commercial units, as shown below. If alternative labelling is required, Coop will instruct the supplier in advance.



Alternative labelling must include the following elements:

- The text “Coop” and either “Denmark” or “DK”
- Coop article number
- An item description (written in Danish as stated on Coop's order)
- The number of consumer units per commercial unit
- Coop purchase 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 the labelling is carried out in accordance with the following. In some cases, technical production conditions will mean that this is not possible. In such cases, it is a requirement that the above elements are clearly stated.

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



Consignment and handling labelling - Trade unit

Shipping and handling labelling such as “fragile”, “keep dry”, “max stacking”, etc. must comply with the pictograms in ISO 780 “Packaging – Distribution packaging – Graphical pictograms for handling and storage of packages”. The current version can be purchased from the ISO website, The International Organisation for Standardisation, <https://www.iso.org/home.html>.

Pictograms should be placed on all four sides. Labelling can either be printed directly on the packaging, be carried out by means of attached pictograms, or be an integrated part of the contents 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 colour that is easily identifiable.

Disposal/recycling labelling - Commercial unit

The disposal/recycling of labels 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 products - Commercial unit

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 1 consumer unit per commercial unit, and this must be placed on a suitable and approved load carrier.

Warning and weight labelling - Commercial unit

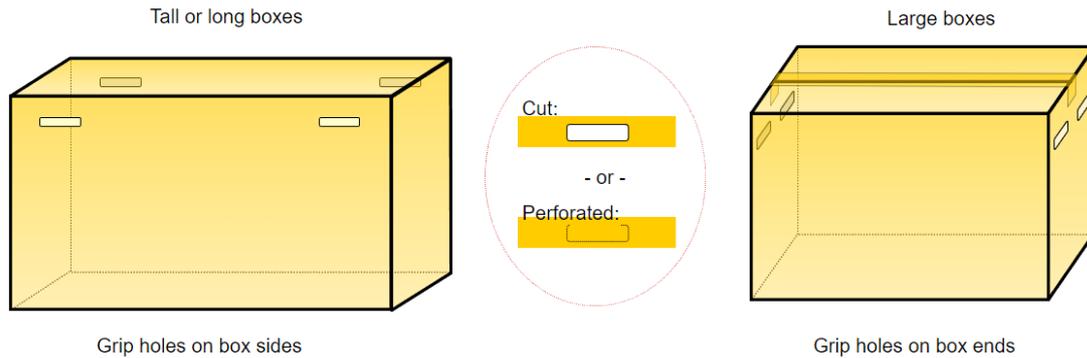
All commercial units weighing more than 12 kg must be marked with a warning and the weight on all four sides of the package. The stated weight must be the gross weight of the commercial unit and must be stated in kilograms. Labelling must be carried out so that it is easily identifiable and so that it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



Grip holes - Commercial unit

For commercial units that weigh more than 12 kg, or which are bigger than 600 x 400 mm, the packaging must be designed with grip holes. Grip holes are designed to allow the commercial unit to be handled manually by two people. They are located at both ends and two holes are located at each end. In the case of long or tall boxes (containing i.e., bicycles) the grip holes are located on the sides, close to the ends of the box. However, Coop’s Dry Goods Centres do not allow two-man serviced commercial units.

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



Load carrier (pallet or slipsheet) for commercial units

For heavy commercial units with a surface measurement of 600 x 400 mm or greater, or a weight of more than 12 kg, each unit is placed on a pallet. Either on a disposable pallet adapted to the product, or on a unit suitable for a recyclable pallet. Pallets are not permitted for delivery in a container. Here the product should be placed on a Slip Sheet (see section 4.4).

Special circumstances for commercial units/ commercial unit packaging

A commercial unit is a package that consolidates several uniform consumer units into a commercial unit. However, there are commercial units with only one consumer unit, or commercial units with various consumer units packed as one commercial unit (assortment).

Commercial units with one consumer unit per commercial unit

In certain cases, there will only be one consumer unit per commercial unit. In such cases, the following guidelines for both commercial units and consumer units must be followed and the consumer unit's GTIN must be applied as a barcode. If the products are under Coop's private label, Coop's article number must also be displayed.

In principle, consumer units should not be packed in commercial unit packaging if there is only one consumer unit per commercial unit. In such cases, it is recommended that the consumer unit's packaging is made in a quality that allows the consumer unit to be transported, stored, packed and distributed to stores.

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

Coop plastic boxes - Commercial unit

Section has been moved from shipper pack to commercial unit as Coop cartons are normally commercial units.

- If a purchase order is delivered in a Coop plastic carton (D9, C11, C15, C19, C26), the carton must not be damaged, broken or otherwise defective. The barcode must be intact.
- It is the responsibility of the supplier to check the condition of the carton upon receipt and to notify Coop of any damage.
- The contents of the carton must not protrude over edges or be packed so that the product is higher than the hangers in the carton
- The hangers in the carton must be in the highest position on the carton. No other positions are allowed. The correct position is shown below:



Content labelling on Coop plastic boxes - Commercial unit

Contents labelling must be printed and inserted into the appropriate pocket on the carton for easy removal. Stickers are not allowed.



4.3 Shipper packs

As all dispatching at Coop'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 products during transport to Coop's warehouse, shipper packs must be designed to require as little handling as possible on goods reception.

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

Identification of shipper packs is not defined In Coop's master data (registration of any GTIN or similar identification). Coop Only registers whether a commercial unit is delivered in a shipper pack, and in that case, how many number of commercial units are in each shipper pack.

Packaging - Shipper packs

The size must be determined by weighing up the following two factors:

- 1) 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-palletizing and preparation for dispatch stages
- 2) The packaging must not be bigger than possible to manually handle
- 3) The packaging must not exceed 12 kg.

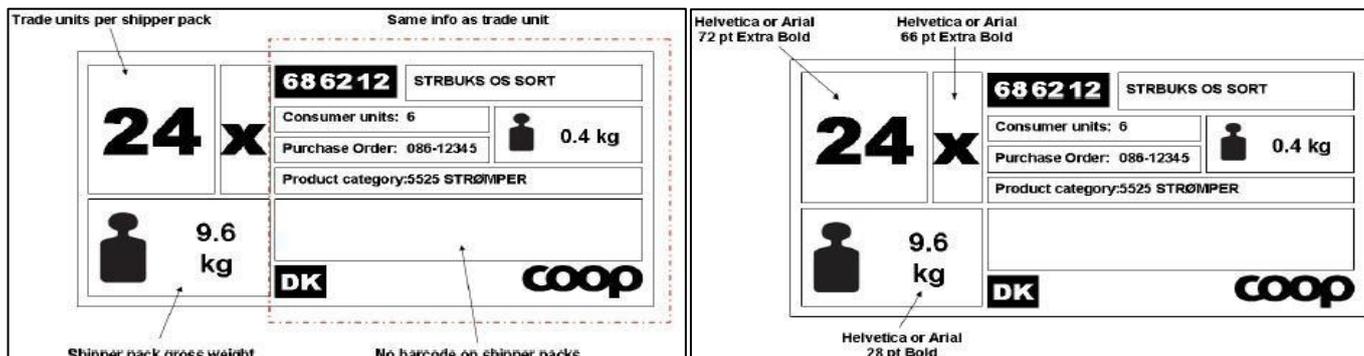
If possible, the product's nature and the prior transport taking into account, then cardboard boxes with loose lids must be used, where the lid is fastened with either a piece of plastic/strap or with self-adhesive tape.

Labelling - Shipper packs

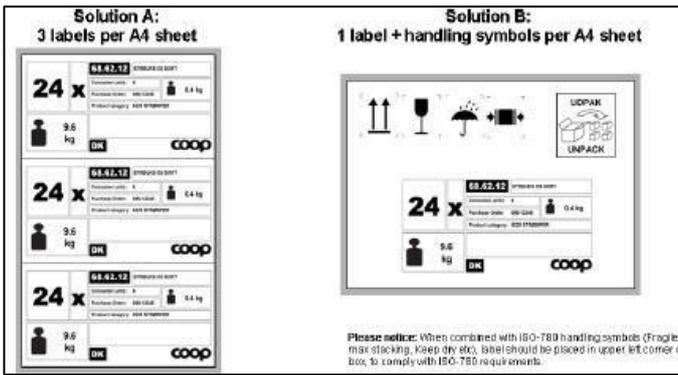
As shipper packs will be the unit handled in connection with goods reception at Coop's warehouses, it is important that labelling is done in a way that it is clear and easily identifiable. The number of commercial units per shipper pack must be stated on the pallet label.

A shipper pack is labelled as described in section 4.2. However, with the following additions/changes:

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



Label size must be min. measure 90 x 200 mm, allowing 3 labels to be printed per A4 sheet. Alternatively, labelling for handling and contents can be combined on a combined label, cf. solution B below:



Pictogram for unpacking:



Consignment, handling, and disposal labelling - Shipper packs

The requirements for consignment, handling and disposal labelling for shipper packs are the same as for commercial units, as outlined in section 4.2.

Sustainability labelling - Shipper packs

The requirements for expiry date labelling for shipper packs are the same as for commercial units, as outlined in section 4.2.

4.4 Logistics units

Approved pallet types - Logistics units

The guiding principle for delivery to Coop's warehouses is on EUR pallets or equivalent CHEP pallets.

- EUR pallets can be either EPAL EUR-1 pallets or UIC EUR pallets of 800 x 1200 mm
- Pallets must be manufactured in accordance with EN 13698-1 (EPAL EUR-1) or UIC 435 (UIC EUR pallets), including marked with either EPAL or EUR labelling on both sides
- If the pallet has been repaired, this must be done by an EPAL or UIC licensed repair company and in compliance with the relevant rules
- CHEP pallets must be of type B1208A (800 x 1200 mm) and must comply with the CHEP quality standard

The following can be used for products registered with Coop as half-pallets (1/2 pallets):

- 800 x 600 mm half-pallet type DS 364.1
- CHEP Wood and metal pallet 800 x 600 mm (O8)
- In these cases, 2 half-pallets must be placed on an EUR pallet or equivalent CHEP pallet

The following can be used for products registered with Coop as 1/4 pallets:

- Schoeller DK91 Plastic Pallet
- For deliveries on 1/4-pallets in multiples of 3 or 4, the pallets must always be placed on top of a EUR full pallet or equivalent CHEP pallet. For deliveries of 1/4-pallets in multiples of 1 or 2, these must always be delivered on the vehicle floor.

In addition to the above, the following may also be used for delivery of fruit, vegetables and flowers:

- CHEP Wooden pallets with dimensions 1000 x 1200 mm
- CC Flower container (including ½ CC flower container)

Other pallet types may only be used in exceptional cases and only after prior agreement with Coop Logistics.

For all pallet types, the following applies:

- The outside dimensions of the pallet must adhere to the specifications of any relevant standards for the pallet type in question, this including the tunnels of the pallets must be kept clear in entirety of the relevant dimensions.
- All components of the pallet must be present, and of a quality, thickness and width for which the load capacity of the pallet is kept intact.
- Pallet boards and blocks may not be split crossways nor broken – only insignificant splinters are allowed, and all blocks must be in correct position. Cracked splinters or chips may not reveal nail shanks.
- Visible lengthways splinters, may not exceed more than a single nail shaft, and may not split the entire length.
- All nails must be fastened, and secure the components of the pallets, ensuring the load bearing capacity are not reduced.
- No visible nails tips are allowed, and nail heads may not be raised above board surface. All joints must be unimpaired.
- The pallet may not be soiled nor contaminated by oil spill or such, and no dirt, mould or similar that may contaminate the load. The pallet may however have visible signs of prior use.

A non-approved pallet is treated by Coop Danmark as a disposable pallet. It is solely the assessment of Coop Danmark which determines the quality of the pallet, and Coop Danmark does

not provide any documentation for any rejections. Coop Danmark does not return nor handout disposable pallets, including rejected pallets, to the supplier.

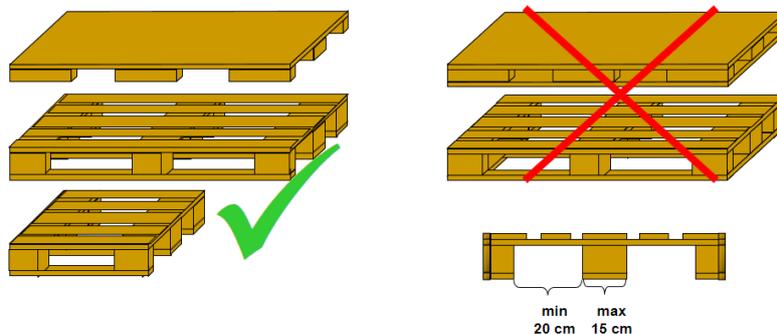
If any other pallet types are used, Coop Danmark may request the load to be re-palletized before receipt, or Coop Danmark may re-palletize the load at the supplier's expense.

Disposable pallets/other pallet types and Slip Sheets - Logistics units

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

Slip Sheets can be used if a container shipment has been agreed in advance. Coop recommends dimensions adapted to EUR pallets with 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 stringers, or pallets equipped with runners equivalent to those on EPAL EUR pallets, must be used. A ground clearance of 100 mm is essential for access to lifting equipment.



Weight and volume limits for disposable pallets - Logistics units

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. Please see below.

Maximum product height and weight per pallet EUR full pallet or CHEP pallet

- Product height, excl. EUR pallets, can be a maximum of 1650 mm.
- Product weight incl. EUR pallets may not exceed 750 kg, except DK, SE, NO, FI and IT: 1000 kg.
- For deliveries of fresh fruit and vegetables, the maximum height of the pallet must not exceed 2300 mm.
- For deliveries to Lineage, the maximum height of the pallet must not exceed 1800 mm.

EUR 1/2 or 1/2 CHEP pallet

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

1/4-pallet (Schoeller Plast Enterprise)

- The height of the product, excluding the pallet, must not exceed 1500 mm.

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

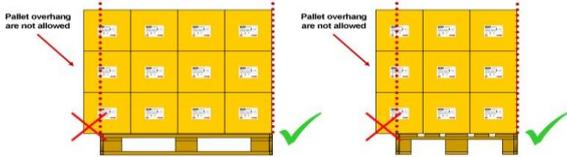
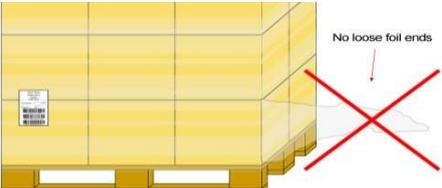
The supplier must as a maximum deliver the number of packages per pallet that was agreed with Coop when the product was registered in the assortment.

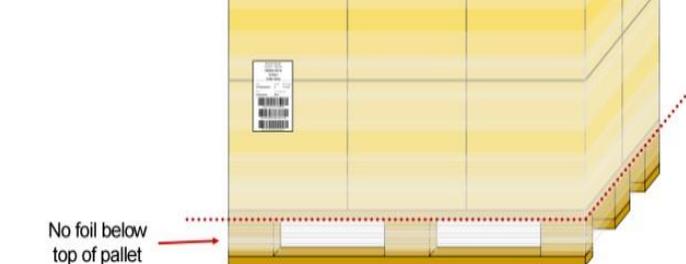
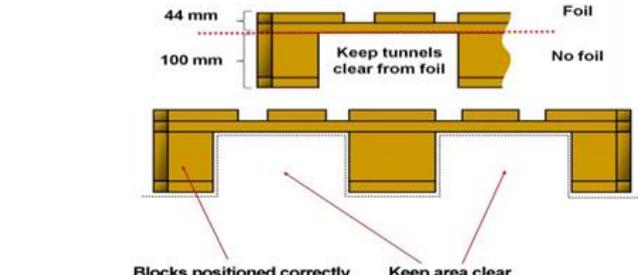
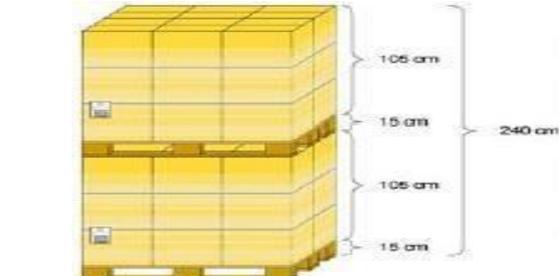
Palletising - Logistics units

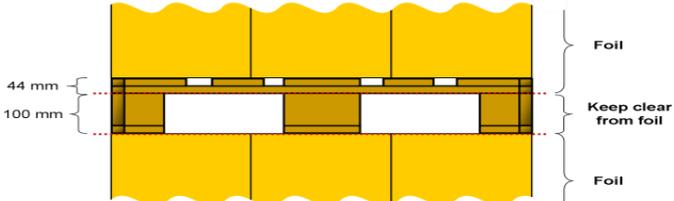
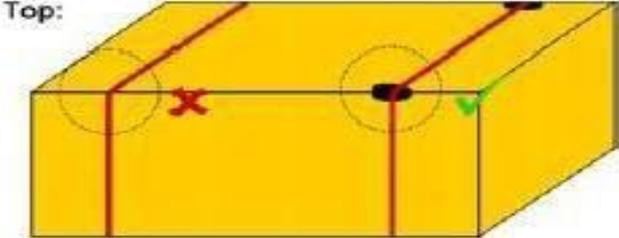
- Each pallet must only contain one Coop article number/EAN number. Stacking pallets on top of one another is permitted if this does not result in damage to the products. The maximum height of pallets stacked on top of one another may not exceed the maximum height specified in this section.
- Date-marked products with the same Coop article number/EAN number, but with a different expiry date, must not be packed and delivered on the same pallet unless these are separated by a pallet with an 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 wrap, to ensure the pallet's stability.
- The top layer on the pallet must always be secured, wrapped round, if necessary, with film or similar. In the case of light and "soft" packages, the entire pallet must be shrink-wrapped. In cases where shrink wrap is used and the EUR pallet is also wrapped in film, 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 packages 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 package on separate pallets would be financially unviable. Such a special arrangement must be agreed with the supplier's contact person in Coop Category, who will coordinate with Coop Logistics, and there will be an ongoing requirement for the supplier to ensure a clear division of the individual article numbers as well as a GS1 label on each article number.

Visual guide to palletising goods for Coop's Distribution Centres

<p>Cartons must be stacked on the pallet.</p>	
<p>There must be no "overhang". All cartons must thus be kept within the confines of the pallet's surface.</p>	
<p>All pallets must be sealed with 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.</p>	

<p>Foil, film or shrink wrap may not be attached to the pallet's blocks.</p>	
<p>There must be no foil, film or shrink wrap around the pallet's blocks or runners.</p>	
<p>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.</p>	
<p>Stacked commercial units</p>	
<p>Stacked pallets/sandwich pallets</p>	
<p>For deliveries with double-stacked pallets or sandwich pallets, up to a maximum of 2,400 mm may be delivered.</p> <p>The individual pallets may not be stacked higher than 1,650 mm, including the height of the pallet.</p> <p>If it is necessary to secure the top pallets in the stack to the lowest pallet, Strapex or similar strapping can be used.</p>	

<p>The pallets must be wrapped in plastic foil individually before they are stacked.</p> <p>The tunnels and blocks on the individual pallets in the stack must be kept clear of foil, film or shrink wrap.</p>	
<p>When using foil, film or shrink wrap on soft packages, it is recommended that cardboard edge protectors along the pallet's corners are used.</p>	

Registration and settlement of balances concerning transport equipment

Settlement of balances concerning transport equipment may happen in one of the following ways:

By exchange: Settlement takes place by issuing the same type and quantity of transport equipment units as are delivered. Deviations from this can only be accepted in exceptional cases

By invoicing: Settlement takes place as the ongoing invoicing of delivery and are issued 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.

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.

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 nor invoicing of transport equipment.

The above-mentioned settlement method must have been agreed upon with Coop when trade agreement is signed.

Coop retains a limit for the maximum transport equipment balance which Coop accepts, regardless of whether it is a balance in the favour of Coop or in the favour of the supplier.

If the limit for the transport equipment balance in the favour of Coop are exceeded, the supplier must return the transport equipment within 30 days of receipt of notice from Coop to the extent that the transport equipment balance is brought under the maximum limit. If this doesn't happen, the supplier must pay Coop compensation for the difference.

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

Coop's Packaging Portal

The supplier always has access to their current transport equipment balance and limits for the maximum transport equipment balance in Coop's Packaging Portal.

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

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

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

Registering of receipt and pickup of transport equipment

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

When a delivery is made to one of Coop's own warehouses, Coop carries out ongoing registration of the transport equipment that it either receives from or delivers to the individual supplier. This registration covers all the pallet types specified in point 5.4, Coop's different types of Plastic Crates. The calculation and settlement of the balances between Coop 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 hand out transport equipment.

When deliveries are made to a warehouse at one of Coop's external partners, currently Hilton Foods (warehouse 4050), Jetpak Danmark A/S (warehouse 4011), Postnord TPL (warehouse 4078) and Lantmännen Schulstad (warehouse 4025, 4026 and 4061) the external partner will register the transport equipment, which the partner either receives or transfers to the individual supplier.

In these cases, the registration and balancing of the outstanding balance in relation to transport equipment is of no concern to Coop 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's stores, the packaging must always be exchanged in the store so that no registration is required. It is not possible to exchange the packaging, the store can perform electronic registration with regard to the supplier, by 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 within 48 hours.

For all kinds of delivery (regardless of the Incoterms), the packaging is registered on arrival to Coop'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 surrenders empty transport equipment to the supplier (or, in the event of Coop 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.

Coop grants electronic access to the suppliers for which, via Coop'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's registrations and balance calculation, the supplier must notify the Goods Reception at the Distribution Centre with which the registration was made, within 48 hours.

Settlement of transport equipment balances when trading ends

Upon termination of trade between Coop and the supplier, all transport equipment balances must be settled. The same applies if there has been no trade between the supplier and Coop for a period of 3 months, as the trade is then considered as ceased.

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

If the supplier has an open balance of transport equipment in their favour, 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 initiated. The storage fee for non-collected transport equipment is offset, where possible, against the value of the transport equipment.

Contact information for distribution centres

The packaging departments at our warehouses can be contacted in relation to pickup of transport equipment:

Distribution centre	E-mail
Brøndby Distribution Center	broendby.emballage@coop.dk
Hasselager Distribution Center	hasselager.emballage@coop.dk
Aalborg Distribution Center	aalborg.emballage@coop.dk
Albertslund Distribution Center	albertslund.emballage@coop.dk
Lineage Vejle (Coop) ApS	dk.vejle.info@lineagelogistics.com
Odense Distribution Center	odense.emballage@coop.dk

Unless otherwise agreed with the individual distribution centre, transport equipment may be picked up at the following locations:

Type of logistics units	Place of delivery
Pallets	The distribution centres in Albertslund, Odense and Aalborg
CC Flower containers	The distribution centres in Hasselager and Brøndby
Coop plastic crates for fruit & vegetables	The distribution centre in Brøndby

4.5 Labelling of pallets - Pallet labels

Labelling must comply with the guidelines set by GS1 Denmark at any given time and the following description in Coop's Appendix 3 on *Logistics requirements, related procedures and cost surcharges*.

Products that do not comply with GS1 Denmark's currently applicable labelling concept may be rejected by Coop without prior notice.

Labelling of pallets - GS1-128 labels

The supplier is always responsible for ensuring that the pallet label is correct. For any clarification and guidance, the supplier must contact GS1 in the respective country of dispatch via www.gs1.org/contact/overview

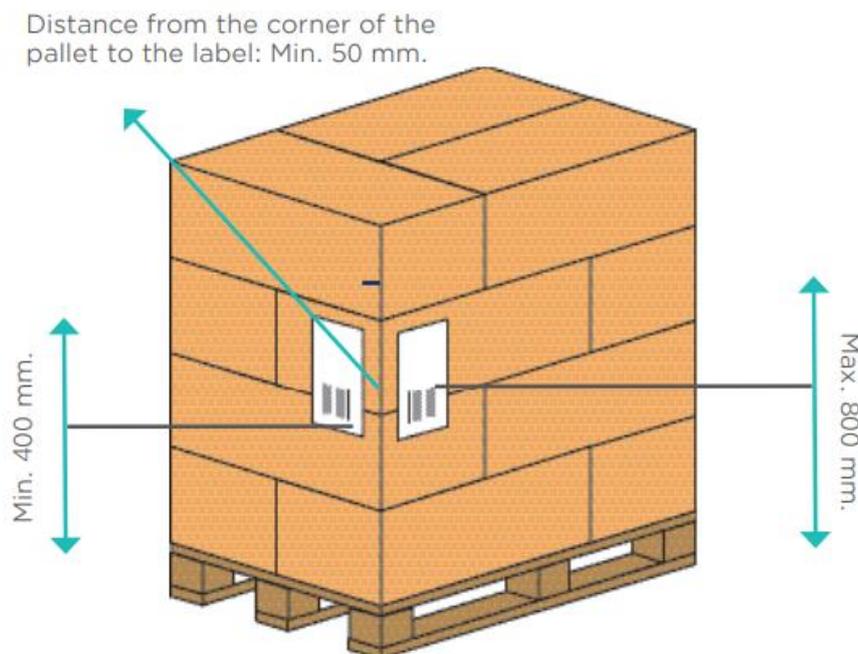
This guide from GS1 Denmark can serve as a checklist when building your GS1-128 pallet labels:

<https://www.gs1.dk/vejledninger/brugervejledning-til-placering-af-pallelabels-gs1-128-pallelabel#Undgfejlpallelabelen13tingderikkemggalt>

- Each pallet or other similar logistics unit delivered to Coop must be labelled with correct GS1-128 labels.
- Pallet labels must be placed, cf. Figure 1 below
- Coop recommends that pallet labels are printed in A5 format
- For deliveries on 1/4-pallets in multiples of 3 or 4, the pallets must always be placed on top of a full EUR pallet or equivalent CHEP pallet. These are labelled with AI (O2) plus (37).
- When delivering on 1/4-pallets in multiples of 1 or 2, the pallets must always be placed directly on the floor in the vehicle. In cases where 1 or 2 1/4 pallets are delivered directly on the floor in the vehicle, a pallet label must be attached using AI (O1) and without AI (O2) plus (37) on both 1/4 pallets.

Apply 2 (two) GS1-128 pallet labels to all pallets, cf. GS1 Denmark's guidelines, as shown in the figure below. Labels must be placed on the outside of the foil. There must be no loose notes behind the foil, and plastic pockets are not accepted.

Figure 1:



Overview of recommended GS1 Application Identifiers (AI's) for pallet labels

AI	Name
00	SSCC (Serial Shipping Container Code)
01	Global Trade Item Number (GTIN) number
02	GTIN number contained in second unit
10	Batch/lot number
15	Best before (YYMMDD)
17	Use-by Date (YYMMDD)
3102	Net weight to 2 decimal places
37	Quantity contained
400	Customer purchase order number

Coop recommends that the supplier uses 3 or 4 barcodes in the barcode section when building pallet labels:

Position	AI
Barcode 1 (from the top)	AI (400)
Barcode 2	AI (02) plus AI (37) - when using AI (01) then AI (02) + AI (37) must be omitted
Barcode 3	AI (15) or AI (17) and AI (10)
Barcode 4	AI (00)

Position	AI
Barcode 1 (from the top)	AI (02) plus AI (37) - when using AI (01) then AI (02) + AI (37) must be omitted
Barcode 2	AI (15) or AI (17) and AI (400)
Barcode 3	AI (00) and AI (10)

* For this configuration, it is important to pay attention to the separator character (FNC1)

→ It is recommended that the following AI are placed furthest to the right of the barcode, as they are variable characters:

AI	Name	Comment
37	Quantity contained	
10	Batch number	If relevant or applicable to the purchase order. The lot number can optionally be inserted here.
400	Customer purchase order number	For DDP orders, it is not a requirement that the purchase order number AI (400) is applied, but we recommend that AI (400) is applied to all pallet labels for Coop's warehouse. For Coop's requirement to use AI (400) for FCA orders, please see the following examples for separate labelling stated below.

→ The supplier is required to use following AI:

AI	Description	Comment
00	SSCC (Serial Shipping Container Code)	The SSCC must always be in the bottom barcode. The same SSCC must not be used on several pallets, even if the pallets contain the same kind of products. SSCC is unique.
01 or 02 + 37	Global Trade Item Number (GTIN) number or GTIN number contained in second unit plus Quantity contained	Depends on the ordered EAN (commercial unit from the purchase order). AI 02 + 37 are the most used and must always be used together. Also note that the ordering unit EAN must always have 14 digits.
10	Batch number	If relevant or applicable to the purchase order. The lot number can optionally be inserted here.
15 or 17	Best before (YYMMDD) or Use-by Date (YYMMDD)	AI (15) and AI (17) are only required for products with "Best before date" and "Use by date".
3102	Net weight to 2 decimal places	In the case of weight goods, where you invoice by weight and use AI (3102), it is placed first in barcode 3.
400	Customer purchase order number	For DDP orders, it is not a requirement that the purchase order number AI (400) is applied, but we recommend that AI (400) is applied to all pallet labels for Coop's warehouse. For Coop's requirement to use AI (400) for FCA orders, please see the following examples for separate labelling stated below.

Coop recommend that no AI other than those specified above are used.

Creating of pallet label for DDP/DAP/FCA/EXW

Readable text field:

The text field must contain information about all the data contained in the barcode.

This can be for example GTIN (EAN item number), number of order units, best before date, batch number and SSCC (the unique serial number of the pallet).

In cases where Coop handles the transport to the warehouse (FCA/EXW), each pallet must also be marked with:

- Warehouse name and address, incl. postcode and town
- Coop purchase order number – requirement for FCA orders

The above can either be stated on a separate label placed next to the GS1-128 label or formed as a combined label with all the information (see examples below). If a combined label is used, we recommend that Coop's purchase order number is shown as barcode AI (400).

Example of pallet labels

Barcodes can be configured in many ways, and it is important to keep in mind that other configurations with AI also work. Some barcode generators even insert AI automatically.

Example - GS1-128 Content label (GS1 Logistics Label):

The below label can be used for DDP orders without specifying the Coop purchase order number, even though this is recommended by Coop.

Example 1 - without order number:

Melfabrikanten A/S Industrivej 1 • DK-1234 Fabriksby	
PRODUCT INFO: <ul style="list-style-type: none">• Wheat Flour• 6 EA x 72 CTN• GTIN 7340011354932• 2kg e per EA	
CONTENT:	37340011354933
COUNT:	72
BATCH/LOT:	23001A
BEST BEFORE:	250101
SSCC:	15750000000123484

 (02) 37340011354933 (37) 72
 (15) 250101 (10) 23001A
 (00) 15750000000123484

Example 2 - with order number:

La Fabbrica S.p.A Zona Industriale 1 • IT-1234 LA CITTA	
PRODUCT INFO: <ul style="list-style-type: none">• Coop Spaghetti 1 kg• 12 EA x 72 CTN• GTIN 7340011352921• 1kg e per EA	
CONTENT:	37340011352922
COUNT:	72
BATCH/LOT:	2337A
BEST BEFORE:	251011
ORDER NUMBER:	4500112233
SSCC:	080000123456789014

 (400) 4500112233
 (02) 37340011352922 (37) 72
 (15) 251011 (10) 2337A
 (00) 080000123456789014

Example - GS1-128 Content label with a separate label containing transport information:

Option 1 for FCA orders: The label type below can be used for FCA orders. The two labels must be placed next to each other.

Melfabrikanten A/S Industrivej 1 • DK-1234 Fabriksby PRODUCT INFO: <ul style="list-style-type: none"> • Wheat Flour • 6 EA x 72 CTN • GTIN 7340011354932 • 2kg e per EA 	
CONTENT: COUNT: BATCH/LOT: BEST BEFORE: SSCC:	37340011354933 72 23001A 250101 15750000000123484
	
	
	

From:
Melfabrikanten A/S
 Industrivej 1
 DK-1234 Fabriksby

To:
Coop Odense
 Hestehaven 51K
 DK-5260 Odense

Coop PO:
 4503123456

Delivery to:
 16 October 2023

Example - Combined GS1-128 Content- and transport Label (GS1 Standard International Logistics Label - STILL):

Option 2 for FCA orders: The label type below is used for FCA orders.

To postcode: DK-2620	
Consignment: 6100001234 Carrier: CarrierInc. Ref.: CODK1-12345 Shipper ref.: CDK-2023-1234	
To: Coop Albertslund DC (4021) Læhegnet 35 DK-2620 Albertslund	
From: LE FABRICANT SA Zone Industrielle 2 FR-12345 LA VILLE - FRANCE	
PRODUCT INFO: <ul style="list-style-type: none"> • Coop Strawberry Jam 400 g • 6 EA x 234 TRAY • MATR.ID: 1000039987 • 400g e per EA 	
CONTENT: COUNT: BATCH/LOT: BEST BEFORE: ORDER NUMBER: SSCC:	37340011493342 234 12345XF 261001 4500112237 030123456789012340
	
	
	
	

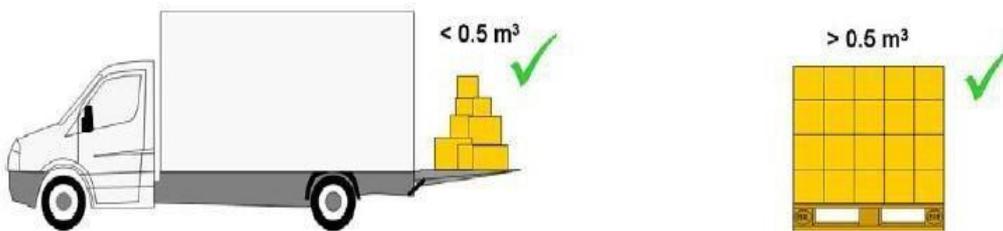
Dangerous goods

The supplier is always obliged to comply with the applicable legislation for handling dangerous goods, including labelling goods and relevant documents.

For deliveries to Coop's hauler the supplier must send a copy of dangerous goods documentation to Coop Transport, transport@coop.dk, or to the carrier on the same day, as the goods are picked up. Failure to send the dangerous goods documentation in time will result in a cost surcharge.

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 0.5 m³. In these cases, logistics units are not used.



4.6 Container, aircraft, or truck (FOB, FCA, or DDP)

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

For deliveries from overseas destinations to Coop's haulier, the deliveries may contain individual cartons or pre-packed containers. This will depend on the volume being shipped, see below.

Loading of containers

If container goods are delivered to Coop's transport contractor as supplier-packed containers (FCL, Full Container Load), the following guidelines must be adhered to. If the goods are delivered to Coop's haulier as individual items (LCL, Less Container Load), 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's decision whether a shipment is delivered as a Full Container Load or a Less Container Load.

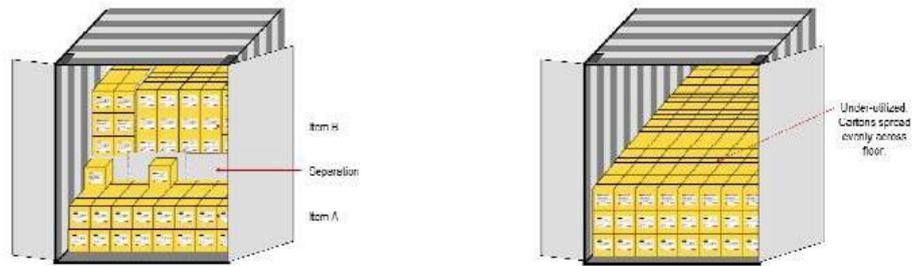
Loading of goods in containers

An order number may not be loaded into several containers. Should the order not be in one container, the supplier must immediately contact their Supply Chain Planner at Coop Logistics.

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

If there are several items on the same purchase 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 may only be placed on the side if there is no danger of the contents being damaged. If goods are packed as logistics units, or if labels have been attached to 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 cargo in containers

Cargo must be packed and stowed securely so that it does not become damaged by high/low temperatures, humidity, or vibrations during the planned transport.

Regarding humidity, 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 mouldy or suffering any other form of damage.

Freight optimization

Coop 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 regarding utilisation:

20': 	20': Kræver særskilt godkendelse fra Coop Danmark Logistik, Spedition
40': Min. 55 m ³	40': Minimum 55 m ³
40'HC: Min. 65 m ³	40'HC: Minimum 65 m ³

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

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

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.

For FOB orders, delivery takes place when the cargo passes the ship's rail. It is the supplier's responsibility to make reservations for "Closing" times at the port terminal (CY, Container Yard) and at the carrier's container freight station (CFS, Container Freight Station).

Aircraft

In cases where Coop has reserved the right to use air freight or similar (including sea/air) in the event of a late delivery, Coop decides which route and which air freight company 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'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.

Truck

Delivery of individual items on the vehicle floor/container

By prior agreement, goods can be delivered loose - individually on the vehicle floor or individually in containers to Coop's warehouse or haulier. In these instances, the Coop warehouse palletises 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 the cargo. Coop does not accept any settlement of "payment for waiting time" for such deliveries to warehouse.

Each order must be packed together in the truck before the next order is loaded. Each order must be clearly separated, for example by separating the cartons belonging to the individual orders with a piece of cardboard.

If there are several items on the same purchase order, each item number must be clearly separated. Cartons or logistics units must be placed so that the marking 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

When 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, 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 in several trucks. If the products cannot be loaded on a single truck, the supplier must immediately contact the Supply Chain Planner at Coop Logistics to agree on how to split the order.

Emptying the transport unit

Coop is planning to increase its use of Dock shelters for unloading. This means that the truck or swap body must be prepared for unloading from the rear by means of a ramp with a ramp flap height of 1,100-1,200 mm. If use of transport units with a different unloading height is required, prior approval from the receiving warehouse is needed.

Haulier's follow-up on orders (if relevant)

If relevant Coop's haulier will contact the supplier regarding the collection of goods.

If the supplier for unexpected reasons is not contacted, it is the supplier's responsibility to contact Coop Logistics before the handover date to ensure that the delivery date is met.

Special conditions applying to LCL shipments on FOB terms

When purchasing LCL (Less Container Load) goods on FOB terms, Coop's carrier must be used to consolidate the freight.

This consolidation will be at the supplier's cost and risk, as FOB terms state that the cost and risk are transferred when goods are within the ship's rail at the stated place.

Coop reserves the right to consolidate cargo if the volume of delivery is less than 55 m³. Further information on costs can be obtained from Coop's carrier in the country of shipping.

4.7 E-Commerce - Delivery to coop.dk

Special conditions for delivery to Coop's E-commerce warehouse at Hestehaven 39K, DK-5260, Odense S, only apply for delivery to this warehouse and apply before other rules in the same area in this document.

Required form of delivery depending on the order volume

When possible, deliveries must only contain one article per pallet.

If this is not possible due to small order volumes, delivery on a mixed pallet is permitted, based on the following conditions:

Total order volume < 200 L

Order volume	Form of delivery	Requirement	Labelling	Photo
0-200 L	Packages	If the delivery contains several article numbers, each of these must be clearly separated in the package. Each article number must be placed in a bag or carton and labelled with article number and EAN.	The delivery must be labelled with Coop's purchase order number. If the delivery consists of several boxes, each box must be numbered - for example 1 of 2, 2 of 2.	

Total order volume > 200 L

Volume per Article number	Form of delivery	Requirement	Labelling	Photo
0-200 L	Mixed pallet	The delivery must be made as a mixed pallet = Each individual article number in a separate box and labelled with the article number and EAN. (Coop accepts several cartons of the same article number, but these cannot be split on several pallets. If several boxes are used for an article number, each box must be numbered - for example 1 of 2, 2 of 2.	Standard GS1 pallet label. It must be clearly labelled as a mixed pallet.	
> 200 L	Pallets	The article number is delivered on pallets separately. The pallets may be stacked as sandwich pallets. It is not permitted to place more than one article number on the individual pallet.	Standard GS1 pallet label.	

Maximum product height and weight per pallet EUR full pallet or CHEP pallet

- Product height, excl. EUR pallet, can be a maximum of 1,650 mm.
- The weight of the products, incl. EUR pallet, must not exceed 550 kg.

Packaging

To facilitate the transport or handling, it is important that each commercial unit in the box is packed separately. This applies especially to textiles, soft toys and similar where the product could be damaged by dust and touching during handling at the warehouse.



5 PAYMENT

5.1 Method and time of payment

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

If the supplier has any questions about payments, the supplier should contact Coop Danmark Finance Accounting at kreditor@coop.dk

5.2 Invoicing to Coop

When processing the supplier's invoice, an automated check on the quantity and price is made. For a quick and effective process of the supplier's invoice, it is therefore necessary that the supplier complies with the following requirements. Invoicing must be made in accordance with the agreed Incoterms.

The individual invoice can only cover one single purchase order (PO). If the supplier has delivered several POs, the supplier will have to issue a separate invoice for each of the POs delivered. The supplier's invoice must comply with the requirements of the VAT Executive Order.

The supplier's invoice must contain at least the following:

General information on invoice:

- 1) The full company name and legal designation (for example A/S, ApS, I/S, Ltd., Pty., GmbH, ect.)
- 2) Full address
- 3) Seller's VAT number
- 4) Buyer's CVR number (please note: if the product/service is delivered to one of our independent utility cooperatives, the invoice must be issued to their CVR number and not Coop)
- 5) E-mail address
- 6) Purchase order number (PO number) consisting of 10 digits
- 7) Clear description of what is invoiced
- 8) Invoice number
- 9) Invoice date (cannot be issued before the delivery date)
- 10) Number of the delivery note or reference to previous invoices
- 11) Terms of payment in accordance with standard terms which are at least 14 days
- 12) Payment information - bank registration number/account number or IBAN or payment ID
- 13) Specification of amount - excl. VAT, VAT amount, total amount incl. VAT and VAT rate
- 14) Currency code/ISO
- 15) Invoicing must take place on an ongoing basis and no later than the end of the month in which the delivery took place

The terms of payment are agreed upon at the completion of the agreement and apply regardless of whether the agreement is made with Coop's Service Office, a central warehouse or chain stores. When the invoice is paid, a notification will be sent via the bank. E-mail notification is also possible.

Information per product on invoice:

- 1) Product name
- 2) Coop's article number or EAN number for the product
- 3) If the product is organic, the text "Organic" must appear on all documentation
- 4) The volume of the product delivered, stated as colli (Coop measurement) or in kilograms (weighted products)
- 5) Unit price excl. VAT, but incl. Danish tax in the case of excise duty on product
- 6) Price of the delivered volume of the product, excl. VAT

Invoices must be sent to Coop Danmark via EDI, OIO or PDF to pdf to invoice@coop.dk

Correction of invoicing

If errors are found in the supplier's invoice, such as quantities or price, or other significant errors, the

supplier must correct the invoice before payment can be made. In most cases, the correction will be made by Coop issuing a settlement invoice that compensates for the error.

If Coop requires a credit note, the supplier is always requested to issue an independent 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's credit note must comply with the requirements of the VAT Executive Order and must contain the same general information as an invoice.

Claims

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

The store or warehouse generates a return PO where a settlement invoice is created and sent to the supplier. Therefore, Coop should not receive a credit note for claims.

Credit notes or settlement invoices are not issued if the supplier re-delivers returned or discarded products free of charge in agreement with the store.

6 ELECTRONIC DATA INTERCHANGE (EDI)

Coop expects the business data exchanged between Coop and the supplier to be done by using EDI. If the supplier has not yet set up the EDI solution, the supplier must contact Coop's EDI Administration by phone +45 4386 3640 or by e-mail EdiAdministrationen@coop.dk.

Drop ship orders to E-commerce

For Drop Ship-orders, ORDERS, ORDRSP, DESADV(ASN) and INVOIC files must always be exchanged regardless of leadtime.

Business rules

Specific requirements from E-commerce (Coop.dk Shopping) in relation to purchase order processing:

- **EDI Purchase orders (ORDERS)**
E-commerce orders can be identified via a specific purchase order type.
- **EDI Order response (ORDRSP)3**
The supplier must confirm the delivery date to the end consumer no later than 24 hours after receiving the purchase order.
The supplier must confirm the expected amount (goods) to be delivered. If the amount on stock is 0, the supplier must confirm with 0.
- **EDI Advanced shipping notification (DESADV (ASN))**
The field for Carrier ID (TracelD) must be filled out (the ID is determined after correspondence with Coop.dk Shopping (oekonomi@kontakt.coop.dk) before the EDI is started).
If there are several freight suppliers, this must be coordinated with Coop.dk Shopping.
If there is a change in freight suppliers, this must be coordinated with Coop.dk Shopping Tracking ID.
- **Vendor Invoice (INVOIC)**
The GLN number can be sent to a specific plant.

7 COST SURCHARGES FOR SUPPLIER ERRORS

Coop's integration of logistics and store systems make supplier errors regarding products, product data, delivery and invoicing particularly cost-intensive for Coop.

When the supplier complies exactly with the information and specification requirements, and trading procedures outlined in this document there should be no need for costly and unnecessary extra work for Coop and consequently, there should be no reason to impose cost surcharges on the supplier.

Coop expects that this will contribute to improving the trade process between the supplier and Coop and ensure an efficient mutually beneficial relationship.

On Coop's cost surcharges it will state who you as a supplier can contact for enquiries, questions, or other advice regarding cost surcharges.

It is important that the supplier only contacts the e-mail address specified in the appendix. We will process and respond to all enquiries in the order in which they are received.

Rates for cost surcharges relevant to the error in question can be found in the previous sections. All amounts exclude VAT. The following section contains a comprehensive overview of rates and other rates for cost surcharges. All amounts exclude VAT.

7.1 Coop Category

	Supplier error	Rate for cost surcharges	Comment
Product registration	Failure to use GS1Trade Sync product database	DKK 1,000 per product.	Please see section 1.2
	Failure to use GS1Trade Exact	DKK 1,000 per product	Please see section 1.2
	Failure to use GS1Trade Image	DKK 1,000 per product	Please see section 1.2
	For indicating incorrect barcodes or barcodes that do not meet GS1 standards	DKK 10,000 per product	Please see section 1.2
	For suppliers who have not completed a product registration form correctly and on time, and so may be sent back to the supplier for correction	DKK 1,000 per return	Please see section 1.2
Changes to the registered product data	Missing information and changes to the registered product data	DKK 1,000 per product	Please see section 1.2. Regardless of whether these products are under the supplier's label or products under Coop's label.
Rejected seller orders	In case of orders made by the supplier's own employees for products that have not been approved for ordering this way	DKK 50 per product per purchase order.	
Date freshness	In cases where the agreed date-freshness period (number of sales days for Coop) has not been adhered to, the goods will be rejected upon receipt and the supplier will receive a cost surcharge	DKK 2,000 per product	Regardless of whether the product is rejected or received
Delays in new products	If Coop is not informed in due time of the delay in a space change	DKK 25,000 per product + DKK 200 per affected store	Coop must be informed at the latest 7 weeks before 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.

7.2 Coop's stores

	Supplier error	Rate for cost surcharges	Comment
Missing or incorrect delivery note for direct deliveries	For direct delivery to store where the delivery note is missing or does not contain the information Coop requires as a minimum	DKK 50 per delivery note per affected store	Please see section 2.4
Missing or incorrect EAN numbers on sales units for direct delivery to store	In the case of missing or incorrect EAN numbers on the sales units of a product	DKK 200 per store per product	
Product recall	Product recall from stores	DKK 300 per store per product, plus any extra charge*	*if the price does not cover Coop's costs for analysis work, sorting in the store, handling in the warehouses and returns or destruction, as well as any penalty costs.
	Product recall from stores if the supplier wants the product to be returned to Coop's warehouse for later collection	DKK 600 per store per product, plus any extra charge*	*If the price does not cover Coop's costs for analysis work, sorting in the warehouses (for example freezing) or destruction, as well as any penalty costs.

7.3 Coop Logistics

Cost surcharges - Reason code - Coop Supply Chain:

Code	Reason	Supplier error during warehouse delivery - processing purchase orders	Rate for cost surcharges	Note - See section 3.2 for details
800	Handover date exceeded	Deviations in collection date/handover date before the order ready confirmation	DKK 5,000 per warehouse per purchase order	If the handover date is not adhered to, the supplier will receive a surcharge of DKK 5,000 per warehouse, per order.
760	Delivery date	Deviations in delivery date to a warehouse	DKK 5,000 per warehouse per purchase order	If the original delivery date is not adhered to, the supplier will receive a surcharge of DKK 5,000 per warehouse, per purchase order. If the delivery time on the delivery date is not adhered to, the supplier will receive a surcharge of DKK 4,000 per warehouse, per purchase order.
761	Delivery time	Deviations in delivery time to a warehouse	DKK 4,000 per warehouse per purchase order	
762	Quantity	Incorrect quantities in warehouse deliveries	DKK 2,000 per warehouse per product	If the supplier delivers an amount that differs to the amount stated on Coop's original purchase order, the supplier will receive a surcharge of DKK 2,000 per incorrect product.

Cost surcharge - Reason code - Coop Logistics, Coop Transport:

Code	Reason	Supplier error during warehouse delivery	Rate for cost surcharges	Comment
760	Delivery date	Date deviation or date correction	DKK 5,000 per purchase order	In general, Coop Logistics issues 1 cost surcharge per supplier per shipment for non-compliance with the delivery date or delivery time. The cost surcharge will be given per truck per day regardless of how many purchase orders from the same supplier in one truck.
761	Delivery time	Late delivery	DKK 4,000 per purchase order	
762	Quantity	Quantity deviation - if the supplier delivers a quantity different from the quantity stated on Coop's original purchase order	DKK 2,000 per warehouse per product	
763	Weight	When rejecting products due to weight error	DKK 2,000 per warehouse per product	
764	Temperature	When rejecting products due to temperature error	DKK 2,000 per warehouse per product	
765	Empties/ packing material	Defective packaging	DKK 2,000 per warehouse, per pallet, however max. DKK 6,000 per delivery	
766	Broken pallet	Products delivered on pallet types that are not approved by Coop	DKK 2,000 per warehouse, per pallet, however max. DKK 6,000 per delivery	
767	Mixed pallet	Products with different article numbers delivered on the same pallet	DKK 2,000 per warehouse, per pallet, however max. DKK 6,000 per delivery	
768	Mixed date	Products with different expiration dates delivered on the same pallet	DKK 2,000 per warehouse, per pallet, however max. DKK 6,000 per delivery	
769	Packed beyond pallet limits	Products packed on a pallet so that their surface area and/or height exceeds that of the pallet. Products packed on the pallet in an unstable manner so that there is a risk of them sliding when the pallet is handled	DKK 2,000 per warehouse, per pallet, however max. DKK 6,000 per delivery	
772	Labelling	Missing/incorrect labelling, cf. GS1 Denmark standards.	DKK 2,000 per warehouse, per pallet, however max. DKK 6,000 per delivery	
773	Administration		DKK 2,000 per warehouse per product	
791	Too few sales days	Products with too few sales days. The number of sales days is calculated from the day following the day of delivery of the purchase order to the Coop warehouse	DKK 2,000 per warehouse per product	
792	Error empties registration		DKK 2,000 per warehouse per product	
793	Other category	Supplier error that cannot be categorize to other reasons	DKK 250.00	
800	Handover date exceeded	Missing order ready confirmation	DKK 5,000 per purchase order	See section 3.4 for details
801	Additional driver	Co-driver for urgent deliveries of Fruit & Vegetables	DKK 4,000 per purchase order	
802	Dead freight	Extraordinary transport costs for warehouse delivery - Empty freight	Variable	If Coop is not responsible for extra transport costs in connection with collection from a supplier, such as waiting time and empty freight, this will be re-invoiced - however, a minimum of DKK 1,000 per warehouse per purchase order.
803	Waiting time	Extraordinary transport costs for warehouse delivery - Waiting time	Variable	

How the cost surcharges are sent

Coop Logistics automatically sends a cost surcharge to the supplier, stating the deviation(s) that Coop Logistics has registered for the deliveries to Coop from the supplier on the specific date. In general, a cost surcharge will be issued no later than 2 working days after delivery.

Objections from the supplier regarding cost surcharges

To ensure a quick follow-up on any deviations, the supplier has 14 working days to object to the cost surcharge if the supplier disagrees.

If Coop has not received an objection from the supplier within 14 working days of issuing the cost surcharge, the cost surcharge is maintained.

Correction of errors

In addition to cost surcharges, Coop Logistics can forward an invoice of the number of hours spent by Coop Warehouse to rectify any errors by the supplier. The number of hours spent will be invoiced to the supplier at an hourly rate of DKK 300 per hour spent to rectify the error.

7.4 Financial department

Invoicing errors related to direct delivery to store

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

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

Invoicing errors related to delivery to a warehouse

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

7.5 Coop Quality

The cost surcharges stated below serve to cover Coop's costs in cases where the documentation and/or goods do not fulfil requirements from the authorities, or the agreements made.

In addition, the hourly rates stated apply when Coop Quality provides professional assistance, at the supplier's own request, for development or analysis of a product.

Supplier errors related to information on product, production, and packaging (private labels)

Supplier error	Rate for cost surcharges	Comment
1) Information that has not been provided in CPQ	DKK 2,000 per incorrect or incomplete CPQ form	
2) Submission of incorrect information	DKK 1,000 per hour spent on corrections, etc.	For example, incorrect data sheets or quantity specifications
3) Provision of incorrect product samples	DKK 1,000 per sent set of incorrect samples	
4) Missing information about changes to product or packaging compositions, including failure to submit new specifications		The cost surcharge will be determined depending on which tests and analysis will arise
5) Consulting at the supplier's request	DKK 1,000 per hour	The cost surcharge is calculated based on the number of hours spent

Section 2-5 also apply to raw materials 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.

	Supplier error	Rate for cost surcharges	Comment
Products under development (primarily private labels)	Development, including assessing and testing products, when later the supplier proves not to be able to produce as agreed	DKK 1,000 per hour plus any analysis costs	The cost surcharge is calculated based of the number of consultancy hours spent
	Repeated evaluations of products under development, where the errors highlighted have not been rectified	DKK 1,700 per product per evaluation	
Illegal or non-contractual products	Assessment of products that prove to be illegal or in breach of contract, with use of a consultancy service, if the supplier wants it, to solve the problem	DKK 1,000 per hour plus any analysis costs	The cost surcharge is calculated based on the number of hours spent
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 date of the visit	DKK 4,000 per cancelled visit and all costs for any third party involved	
Handling of claims	To cover Coop's costs for handling customer claims that clearly can be attributed to a supplier error	Wine and spirits - DKK 200 per claim Other products - DKK 500 per claim	