



---

# LOGISTICS GUIDE

Version 2019-v.2  
English version

## Contents

1 Introduction.....	3
2 Master data.....	4
2.1 Dimensions of the goods.....	4
2.2 Weight.....	5
2.3 Packaging and palletisation.....	5
2.4 Type of pallet.....	6
3 Properties of the goods.....	6
3.1 Maximum values for retail packages.....	7
3.2 Maximum values for pallets.....	7
4 Packaging levels.....	8
5 Pallets.....	9
5.1 Pallet type.....	9
5.2 Pallet quality.....	9
5.3 Pallet exchange.....	10
5.4 CHEP/LPR agreements.....	10
6 Goods intake.....	11
7 Barcodes.....	13
7.1 Labelling of the retail package/wholesale package.....	13
7.2 Labelling of pallets.....	15
8 Refrigerated and frozen goods.....	16
9 Pharmaceutical products.....	16
10 Ecology.....	16
11 Contact information and opening hours.....	17
12 Legal framework and regulations.....	19
13 Annex 1 Charges for non-compliance with logistics regulations ref. our frameagreement.....	20

## 1 Introduction

Dear supplier,

This logistics guide from Dagrofa Logistik has been devised with the aim of promoting a professional collaboration and an easier working day for all parties. The logistics guide should be seen as a manual for suppliers and transport operators collaborating with Dagrofa Logistik.

In the guide, you will find guidelines and procedures for the delivery of goods to Dagrofa Logistik's warehouses in Herning, Ringsted and Vejle. You can find information on everything from weight, packaging and palletisation to barcodes, goods intake and master data.

You will also find contact information and our opening hours. For further information or clarification, please feel free to contact the Category Department at Dagrofa.

We hope that you find the guide useful and clear.

We look forward to working with you.

Best wishes,  
Dagrofa Logistik



Lars Arnløv Jørgensen  
Managing Director

## 2 Master data

Trade between Dagrofa Logistik and our suppliers is largely based on the use of structured information about the product and its logistic properties. This takes place at product ordering, goods intake at our terminals, and later in connection with product distribution to the customers.

It is therefore very important that the information provided by the supplier to our Category Department is correct and complete in the necessary areas.

It may seem trivial to describe how master data are defined, but it is unfortunately our experience that the master data provided by suppliers to Dagrofa Logistik contain many errors. In the worst case, this can result in wrong orders and incorrect deliveries, and ultimately in losses for our customers. It can also result in unnecessary costs for all sides.

### 2.1 Dimensions of the goods

In terms of logistics, information on height, length and width always applies to the retail packages

(see the definition of packaging levels in Section 4).

Dimensions	Definitions
Height in cm	<p>The height is measured on the vertical side of the retail package when this is placed on the pallet. This <b>always</b> applies, even if the consumer units in the retail package are turned a different way on the pallet than in their unpacked condition.</p> <p>The height is included in the calculation of the pallet's total height and in the volume of the retail package.</p>
Length in cm	<p>The length is measured on the longest horizontal side of the retail package when this is placed on the pallet.</p> <p>The length is included in the calculation of the volume of the retail package.</p>
Width in cm	<p>The width is measured on the shortest horizontal side of the retail package when this is placed on the pallet.</p> <p>The width is also included in the calculation of the volume of the retail package.</p>

If the retail package is a retail-ready quarter pallet, half pallet or full pallet, this is the dimension that should be given.

**Please note!** If the retail package is a retail-ready quarter pallet, half pallet or full pallet, then the pallet itself must be included in the height.

## 2.2 Weight

In terms of logistics, information on height, length and width always applies to the retail package.

Weight	Definition
Gross weight	The gross weight is the weight of the retail package including both the consumer packaging and the transport packaging. The pallet/quarter pallet itself is <b>never</b> included in the weight calculation.
Net weight	The net weight is the weight of the product excluding all packaging.

## 2.3 Packaging and palletisation

Master data for packing and palletisation are important in several areas, including when calculating the pallet's height and weight and when ordering. In general, packing should take into account ease of stacking, handling and identification. At the same time, excess packaging should be easy to fold and not contain a mix of products. In this way, waste management can be undertaken without further sorting. The shrink-wrap around pallets should not be black.

Packaging and palletisation	Definition
Number of retail packages per pallet layer	The number of retail packages constituting one pallet layer on the pallet.
Number of pallet layers per Euro pallet	The total number of pallet layers on the pallet.
Number of sales units per Euro pallet	The total number of retail packages on a "full" Euro pallet.
Number of retail packages per wholesale package	If wholesale packages are included in the packing of the goods, the number of retail packages in one wholesale package should be stated.

Dagrofa Logistik always endeavours to order in whole pallet layers and/or whole pallets. If it is not possible to order in whole layers, the supplier should pack the package so that all four corners of the pallet are filled.

Discontinued articles will be returned from Dagrofa Logistik in layers separated by EUR pallets. If articles do not take up 1 full layer on the pallet, these can be mixed layers.

## 2.4 Type of pallet

Dagrofa Logistik needs to know whether the goods are delivered as a retail-ready pallet. If so, this should be stated clearly on the product set-up form.

## 3 Properties of the goods

***All goods must be packaged and palletised in such a way that they can withstand being transported, stored, picked and distributed without being damaged.***

The following requirements for the properties of the goods should be followed:

- The retail packages should be secured on the pallets using external packaging, which may be shrink-wrap, Strapex straps or similar. Quarter and half pallets delivered on whole pallets should be bound together with shrink-wrap or straps.
- The retail package must never extend beyond the pallet base.
- The packaging of the retail package must be of such good quality that it is possible to stack other goods on top.
- The retail package must be in sealed packaging.
- Quarter pallets/Displays must not be fitted with a “false” bottom.
- The shrink-wrap should fit tightly to the pallet and there must be no loose ends outside the pallet’s base dimensions.
- Displays/Retail pallets must be built as “ready to sell” when delivered to the stores. Retail packages cannot be left unsecured on pallets and described as retail pallet. Minimum height 100 cm taking weight limits into consideration.

### 3.1 Maximum values for retail packages

The gross weight per retail package must never exceed 15 kg.

If the retail package is more than 75 litres, the gross weight must not exceed 7 kg.

The volume per retail package must never exceed 100 litres (except for retail packages that are delivered as retail-ready quarter or half pallets).

No single dimension (height, length or width) of a retail package may exceed 80 cm (except for retail packages that are supplied as retail-ready quarter or half pallets).

### 3.2 Maximum values for pallets

The following height and weight limits are to be followed:

	Max. height stackable pallet	Max. weight stackable pallet	Max. height non-stackable pallet	Max. weight non-stackable pallet
Full pallet	120 cm	500 kg	155 cm	1000 kg
Half pallet	120 cm	200 kg	140 cm	400 kg
Quarter pallet	120 cm	100 kg	140 cm	200 kg
Whole pallet Refrigerated/Frozen/FG *	Must not be stacked	N/A	180 cm	750 kg


**Please note!** The maximum weight and maximum height include the pallet. In connection with goods reporting, there must be a dialogue between the supplier, the Category Department and the warehouse for calculating the best palletisation method, taking into account the lowest possible TCO (Total Cost of Ownership) for Dagrofa Logistik.

When delivering double stacked pallets please ensure pallets are wrapped singular.

- See Section 8 for deliveries of fruit/vegetables and refrigerated or frozen products.

## 4 Packaging levels

Below are Dagrofa Logistik's definitions of packaging levels

Packaging level	Definition
Consumer unit (retail unit)	<p>A consumer unit is the unit that is scanned and sold to the consumer at the till.</p> <p><b>Example: one bottle of ketchup</b></p>
Retail package (trading unit)	<p>A retail package contains a number of consumer units and is usually the packaging level for deliveries between Dagrofa Logistik and the customer.</p> <p><b>Example: 12 bottles of shampoo or 18 bags of crisps</b></p> <p>Retail-ready quarter and half-pallets are also considered retail packages.</p> <p><i>As a general rule, Dagrofa Logistik orders goods from suppliers at this level.</i></p>
Wholesale package (W package)	<p>A wholesale package is usually used to "hold together" a number of retail packages because their size, picking or fragility means that they cannot be stacked as they are. The W package must be marked with "REMEMBER TO UNPACK".</p> 



## 5 Pallets

In order to avoid damage to the goods and to ensure the option of automatic pallet handling, the pallets must be of high quality.

### 5.1 Pallet type

Dagrofa Logistik accepts goods on the following pallets:

- Euro pallets (80 cm x 120 cm)
- DS (Danish Standard) half pallets (60 cm x 80 cm)
- Brown DS quarter pallets from Schöller Plast (40 cm x 60 cm)
- CHEP pallets by agreement, see Section 5.4
- Shipping/Industrial Pallets by agreement, see Section 5.3

All pallet types other than those above will be considered disposable pallets and will either be rejected or the supplier will be invoiced an extra handling charge; see Section 1.

### 5.2 Pallet quality

In relation to pallet quality, the following must apply:

- All boards and blocks should be complete
- Boards and blocks must not protrude
- The blocks must sit equally without any overhang outside the bottom boards
- The pallets must be dry
- The tunnels must be clear

### 5.3 Pallet exchange

Upon delivery to Dagrofa Logistik's warehouses, the following pallet types are exchanged:

- Approved Euro pallets (80 cm x 120 cm)
- Approved DS half pallets (60 cm x 80 cm)
- Approved brown DS quarter pallets from Schöller Plast (40 cm x 60 cm)

Shipping/Industrial Pallets are accepted only by special agreement with the warehouse manager at the terminal where the pallets are delivered. Shipping pallets are considered disposable pallets and therefore pallet exchange will not take place.

Dagrofa Logistik does not keep pallet accounts with transport operators or suppliers. After delivery, pallets are exchanged if the delivered pallets meet the exchange requirements.



### 5.4 CHEP/LPR agreements

Dagrofa Logistik accepts CHEP pallets but prefers pallet exchange; see Section 5.3. The supplier must always be able to document for Dagrofa Logistik that it has a valid contract with CHEP (Commonwealth Handling Equipment Pool).

**Please note!** Delivered CHEP pallets are not exchanged.

Dagrofa Logistik does not have a handling agreement for LPR (La Palette Rouge) pallets, so deliveries on this type of pallet are treated as deliveries on disposable pallets. Dagrofa Logistik assumes no responsibility for the further flow of this type of pallet within Dagrofa Logistik.

## 6 Goods intake

- The driver shall at all times comply with the rules displayed on the entrance door of a Dagrofa Logistik warehouse. The driver must always wear safety footwear and in addition, must always follow oral and written instructions from Dagrofa Logistik employees. Dagrofa Logistik reserves the right to refuse unloading if the driver does not follow the regulations.
- Ordered items should be delivered carriage paid at Dagrofa Logistik's terminal, where the ramp height is 125 cm. Goods are only accepted on pallets and only from vehicles that can unload at the above-mentioned ramp height.
- Drivers should always unload the goods themselves and place them in accordance with the instructions of the goods receiver.
- At the warehouse in Herning and at the high-bay warehouse (dry goods) in Ringsted, drivers can scan each pallet themselves and place the pallet on the designated roller conveyor.
- At goods intake, Dagrofa Logistik provides a receipt for the quantity received subject to the quality, date marking and number of retail packages on the pallets.
- A valid receipt consists of a stamp **and** the initials of the Dagrofa Logistik employee who receives the goods.
- For weighed goods, each pallet should be tagged with a readable weighing slip, and the weight must also appear on the GS1-128 barcode on the pallet label.
- A packing slip containing the order number must always accompany the goods themselves or be attached to the waybill.
- Part orders are not accepted, and deliveries with the same order number must arrive on the same vehicle.
- It is recommended that the pallets be transported so that they can be unloaded directly from the short side and with the GS1-128 barcodes facing backwards. This makes unloading easier for the driver and the pallets are less likely to be damaged.

In addition, the following requirements must be met:

- As a rule, the individual base pallet must contain only one item number (see the picture examples at the end of this section)
- Mixed pallets: If the quantity per item number is less than the contents of a "full" whole pallet, then normally a whole layer is ordered and delivered. **Note** that a whole pallet should be inserted between the individual item numbers if multiple item numbers are stacked on one base pallet.

- For deliveries to Dagrofa Logistik's high-bay warehouse (dry goods) in Ringsted, quarter and half pallets must be delivered on whole pallets. For deliveries of quarter pallets to Dagrofa Logistik's other warehouse, delivery of quarter and half pallets must be made without whole pallets underneath – no slave pallets.
- Date-marked products with the same item number and different dates may not be mixed on the same pallet being delivered. We do not accept goods that do not comply with the terms of the co-operation agreement signed with the Category Department at Dagrofa. Identical products that have an earlier date than the last delivery will not be received.
- If slip sheets are used for container deliveries, these must be made of plastic or sturdy cardboard and must be at least 3 mm thick. In addition, the slip sheets must have overlap of 14 cm on the short side where the truck takes the pallet.



## 7 Barcodes

For every packaging level, it must be possible to clearly identify the goods. For this purpose, there is an EAN (European Article Number) for each packaging level. All relevant EANs are supplied to Dagrofa at the set-up of the product.

For product set-up, we need the following EANs:

Packaging level	Use	Barcode standard
Consumer unit (retail unit)	For scanning in the store	EAN-8 or EAN-13
Retail package (trading unit)	For Dagrofa Logistik's goods intake and for communication via EDI	GS1-128/EAN 13/ITF14
Wholesale package (if the goods occur at another packaging level containing a number of retail packages)	For Dagrofa Logistik's goods intake and for communication via EDI	GS1-128/EAN 13/ITF14
Pallet (logistic unit)	For Dagrofa Logistik's goods intake	GS1-128

### 7.1 Labelling of the retail package/wholesale package

A GS1-128 or EAN 13/ITF14 barcode must be affixed to the retail package depending on whether the product includes an expiry date, batch number and weight. This barcode must be placed either on the end or on the long side. The label must clearly state in plain text which product the retail package contains, as well as necessary information about best before date, batch number, etc.

If the goods do not have a best before date or batch number, the following barcode standards can be used:

- GS1-128, AI01, ITF14 or EAN 13

Example:



If the goods have a best before date and/or batch number and/or weight, the barcode standard GS1-128 must be used with the information given in the corresponding AIs (Application Identifier). For items with variable weight, the weight must be included in the barcode. Please note that special rules apply for beef, where labelling is agreed with the purchaser.

Example:



Other relevant AIs for specifying the date are:

- AI11: Production Date
- AI13: Packing date
- AI15: Best before
- AI17: Expiry date

Please note that dates in GS1-128 are always given in the format YYMMDD. If the product is packaged as both a retail package and a wholesale package then both packaging levels should be labelled with barcodes as shown above.

## 7.2 Labelling of pallets

Dagrofa Logistik's requirements for the labelling of pallets follow GS1's labelling standard for the Danish grocery trade. The labelling standard can be downloaded from GS1's website ([www.gs1.dk](http://www.gs1.dk)). There is also a GS1-128 quick guide in the same place. The quick guide is also available on Dagrofa Logistik's portal (Supplier Network) and Dagrofa Logistik's website.

As a minimum, the GS1-128 label for the pallet should include the following:

- |   |      |
|---|------|
| ▪ The retail package EAN no.              | AI02 |
| ▪ Number of retail packages on the pallet | AI37 |
| ▪ Serial Shipping Container Code – SSCC   | AI00 |

The following information can/must be added in accordance with labelling rules for retail packages:

- |  |                     |
|--|---------------------|
| ▪ Best before<br><i>(only if the goods are date-marked)</i>                  | AI15                |
| ▪ Batch no.  | AI10                |
| ▪ The shipping unit's total weight<br><i>(only for weighted goods)</i>       | AI3102 (net weight) |
| ▪ Packaging or production date   | AI13 or AI11        |
| ▪ Expiry date<br><i>(only if the goods are date-marked with such a date)</i> | AI17                |

On mixed pallets, two identical GS1-128 labels are also attached to each pallet of one item number. The label should be placed underneath any shrink-wrap.

Quarter and half pallets are labelled with either one label on top or as whole pallets.

**Please note** that for deliveries to Dagrofa Logistik's high-bay warehouse (dry goods) in Ringsted, whole pallets with either four quarter pallets or two half pallets must also be labelled with a master GS1-128 label valid for the whole pallet with the number four or two, respectively.

## 8 Refrigerated and frozen goods

It is a joint concern of both the supplier and Dagrofa Logistik to ensure that food legislation is observed. Dagrofa's Quality Department has overall responsibility for in-house monitoring at Dagrofa Logistik. Any questions can be addressed to Dagrofa's Quality Department: [kvalitet@dagrofa.dk](mailto:kvalitet@dagrofa.dk)

Refrigerated goods that do not meet the legal requirements will be rejected; see Dagrofa Logistik's in-house inspection procedures at the terminals. In addition, the transport material used must have the current FRC (EU refrigerated appendix) labelling.

Double-stacked pallets are not accepted by the deep-freeze warehouse and the maximum height of pallets is 180 cm.

## 9 Pharmaceutical products

Pharmaceutical products are handled in accordance with the principles in the Dagrofa Quality Manual prepared by Dagrofa's Quality Department. Pharmaceutical products are delivered to Dagrofa Logistik's terminals in Herning and Ringsted by specified pre-registered suppliers at a temperature requirement of 15–25°C.

## 10 Ecology

Special transport documentation requirements apply when bringing organic products from third countries with direct arrival at Dagrofa's terminals. For more information, contact Dagrofa's Quality Department: [kvalitet@dagrofa.dk](mailto:kvalitet@dagrofa.dk)



## 11 Contact information and opening hours

Delivery must be completed within the opening hours of the warehouses.

### Goods intake, Herning:

Address: Mørupvej 8B, 7400 Herning

Tel.: +45 7233 2970

Opening hours						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
3.00-11.00 am	3.00-11.00 am	3.00-11.00 am	3.00-11.00 am	3.00-10.00 am	Closed	Closed

### Goods intake, Ringsted:

Address: Kærup Parkvej 5, 4100 Ringsted

Tel.: +45 7233 2685 / +45 7233 2659

Opening hours						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
6.00 am – 1.00 pm	6.00 am – 1.00 pm	6.00 am – 1.00 pm	6.00 am – 1.00 pm	6.00 am – 1.00 pm	Closed	Closed

Address: Kærup Parkvej 7, 4100 Ringsted

Tel.: +45 7233 3654 / +45 7233 2686

Opening hours						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
6.00 am – 1.00 pm	6.00 am – 1.00 pm	6.00 am – 1.00 pm	6.00 am – 1.00 pm	6.00 am – 1.00 pm	Closed	Closed

## Goods intake, Vejle:

Address: Knud Højgaards Vej 19, 7100 Vejle

### Refrigerated goods

Email: [fvvmk@dagrofa-logistik.dk](mailto:fvvmk@dagrofa-logistik.dk)

Tel.: +45 7233 2753

Email (meat): [sg\\_varemodtagelse\\_koed@supergros.dk](mailto:sg_varemodtagelse_koed@supergros.dk)

Tel. (meat): +45 7233 2754

Opening hours						
Mon-Tues	Tues-Wed	Wed-Thurs	Thurs-Fri	Fri-Sat	Sat-Sun	Sun-Mon
10.00 pm-4.00 am	10.00 pm-4.00 am	10.00 pm-4.00 am	10.00 pm-4.00 am	Closed	Closed	10.00 pm-4.00 am
<b>MEAT</b>						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
6.00-10.30 am	6.00-10.30 am	6.00-10.30 am	6.00-10.30 am	6.00-10.30 am	Closed	6.00-10.30 am

### Fruit & Vegetables

Email: [fvvmg@dagrofa-logistik.dk](mailto:fvvmg@dagrofa-logistik.dk)

Tel.: +45 7233 2763

Opening hours						
Mon-Tues	Tues-Wed	Wed-Thurs	Thurs-Fri	Fri-Sat + Sat-Sun	Sunday morning	Sun-Mon
11.00 pm-6.00 am	11.00 pm-6.00 am	11.00 pm-6.00 am	11.00 pm-6.00 am	Closed	4.00-7.30 am	11.00 pm-6.00 am

### Frozen goods

Email: [fvvmf@dagrofa-logistik.dk](mailto:fvvmf@dagrofa-logistik.dk)

Tel.: +45 7233 1767

Opening hours						
Mon-Tues	Tues-Wed	Wed-Thurs	Thurs-Fri	Fri-Sat	Sat-Sun	Sun-Mon
10.00 pm-4.00 am	10.00 pm-4.00 am	10.00 pm-4.00 am	10.00 pm-4.00 am	Closed	Closed	10.00 pm-4.00 am

## 12 Legal framework and regulations

Dagrofa demands that suppliers have familiarised themselves with and at all times comply with applicable legal requirements and regulations concerning the goods traded:

- Foodstuff legislation
- Import regulations
- Dangerous Goods provisions
- Ecological provisions
- The Working Environment Act
- Dagrofa Terminal provisions

Any breach of above could result in reevaluation of supplier cooperation – Please see Dagrofa Code of conduct.

## 13 Annex 1 Charges for non-compliance with logistics regulations ref. our frameagreement

- Missing or incorrect labelling of pallets with GS1-128 labels is charged at DKK 250.00 per pallet for manual labelling, though with a minimum of DKK 5,000.00 excl. VAT per order.
- Re-palletisation of pallets is charged at DKK 25.00 per package handled, though with a minimum of DKK 5,000.00 excl. VAT per pallet.
- For other logistical conditions that cause Dagrofa Logistik unnecessary costs, the supplier will be charged for the actual costs, though with a minimum of DKK 5,000.00 excl. VAT.
- In the case of late pick-up from the supplier (especially non-advised non-availability of the product), Dagrofa Logistik reserves the right to change the mode of transport and provider, and charges the supplier the difference for “normal” transport (Road→Air, Sea/Rail→Road)
- For shoprecalls order of supplier: The supplier shall pay the actual costs associated with return from the store to Dagrofa Logistik’s warehouse. The cost is DKK 391.73 per return, though with a minimum of DKK 50,000.00.
- If the supplier for a delivery has a delivery rate of less than 98% on the day, a penalty of 5% of the value of the missing quantity will be charged, though with a minimum of DKK 1,500.00 per delivery.
- In the case of delivery outside the specified time window, the supplier will incur a penalty to cover the costs incurred, though with a minimum of DKK 5,000.00 excl. VAT.
- Handling of defective pallets at goods intake will incur a penalty of DKK 19.00 per pallet, though with a minimum of DKK 2,500.00 per order excl. VAT.