

Standards for goods delivery within the Pfeiffer Logistik

August 2020

These Standards for goods delivery are based on specific demands of the Pfeiffer Logistik and its singular business units as well as on the ECR-recommendation, on which can be referred in the ECR-Handbooks I and II

In supplier collaboration with a logistic service provider, the supplier has to take care that the logistic service provider also complies with this standards for goods delivery.

Exceptions to these Standards for Goods delivery are only accepted when there is a written agreement between the Pfeiffer Logistik and the supplier.

The Pfeiffer Logistik GmbH is in charge for content and execution of these standards.

For questions or further information please refer to: logistik@pfeiffer.at



Foreword

-Benefits for all supply chain members-

Today economic competition gets tougher. Realising innovations and competitive advantages is getting more and more difficult. Thus collaboration within the supply chain is the only way to compete in the future.

The Standards described in this Outline shall contribute to a standardisation as well as to a simplification of collaboration between the Pfeiffer Logistik and the suppliers.

These standards were set by the Pfeiffer Logistik GmbH and the TOP-TEAM Zentraleinkauf. These standards apply to each singular business unit which has a customer-supplier-relationship.

For guaranteeing the correct implementation of the standards a control system is installed. The results are going to be discussed during the annually supplier meetings in the TOP-TEAM Zentraleinkauf.

This process ensures a better collaboration between the Pfeiffer Logistik and their suppliers, which leads to a win-win situation for all parties and consequently for the whole supply chain.

TOP-TEAM
ZENTRALEINKAUF GMBH

In making these standards the following business units were involved: Pfeiffer Logistik and TOP-TEAM Zentraleinkauf.



Table of Content

1	Delivery of EURO/CHEP - pallets	6
1.1	Pallet- Exchange/ Voucher- handling	6
2	State of pallets	9
3	Height of pallets	9
4	Single-Variety	9
4.1	Unchilled line of goods	9
4.2	Chilled line of Goods	10
4.3	Mixed pallets	11
5	Transport Security	11
6	Sales-unit labeling	12
7	Pallet labeling.....	13
7.1	Placing of transport label on the pallet	15
7.2	Barcode, barcode measurements and barcode quality	16
8	Displays	17
9	Delivery with double-decker trucks	17
10	Residual time to best-before date	17
11	Shipping documents.....	17
12	Completeness of deliveries and availability of goods.....	18
13	Delivery day and time frames for delivery.....	18
14	Delivery times	19
15	Entry certificate	19
16	Article master data	20
17	Traceability	21
18	Transport temperature	21
18.1	Maintenance of transport temperature	22
18.2	Verification of transportation temperature	22
19	Further quality characteristics	22
20	Non-compliance of the standards of good delivery	23
21	Safety	23
22	Annex	24



22.1	ECR-recommendation for delivery order	24
22.2	Content of delivery order	25
22.3	Dolly/rolly – handling.....	27
22.3.1	Foreword	27
22.3.2	Solution for Supply Chain Management purposes.....	27
22.3.3	Optimised solution for Supply Chain purposes within the Pfeiffer Logistik	27



Version overview

Version	Validity	Modification
January 2018	January 2018 – August 2020	Ch. 13 new contacts, New Ch. 20 “Non-compliance of the standards of good delivery”, Ch. 21 Safety adapted
August 2020	since August 2020	Ch. 12 delivery failures added, Ch. 13 new contacts



1 Delivery of EURO/CHEP - pallets

Without a specific written agreement, euro pallets or chep pallets with the basic size of 800 x 1200 mm must be used for delivery. (see figure 1)



Figure 1 - Euro-pallet

1.1 Pallet- Exchange/ Voucher- handling

As guideline for pallet - exchange the ÖNORM A 5300 and the rules about pallets and the pallet - exchange in the ECR-handbook 1 and 2 have to be used. Phytosanitary requirements (EG-RL Nr. 2000/29/EG & phytosanitary order) have to be fulfilled.

If contemporary no pallets are available for exchange, the suppliers will be issued with a pallet- voucher. Vouchers for loading devices will also be issued for H1 pallets (grey plastic pallets) and for E1 and E2 boxes (red boxes).

Attention: Only original tickets will be accepted within a timeframe of 3 months after date. The vouchers are bound to the current logistics location and are not transmittable.



Pfeiffer Logistik GmbH
 Egger-Lienz-Strasse 15
 4050 Traun

Palettengutschein

Nr. ZLTR001234

Bezeichnung	Menge
Europalette Holz (EUR)	

Ausstellungsdatum

Unterschrift
 Aussteller Pfeiffer Logistik

KFZ-Kennzeichen

Unterschrift
 Fahrer

3 Monate ab Ausstellungsdatum gültig!

Nr. ZLTR001234

Figure 2 - Pallet- voucher (Euro pallet)
 Standard for goods delivery within the Pfeiffer Logistik



Pfeiffer Logistik GmbH
Egger-Lienz-Strasse 15
4050 Traun

Ladehilfsmittelgutschein

Nr. ZLTR001234

Bezeichnung	Menge
● Palette grau (H1)	
Kiste rot normal (E2)	
Kiste rot flach (E1)	

Ausstellungsdatum

Unterschrift
Aussteller Pfeiffer Logistik

KFZ-Kennzeichen

Unterschrift
Fahrer

3 Monate ab Ausstellungsdatum gültig!

Nr. ZLTR001234

Figure 3 - Loading device- voucher (H1, E1, E2)



2 State of pallets

Pallet - exchange is not allowed if

- *the pallet is damaged, (eg. that either a board is missing or broken, or a floor or cover board is splintered that a nail or bolt is visible, or a brick is missing or splintered that nails or bolts are visible), or*
- *the pallet is not marked with an identification number, or*
- *its general condition is so bad that the carrying capacity is not ensured, or goods could be contaminated or damaged.*

3 Height of pallets

Basically the height of the pallet must not exceed the total height of 1.950 mm (1.800 mm product + 150 mm pallet).

4 Single-Variety

4.1 Unchilled line of goods

Only one article must be delivered per pallet. (original pallet).
(see figure 4)

In layer - ordering (different articles on one pallet) the singular lay (one article per lay) has to be separated with an extra pallet (lay- or sandwich-pallet). Such an arrangement in layers is only possible if the **carrying capacity** of the articles below is ensured and there is no risk of damaging the layers below.
(see figure 5, figure 6 and figure 7)

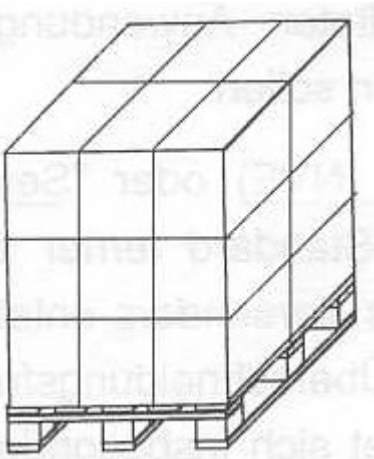


Figure 4 – Original pallet

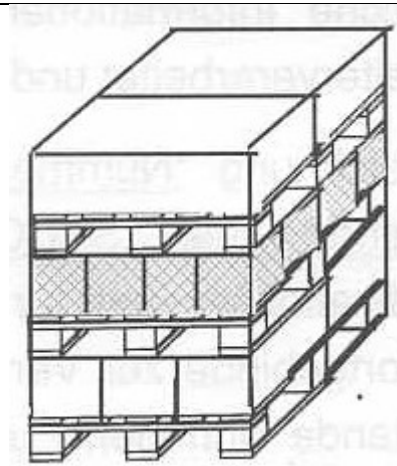


Figure 5 – lay- or sandwich pallet



Figure 6 – lay pallet –Unchilled line of Goods 1



Figure 7 – lay pallet –Unchilled line of Goods 2

4.2 Chilled line of Goods

Only one article must be delivered per pallet or box. (original pallet, original box). (see figure 4)

In layer - ordering (different articles on one pallet) the singular lay (one article per lay) has to be separated with an extra pallet (lay- or sandwich-pallet). Such an



arrangement in layers is only possible if the carrying capacity of the articles below is ensured and there is no risk of damaging the layers below. Articles with different expiration dates have also have to be separated with an extra pallet.
(see figure 5 and figure 8)



Figure 8 – lay pallet –Chilled line of Goods

4.3 Mixed pallets

Mixed pallets (unchilled line of goods and chilled line of goods) are only allowed if there are too low purchase orders for layer delivery. An accurate acceptance of shipment and an identification of the products have to be possible without regrouping the articles during acceptance of shipment. For this purpose each product (or each carton-box) on the pallet has to be stored in a way, that the barcode label can be read from outside.

5 Transport Security

To protect freight, the following rules of transport security have to be kept:

- ex supplier an overcrowding of goods is not allowed
- the maximum overcrowding during the transport may not exceed + 5 cm over limit



- The use of PVC for protection of freight during transport is not allowed
- Concerning recycling and removal of wrapping-materials, these materials should be used sorted. There should be minimum additional material in use.

Suitable materials/types for transport security are PE-foils (solely transparent foils), glue dots, strappings, cartons, pallet stabilising accessories, gumming, covers or puffer-layers.

6 Sales-unit labeling

For identification there has to be a readable EAN-8 or EAN-13 barcode on the side of all sales units (article, cartons, trays, special sizes like shrink wraps...). Articles with variable weight have to be provided with an EAN-13 barcode and a prefix 27 (with codified weights). Additionally an GS1-128 barcode is recommended.

On single articles this code has to be attached on the long side of the article. (see figure 9-12)



Figure 9 – single articles 1



Figure 10 – single articles 2



Figure 11 – single articles 3



Figure 12 – single articles 4

Additionally it has to be ensured that the code is mounted as wrinkle-free as possible at the product, so that it can be read from the MDE- reading device without any problems.

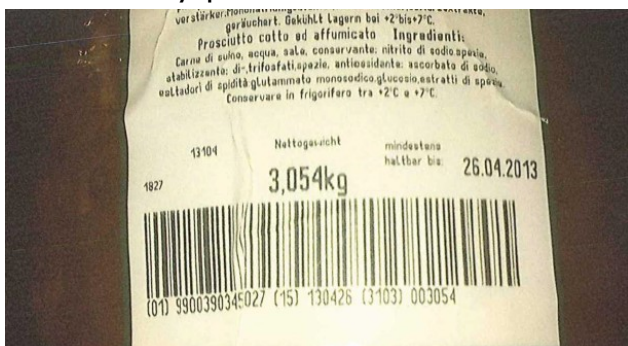


Figure 13 - Negative example of barcode attachment on single articles



On net-covered articles or packages in plastic this code has to be attached with an own label. (see figures 14-16)



Figure 14 – net-covered articles 1



Figure 15 – net-covered articles 2



Figure 16 – package in a plastic bag

If the code by contrast is stucked directly on the net- cover, it is possible that the code parts from the product.



Figure 17 - Negative example of barcode attachment on net cover

7 Pallet labeling

The pallets have to be tagged with a transport label according to the GS1 standard- The data elements have to be codified with the GS1- 128 (formerly EAN- 128) barcode. The GS1 Application Identifier (AI) standard is used for the identification of the data elements.



LOGO

MUSTERUNTERNEHMEN

Straße

Ort

Produktbeschreibung

SSCC: **390999990000000018**

CONTENT (GTIN der Handelseinheit): 9099999543217

COUNT (Menge der Handelseinheiten): 123

BEST BEFORE (MDH): 21.05.2013

BATCH/LOT (Los/Charge): 123456



Figure 18 – standardised logistic label with GS1-128 barcode and SSCC (recommended format A6 or larger)

02	Application Identifier (AI) for the GTIN of the trade unit (overpack)
09099999543217	GTIN of the trade unit (article number included in the barcode on the overpack) 0...indicator 909999954321...GS1 basic number with article purchase 7...check digit
15	Application Identifier (AI) for the freshness date; AI(13) for the date of packaging
130521	Freshness date, May 21st 2013 (YYMMDD)



37	AI for the amount of trade units on the pallet
0123	Amount of trade units (overpacks) on the pallet
00	AI for the SSCC (Serial Shipping Container Code, NVE)
390999990000000018	SSCC, each pallet has its own code 3...extended digit (0-9) 90999999000000001 ... GS1 basic number with serial reference number 8...check digit
10	AI for the batch
123456	batch number of the articles (if single type batch)

Data elements with the AI(10) and (37) have to be completed with a separator (FNC1), if they are not placed at the end of the barcode.
AIs have to be indicated in brackets in the text line under the barcode. The brackets don't have to be codified in the barcode.
The SSCC has to be placed in the lower GS1-128 barcode. The arrangement of the data elements (AI + data field) is variable, also the number of barcodes.
If no full pallets are delivered every palletising layer of identical products has to be tagged with an own transport label.

7.1 Placing of transport label on the pallet

On the pallet there should be affixed two identical labels – one on the slim side and one on the broad side on the right.

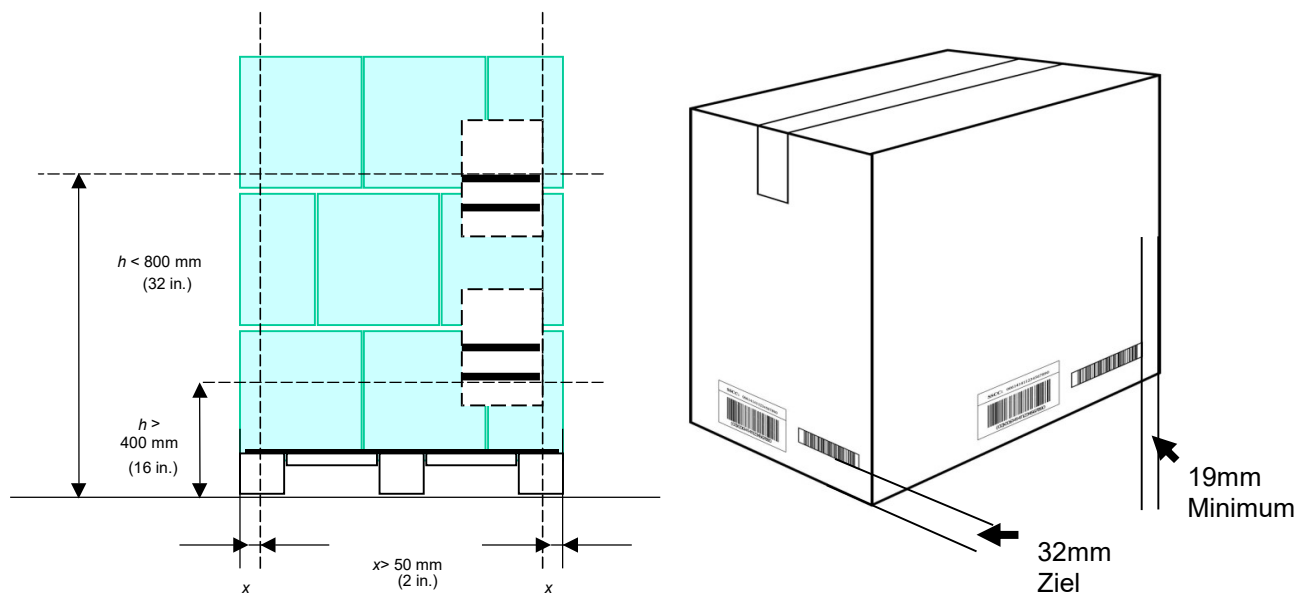


Figure 19 – labeling of unmixed pallets with GS1-128 barcode

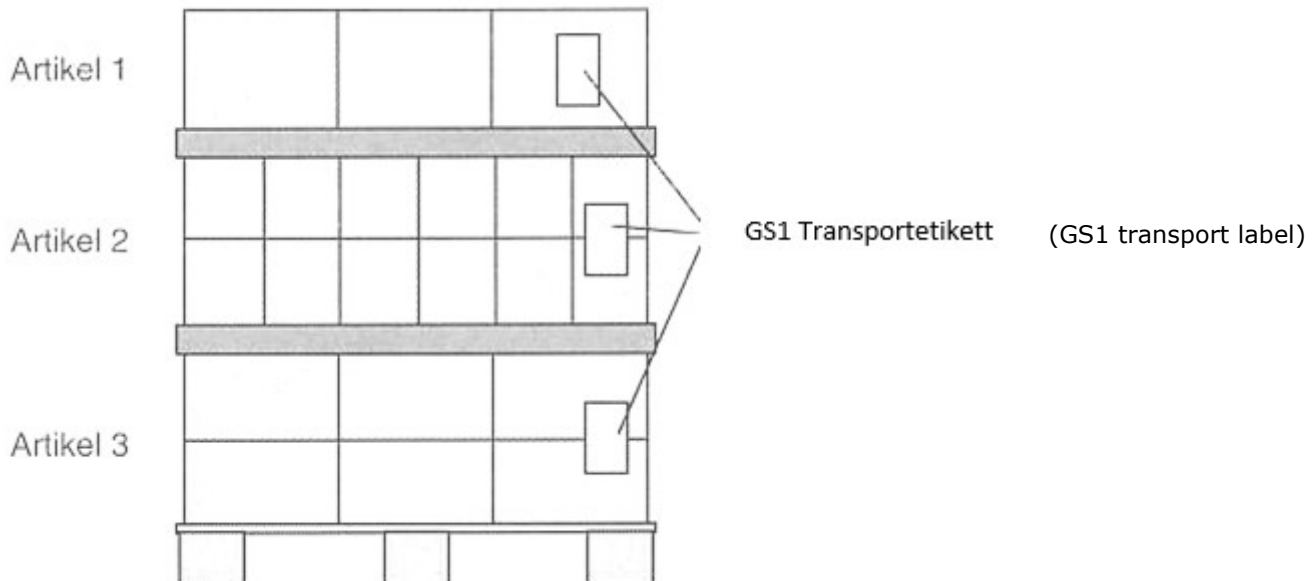


Figure 20 – pallet-lay labeling with GS1-128 barcode

7.2 Barcode, barcode measurements and barcode quality

Bar code type: Use a barcode of the type **GS1-128 (EAN-18)**. The GS1-128 standard is an application standard within the Code 128 barcode and is distinguished by a FNC1 character following the start character.

Barcode width /x-module: The width of a barcode is defined by the x-dimension (=width of the smallest bar in the barcode) used and the number and type of the encrypted data.

X-module: **0.495 – 1.016 mm**

Barcode height:

height without plaintext line: **≥ 32 mm**

Quiet zone: A clear space which precedes the start character of a barcode and follows the stop character, which must be free of any disturbing markings. The quiet zone is linked to the x-module used.

width of the quiet zone: **≥ 10 X**

Barcode quality: The quality of barcodes is defined under ISO/IEC 15416 (quality grade 0 – 4, 4 is very good).

Quality specification: **> 1.5/10/660** (1.5 is the minimum overall symbol grade, 10 is the effective measuring aperture, 660 is the wavelength of the light source)



8 Displays

Displays shall have a basic size of 400 x 600 mm or 800 x 600 mm. In general displays have to be delivered fixed on dollies/ rollies (incl. adapter-pallets). You can find detailed instructions in the appendix of this outline (22.3 Dolly/rolly – handling).

Additionally the following rules concerning displays have to be emphasised:

- Special article numbers for displays
- Shipping documents and invoicing in the unit “display”
- Special agreements with the TOP-TEAM Zentraleinkauf have to be made concerning heavy or bulky displays.

9 Delivery with double-decker trucks

Deliveries with double-decker trucks can be handled in both central warehouses in Traun and Graz.

10 Residual time to best-before date

If there are residual times to best-before date in the product profile (“guaranteed residual term at acceptance of shipment”), these have to be kept when acceptance of shipment takes place. Residual time to best-before date means the time spread between delivery and the best-before date.

11 Shipping documents

The ECR-standard-delivery-order should be used as delivery order. (for ECR delivery orders with content consult the annex)

If there is no possibility to use this standard-delivery order, the delivery order has to contain at least the suppliers’ or the senders’ address, an exact delivery address (place where acceptance of shipment takes place), the purchase order number (per delivery slip only one order number!), the date of delivery (date, on which the delivery takes place, ascending position number of the delivery order, the suppliers’ article number, the amount of delivered GTIN (EAN Code), unit of quantity (z.B. unit, carton,...), content per quantity unit (z.B. kg, cans,...) and an exact article description.



12 Completeness of deliveries and availability of goods

Ordered articles have to be completely delivered, which means correct articles, correct amounts, according to the order. The supplier has to ensure a continuous availability of the goods.

Any delivery failure, short delivery or non-compliance with the specified delivery date must be reported to the responsible goods dispatcher immediately after receipt of the order. If the availability of an article cannot be guaranteed for more than 14 days, TOP-TEAM Zentraleinkauf (www.topteam.co.at) must also be informed of the failure to deliver.

13 Delivery day and time frames for delivery

The agreed order- and delivery dates should be kept. The current maintained order- and delivery- rhythms are evident for all suppliers on the new, from the TOP-TEAM Zentraleinkauf developed, supplier- portal (www.topteam.co.at). If there exists any change request regarding to these dates, please contact our Supply Chain Management.

Contact:

- Mrs. Bauer Corinna (corinna.bauer@unimarkt.at; +43 7229 / 601 2484)
- Mr. Gruber Benjamin (benjamin.gruber@unimarkt.at; + 42 7229 / 601 2441)

The delivery day, which is quoted on the order, has to be kept obligatory!

If there are time frames agreed for delivery, they should be maintained, otherwise a quick acceptance of shipment cannot be guaranteed.



14 Delivery times

Warenübernahme Zentrallager Traun:

Terminals Frischdienst	Öffnungszeiten
Tor 15-19 Mopro, Feinkost	Anlieferung Mopro/Feinkost Montag-Freitag 04.00-07.00 Uhr
	Anlieferung Frischmilch 22.00-04.00
Tor 1-3 Obst/Gemüse	Anlieferung Obst/Gemüse Montag 07.00-15.00 Uhr Dienstag-Donnerstag 03.00-14.30 Uhr Samstag 09.00-15.00 Uhr Sonntag 03.00-11.30 Uhr

Terminals Trockensortiment	Öffnungszeiten
Tor 42 für „Schnelldreher“ (max. 3 Palettenstandpl.)	Alle Tore: Montag-Donnerstag 06.00-15.00 Uhr
Tor 43, 44, 45 normale Anliefertere	Freitag 06.00-11.00 Uhr
Tor 46 für Sonderabfertigungen	

Warenübernahme Zentrallager Graz:

Terminals Frischdienst	Öffnungszeiten
Tor 19 -21 Mopro, Feinkost	Montag 05.00-07.00 Uhr
Tor 22-24 Obst/Gemüse	Dienstag-Freitag 03.00-06.00 Uhr Samstag 08.00-12.00 Uhr Sonntag 02.00-06.00 Uhr

Terminals Trockensortiment	Öffnungszeiten
Tor 15 -18	Montag-Donnerstag 06.00-15.00 Uhr Freitag 06.00-11.00 Uhr

Figure 21 - Delivery times Pfeiffer Logistik Traun and Graz

15 Entry certificate

With effect from 01.01.2014 the German document „Gelangensbestätigung“ as proof of a free of VAT delivery has been implemented. With the Entry Certificate the customer is confirming when and where the goods arrived in the EU country of the buyer. The entry certificate is automatically transmitted to all German suppliers weekly via e-mail or fax. The e-mail address or fax number gets stored by the TOP-TEAM Zentraleinkauf.



pfeiffer		Pfeiffer Logistik GmbH Egger-Lienz-Str. 15, 4050 Traun			
Lieferant					
[Redacted]					
Abnehmer PFEIFFER LOGISTIK EGGER-LIENZSTR. 15 A - 4050 TRAUN			Lieferadresse Zentrallager Graz Pfeiffer Logistik GmbH Maria Pfeiffer Straße 12 A - 8055 Seiersberg		
Gelangensbestätigung Kalenderwoche 05.2014					
Ich bestätige als Abnehmer folgende Gegenstände einer innergemeinschaftlichen Lieferung von Ihnen an oben genannter Lieferadresse erhalten zu haben.					
Bestellung	Lieferdatum	Artikel-Nr.	Artikelbezeichnung	Menge	Einheit
4503270150	28.01.2014	604	Trauben blau KL.1	40,00	KT
4503270150	28.01.2014	505	Trauben weiss kernlos KL.1	40,00	KT
4503270150	28.01.2014	1104181	Trauben weiß kernlos KL.1 500g	16,00	KT
4503272128	29.01.2014	604	Trauben blau KL.1	40,00	KT
4503272128	29.01.2014	505	Trauben weiss kernlos KL.1	24,00	KT
4503273932	30.01.2014	604	Trauben blau KL.1	32,00	KT
4503273932	30.01.2014	505	Trauben weiss kernlos KL.1	32,00	KT
4503273932	30.01.2014	1104181	Trauben weiß kernlos KL.1 500g	20,00	KT
4503277196	02.02.2014	604	Trauben blau KL.1	40,00	KT
4503277196	02.02.2014	505	Trauben weiss kernlos KL.1	24,00	KT
4503277196	02.02.2014	1104181	Trauben weiß kernlos KL.1 500g	16,00	KT
Traun,05.02.2014		Unterschrift: Maria Pfeiffer Maria Pfeiffer Straße 12 8055 Seiersberg Tel. 0316 / 67 19 40 - 0			

Figure 23 – Sample of an entry certificate

16 Article master data

Master data, announced to TOP-Team Zentraleinkauf, have to match with data of the delivered articles. Only a small mistake can cause a lot of problems in the whole supply chain. The supplier has to take care, that he transmits all data, which are necessary for the central buying department (TOP-TEAM Zentraleinkauf). For detailed requirements consult the TOP-TEAM Zentraleinkauf product profile which is available at www.zentraleinkauf.co.at. The same rules apply on each modification of product master data. Modifications of the product master data have to be announced to the TOP-TEAM Zentraleinkauf at least 14 days before enforcement.



17 Traceability

The EU-directives, which were enforced in 2005, have to be fulfilled.

18 Transport temperature

- **Frozen products**

The temperature of frozen goods must not exceed the limit of -18 degree Celsius. In exceptional cases a tolerance of +3 degree Celsius is accepted, but a documentation of this fault will take place. Goods with a temperature higher than -15 degree Celsius always are rejected. Compliance with these guidelines in written form has to be documented anytime.

Temperature guidelines for storage, transport or delivery of certain goods, which are not frozen (goods must not be stored, transported, sold or offered for delivery to consumers, if temperature limits are exceeded) are listed below:

- **Raw meat (including minced meat, venison, fowls, bowels, bones,...)**

Temperature must not exceed the limit of +4 degree Celsius.

- **Milk**

Products with temperature higher than +6 degree Celsius will be rejected. (Except milk hygiene order allows higher temperatures)

Excerpt of the milk hygiene order:

Products, which could not be stored at room temperature, shall be stored at these temperatures, which the producer has advised for granting the best before date. In particular during transport temperature of pasteurized milk must not exceed +6 degree Celsius. If goods are stored chilled, temperature has to be recorded. Further cooling efficiency must be guaranteed so that the product reaches the necessary temperature as quick as possible.

- **Dairy products**

The temperature recommended on the product must be kept.

- **Fruits and vegetables, etc.**

Specific agreed temperatures (and temperature limits) have to be kept.

- **Fish, molluscs and crustaceans (raw)**

These products must be kept at temperature of melting ice or below a specific agreed temperature.

Chilled or frozen products have to be delivered in appropriate transport boxes to protect them.



18.1 Maintenance of transport temperature

The transport should be carried out so that the transported goods, in particular food stuffs respectively raw materials, are constantly kept at a suitable temperature. To protect all the product groups from damage due to frost, cold, heat, drying or other climatic damages, generally attention must be paid to observe the correct temperatures appropriate for the transported goods and the duration of transportation and, if necessary, to cover the loaded goods.

Products which have to be deep frozen or chilled are to be transported in separate transport units (at the least e.g. by means of a separating wall). The respective current food stuff requirements must be adhered to during the entire transportation procedure, unloading and possible reloading.

In the event of failure to observe the specified temperature, the supplier shall assume liability for all consequential damages. With regard to the transportation of sensitive and easily perishable food stuffs/raw materials, as required long-term cooling should be used during transportation, to keep the fluctuations in temperature as low as possible.

18.2 Verification of transportation temperature

Since maintaining the cold chain is a decisive factor for the safety and preservability of food stuffs, this has to be accountable without any gaps. The recording of the transport temperature is, therefore, essential and it must be possible to prove this upon delivery. If the temperature requirements are not fulfilled during transportation, respectively upon delivery, or if adherence to this cannot be proven correctly, then the products have to be rejected by the Pfeiffer Logistik.

19 Further quality characteristics

To ensure quality of delivered products, the supplier has to consider the following instructions, which are:

- Compliance with all guidelines of food law, which are valid for particular products, especially the HACCP-method for the commodity groups meat, sausages and dairy products.
- The driver has to contact the good acceptance department immediately, if goods are broken or affected.



20 Non-compliance of the standards of good delivery

The non-compliance of these standards results into troubles and additional expenses in our processes. If goods do not comply with these standards the good acceptance department is allowed to reject the delivered goods. The Pfeiffer Logistik reserves the right to charge newly formed additional expenses.

21 Safety

- The instructions of the personnel must be obeyed.
- Driving with lifting ramp opened is not allowed due to safety reasons at the entire premises.
- The road traffic regulations apply on our industrial premises. Pay attention to pedestrians.
- The driver may only enter the good acceptance department. Every other part of the warehouse may only be entered with a permission or in staffs company.
- During unloading trucks and entering the industrial premises, safety shoes are compulsory.
- The usage of equipment, provided by Pfeiffer Logistik, is carried out at your own risk. The supplier will be responsible for damage. Accidents and damages have to be reported to the warehouse leader and an accident report has to be written. Further on Pfeiffer Logistik expect that drivers are introduced into electric hand lift truck. In other cases please contact the leader of the good acceptance department.
- Accidents and damages at night deliveries have to be reported the next working day.
- An overview of telephone numbers at our locations you can find at: <http://www.logistik.pfeiffer.at/>
- Waste products have to be depollute by the supplier in proper form.
- Smoking in storage areas and drinking alcohol at the entire premises is not allowed.
- In case of emergency leave the buildings through the emergency exits immediately. Pay attention to announcements. Obey the instructions of the staff and keep the escape ways free.
- It is not allowed to hitch a ride with electrical equipment.

Finally yet importantly, observe the safety instructions at every time.



22.2 Content of delivery order

Nr.	content	Number of pressure marks	M/K *
1	Suppliers' or senders' company logo	3x35	M
2	Suppliers' or senders' address	4x40	M
3	Delivery address: place, where cargo will be unloaded	7x35	M
4	Unloading point: an exact description of the door or the place, where goods must be unloaded at the receiving company.	2x35	R
5	Receiving Company: address, where goods have to be unloaded and accepted	4x40	R
6	Suppliers' address, if the sender is headed in point 1	4x40	R
7	Customer ID number	1x27	R
8	Exact delivery terms of supplier or sender	3x27	R
9	delivery note number	1x27	M
10	Order number, under which the goods were ordered	1x27	M
11	Order number/delivery note in form of an GS1-128 barcode	5x75	R
12	Delivery date: date, on which the delivery of goods is planned (or has happened)	1x12	M
13	Expected delivery time	1x12	R
14	Date, on which the delivery order is written	1x12	M
15	Date, on which the order took place	1x12	R
16	Number of pages of the delivery order	1x12	M
17	Ascending position number on the delivery order – maximum of 25 lines	1x2	M
18	Amount of ordered GTIN (EAN code)	1x7	M
19	Quantity unit (for instance article, carton, bar, can, box)	1x5	M
20	Content per quantity unit <ul style="list-style-type: none"> • On levelled goods: for example 12x150 gram, 6 cans, 8 packages • On goods with variable weight: the effective settled weight, for instance 135,25 kg 	1x10	M
21	Exact article description**	1x22	M
22	GTIN (EAN code) of the ordered amount	1x14	M
23	Free space for suppliers' product specific references, for instance best before date, charge number, an internal article number, number of pallets per position	1x10	R
24	Free space for other informations	2x75	R



25	Transporting tools form: pallet, chep-pallet, mobile file-cabinet... amount: exact number of means of transport	4 x28	M
26	Volume of delivery in m ³	1x20	R
27	Gross weight of the delivery including transporting tools and packaging	1x20	R
28	Stamp and signature of the receiver	3x40	M

* M ... mandatory-field, R ... recommended-field

** When using the ECR-proposal for delivery orders there has to be the article number written in the filed 21 "exact article description"



22.3 Dolly/rolly – handling

22.3.1 Foreword

This guideline was written by the Pfeiffer Logistik GmbH in order to develop a stable and smooth handling - process concerning dollies/rollies. It offers the opportunity to earn the benefit, which are generated by these transport equipment and to meet the requirements, which are necessary in logistic. This guideline is valid for Pfeiffer Logistik GmbH, TOP-TEAM Zentraleinkauf, supplier and distribution departements to avoid extra adjustment costs in the future.

22.3.2 Solution for Supply Chain Management purposes

Handling of displays is a very complex and difficult matter within the supply chain. Weight and form often result in complicated handling-conditions. Especially at the point of sale (POS) the manipulation of such displays leads to big handling problems for the staff. The development of simplifications and improvements along the whole supply chain, in short supply chain management (SCM), is not easy at all concerning displays. Improvements at the POS often lead to troubles in other business units (for instance production, logistic...) and vice versa. The use of dolly/rolly shall offer an ideal compromise between improvements and their consequences.

A dolly is a loading equipment in ¼-, a rolyly in ½ pallet format, both can be moved without any help (manual lift truck, forklift). Through dolly implementation both handling benefits and shorter processing time could be achieved. Loading equipment can be moved directly from the motor truck to the salesroom without any help.

22.3.3 Optimised solution for Supply Chain purposes within the Pfeiffer Logistik

Crossdocking as „textbook-solution“ for handling the dollies doesn't work out because of space restrictions and organizational conditions in the distribution centre of the Pfeiffer Logistik GmbH: A lack of space for moving goods and a highly segmented delivery structure makes it necessary for dolly-displays to be stored. The following handling guidelines arise from that fact.

Delivery of dollies on adapter pallets

To define a standard procedure the most intelligent way is the use of adapter pallets. In that process the supplier puts either 4 dollies or 2 rollies at a normal pallet and delivers it to the Pfeiffer Logistik GmbH.

Conditions:

- A sufficient transportation security through foliation.
- A sufficient transportation security of the singular dollies.



- Clear guidelines of adapter pallet handling (e.g. restitution of the adapter pallets to the supplier after selling the display)

Concerning adapter pallets we propose a collaboration with Fa. Gebhardt and Fa. Container Centralen (see figure 25)



Figure 25: adapter pallets of Fa. Gebhardt and Fa. Container Centralen



We emphasize that this standard solution is the only way to deliver and distribute dollies in the distribution centers of the Pfeiffer Logistik GmbH! Dollies and adapter pallet have to be regarded as a unit.

Since 1 January 2013 the use of adapter- pallets for dolly- deliveries in 4 units is obligatory. In the case of deliveries of smaller units, a loose delivery is allowed.



Table of figures

Figure 1 - Euro-pallet.....	6
Figure 2 - Pallet- voucher (Euro pallet).....	7
Figure 3 - Loading device- voucher (H1, E1, E2).....	8
Figure 4 – Original pallet	10
Figure 5 – lay- or sandwich pallet.....	10
Figure 6 – lay pallet –Unchilled line of Goods 1	10
Figure 7 – lay pallet –Unchilled line of Goods 2	10
Figure 8 – lay pallet –Chilled line of Goods	11
Figure 9 – single articles 1.....	12
Figure 10 – single articles 2	12
Figure 11 – single articles 3	12
Figure 12 – single articles 4.....	12
Figure 13 - Negative example of EAN- attachment on single articles.....	12
Figure 14 – net-covered articles 1	13
Figure 15 – net-covered articles 2	13
Figure 16 – package in a plastic bag	13
Figure 17 - Negative example of EAN- attachment on net cover.....	13
Figure 18 – standardised logistic label with GS1-128 barcode and SSCC (recommended format A6 or larger)	14
Figure 19 - labeling of unmixed pallets with GS1-128 barcode.....	15
Figure 20 – pallet-lay labeling with GS1-128 barcode.....	16
Figure 21 - Delivery times Pfeiffer Logistik Traun and Graz.....	18
Figure 22 - Sample of an entry certificate.....	20
Figure 23 - ECR-recommendation for delivery order.....	25
Figure 24 – adapter pallets of firm Gebhardt and Container Centralen	29