

The Austria Logistics Handbook



for Suppliers

**Dry Goods
and Non-Foods**

Table of Contents

1	IMPORTANT NOTICE	3
2	DELIVERY PROCESSING IN ALL SPAR WAREHOUSES	4
2.1	Goods Arrival.....	4
2.1.1	General	4
2.1.2	Goods Arrival Times – Dry Goods.....	4
2.2	Conditions for Delivery Processing.....	5
2.2.1	Loading Aids	5
2.2.2	Pallet Quality	5
2.2.3	Pallet Goods-Shifting	6
2.2.4	Pallet Heights	7
2.2.5	Pallet Weight	7
2.2.6	¼ Displays on Dollies	7
2.2.7	Beer tray	8
2.2.8	Dangerous Substances	8
2.2.9	Condition of the pallet	9
2.2.10	Condition of the picking unit.....	9
2.2.11	Delivery note.....	9
3	LABELLING.....	10
3.1.1	Pallet Labelling	10
3.1.2	Product Labelling.....	11
3.1.3	Barcode quality	12
4	ELECTRONIC DATA INTERCHANGE WITH SPAR	13
5	GUIDELINES FOR CPFR-SUPPLIERS.....	13
6	CONTACTS.....	14
7	SAFETY AT GOODS RECEIVING	15

1 Important Notice

In order to avoid any problems in advance, please contact the Logistics Department prior to the first delivery.

Contact:

SPAR Österr. Warenhandels AG, Salzburg, Europastr. 3, A-5015 Salzburg
Mag. Matthias Kienzl, Tel.: +43 662 4470 25201, E-Mail: matthias.kienzl@spar.at

Additionally the registration on our B2B Portal is necessary (<http://b2b.spar.at>). There you also always find the latest version of our logistics handbook.

DORNBIRN ZN 01 → Delivery Area Vorarlberg
Wallenmahd 46, A-6850 Dornbirn, Austria
Tel.: 05572/309-0
GLN: 91 00010 00000 5

WÖRGL ZN 02 → Delivery Area Tyrol und Salzburg
SPAR-Straße 1, A-6300 Wörgl, Austria
Tel.: 05332/796-0
GLN: 91 00020 00000 2

MARCHTRENK ZN 03 → Delivery Area Upper Austria
Sparstraße 1, A-4614 Marchtrenk, Austria
Tel.: 07243/551-0
GLN: 91 00030 00000 9

ST. PÖLTEN ZN 04 → Delivery Area Vienna and Lower Austria, Northern Burgenland
Lagergasse 30, A-3100 St. Pölten, Austria
Tel.: 02742/866-0
GLN: 91 00040 00000 6

EBERGASSING ZN 04W → Delivery Area Vienna and Northern Burgenland
Spar Straße 1, A-2435 Ebergassing (Deliveries must not occur through the village of Ebergassing)
Tel: +43 (0)2234 72200-0
GLN: 91 00041 00000 5

GRAZ ZN 05 → Delivery Area Styria and Southern Burgenland
Hafner Straße 20, A-8055 Graz, Austria (Delivery via Schwarzer Weg)
Tel.: 0316/248-0
GLN: 91 00050 00000 3

MARIA SAAL ZN 06 → Delivery Area Carinthia und East Tyrol
Sparstraße 1, A-9063 Maria Saal, Austria
Tel.: 04223/5000-0
GLN: 91 00060 00000 0

2 Delivery Processing in all SPAR Warehouses

2.1 Goods Arrival

2.1.1 General

The goods arrival can occur by truck in all SPAR Warehouses. The goods arrival by bus, car or any other small vehicle is not allowed and will lead to a rejection of the delivery.

Standard Delivery Condition for all regional Warehouses:

Delivery by truck behind first free lockable door or if existing onto the free conveyor equipment (Furthermore the SPAR Company general terms of delivery apply). For the unloading of the goods the suppliers will be supplied with manual pallet lifters, electrical pallet lifters and double-pallet fork lift trucks.

2.1.2 Goods Arrival Times – Dry Goods

ZN 01	MO - TH	06:00 - 14:00
Dornbirn	FR	06:00 - 10:30
ZN 02	MO - TH	06:00 - 15:00
Wörgl	FR	06:00 - 11:00
ZN 03	MO - TH	06:00 - 15:00
Marchtrenk	FR	06:00 - 12:00
ZN 04	MO - TH	05:30 - 14:30
St. Pölten	FR	05:30 - 11:30
ZN 04W	MO - FR	11:00 - 21:00
Ebergassing		
ZN 05	MO - TH	06:00 - 15:00
Graz	FR	06:00 - 11:00
ZN 06	MO - TH	06:30 - 14:00
Maria Saal	FR	06:30 - 10:00

All delivery dates, which are agreed with SPAR, have to be met. Trucks, which arrive on the wrong date, will be rejected by the goods arrival. If a delivery is late and SPAR is not informed about the delay the additional expense of EUR 10,- per pallet is charged.

In order to guarantee a punctual unloading at the SPAR warehouses and to avoid stand by times, there is the possibility of time slot reservation with MERCAREON time slot management. Via the MERCAREON internet portal delivering carriers have the possibility to view the available time slots for a specific delivery and to book the most adequate slot.

Please find more information at www.mercareon.com.

2.2 Conditions for Delivery Processing

2.2.1 Loading Aids

CHEP Pallet

As loading aids, SPAR prefers the use of the CHEP Europallet (B1208A), with the overall dimensions of 1200 mm x 800 mm. In this rental system, there is no pallet exchange. The empty pallets are collected directly from the regional warehouses by employees of the CHEP company for redistribution.

Europool Pallet

As a further loading aid SPAR accepts the Europool Pallet (DIN EN 13698-1). They are processed as described below (pallet and poolcase processing).

Pallet and Poolcase Processing

Generally the pallets and poolcases are processed by exchange. This means that the supplier receives the same amount of exchanged pallets/poolcases as those delivered. (one way, overseas and Düsseldorf pallets will not be exchanged or refunded)

Exceptions to the Rule:

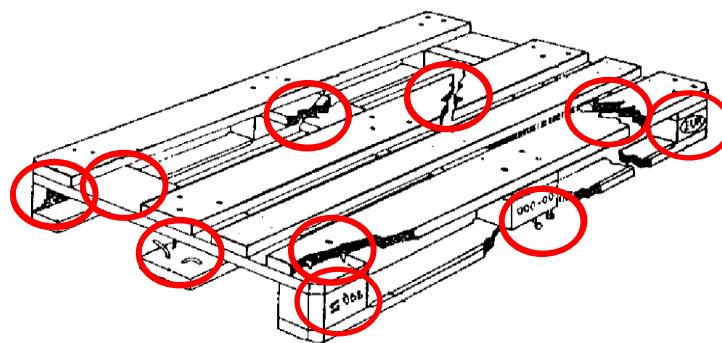
Should there, in exceptional cases, not be enough empty pallets/poolcases for an exchange with the supplier, SPAR will retain the pallets/poolcases as a gratuitous loan from the supplier. The truck driver will receive a confirmation with which the reclaim can be asserted. Reclaiming pallets/poolcases is possible at any time during the following three months as soon as the !Original! confirmation is produced. This rule is only applicable at the relevant Regional Warehouse – this means that a confirmation from Wörgl cannot be redeemed at St Pölten etc. For reasons of accounting and stock keeping confirmations older than three months can not be redeemed. The possibility to reclaim will expire after three months.

Should the exchange not be possible on the part of SPAR, the confirmation will be extended for further three months.

2.2.2 Pallet Quality

SPAR will not accept or exchange pallets on which:

1. a board is missing, or broken either diagonally or straight across
2. a base or decking is so damaged or splintered that a nail or a screw is projecting
3. a block is missing or broken or so splintered that screws or nails are visible.
4. there is not at least one identification symbol (EUR and pool-keeper logo) on each long side that is legible.
5. the general condition is so bad that the load - bearing capacity is not guaranteed or where the loaded goods could be damaged or soiled.



BEWARE:

An optimal quality of pallets enables an efficient flow of goods in the whole supply chain. In case of a poor pallet quality entry on material-handling equipment is not possible, the risk of breakage is high and goods and in the worst case consumers can be harmed by wooden splinters, projecting nails and extraordinarily dirty pallets.

Deliveries on poor quality pallets can be rejected by goods receiving, in order to accelerate the goods receiving process.

If the pallets don't meet the SPAR criteria, the supplier will be charged the additional work (EUR 20.- per pallet).

That is also valid for CHEP Pallets, which are distributed over cheaper rental models like the pickup from wholesalers. Such models can lead to a poorer CHEP pallet quality, because of not every pallet being checked and repaired at the CHEP service center. Due to cost and environment reasons this is of course reasonable, but it must not lead to a bad pallet quality. Therefore every supplier has to check the pallet quality prior to sending, otherwise additional expenses occur in the goods arrival. In case of an accumulation of damaged CHEP pallets we will charge it.

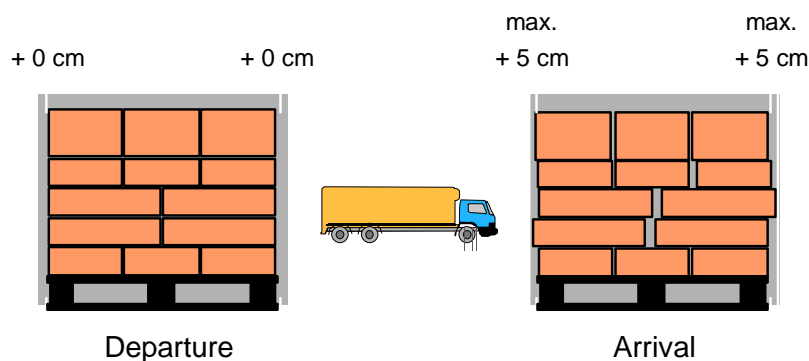
The number of defective pallets and the signature of the goods receiving personnel on the bill of delivery serve as a proof. SPAR has no burden of proof by photographs.

**The delivery must take place on the day arranged with SPAR.
Deliveries which arrive on the wrong day can be rejected by goods receiving.**

2.2.3 Pallet Goods-Shifting

The Pallet goods-shifting upon Goods Arrival must be no more than 5 cm.

No Pallet Shifting Before Transportation



2.2.4 Pallet Heights

All warehouses are equipped according to EUL pallet heights.

The pallet heights are

ECR-Name	EUL-Overall heights incl. Pallet	
EUL 2	2250 mm	2100 mm product + 150 mm pallet
EUL 1-4	1620 mm	1470 mm product + 150 mm pallet
EUL 1	1200 mm	1050 mm product + 150 mm pallet
EUL ½	675 mm	525 mm product + 150 mm pallet
EUL ¼	500 mm	350 mm product + 150 mm pallet

2.2.5 Pallet Weight

The total weight of a pallet may not exceed **1000 kg**.

2.2.6 ¼ Displays on Dollies

Displays which exceed the weight of 25 kg have to be delivered - without exceptions - on dollies. The handling of such heavy displays (without a dolly) is not possible, neither in our outlets nor in our warehouses – most of the time the displays have to be manoeuvred by hand. A Dolly is a free-wheeling load bearing device which conforms to the European standard norms for Supply Chains in the Fast Moving Consumer Goods sector (i.e. ISO 3394 ff). Dollies have to be wrapped together in a quantity of four with the flexible wheels placed outside and the fixed wheels placed inside (if an appropriate amount is ordered). **For each ¼ displays, which exceeds the weight of 25 kg and is delivered without dolly, the supplier will be charged € 10,- per display.**

Displays below 25kg can be delivered on ¼ CHEP pallets alternately to dollies. ¼ CHEP pallets have to delivered on a CHEP or Europallet in a quantity of four (if an appropriate amount is ordered). **A ¼ display below 25 kg without dolly or ¼ CHEP will be charged with EUR 10,- per display.**

A delivery on half pallets is not accepted. ½ displays have to be delivered on rollies from CONTAINER CENTRALEN. For each delivery of a ½ display without a rollie the supplier will be charged € 10,- per display.

If the display has no correct barcode the supplier will be charged € 5,- per display.

Contact:

CHEP Österreich GmbH
Mariahilferstrasse 123/3
A-1060 Wien
Telefon: +43 (0) 1 59999 448

CONTAINER CENTRALEN GMBH
Borsteler Chaussee 85-99a Haus 7
D-22453 Hamburg
Telefon: +49 (173) 493 99 33

2.2.7 Beer tray

The standardized beer tray is a neutral loading unit in the size of a ¼ dolly. It is used for beer multipacks of 0.5 liters bottles, e.g. trays for 4 or 6 bottles, which should be used by breweries to reduce the effort for assorting and CO² emissions.

The beer trays are delivered on dollies and are suitable for the usage directly at the point of sale as well as for the transport of empty bottles from the point of sale to the brewery.

There is a pooling solution for the beer trays.

Contact & information:

Logistikverbund Mehrweg: www.l-mw.at

LOGIPACK Service GmbH

Zur Aumundswiese 10

D-28279 Bremen

T: +49 (0) 421 841824 20

M: +49 (0) 172 37 47 390

pit.klepatz@LOGIPACK.com

2.2.8 Dangerous Substances

The regulations of the ADR governing **limited amounts** (“Consumer packaging”) must be followed.

A summary of the most important points as an extract from the aforementioned regulations:

Dangerous goods counted as limited amounts if they are packaged and labelled according to the ADR:

- Packaging must be **composite packaging** i.e. numerous internal packages within an external package:
 - numerous inner packaging within an outer packaging: for instance, in a box or
 - numerous internal packaging in trays, combined into a packing unit with stretch (cling) or shrink film (Caution: only with use of inner packaging made out of metal or plastic – not for inner packaging made out of a different material like glass, may a stretch or shrink film be used instead of an outer packaging.)
- The **amount limits** (dependent upon the dangerous goods transport classification system) may not be exceeded:
 - for the highest allowable material amount per internal packing unit
 - in part, also the highest allowed material amount per transport item
 - in part additionally, for the highest allowed total mass of the transport item (i.e. the total mass of trays may generally not exceed 20 kg in total.)
- The transport items (packets or trays) must be clearly and permanently marked:
 - with the ID number of the contained goods prefixed with the letters “UN”:
 - with various goods with different ID numbers in the same transport item: with the ID numbers of the contained goods prefixed with the letters “UN” or with the letters “LQ”.

This **ID marking** must be framed by a black line, creating a square balanced on its point with a side length of at least 100 mm; if the size of the transport item requires, this label may have smaller dimensions as long as it remains clearly visible.

This labelling must be visible at all times. Therefore, each labelling of transport items must also be affixed to outer packaging (i.e. wrap or shrink film for securing stacked items on a pallet) if this makes the direct labelling of the transport items no longer visible.

2.2.9 Condition of the pallet

- The goods must be stacked as **one product** per pallet, if the ordered quantity is at least one layer. However, intermediate pallets can be stacked on top of each other.
- Products, in danger of falling off, through transportation by truck, rail or in the warehouse, must be secured with **Transport protection** (Plastic film or a safety strap). If a plastic film is used, it must not be black.
- All boxes on a pallet must have the **same best before date and the same batch number**.
- As defined by IFS log the product safety is a must. That's why a **carton** has to be put **between the pallet and goods in easily damageable packaging**. So a damage trough splinters and other sharp items can be avoided and the product safety is guaranteed.

If the condition of the pallet is not conform with the above requirements, SPAR charges the additional expenses of EUR 10,- per pallet.

2.2.10 Condition of the picking unit

- The goods must be in **perfect** condition. This means no damaged or soiled goods etc.
- The delivery unit must be a **closed, compact unit** which permits **stacking in any position** on our roll cages (the goods must not fall out of the packaging).
- The **lid may not detach from the carton** when lifting (banderols, glue spots, etc.).
- The **barcode must be easily found** and may not be attached to the lower side of the unit.
- **Heavy goods** (especially tin cans and glasses) must be **shrunked** in foil.
- When **Shelf Ready Packaging** is applied, the unit should be **at least as stable for it to permit efficient handling** in the warehouse (Glue to stabilise, banderols etc.).
- The **size of the wholesale packaging unit (WPU)** should be **adjusted to the size of the retail packaging unit** in order to prevent damage.
- It is **not permitted** to pack **several WPUs in an overpackaging**. One unit must be one move.

If the condition of the picking unit is not conform with the above requirements, SPAR charges the additional expenses of EUR 0,5,- per picking unit.

2.2.11 Delivery note

For a proper goods arrival in our warehouses SPAR needs a correct delivery paper (delivery note, CMR), on which the SPAR order number has to be quoted. For each SPAR order number a delivery note has to be handed over to the bureau of the goods arrival.

If the SPAR order number is missing on the delivery note/CMR, the delivery note is missing or just placed on the goods or more than one SPAR order number is quoted on the delivery note, SPAR reserves the right to charge the supplier EUR 25,-. A delivery note isn't necessary, if all relevant information is noted on the CMR.

3 Labelling

Please send us a sample label (pallet and WPU) prior to the first delivery for testing!
 In case you are generating a GS1 barcode for the first time, please contact the GS1 institution of your country, to fulfil all requirements.

Warehouse suppliers to:

SPAR Österr. Warenhandels AG
 Zweigniederlassung St. Pölten
 Lagergasse 30, 3106 St.Pölten-Spratzern
 Thomas Gessner, Tel. +43 2742 866 345325
thomas.gessner@spar.at

Additional Information can be found at <http://www.gs1.at>.

Contact GS1

GS1-Austria
 Brahmsplatz 3, 1040 Wien

Gerald Gruber, Tel: +43 1 505 8601 43
 E-Mail: gruber@gs1.at

3.1.1 Pallet Labelling

SPAR requires the labelling of all pallets with the GS1-128+SSCC pallet label.

If the GS1:128 and the SSCC are missing or are encoded falsely, SPAR will charge the supplier EUR 5 per pallet.

Data Content:

- | | |
|--|----------|
| • SSCC - Number of the pallet | AI (00) |
| • the GTIN-Number of the secondary packaging (Wholesale P U) | AI (02)* |
| • the best before date – if available | AI (15) |
| • the batch number – if available | AI (10) |
| • amount of secondary packaging (WPU) on the pallet | AI (37) |

*The GS1-128+SSCC label must comprise the WPU GTIN which was agreed on with SPAR. Displaying other GTINs, for example the GTIN Number of the over packaging is not permitted.

Module width / Barcode height:

Width: 0,495 – 1,016 mm
 Height: 32 mm

Sticker/Label format (Recommendation):

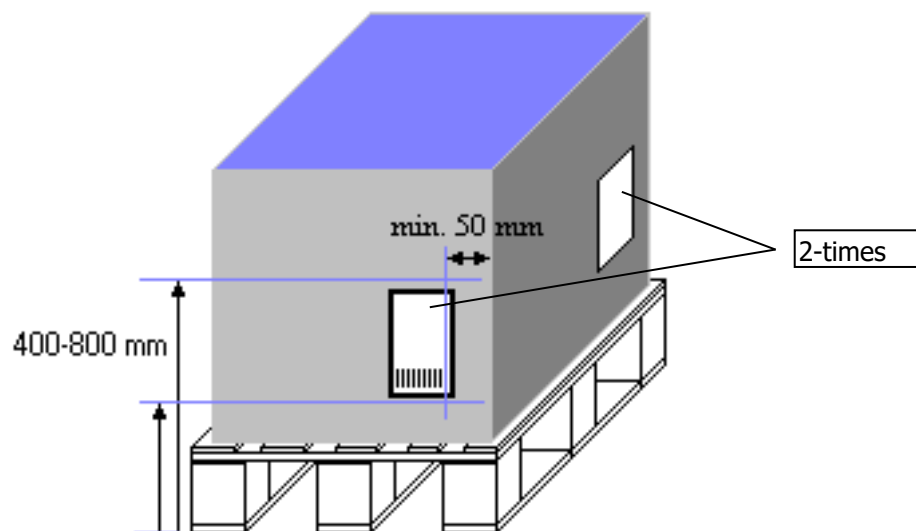
DIN A5 210 x 148 mm (H x W)
 DIN A6 148 x 105 mm (H x W)

Placement of the pallet labels

According to the ECR handbook, the GS1 transport-label must be applied 400 - 800mm from the floor and at least 50 mm from the side. On transport secured pallets the sticker must be attached to the plastic film. One label must be applied on the narrow side and one on the long side to the right hand side of it.

For better processing in our warehouses, we would like to ask you to **attach the pallet label as far right as possible**. This allows us an optimal handling at every move of the pallet.

On low pallets it is allowed to bend the text field over the edge onto the top. The barcode part must be scan able without any further manipulation (ECR documentation „Harmonisierung GS1-128 – GS1 Transportetikett“).



Pallets that are stacked on top of one another for transport must be labelled individually with an SSCC-label.

3.1.2 Product Labelling

WPU (Wholesale -Packing-Unit)

Basically, secondary packaging should be labelled with clear text as well as with a barcode (EAN-13, ITF-14, UPC-A, GS1-128 mit GTIN).

The content must be clearly and visibly stated. This facilitates the allocation of the goods to the bill of delivery. The product number, name and the number of single trade PKUs must be displayed. The labelling must be done according to GS1 standards, on two sides of the packaging.

Should the labelling with EAN-13, ITF-14 or GS1-128 be missing or be encoded falsely, SPAR will charge the supplier a surcharge of EUR 0.37 per unit.

RPU (Retail Packing Unit)

Labelling with a barcode (EAN-8, EAN-13, UPC-A).

3.1.3 Barcode quality

In order to guarantee fast and efficient scans at the checkout counters and in the SPAR-wholesale warehouses, all barcodes have to meet the following quality standards:

The attached barcode symbol has to exhibit **at least** the following overall symbol class according to **ISO/IEC 15416**:

EAN-13/UPC-A:	1,5/06/670
EAN-8:	1,5/06/670
GS1-128 (EAN-128):	1,5/10/670
ITF-14:	1,5/10/670

whereby 1,5 is the overall symbol classification,
06,10 is the reference number of the bezel and
670 is the light wave length in nanometres.

The structure of the symbol has to comply with the respective specifications of the barcode symbology:

EAN-13/EAN-8/UPC-A: according to GS1 specifications respectively ISO/IEC 15420
GS1-128 (EAN-128): according to GS1 specifications respectively ISO/IEC 15417
ITF-14: according to GS1 specifications respectively ISO/IEC 16390

In order to guarantee an optimal readability of all barcodes, SPAR recommends an overall symbol classification of **2,5**.

Whether the barcode symbol complies with the quality requirements can be verified by GS1 Austria (www.gs1.at).

4 Electronic Data Interchange with SPAR

SPAR provides the possibility of interchanging data electronically. The supported messages are orders, Despatch Advice (for warehouses and direct deliveries) and Invoic.

In our Warehouses we set a high value into the DesAdv. This electronic message enables precise planning and processing at the goods receiving and thus accelerates the process. This results in shorter waiting times.

Therefore we expect our partners to transmit electronic bills of deliveries which accord to todays standards.

BEWARE! In order to use DesAdvs, the correct use of the GS1-128 label on the pallets is absolutely necessary.

Information on the composition of Despatch Advices can be found on our B2B Portal (<http://b2b.spar.at>).

In the Warehouses we require the hierarchical DesAdv incl. SCC.

If the transferred data (expiry date, quantity and batch) from the DesAdv is not correct or the whole DesAdv is missing, SPAR charges the additional expenses of EUR 100,-.

5 Guidelines for CPFR-Suppliers

Please find all necessary information in the SPAR b2b (<http://b2b.spar.at>).

6 Contacts

SPAR Headquarter

SPAR Österr. Warenhandels AG, Salzburg, Europastr. 3, A-5015 Salzburg
Mag. Matthias Kienzl, Tel.: +43 662 4470 25201, E-Mail: matthias.kienzl@spar.at

ZN 01 Dornbirn

SPAR Österr. Warenhandels AG, Dornbirn, Wallenmahd 46, A-6850 Dornbirn
Milos Sojic, Tel: +435572 309 31520, E-Mail: milos.sojic@spar.at
Sabrina Gasser, Tel: +43 5572 309 31591, E-Mail: sabrina.gasser@spar.at

ZN 02 Wörgl

SPAR Österr. Warenhandels AG, Wörgl, SPAR-Straße 1, A-6300 Wörgl
Nicole Schröder, Tel.: +43 5332 796 32501, E-Mail: nicole.schroeder@spar.at

ZN 03 Marchtrenk

SPAR Österr. Warenhandels AG, Marchtrenk, Sparstraße 1, A-4614 Marchtrenk
Lukas Greifeneder, Tel.:+43 7243 551 33501, E-Mail: lukas.greifeneder@spar.at

ZN 04 St. Pölten

SPAR Österr. Warenhandels AG, St. Pölten, Lagergasse 30, 3106 St. Pölten-Spratzern
Markus Wandler, Tel. +43 2742 866 34506, E-Mail: markus.wandler@spar.at
Thomas Gessner, Tel. +43 2742 866 345325, E-Mail: thomas.gessner@spar.at

ZN 04W Ebergassing

SPAR Österr. Warenhandels AG, Spar Straße 1, 2435 Ebergassing
Patrick Hörmann, Tel. +43 2234 7220030520, E-Mail: patrick.hoermann@spar.at

ZN 05 Graz

SPAR Österr. Warenhandels AG, Graz, Hafner Straße 20, A-8055 Graz
Andrea Götschl, Tel: +43 316 248 35512, E-Mail: andrea.goetschl@spar.at

ZN 06 Maria Saal

SPAR Österr. Warenhandels AG, Maria Saal, Sparstraße 1, A-9063 Maria Saal
Rene Schweighofer, Tel: +43 4223 5000 36590, E-Mail: rene.schweighofer@spar.at

7 Safety at Goods Receiving

Warehouse Premises

- Driving with an **open auto hoist** on SPAR warehouse premises is forbidden.
- The StVO is applicable on warehouse premises, with a maximum speed of 10 km/h and keeping to the right. Please beware of human traffic.
- The parking of vehicles is only permitted in the designated areas and only until unloading.

Goods receiving

- Follow the instructions of the goods receiving personnel.
- Access is only granted to the goods receiving area. All other areas of the warehouse may only be accessed when permitted.
- Before unloading the supplier has to register with the responsible goods receiving and show bill of lading and bill of delivery.
- The automatic lifting ramps are to be operated accordingly. Should the truck driver have no experience with these he must announce this to the SPAR personnel who will brief him.
- The unloading has to be carried out by the supplier.
- The unloading is only permitted with **safety shoes**.
- Should the pallet quality not comply with the standards of SPAR, the pallet will not be exchanged.

General

- The handling of SPAR owned electronic devices takes place **at the users' risk**. The supplier is liable for all damage occurred. Accidents and damage are to be announced to the goods receiving supervisor immediately and a report of the accident has to be written.
- All waste has to be removed accordingly.
- **Smoking** in the hall and the **drinking of alcoholic beverages** everywhere on the warehouse premises are strictly forbidden.
- Beware of frequent traffic with electronic devices at goods receiving.
- In case of a fire alarm, obey the instructions of SPAR personnel.
- Emergency exits have to be free at every time.