

LOGISTICS HANDBOOK

Fresh assortment
Austria

Operational Logistics | Version 2.3 – 01/2026

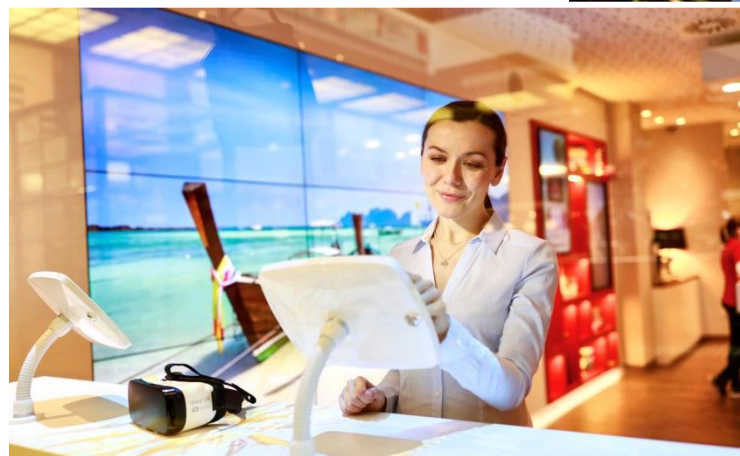
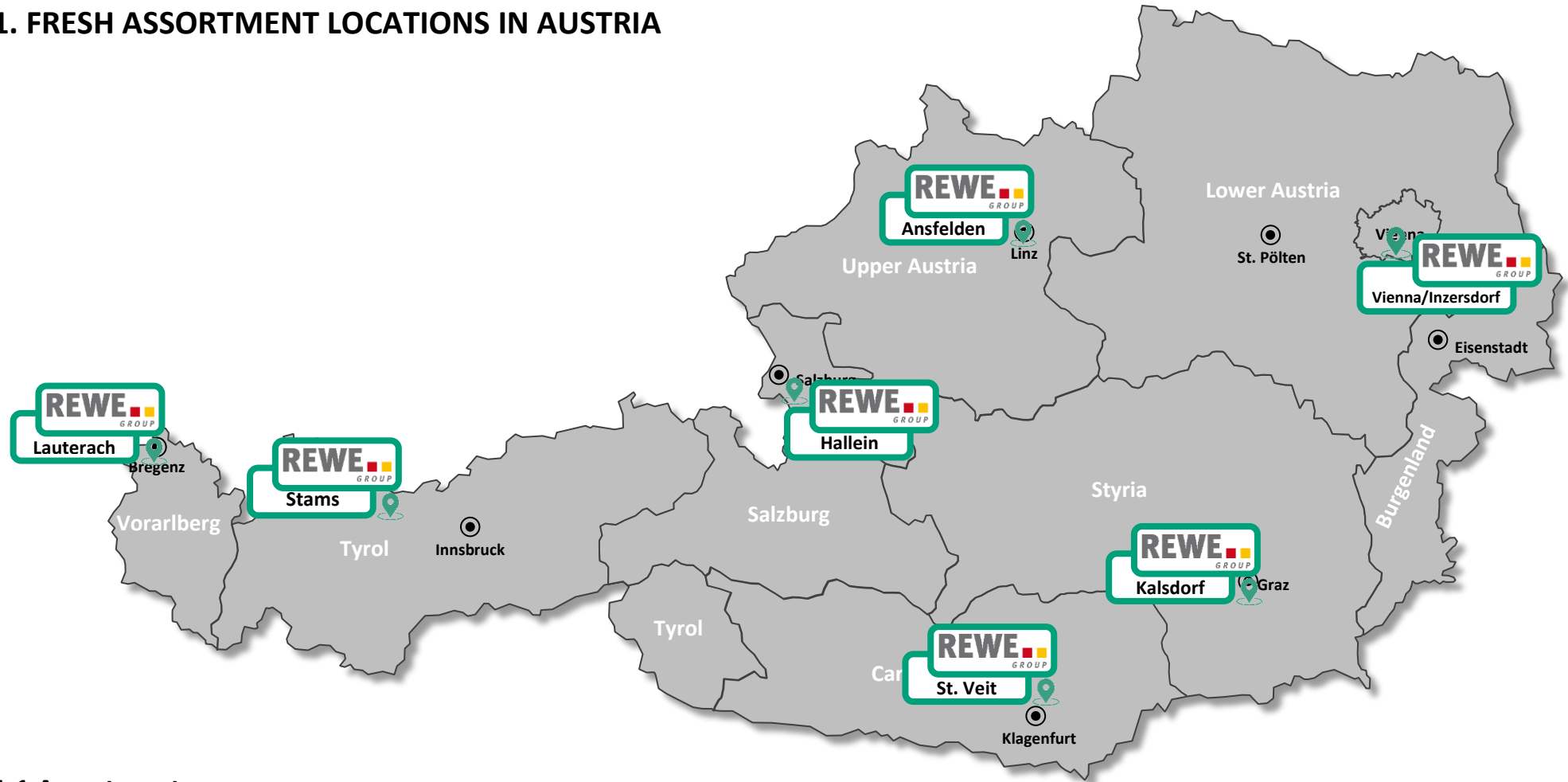




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1. FRESH ASSORTMENT LOCATIONS IN AUSTRIA



1.1 Assortment

Fresh Assortment – Locations in Austria							
Assortment	32 FD-Inzersdorf	33 FD-Ansfelden	34 FD-Kalsdorf	35 FD-St. Veit	OH FD-Hallein	OS FD-Stams	A2 FD-Lauterach
Fruit and Vegetable	✓	✓	✓	✓	✓	✓	✓
Dairy Products	✓	✓	✓	✓	✓	✓	✓
Meat/Delli	✓	✓	✓	✓	✓	✓	✓

2. REQUIREMENTS FOR DELIVERY OF REWE FRESH ASSORTMENT WAREHOUSE

2.1 Warehouse Master Data

All essential warehouse functions and control mechanisms rely on the master data, it is essential that all important data ("REWE article information sheet") will be forwarded in the right time to the buyer in order to ensure a smooth warehouse operation. The article master data should be chosen so that they remain unchanged for a longer period of time, as each subsequent change means additional time and organizational effort / costs. Nevertheless, if changes are necessary, they must be coordinated with the purchasing department and logistics right away in order to ensure a smooth process. The "REWE article info sheet" is available from the responsible buyer.

2.2 Temperature specification for deep frozen products

All products that require cooling must have a temperature specification of **+ 6 °C** (including corresponding product labeling). Products with a temperature specification up to + 4 °C or less (such as fresh meat, poultry, etc.) cannot be accepted due to the existing temperature ranges in the RIAG fresh assortments locations.

2.3 Conditions of Delivery

Delivery can only be made using the original delivery notes of the respective supplier. The REWE order number must be clearly visible on the [delivery documents](#).

Deliveries are possible by truck with a ramp.



The entrance to a warehouse area is permitted only by wearing **safety shoes**. The unloading of goods on the ramp **has to be** exclusively with a hand lift pallets trolley or electric pallets trolley **by the driver himself**. Furthermore, it is expected that the driver knows how to manipulate these machines. The hand lifts and electric pallets trolleys are made available to the drivers by REWE International Lager- und Transportgesellschaft m.b.H.

The driver has the duty to follow the instructions of the REWE staff (e.g. goods not ordered, specifications according to the logistics manual not met, items delivered to the wrong warehouse, wrong goods delivered, etc.). In the event that goods are to be returned by REWE (e.g. goods not ordered or not meet the agreed quality requirements, incorrect delivery address, etc.) the driver is obliged to reload the respective pallets to his truck and take them away.

On the company area the speed limit of 15 km / h applies on the basis of the Road Traffic Regulation (**StVO**). Smoking on the company area is **strictly prohibited**, except in the marked places. For deliveries between 10 p.m. and 6 a.m., noise should be reduced to the necessary minimum. At some REWE logistics locations, e.g. Hallein, the lorry reversing alarm must be switched off on the warehouse premises if possible. This is indicated by signage.

2.4 Transport Equipment

For distribution, it is only allowed to use EURO-, WORLD-, CHEP-, IPP-, H1-, and Expendable pallets with a size of 80 x 120 cm. There is no exchange of CHEP- and IPP-pallets. In exceptional cases, disposable pallets with a size of 100 x 120 cm are possible, but only after prior agreement with the responsible purchaser and approval by the affected warehouse locations.

The goods have to be sorted by item. Should mixed-pallets, which are not assorted by item, exist e.g. because of a low amount of orders, the supplier/ carrier has to sort the goods by article to a singular pallet each.


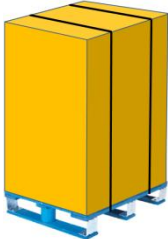
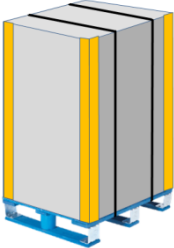
Several layer- or sandwich pallets have to be separated by the supplier to guarantee a decent goods receiving (only possible, if it is guaranteed, that there is no damaging of the lower pallets). If the lower positions on the pallets are damaged, they must be separated with an intermediate bottom (cardboard) and stacked apart by the supplier in order to allow a clean goods receiving.

All transport equipment used must be agreed with the responsible buyer in advance for each new article or for each subsequent change.


In general, the goods must be delivered in cartons or outer package that can carry the weight of the goods and the boxes stacked on top of them. **REWE reserves the right not to accept deliveries in damaged boxes.**

Upon the delivery of displays, the following must be observed:









- Delivery on quarter (40 x 60 cm) or half pallet (80 x 60 cm).
- An impeccable delivery from the industry must be ensured (must not be delivered tilted).
- Stability must be ensured (use of sturdy materials and cardboard), if necessary, foil the units (transparent only).
- From a weight of >15 kg per order unit, half and quarter pallets with a max height of 160 cm should be used.
- For transport safety, outer cartons with edge protection and 2-fold banding must be used to ensure high stability during storage operation.
- The empty space from the pallet may be max ¼ of the total height of the display. The higher the weight of the display, the lower the empty space has to be, in order to avoid a heaviness and thus a tip over.

		
<p>Banding twice</p>	<p>Banding twice</p>	<p>Banding twice, including edge protection transparent foil</p>

Following Loading and Transport equipment are accepted:

Euro pallet	World pallet	Chep pallet	IPP pallet	Disposable pallet	H1 pallet
 symbol photo	 symbol photo	 symbol photo	 symbol photo	 symbol photo	 symbol photo
80 x 120 cm	80 x 120 cm	80 x 120 cm	80 x 120 cm	80 x 120 cm In exceptional cases 100 x 120 cm	80 x 120 cm

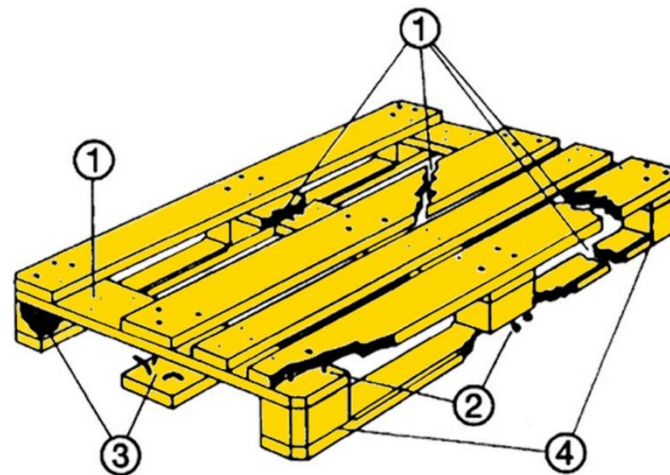
CHEP quater pallet	ARPACK quater pallet	IPP quater pallet	Quater disposable pallet	CHEP half pallet	Düsseldorfer half pallet	IPP half pallet
 symbol photo	 symbol photo	 symbol photo	 symbol photo	 symbol photo	 symbol photo	 symbol photo
60 x 40 cm	60 x 40 cm	60 x 40 cm	60 x 40 cm	80 x 60 cm	80 x 60 cm	80 x 60 cm

REWE collapsible box (all height formats)	E2 crate	IFCO Black Lift Lock crate big	IFCO Black Lift Lock crate small	EC flower container	Danish flower container	Roll container	Tetratainer (Milk Trolley)
 symbol photo	 symbol photo	 symbol photo	 symbol photo	 symbol photo	 symbol photo	 symbol photo	 symbol photo
60 x 40 cm	60 x 40 cm	60 x 40 cm	40 x 30 cm	81 x 61 cm	135 x 56,5 cm	76,5 x 77,5 cm	64 x 42 cm

2.5 Quality of Pallets

The company REWE does not receive or change pallets, if

1. a board is missing or broken on diagonal or crossways,
2. The floor- and ceiling boards are chipped of, so that at one board at least two or at more than two boards at least one nail- or screw head is visible,
3. A block is missing or broken or chipped of, so that more than one nail- or screw head is visible,
4. The essential features are missing or invisible (at least one brand from the railroad and one EUR brand have to be visible),



5. Inadmissible components have been taken for repairs (for example the boards or blocks are too thin, small or narrow)
6. The generally condition is too bad, so that the load capacity cannot be guaranteed (rotting or more chipped of boards of blocks) – or the products become dirty.

The supplier is entitled to prove to REWE that the quality of the pallets was correct upon delivery and that none of the points mentioned here apply.

2.6 Handling of Pallets

Generally, the pallets are exchanged 1 by 1. That means that the supplier gets the same amount of pallets back (if they are flawless), which he delivers. We are referring to exchangeable EURO pallets, independent of pallet pools such as E-Pal, UIC etc. – an **"identical exchange"** e.g. **E-Pal <-> E-Pal or UIC <-> UIC is not possible!**

Furthermore, we would like to point out that the exchange quality of our Euro pallets can be of different quality, therefore a 1 by 1 exchange of "A-Quality" cannot be guaranteed!

If there are not enough pallets for an exchange at the moment of the delivery (only in special circumstances), the supplier receives a promissory note for these pallets. With this promissory note (only the original one is accepted) the supplier can pick them up at a later time or when he brings the next delivery. For the Pickup of large quantities of pallets, the specific RIAG location must be notified in due time.

2.7 Transit safety, Marketability, Handling

The packing of the unit order must be correspondingly stable, so that the goods cannot be damaged inside. An original pallet, which for example is loaded by the industry, **must not have a protrusion = excess length (overhang)** - this is not always observed after transport. The protrusion of transported pallets may not overstep 25 mm on each side of the highest layer! If there is a protrusion of more than 25 mm on one side, the supplier has to solve this problem by putting the units together or put them on another pallet, otherwise the pallet goes back to the supplier.



Possible types of transit supports are for example: plastic wraps (only transparent), strapping, intermediate pads. There are massive problems (from experience) with sticking points, because of the automatically consignment stock (dumping trays sorter) the slipping off of the products can't be guaranteed any more. Therefore, sticking points should not be used for transit supports.

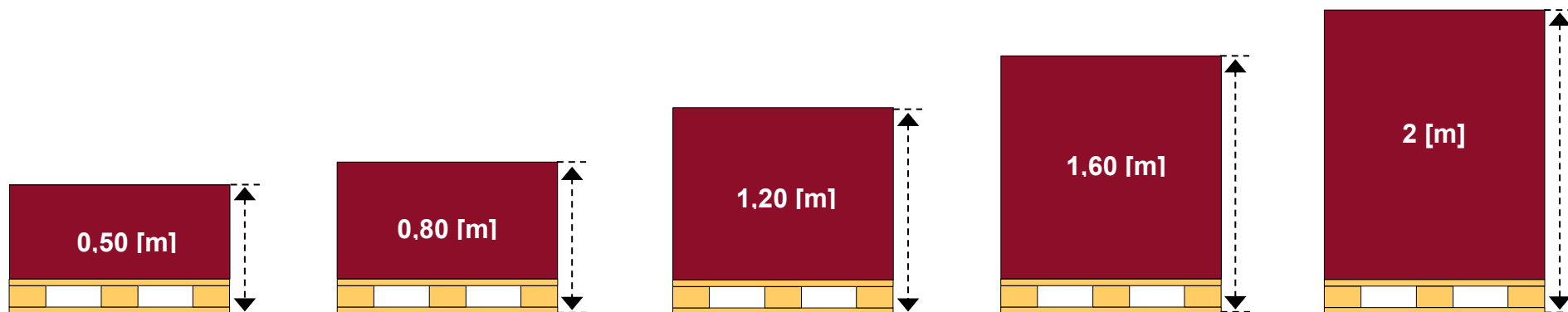
Half and quarter pallets must be delivered loosely (without mother pallet), for half pallets 2 - and for quarter pallets four units should be foiled together.

2.8 General Height of Pallets

The height of the pallet for each article is set during the first listing by an assortment manager of REWE. Later, changes have to be cleared and timed with both the assortment manager and the warehouse.

It should be noted that the maximum height per assortment may vary depending on the location. Details can be found in the respective data sheets of each warehouse location (check Point [3. DATA SHEETS OF FRESH WAREHOUSE](#)).

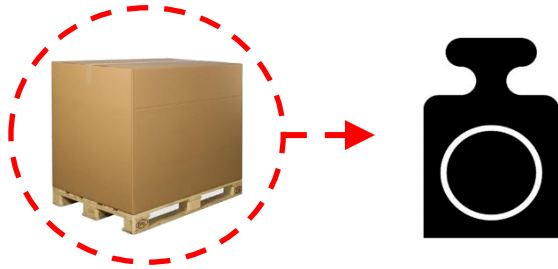
The following picture shows the pallet heights that are accepted in the REWE warehouses. The dimensions are indicated incl. carrier pallet with a height of 0,15 m.



Exemptions must be clarified in advance with both the responsible manager and with warehouse.

2.9 Weight of Pallets

The whole weight of the pallet **must not exceed 1000 kg**.



2.10 Quality of Delivery

- All items must be delivered in the correct quantity, at the agreed time and in the agreed quality.
- The goods must have all the criteria agreed in advance with the responsible buyer.
- Compliance with the cold chain must be guaranteed without exception for refrigerated products. For these, there is a proof obligation.
- The goods must be delivered in perfect condition (no damage, grubby).
- The products have to be sorted by item or rather by type sorted on the pallet. It is possible to put some pallets on top of each, if there are no damages for the products. It is the supplier's responsibility to take them apart.
- All products on one pallet have to have the same date of expiration and the same lot number.
- The labeling of the pallets, picking units as well as sales units with a bar code must be carried out according to the requirements of this logistics manual without exception.

2.11 Transport Documents

Generally, REWE can request all necessary papers that document the correct process flow (for example, special requirements for BIO / organic goods, etc.).

Delivery note: with every delivery of goods a corresponding delivery note in **paper form** must be carried and presented to REWE Goods Receiving without being requested. The delivery note should normally be written in German.

In special cases, it can also be written in English and should meet the following requirements:

- Delivery Date / Lieferdatum
- Delivery note number / Lieferscheinnummer
- Order Number / Bestellnummer
- Exact item description (equal to the label on the product) / Genaue Artikelbezeichnung (übereinstimmend mit Aufdruck am Produkt)
- Quantity of order units / Menge in Bestelleinheiten
- Weight per Article / Gewicht pro Artikel
- Expiration Date / Mindesthaltbarkeitsdatum
- Charge Number / Chargennummer (Separate display of each batch of goods with associated LOT number and quantity)
- **All loading and transport equipment must be clearly stated, including the name and number, on a separate delivery note sheet:**
 - Loading equipment: for example Euro pallet, Chep pallet, World pallet, H1 pallet
 - Transport equipment: for example REWE foldable crate big / medium / small, IFCO Black Lift, E2 box

Example for Empties on the Delivery note:

Nr. of Article	Name of Article	Quantity
123456	IFCO Black Lift 4310/400x300x119	130
234567	IFCO Black Lift 6413/600x400x152	100
345678	IFCO Black Lift 6416/600x400x184	32

2.12 Labeling of Pallets

GS1-128 (UCC/EAN128)

The GS1 transport label enables unambiguous identification and traceability of the logistic units throughout the supply chain.

The following Application Identifiers (AI) can be used:

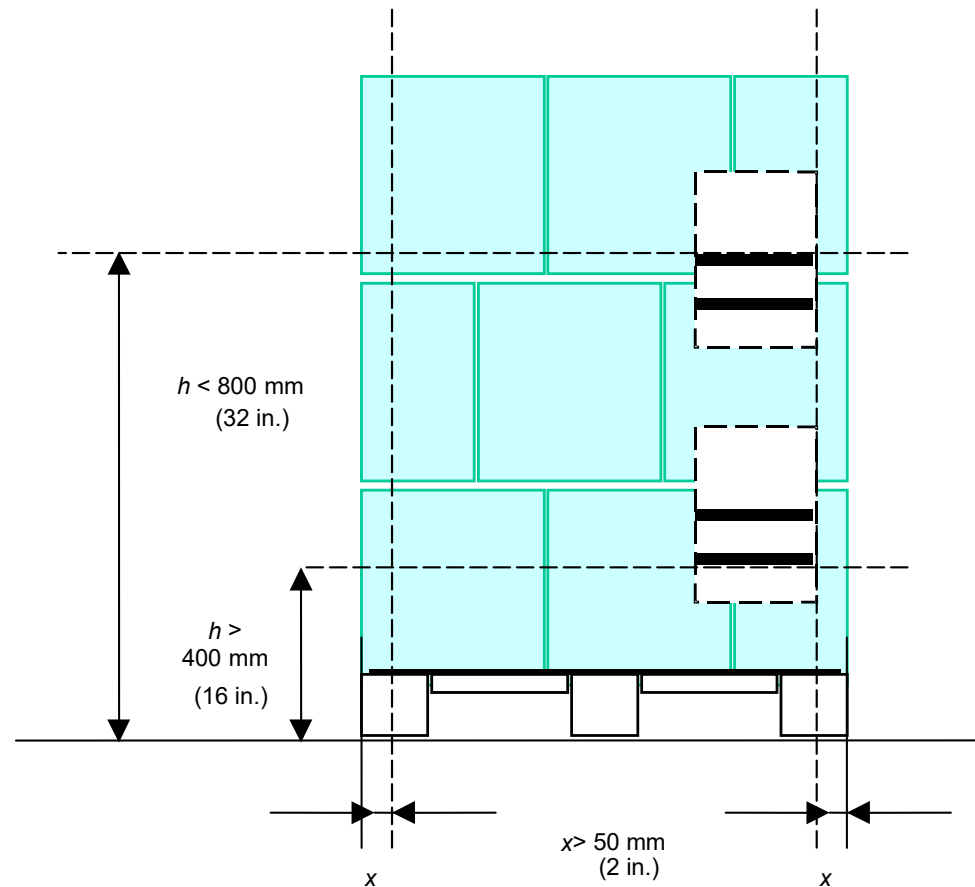
AI	Content	Format
00	Serial Shipping Container Code SSCC	n2 + n18
01	GTIN (EAN Number) of the order unit	n2 + n14
02	GTIN (EAN Nr.) which is included in the transportation-unit	n2 + n14
10	Lot number	n2 + an...20
11	Date of production (format YYMMDD)	n2 + n6
13	Date of the package (format YYMMDD)	n2 + n6
15	Best-by date (format YYMMDD)	n2 + n6
17	Expiry date (format YYMMDD)	n2 + n6
310*	Nettweight, Kilogramm (fourth place is position of decimal place)	n4 + n6
37	Number of packages on one pallete	n2 + n...8

GS1-128 is often mixed up with the code 128. The code 128 is **not** accepted at REWE central - warehouse.

Positioning of the label:

The bar code on the transportation label has to be straightened vertically and in a height between 400 and 800mm from the floor. The distance to the side of the edge should be at least 50 mm. The label should be fixed on a front- and broadside of the pallet, but there is only **one obvious SSCC per pallet**.



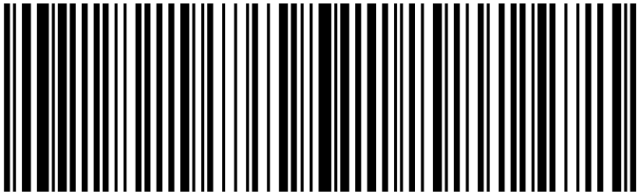
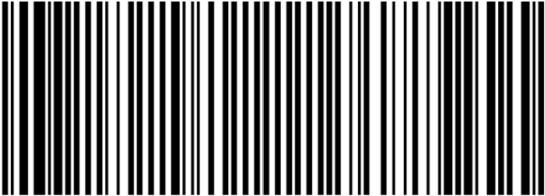
The transportation label has to be wrinkle-free and outside of the foil.



Module width

The thinnest element of a bar code is called module. Width and lines or gaps are counted as a multiple of the module. The perfect module width should be between 0.33 and 0.66 mm.



 Sample GS1-128		
 Orange Karotte 500ml		
SSCC 390022330000003065	Best Before Date: 24.06.2029	
GTIN: 9002236344782	Quantity: 145	Charge/Lot: 4123
 (02)09002236344782(15)290624(37)0145		
 (00)390022330000003065(10)4123		

Free text part

Free possibility of creation

Plaintext part

1. Name of product
2. SSCC
3. GTIN of the trading unit
4. Best-by Date
5. Number of included trading units
6. Lot number

Barcode part

7. GS1-128
8. Plaintext line

Generally the height of the GS1-128 bar code symbols is at least 32mm (including plaintext line). An x-module (enlargement factor) of 0.5 should be aimed.

Format of the label:

The physical dimensions of the label are determined by whoever creates the label. Factors that influence the label size are the amount of data required, the content and the X-module of the barcodes used and the dimensions of the transport unit to be identified.

The business needs for most users of GS1 shipping labels are covered by an A5 format. Restrictions regarding the GS1-128 barcode: 165.1 mm width including light zones, max. 48 user data characters (including AIs and separators)

2.13 Labeling of Colli

Following barcodes are accepted on an order unit (BE):

- GS1-128

Example of a standardized trade unit: Encryption of a GTIN-13 (9001390003511) with date of expiration (05.06.2029) and lot number (4123)



Example of a variable trade unit: Encryption of a GTIN-14 (99006020350730, with **indicator 9** for variable units) with net weight (3.120kg), Date of Expiration (28.05.2014) and lot number (281110)



If the label of the order unit or sales unit is incomplete and / or not available as agreed, then the supplier must carry out any subsequent and reworking task. In exceptional cases, this can be carried out by REWE, however, the resulting expense will be charged to the respective supplier.

3. DATA SHEETS OF FRESH WAREHOUSE

3.1 Fresh Warehouse Inzersdorf

Postal address/Delivery address

REWE International Lager- und Transportgesellschaft m.b.H.
 Frischdienstlager Inzersdorf
 Halban-Kurz Strasse 1
 A-1230 Wien/Inzersdorf



Geo-Coordinates	48.138210, 16.365162
Location	Google Maps

General working period for inbound: (individually agreed delivery times per supplier and storage location must be taken into account)

Assortment	Fruit and Vegetable	Dairy / Cheese Products	Meat / Delli
Days of delivery	from Sunday to Friday	from Sunday to Friday	Mon, Tue, Wed, Fri
Times of delivery	from 5:00 am to 12:00 am	from 5:00 am to 12:00 am	from 3:00 am to 08:00 am
Max. height of pallets:	2,2 m	1,8 m	2 m

Contact person Warehouse:

Warehouse Manager	Mr. Oberwald Rainer	+43 2236 600 5401	r.oberwald@rewe-group.at
Head of Goods Receiving	Mr. Reisner Markus	+43 2236 600 5418	m.reisner@rewe-group.at

3.2 Fresh Warehouse Ansfelden

Postal address/Delivery address

REWE International Lager- und Transportgesellschaft m.b.H.
Frischdienstlager Ansfelden
Gewerbepark 8
A-4052 Ansfelden



Geo-Coordinates	48.215300, 14.273168
Location	Google Maps

General working period for inbound: (individually agreed delivery times per supplier and storage location must be taken into account)

Assortment	Fruit and Vegetable	Dairy / Cheese Products	Meat / Delli
Days of delivery	from Monday to Friday	from Monday to Friday	Sun, Mon, Tue, Thu,
Times of delivery	from 5:00 am to 10:00 am	from 5:00 to 10:00 am	from 10:00 pm to 4:00 am
Days of delivery	Sunday and Bank Holiday	Sunday and Bank Holiday	
Times of delivery	from 3:00 am to 10:00 am	from 3:00 am to 10:00 am	
Max. height of pallets	2,2 m	1,7 m	2,1 m

Contact person Warehouse:

Warehouse Manager	Mr. Grusling Stefan	+43 2236 600 6411	s.grusling@rewe-group.at
Head of Goods Receiving	Mr. Findenig Alexander	+43 2236 600 6413	a.findenig@rewe-group.at

3.3 Fresh Warehouse Kalsdorf

Postal address/Delivery address

REWE International Lager- und Transportgesellschaft m.b.H.
 Frischdienstlager Kalsdorf
 Bahnhofstrasse 110
 A-8401 Kalsdorf



Geo-Coordinates 46.969010, 15.459406

Location [Google Maps](#)

General working period for inbound: (individually agreed delivery times per supplier and storage location must be taken into account)

Assortment	Fruit and Vegetable	Dairy / Cheese Products	Meat / Delli
Days of delivery	from Monday to Friday	from Monday to Friday	Mon, Tue, Wed, Fri
Times of delivery	from 3:00 am to 11:00 am	from 3:00 am to 10:00 am	From 10:00 pm to 6:00 am
Days of delivery	Sunday and Bank Holiday	Sunday and Bank Holiday	
Times of delivery	from 2:00 am to 9:00 am	from 2:00 am to 9:00 am	
Max. height of pallets	2,2 m	1,8 m	1,8 m

Contact person Warehouse:

Warehouse Manager	Mr. Ritzinger Elmar	+43 2236 600 3410	e.ritzinger@rewe-group.at
Head of Goods Receiving	Mr. Maierhofer Günther	+43 2236 600 3465	g.maierhofer@rewe-group.at

3.4 Fresh Warehouse St. Veit

Postal address/Delivery address

REWE International Lager- und Transportgesellschaft m.b.H.

Frischdienstlager St. Veit

Solarstraße 2

A-9300 St. Veit a. d. Glan



Geo-Coordinates	46.734858, 14.376649
Location	Google Maps

General working period for inbound: (individually agreed delivery times per supplier and storage location must be taken into account)

Assortment	Fruit and Vegetable	Dairy / Cheese Products	Meat / Delli
Days of delivery	from Sunday to Friday	Monday to Friday	From Monday to Friday
Times of delivery	from 3:00 am to 10:30 am	from 12:00 pm to 10:15 am	from 12:00 pm to 8:15 am
Days of delivery		Sunday	
Times of delivery		03:00 am to 10:15 am	
Max. height of pallets	2,2 m	2 m	2 m

Contact person Warehouse:

Warehouse Manager	Mr. Fennes Heinz	+43 2236 600 7241	h.fennes@rewe-group.at
Head of Goods Receiving	Mr. Hebein Christopher	+43 2236 600 7242	c.hebein@rewe-group.at
Lagersteuerung:	Mr. Pippan Manuel	+43 2236 600 7221	m.pippan@rewe-group.at
Lagersteuerung:	Mr. Schnablegger Manfred	+43 2236 600 7251	m.schnablegger@rewe-group.at

Disposition for fruit, fresh service, and delli: please contact the responsible dispatcher.

3.5 Fresh Warehouse Hallein

Postal address/Delivery address

REWE International Lager- und Transportgesellschaft m.b.H.

Frischdienstlager Hallein

Römerstraße 4

A-5400 Hallein



Geo-Coordinates 47.678487, 13.111191

Location [Google Maps](#)

General working period for inbound: (individually agreed delivery times per supplier and storage location must be taken into account)

Assortment	Fruit and Vegetable	Dairy / Cheese Products	Meat / Delli
Days of delivery	from Sunday to Friday	from Sunday to Friday	from Sunday to Wednesday and Thursday
Times of delivery	from 5:00 am to 12:00 am	from 5:00 am to 12:00 am	Sun 10:00 pm to Wed 05:00 am and Thu 10:00 pm to Fri. 05:00 am
Max. height of pallets	2,2 m	1,8 m	1,8 m

Contact person Warehouse:

Warehouse Manager	Mr. Waisoher Daniel	+43 2236 600 2930	d.waisoher@rewe-group.at
Head of Goods Receiving	Mr. Langaschek Andreas	+43 2236 600 2947	a.langaschek@rewe-group.at

3.6 Fresh Warehouse Stams

Postal address/Delivery address

REWE International Lager- und Transportgesellschaft m.b.H.
 Frischdienstlager Stams
 Thanrain 44a
 A-6422 Stams



Geo-Coordinates 47.287661, 11.008335

Location [Google Maps](#)

General working period for inbound: (individually agreed delivery times per supplier and storage location must be taken into account)

Assortment	Fruit and Vegetable	Dairy / Cheeses Products	Meat / Delli
Days of delivery	from Sunday to Friday	from Sunday to Friday	Mon, Tue, Wed, Fri
Times of dleivery	from 5:00 am to 11:00 am	from 5:00 am to 12:00 am	from 3:30 am to 10:30 am
Max. height of pallets	2,2 m	1,6 m	1,6 m

Contact person Warehouse:

Warehouse Manager	Mr. Schweigl Thomas	+43 2236 600 4720	t.schweigl@rewe-group.at
Head of Goods Receiving	Mr. Suntinger Aegydius	+43 2236 600 4722	a.suntinger@rewe-group.at

3.7 Fresh Warehouse Lauterach

Postal address/Delivery address

REWE International Lager- und Transportgesellschaft m.b.H.
 Frischdienstlager Lauterach
 Reitschulstraße 5
 A-6923 Lauterach



Geo-Coordinates	47.484321, 9.723868
Location	Google Maps

General working period for inbound: (individually agreed delivery times per supplier and storage location must be taken into account)

Assortment	Fruit and Vegetable	Dairy / Cheeses Products	Meat / Delli
Days of delivery	from Monday to Friday	from Monday to Friday	from Monday to Friday
Times of delivery	from 5:00 am to 10:00 am	from 5:00 am to 10:00 am	from 5:00 am to 8:00 am
Days of delivery	Sunday	Sunday	
Times of dleivery	8:00 am to 10:00 am	8:00 am to 10:00 am	
Max. height of pallets	2,2 m	2 m	2 m

Contact person Warehouse:

Warehouse Manager	Mr. Schweigl Thomas	+43 2236 600 4720	t.schweigl@rewe-group.at
Head of Goods Receiving	Mr. Thurmberger Erich	+43 2236 600 2421	e.thurmberger@rewe-group.at

4. CHANGE HISTORY

Old Version:	New Version:	Descriptions:
V2.2_012025	V2.3_012026	<ul style="list-style-type: none"> - Point 2.12: The graphic of the sample GS1-128 (best-before date) was updated, no content changes. - Point 2.13: The graphic of the GTIN barcode was updated, no content changes. - Point 3: Adjustment of general contact persons; Google Maps location links were added. - Point 3.4: General operating hours for goods receipt; delivery times updated.
V2.1_012024	V2.2_012025	<ul style="list-style-type: none"> - 2.3 Conditions of Delivery: Addition of noise protection requirements for night deliveries - 2.11 Transport Documents: Addition of the text passage 'Separate presentation of each batch of goods with associated LOT number and quantity' under the item 'charge number' - 3.1 Fresh Warehouse Inzersdorf: Maximum pallet height in the dairy and cheese area changed from 1.6m to 1.8m - 3.6 Fresh Warehouse Stams: Dairy/Cheese delivery time updated - Maximum pallet height in the Fruit and Vegetable area changed from 2,1m to 2.20m in all decentralised locations - Update of various contact persons in the logistics - Removal of contact persons in dispo due to centralisation
V2.0_012023	V2.1_012024	<ul style="list-style-type: none"> - 3.5 Fresh Warehouse Hallein: Contact person updated - 3.6 Fresh Warehouse Stams: Fruit & Vegetable delivery time updated
V1.9_052022	V2.0_012023	<ul style="list-style-type: none"> - Update of various contact persons in the logistics and dispo locations