

# REMA 1000

**Vendor guide**

**REMA Distribusjon Norge AS**

**03. July 2023**

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# Introduction

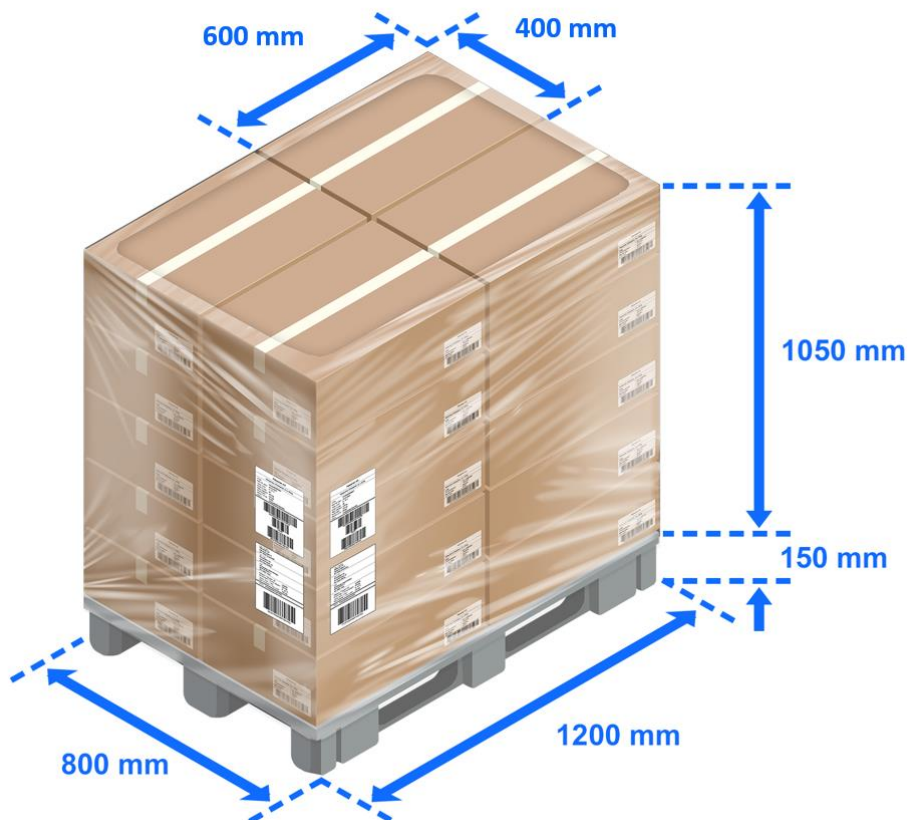
The purpose of this document is to illustrate the requirements and guidelines that apply to all deliveries of goods to REMA Distribution (RD). All claims are based on the principles in STAND. This document will clarify these requirements further.

The aim is to avoid any unnecessary deviation that causes additional time spent on goods receipt and other additional handling. This guideline will contribute to increased efficiency and mutual growth. If there are questions about the contents of this guide, please go to <https://www.stand.no/en/home/>. You could also contact the Operation Manager or the Goods Receipt Manager at the respective distribution center.

## A) Pallet requirements

### 1. Pallet weight and Hight

- The sum of number of layers, including the pallet, should result in a gross height on approximately 1200 mm (optionally 600 mm). Area and volume utilization should be 90%.
- Case weight must not exceed 15 kg.
- Pallet weight must not exceed 1000 kg.



## 2. Pallet identification (Labelling)

Standardpallet (maks 120 cm)

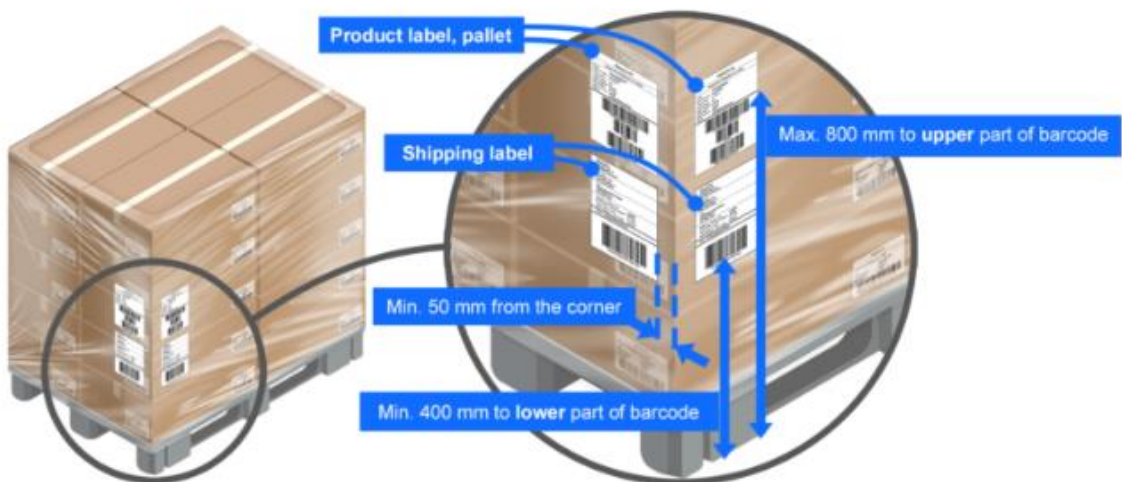
Lowpallet (maks 60 cm)

Salespallet (maks 120 cm)



Mixpallet

Customerpicketed pallet



Overview of product information that shall or may be labelled on <b>Standard pallet:</b>				
Information	Human readable text	GS1-128 (bar code)	AI	Format
SSCC (License Plate) <sup>1)</sup>	Must be labelled	Must be labelled	00	n2 + n18
GTIN for the Distribution Unit (DU) <sup>2)</sup>	Can be labelled	Can be labelled	01	n2 + n14
GTIN for the contained Stock Keeping Units (SKU)	Must be labelled	Must be labelled	02	n2 + n14
Count of Stock Keeping Units (SKU) on the DU	Must be marked except when DU is defined as an SKU	Must be marked except when DU is defined as an SKU	37	n2 + n..8
Product name	Must be labelled	Not labelled		
Batch / lot number <sup>3)</sup>	Must be labelled	Must be labelled	10	n2 + an..20
Best before date <sup>4)</sup>	Must be labelled if Consumer Unit (CU) has printed best before date	Must be labelled if Consumer Unit (CU) has printed best before date	15	n2 + n6
Net weight	Must be labelled for products of variable measure	Must be labelled for products of variable measure	3103	n4 + n6
Gross weight	Must be labelled	Can be labelled	3300	n4 + n6
Max. top load	Must be labelled	Not labelled		
Temperature requirements	Must be labelled if the product has temperature requirements	Not labelled		

1) SSCC shall be indicated on the product label but permitted on both labels provided that the same number is used.  
2) Can be used in a case for a transitional period.  
3) If Batch / Lot No. is omitted on the Stock Keeping Unit (SKU), or it is different Batch / Lot No. on the Stock Keeping Units (SKU) this should not be labelled on the Distribution Unit (DU).  
4) Alternatively, the expiration date (GS1-128 AI 17) may be used for shelf life marking.

Bar code label with GS1-128 bar codes shall be done according to GS1 General Specifications Chapter 5.4. Note in particular:

- Size factor is in the range of 50 to 94% of nominal size.
- The minimum bar code height is 32 mm.
- When labelling GTIN (AI 01 and AI 02) always use 14 digits.  
When GTIN has 13 digits, you must enter a leading 0 (ex. 07038010000065).
- For bar code labelling with GS1-128, a separator, called Function Code 1 (FNC1), is used between the individual information elements (AI's).  
This applies except for the AI's that have predefined fixed length.  
The following AI's in this document have predefined length AI 00, AI 01, AI 02, AI 15.
- It is recommended to have the AI's to be followed by FNC1 at the end of the bar code, as the FNC1 code may be omitted.
- It is important to the requirements for quiet zone (margins) to be adhered to.  
At size factor 50%, the right and left quiet zone margin is 5 mm, and at the size factor 94% the quiet zone margins are 9.4 mm.

<b>Pølseriet AS</b>	
<b>Pølseriet's Chili hotdogs 12 x 500g</b>	
GTIN:	07020009908407
Best before date:	24.12.2022
Temperature requirement:	0 - 4° C
Count of SKU:	40
Max Top load:	270 kg
Gross weight:	270 kg
Batch / Lot No:	15238Y
SSCC:	370200036571837501

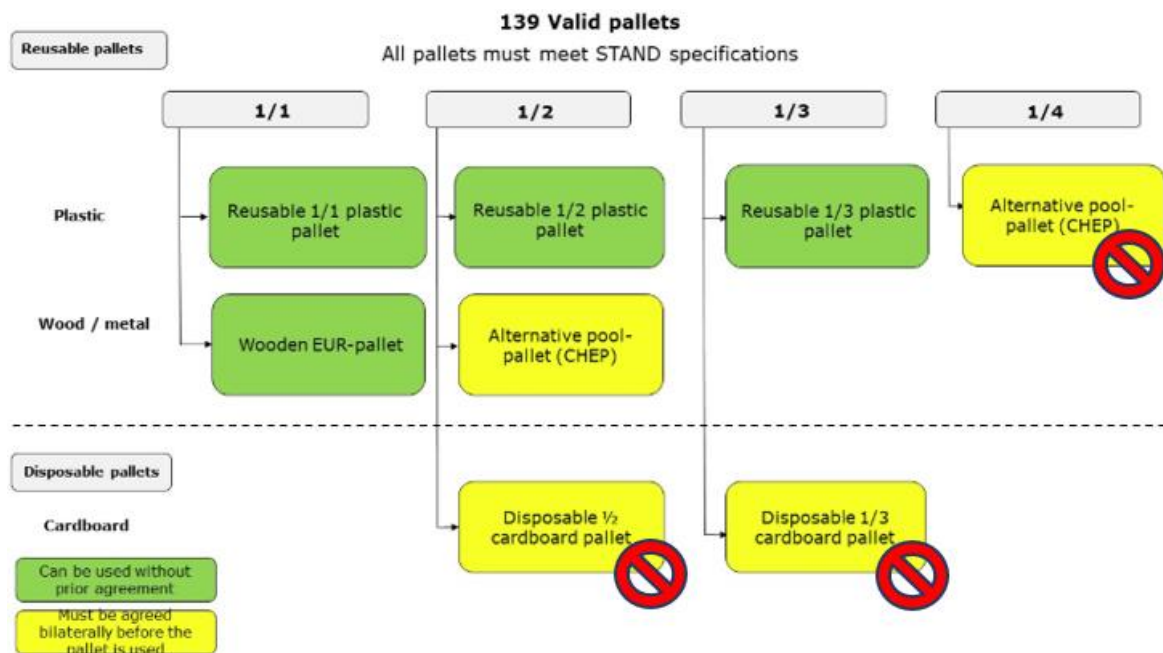
(02)07020009908407(15)221224(37)40

(10)5238Y

(00)370200036571837501

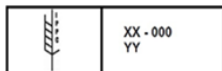
### 3. Pallet types

RD handles the pallets that are defined as valid in STAND, see figure below. Pallets options marked in yellow must be agreed with RD in advance.



### 4. Pallet requirement

All pallets that are imported and delivered to our distribution centers must be heat treated and marked according to ISPM No. 15. Pallets which are not marked with the symbol will not be accepted or the goods will be loaded into a new pallet. The extra cost for this operation will be compensated by the vendor.



### 5. Product overhang

RD do not accept pallets with overhang.

### 6. Pallet stability

The Vendor must ensure that the pallets are properly secured to guarantee stability while transporting through the supply chain. The picture below illustrates an example of a situation we do not accept.



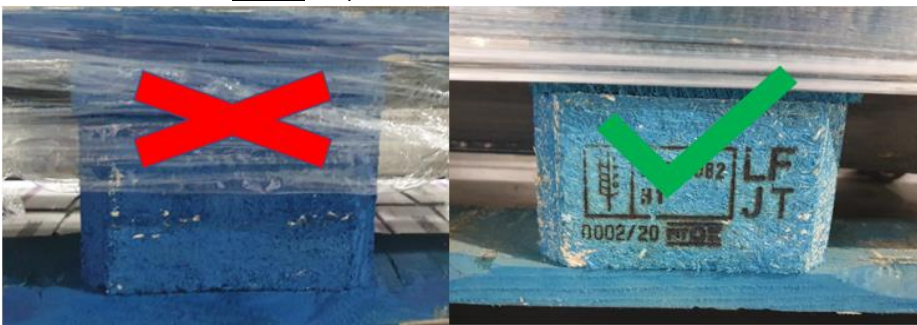


### 7. Securing the pallet/Pallet stretchwrapping requirements

Stretch wrap must be applied tightly, ensuring that the end of the wrap is secured to the pallet. Pallet fork openings must not be covered by foil:



Foil must be secured above the pallet blocks



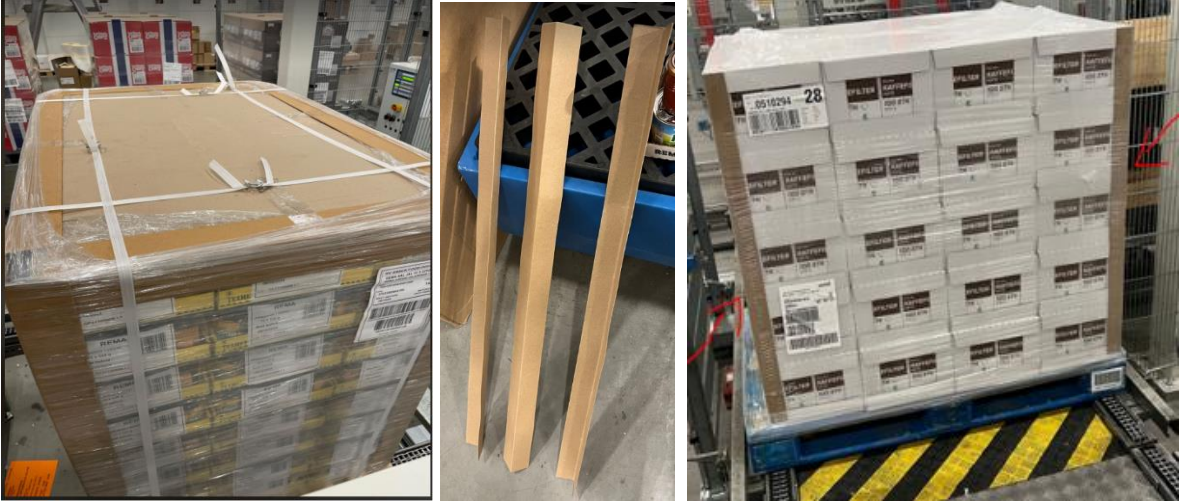
Stacked pallets CAN NOT be stretchwrapped together. 1/2 and 1/3 pallets CAN NOT be stretchwrapped together.



The stretch foil must be applied tight around the collation and secure a stable pallet. No overhang  
No loose tail of stretch foil. Pallet label can be used to secure end.

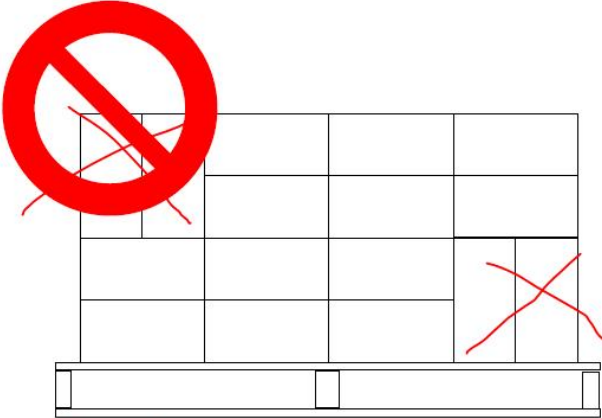


Avoid using pallet edge protectors/pallet corner guards and metal/plastic straps. On all occasions they must be dismantled before de-palletizing and creates extra work. In addition, we get a lot of waste fractions to be sorted and handled.

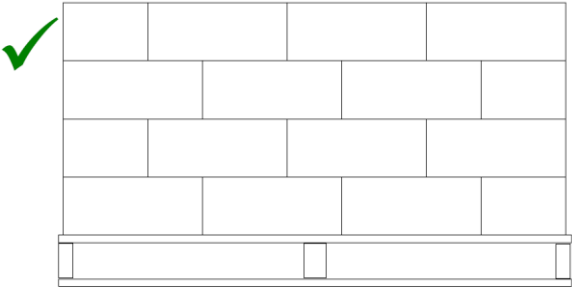


**8. Pallet pattern**

Layers must not consist of cases placed “incorrectly”. Each horizontal layer of a pallet must not interlock between layers. *Figure 3* shows the construction of a pallet that is not accepted, and *Figure 4* shows the construction of a pallet that is accepted. It is important that the width and length of each layer are identical. The number of cases per row and their layout need to be constant from layer to layer. Pallet pattern can be built by placing each case directly on top of each other, or by using an interlocking pattern shown in *Figure 4*. It is important that a pallet pattern of a product is constant. If the Vendor is planning to change the pallet pattern of a product, RD need to be notified in advance.



**Figure 3**



**Figure 4**



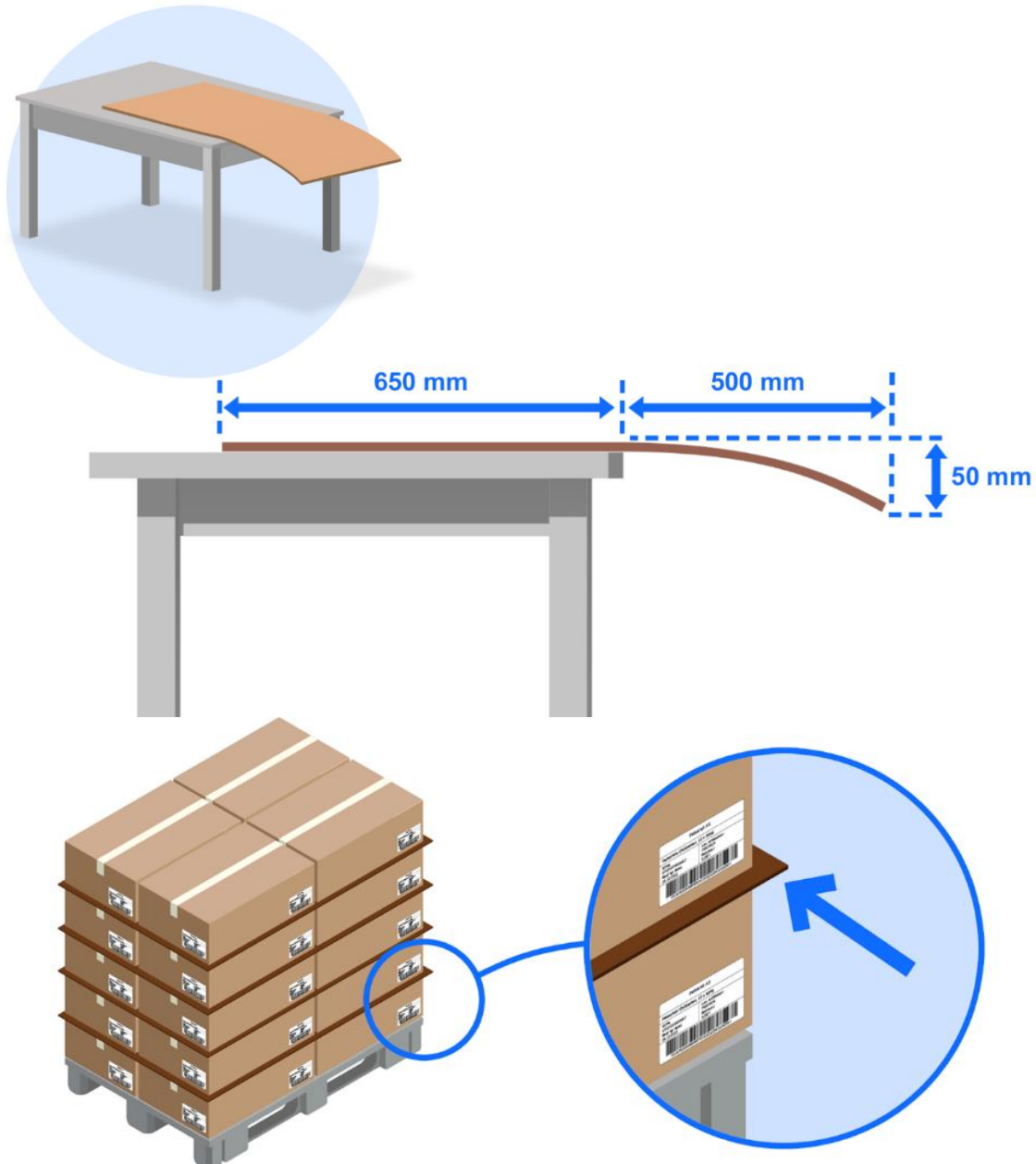
## 9. Use of intermediate pallet sheets

Intermediate pallet sheets must be minimized and used only if this is necessary to ensure quality and transportability of the pallet.

Intermediate pallet sheets are preferred if the alternative to this is intermediate cartons, "Ears" on the Stock Keeping Unit (SKU) or use of corner trims.

Where intermediate pallet sheets are used, the following requirements apply:

- The pallet sheet to be used for standard euro pallet should have dimensions of 750 mm \* 1150 mm, ie 50 mm less than the length and width of the current load carrier
- The pallet sheet must be of rigid cardboard or corrugated cardboard.
- The stiffness of the pallet sheet must pass the following test: If the short edge of the plate hangs 500 mm from a flat surface (eg a table), the pallet sheet must not bend down more than 50 mm, see illustration below
- No more than one intermediate pallet sheet between each layer
- The intermediate pallet sheet must not be fastened and be flat
- Only a whole intermediate pallet sheet, i.e. without holes or perforations, shall be used
- In case of questions, one is encouraged to contact the packaging supplier



### 10. Pattern gap (holes) within a layer

If unavoidable, pallets with a chimney pattern can be supplied. If such a pallet pattern is used, it is assumed that it is carried out consistently in the entire height of the pallet (all pallet layers) and that the "chimney" is not filled with other material.

The total surface area of the gap (chimney) cannot exceed 300 cm<sup>2</sup> on each layer.



### 11. Case orientation

To ensure stable packaging, and to avoid overturn, the cases should be distributed with the largest surface faced down. *Figure 5* shows a stacking we do not prefer.

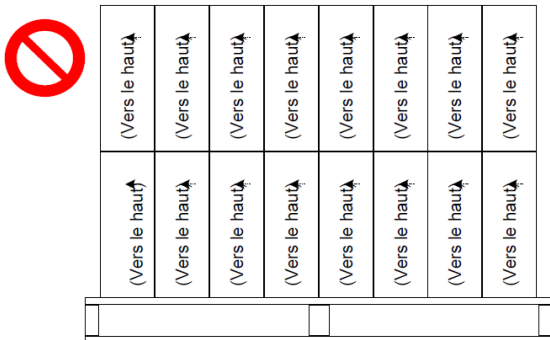


Figure 5

### 12. Multi-product pallet

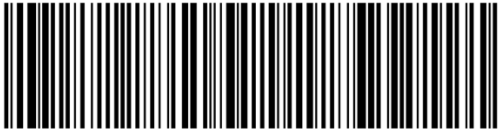
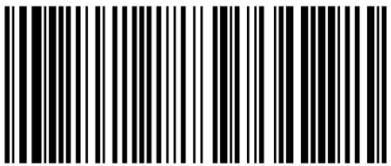
Each product delivered to RD must be placed individually on a pallet, se picture below. We do not allow mixed products on the same pallet.



### 13. Promotional units – half pallets and third pallets

- No overhang allowed
- Must be stable and maintain its shape, even when handling the units separately.
- All promotional units must arrive on pallets approved in STAND.
- Quarter pallets are NOT accepted
- Each promotional unit must be labeled with its own SSCC, see picture below.



<b>Bare Suppe AS</b>	
<b>Bare Suppes Tomatsuppe</b> <b>144 x 250g</b>	
GTIN:	<b>0720006435982</b>
Best før dato:	<b>24.12.2022</b>
Lev artikkelnr.:	<b>68156</b>
Batch/Lot No:	<b>R56</b>
SSCC:	<b>370200036654654223</b>
	
(01)07020006435982(15)221224(10)R56	
	
(00)370200036654654223	

## B) B) Case requirements

### 14. Change in characteristics and dimensions

The Vendor must not change the characteristics and dimensions of pallets and cases. If the Vendor is planning to change the pallet or case, RD must be informed in advance to update the system.

### 15. Packaging/cases

A case must be adapted to its consumer units, tolerate stacking and other type of handling that appear through the supply chain. This is important, among other reasons, to avoid damages of the products.

### 16. Case strength

The case must have sufficient compression strength to resist deflection and humidity variations throughout the supply chain.


### 17. Best before dates

Best before dates must be printed on each case label, and on each pallet label if the consumer units require this information.

### 18. Case bar codes

- The bar code must be printed on each case, referring to the consumer unit
- The bar code must be both readable and scannable
- The bar codes and labels must follow STAND.

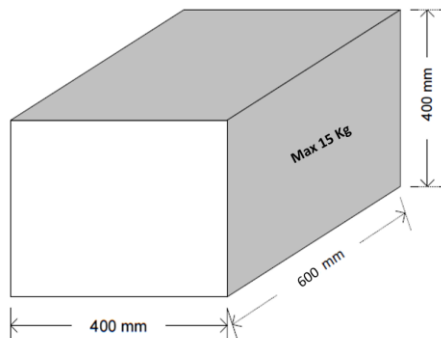
Example of GS1 Product label for stock keeping unit (SKU):

<b>Pølseriet AS</b>	
<b>Pølseriets Chili hotdogs, 12 x 500g</b>	
<b>GTIN:</b> 07020009908407	<b>Supplier's item no.:</b> 79820624
<b>Best before date:</b> 24.12.2022	<b>Batchnr.:</b> 5238Y
 (01)07020009908407(15)221224(10)5238Y	

### 19. Maximum case size

RD will not accept cases bigger than the following measurements:

- Width 400 mm
- Length 600 mm
- Height 400 mm
- Weight 15 Kgs

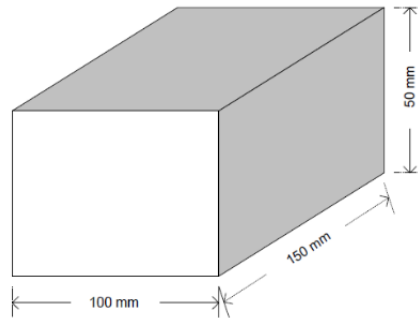




### 20. Minimum case size

Cases smaller than the dimensions below are not preferred as they cannot be handled automatically.

- Width 100 mm
- Length 150 mm
- Height 50 mm



### 21. Height to width ratio

The ratio between height and width must be no more than 2.

### 22. Length to width ratio

The length must be no more than four times the width of the case.

### 23. Packaging type

Case requirements:

- Can be stacked easily and are robust
- Glass/bottles should have a tray at the bottom
- The shrink film must be strong enough for the cases to remain stable, also through physical handling (depalletizing and stacking)

Acceptable packaging types:

- Corrugated cardboard cases
- Corrugated cardboard cases with holes (top, bottom or both)
- Corrugated cardboard trays
- Corrugated cardboard trays with shrink wrap

Corrugated cardboard cases are preferred as these are most efficient during handling in the facility.



*Examples of unacceptable packaging:*



*The flap on the top of the case is unsecured/loose*



*The top of the case is unsecured*



*The flap on the side of the case is unsecured/loose*



*The case lack sufficient compression strength*



*The units inside are not secured*



*The tray is not able to secure/hold on to the units*

## Products delivered in bags

The packaging must be sufficient to tolerate a load placed above it, without changing shape, deflecting, or become deformed. The cases must always remain within the pallet. The pictures below illustrate unapproved and approved packaging



*Unapproved pallet: To hold the product in place and to prevent deflection, corrugated cardboard trays are recommended.*

## 24. Best before dates




The Vendor must label, manufacture, distribute and inform (also through EDI messages) products in accordance with the guidelines in STAND. REMA's own guidelines apply for products with less than 17 days total durability.

## 25. Detailed weight information

When receiving products that are purchased and invoiced based on weight, the Vendor must deliver information about order number, delivery date, EPD-nr. (EPD is a mandatory Norwegian article number), complete description of the product and the total weight of each pallet. If one product is delivered on multiple pallets, the weight on each pallet must be clearly specified. See example on the GS1 product label below.

Pølseseriet AS	
Pølseseriet's Chili hotdogs 12 x 500g	
GTIN:	07020009908407
Best before date:	24.12.2022
Temperature requirement:	0 - 4° C
Count of SKU:	40
Max Top load:	270 kg
Gross weight:	270 kg
Batch / Lot No:	15238Y
SSCC:	370200036571837501

 (02)07020009908407(15)221224(37)40
 (10)5238Y
 (00)370200036571837501

## 26. Weight labelling

GS-128 AI 310X (barcode) is required on cases and pallets for weight products.

### C) Purchase order requirements

- A CIF purchase order needs to be delivered on one truck, not on multiple trucks, and ASN must be delivered before the order arrives RD. If any deviations occur, the Vendor must contact the procurer on the representative distribution center.

### D) EDI – Electronic Data Interchange

- RD requires that all Vendors uses electronic data interchange (EDI) to transfer pricing information/catalogue details (PRICAT), orders, order confirmation, ASN and invoices. These messages must always meet the format/standards defined at any given time. RD today operates with EANCOM D.93A and STAND. The requirements also apply for promotional units (dispatch advice level 4).

### E) Return of goods to the Vendor

- The procurer at the representative distribution center at RD will contact the Vendor if products for some reason needs to be returned.

### F) Deviations

- Deviations from the required standards and restrictions have a significant impact, especially on distribution centers with high degree of automation
- All products that do not meet the standards and/or restrictions may have to be:
  - Manually depalletized
  - Picked manually in a separate system
- The consequences will cause:
  - A high degree of manual work
  - A low degree of ergonomic work
  - High production costs

### G) Compensations

REMA Distribusjon reserves the right to claim compensation for additional work and delays due to the Vendor's inability to comply with the above standards and/or agreed requirements. The size of the compensation is based on the additional work done and the additional costs caused by the deviations.

\_\_\_\_\_  
(Place, date)

\_\_\_\_\_  
(Place, date)