Logistics requirements, related procedures and cost surcharges

August 2026

Latest changes 2027

Section 1.1 The entire EUDR section has been deleted. New requirement: the supplier must contact Coop Category immediately in the event of loss of organic certification.

Section 2.2 New reference to clause 4.4 regarding transport equipment for direct deliveries to shops.

Section 3.4 Procedure for handling waiting time for FCA/EXW shipments to ensure alignment with Section 7.

Section 3.6 Delivery notes: requirement for an email prior to delivery (new), physical delivery note for fresh produce distribution centres, FCA/EXW deadline tightened from 'same day' to 30 minutes. New content requirements: pallet types and Coop crates on the delivery note.

Section 3.6 Sea transport: New section on container transport replaces 'Shipments from Asia'. Goods Ready Survey 60 days before handover. Freight bookings must be confirmed on the shipping line's portal. Document deadline extended from 10 to 20 days. COI documents are added for organic goods.

Section 3.7 The same stricter delivery notes requirements as in section 3.6 now also apply to organic deliveries (EU and third countries).

Section 4.2 Relaxation: labels on Coop plastic crates may now also be placed directly inside the crate (not just in the pocket). Stickers are still not permitted.

Section 4.4 Transport equipment: Offset models restructured (separate invoice line and separate invoice now distinct). New limit based on 3 months' submission. Right of set-off for storage charges. Registration clarified (electronic registration by order number with notification). Termination clause extended to 3 months' inactivity.

Section 7 The term 'recall' has been changed to 'withdrawal/call-off'. An extension (e.g. new date) is regarded as a new withdrawal/call-off. Reference to 'Lolex' removed. Contact person changed from 'EVM Quality Department' to 'Coop Category'.

The key changes are listed above, but the list is not exhaustive.
It is therefore recommended that the entire document is reviewed.

Introduction

Dear Supplier,

Coop Danmark A/S (hereinafter Coop) Schedule 3 on *Logistics Requirements, Related Procedures and Cost Surcharges* is the suppliers' manual for trading with Coop. This Schedule has been drawn up with a view to professional cooperation and efficient day-to-day operation for all parties.

The Schedule contains guidelines and procedures for the delivery of goods to Coop's shops and terminals in Denmark, including weight, packaging, palletizing, barcodes, goods receipt and master data.

The schedule also contains contact details and opening hours. For further enquiries, please contact Coop Logistics.

We hope you find this material useful and look forward to working with you.

Kind regards

Coop

Failure by the supplier to follow the procedures described may result in delays. Coop reserves the right to charge supplier for any additional work and costs incurred because of the supplier's actions and to reject the goods where applicable.
Coop has no intention of making a profit from cost surcharges. The surcharges are calculated according to fixed rates, as set out in this Schedule 3.

The supplier must ensure that all relevant personnel within the supplier's organization, at subcontractors and with the supplier's haulers, are familiar with the requirements set out in Schedule 3.

1 MASTER DATA, SUPPLIER AND PRODUCT REGISTRATION

1.1 Supplier Registration

When a supplier is registered with Coop, they are assigned a supplier number in Coop's SAP system along with a range of key data. This data must be accurate and up to date at all times.

Upon initial registration, the supplier receives a supplier form, which must be completed and returned.

In the event of any changes to the information provided, the supplier must contact Coop Category immediately and complete and return a new supplier form. Coop's systems must always be kept up to date with the following:

1) The company's full name and legal form (e.g. A/S, ApS, I/S, Ltd., GmbH, etc.)
2) The company's full address
3) Collection address(es) (for EXW and FCA Incoterms)
4) CVR number, VAT registration number or other relevant company registration number
5) Bank details (registration number, account number, IBAN and SWIFT address)
6) Telephone number
7) GLN number
8) Various supplier e-mail addresses

Suppliers of organic products

Suppliers of organic products must ensure that Coop always has valid copies of their organic certification on file. If a supplier's organic certification expires, is suspended, or is withdrawn, Coop Category must be notified immediately.

Suppliers of products subject to excise duty

Suppliers of products subject to excise duty are responsible for applying the correct duty and informing Coop accordingly. The invoice price must include duty.

Suppliers of goods and packaging covered by EPR (Extended Producer Responsibility) (EU Directive on Extended Producer Responsibility)

Suppliers of packaging or goods with packaging for which Coop has extended producer responsibility under the EPR Directive (i.e. foreign suppliers, suppliers of goods under Coop's own brand and service packaging suppliers) must provide all relevant packaging data to Coop within the deadlines specified by Coop. This obligation to provide information applies to both new and existing products.

All suppliers for whom it is technically feasible must submit packaging data via GS1Trade Packaging (GS1TP).

Suppliers who are unable to use GS1TP must use Coop's Packaging Data Template (CPT). Coop recommends membership of GS1TP.

It is the supplier's responsibility to ensure the timely entry/submission of packaging data.

Coop requests that suppliers of EVM-labelled goods do not apply Coop-specific labelling to transport packaging or retail-ready packaging – on goods that are NOT supplied via Coop Trading.

Submission/amendment of packaging data via the Coop Packaging Template (CPT)

For suppliers for whom it is NOT technically possible to use GS1Trade Packaging, the supplier must instead complete the Coop Packaging Template (CPT), after which Coop will ensure that the data is entered into Coop's master data (for the purpose of further reporting to the authorities).
If the CPT is completed incorrectly, this may result in additional costs for Coop.
Coop reserves the right to impose a surcharge in the event of an incorrectly completed CPT, which must be returned to the supplier for correction, or which results in increased costs for Coop.

A CPT may, amongst other things, be considered incomplete if it contains the following errors:

- → Fields left blank
- → Incorrectly entered values
- → Specification of incorrect packaging types

Charging of a cost surcharge

Where the supplier's failure to comply with Coop's procedures for reporting packaging data results in Coop having to carry out manual processing, Coop may impose and invoice the supplier for a cost surcharge.
The cost surcharge is calculated per item. The following non-exhaustive list sets out circumstances that will necessitate manual processing and the invoicing of a cost surcharge:

- → Failure to report an item via either GS1TP or CPT
- → Provision of incorrect or incomplete information regarding a registered product
- → Failure to provide timely information regarding changes to a registered product

If the supplier fails to provide the requested packaging information and Coop must initiate a reminder procedure, this shall be deemed a failure to submit data, entitling Coop to invoice a cost surcharge per item. Coop may impose this once per quarter or part thereof, as long as the matter remains unresolved.

Payment of the surcharge does not exempt the supplier from liability for any losses suffered by Coop because of incomplete or incorrect data. In addition to paying the surcharge, the supplier must indemnify Coop against any such losses.

1.2 Product registration and amendments

Deadlines for registration and amendments

Coop will keep the supplier informed of deadlines for product registration and amendments to registered information. The supplier is obliged to comply with the deadlines set by Coop.

Registration/amendment of products under the supplier's own brand via the GS1Trade Sync product database

All suppliers for whom it is technically feasible must submit timely registrations to Coop's product database via GS1Trade Sync.

Foreign suppliers who are not members of GS1 Denmark are referred to a data pool with data transfer to GS1Trade Sync. Coop recommends membership of GS1Trade Sync.
Suppliers who do not wish to use GS1 must submit product registration via the full product registration form. For these suppliers, Coop reserves the right to charge an additional fee.

Where the supplier uses the GS1Trade Sync database, the supplier must also make use of the following services from GS1:

- → GS1Trade Exact, which quality-assures logistics and labelling information at both sales and package level before the data is released by GS1 to Coop
- → GS1Trade Image, which ensures that photographs are taken to an approved standard of quality and from an approved angle for use in Coop's planograms and marketing.

The supplier must send a package of the product to Coop Category.

The supplier is always responsible for keeping Coop informed of any changes to the data submitted for each individual product. In the event of changes, the supplier must promptly correct the information in the GS1Trade Sync product database, ensure that logistics and labelling information is revalidated, and provide updated images. Where new validation and/or images are required, GS1Trade Exact and/or GS1Trade Image must be ordered, respectively, which entails sending a consignment of the product to GS1. The supplier must always ensure that a consignment is sent to Coop Kategori if product samples are sent to GS1, unless otherwise agreed.

Furthermore, the supplier must notify both Coop Kategori and Coop Masterdata of the change by email to the supplier's category contact and Masterdata_artikler@coop.dk respectively.

When creating a product, it is the supplier's responsibility to take the transit time from the relevant collection point into account when calculating the number of sales days. The transit time is obtained from Coop's Product Registration Form. The number of sales days is calculated from the day following the order's delivery date to Coop's warehouse.

Registration/amendment of products under the supplier's brand via the product registration form

For suppliers for whom it is NOT technically possible to use the GS1Trade Sync product database, the supplier must instead complete Coop's product registration form, after which the product will be created by entering it into Coop's product database. In the case of manual product registration, the supplier must, at the same time as completing the product registration form, submit two packages to Coop Category, after which Coop will create the product and validate the logistical details and label information in Coop's system.
If the product registration form is incomplete, this will delay the product registration, and the supplier risks the product either not being registered at all, or the registration taking place so late that the launch is postponed to a later launch period.

Incorrectly completed product registration forms, which must be returned to the supplier, will incur an additional charge.

The supplier is always responsible for keeping Coop informed of any changes to the submitted data by completing a new product registration form and sending it to Coop Category. If the change requires new images for use in Coop's planograms, the supplier must submit a sample of the amended product. Failure to provide information regarding changes to the submitted product data will result in an additional charge.

When creating a product, it is the supplier's responsibility to take the transit time from the relevant collection point into account when calculating the number of sales days. The transit time is obtained from Coop's Product Registration Form. The number of sales days is calculated from the day following the order's delivery date to Coop's warehouse.

Registration and amendment of a product under Coop's own brand

Registration and amendment of a product under Coop's own brand can be carried out either directly with Coop or via Coop's sourcing company, Coop Trading A/S. The supplier's contact person at Coop Category or Coop Trading A/S can advise which of these options applies to the specific product.

If the registration and modification of a Coop own-brand product is to be carried out directly with Coop, a barcode owned by Coop must be used.

All suppliers for whom it is technically possible must submit timely registrations via GS1Trade Sync. Failure to submit a timely registration will result in a surcharge.

The supplier must also ensure that two packages are sent to Coop Campaign Operations, which will provide GS1Trade Exact and GS1Trade Image.

Address:

Coop Danmark A/S
Attn: Coop Campaign Operations
Roskildevej 65
DK-2620 Albertslund

The supplier is always responsible for keeping Coop informed of any changes to the data submitted for each individual product. In the event of changes, the supplier must promptly correct the information in the GS1Trade Sync product database and ensure that logistical details and labelling information are revalidated.
The supplier must ensure that changes are updated in the product specification via the Extranet. Contact Coop Category, which will open the specification so that corrections can be entered.
If the change requires a new product sample to be sent to GS1 for GS1Trade Exact and GS1Trade Image, two packages must be sent to Coop Campaign Operations, which will arrange this.

Furthermore, the supplier must notify both Coop Category and Coop Masterdata of the change by email to the supplier's category contact andMasterdata_artikler@coop.dk respectively.

Failure to use the GS1Trade Sync product database will result in an additional charge.

Once the product has been registered, it must undergo quality assurance by Coop's quality department or by a third party. Upon approval by Coop, the supplier will be granted access to a specification system via the Extranet. The supplier must complete the mandatory information in this system and any documents that may have been sent, after which Coop will decide whether the product can be approved.

If the registration and amendment of a product under Coop's own brand is to be carried out via Coop Trading A/S, the supplier will be granted access to a specification system via the Extranet by Coop Trading A/S Product Assurance. The supplier must complete the information in this system and any documents sent to them, after which Coop Trading A/S will decide whether the product can be approved.

When creating a product, it is the supplier's responsibility to define the transit time from the relevant collection point when calculating the number of sales days. The transit time is obtained from Coop's Product Registration Form. The number of sales days is calculated from the day following the order's delivery date to Coop's warehouse.

Failure to comply with Coop's requirements for product registration and amendments

If the supplier fails to use the GS1Trade Sync product database or does not comply with Coop's procedures for product registration and updates, resulting in manual processing by Coop, Coop reserves the right to charge and invoice the supplier for the additional costs incurred.

Manual processing will be required, amongst other things, in the following cases:

→ Where the supplier fails to use GS1Trade Sync, GS1Trade Exact or GS1Trade Image for a product
→ Where the supplier fails to provide timely notification of changes or provides incorrect information in the submitted product data

→ Where the supplier fails to send product samples to Coop Danmark
→ Where the supplier provides an incorrect barcode, including where the supplier provides a barcode that does not comply with GS1 standards

Charging of a handling fee

The cost surcharge is calculated per transaction processed by Coop, and several cost surcharges may therefore be calculated for a single item. The following non-exhaustive list sets out circumstances that will require manual processing and the invoicing of a cost surcharge:

- → Registration of a new product without using GS1
- → Introduction of an existing product into a new chain or new chains (space change) without using GS1
- → Changes to the design/packaging of an existing product without the use of GS1

If the supplier fails to provide the information requested by Coop in connection with product registration or changes to registered products, and Coop is required to initiate a reminder process, each reminder shall be considered an additional processing activity. Coop reserves the right to charge and invoice the supplier an additional fee for each individual product.

2 DIRECT DELIVERY TO STORES

This section describes the procedures for placing orders, order processing and delivery in the case of direct delivery to Coop's shops. The procedures apply to all types of stock and goods, unless otherwise specified in an individual agreement with the shop, and apply to goods that have been approved and registered with Coop.

Goods that have not been registered in the relevant retail chain's product range must not be delivered to shops owned by Coop. If the supplier delivers goods outside the approved chain product range to a shop not owned by Coop, but by a consumer cooperative or a company served by Coop, the invoice for such deliveries must be sent to, and payment settled directly with the relevant consumer cooperative or company itself. Coop does not undertake to process, forward or pay invoices relating, in whole or in part, to goods outside the approved chain range.
For further details regarding transport equipment when exchanging pallets, see sub-section 4.4.

2.1 Placing orders for direct delivery

Orders for direct delivery to a shop may be placed with the supplier via EDI or email.

2.2 Processing of orders for direct delivery

When the supplier receives an order for direct delivery, they must immediately check whether the goods ordered can be supplied in the quantities ordered and whether the goods can be received at the shop on the specified delivery date. If Coop does not hear from the supplier as specified below, the order is deemed to have been confirmed.
If the supplier is unable to fulfil the order in terms of quantity, package size or delivery date, the area manager at the shop must be contacted as soon as possible. An agreement must be reached as to whether the shop will accept changes and when delivery can take place.
If the supplier anticipates ongoing problems with direct delivery, the supplier's contact person at Coop Kategori must be informed immediately.

2.3 Delivery time for direct delivery

The goods must be delivered on the specified delivery date to the shop stated in the order within the shop's goods reception hours. The supplier can obtain details of the shop's goods reception hours by contacting the shop in question directly.

2.4 Delivery notes for direct delivery

It is supplier's responsibility to ensure that a delivery note is always included when goods are delivered directly to the shop. Each delivery note must cover only one order. If the supplier delivers several orders at once, the supplier must provide a separate delivery note for each of the orders delivered.

The supplier's delivery note must, in the case of direct delivery, contain at least the following:

General information

1) The supplier's name and address
2) The supplier's Coop supplier number or EDI location number

Information per item

- Item name
- The product's Coop material number or package EAN number
- The sales unit's EAN number
- If the product is organic, the text 'ØKO' must appear on all documentation
- Number of packages of the product delivered (or weight in kg for products sold by weight)
- Number of sales units per package

It is important that, when delivering goods directly to a shop, the supplier always receives the shop's receipt for the quantity delivered.

For direct deliveries to shops in Greenland, the Faroe Islands and Iceland via Coop's warehouse in Aalborg, the goods must be clearly labelled with the shop's name.

3 WAREHOUSE DELIVERY

This section describes the procedures for placing orders, order processing, delivery, invoicing and corrections in connection with warehouse delivery. The procedures apply to all warehouse types and goods that have been approved and registered with Coop.

Unless otherwise specifically stated in the points below, the provisions in this section apply to deliveries where Coop assumes the risk for the goods at Coop's warehouse (e.g. DDP orders) or at the supplier's warehouse or point of shipment (e.g. FCA, EXW and FOB orders).

Goods that have not been registered in the product range must not be delivered to Coop's warehouses, and any invoice for such deliveries will be rejected and will not be paid.

3.1 Placing orders

Orders for warehouse delivery will be placed with the supplier by email or EDI.

Coop's order number serves as a unique identifier for each order placed for warehouse delivery. The order number and material number must be stated in all correspondence. Order numbers consist of 10 digits (45xxxxxxxx) and material numbers of 10 digits (10xxxxxxxx).

3.2 Order processing – Coop Supply Chain

When the supplier receives an order for stock delivery, the order is deemed to have been confirmed.

The supplier must immediately, and no later than the same day the order is received, check whether the goods ordered can be supplied in the quantities ordered and with the correct sales dates, and whether the delivery date can be met.

If the supplier has any deviations from the order, Coop Logistics (Supply Chain Planner) must be contacted immediately, but no later than the same day the order is received.

Any deviations from Coop's original orders may result in a surcharge, see section 7.3 below.

Specifically for non-food suppliers

When the supplier receives an order for delivery to the warehouse, the supplier is requested, no later than 3 working days after the order is received – but no later than 3 days before delivery – – check whether the supplier is able to deliver the ordered goods in the quantities specified and whether the delivery will be arranged so that the goods are received at the warehouse on the delivery date stated in the order.

If, contrary to expectations, the supplier has any discrepancies with the order, the supplier's contact person at Coop Logistics, the Supply Chain Planner, must be contacted no later than 3 working days after the order has been dispatched from Coop – but no later than 3 days before delivery.
Any deviations from Coop's original orders may result in a surcharge, as set out in section 7.3 below.

3.3 Delivery to Coop's warehouse (e.g. DDP) - Booking delivery slots

Deliveries to Coop's fresh produce centres

Deliveries to Coop's fresh produce centres may take place:

- Between 06:00 and 13:00

Deliveries outside these hours may, in exceptional circumstances, be made subject to prior written notification and acceptance by the fresh produce centre by 12.00 on the day of delivery. The agreement is only valid once the supplier has received written acceptance from the fresh produce centre.

Warehouse	SAP number	Area	Telephone	Email
Brøndby Distribution Centre	4001	Fresh produce	+45 4386 3391	MAIL_DL_Logistik_VM-Drift_Brondby@coop.dk
Hasselager Distribution Centre	4002	Fruit and Vegetables	+45 8738 5262	inboundHDC@coop.dk
Hasselager Distribution Centre	4002	Dairy	+45 8738 5263	inboundHDC@coop.dk
Hasselager Distribution Centre	4002	Fresh produce	+45 8738 5256	inboundHDC@coop.dk

Delayed arrival or arrival outside the opening hours stated above will incur an additional charge.

Proof of timely delivery/arrival at the warehouse requires a stamped consignment note or delivery note from the relevant warehouse, bearing a time stamp.
A GPS printout from the supplier's or carrier's system alone is not valid proof of timely delivery.

If the supplier and the fresh produce centre have agreed on a specific arrival time, this must be adhered to. Late arrival (1 hour or more) will result in an additional charge.

Deliveries to the frozen goods warehouse

For all deliveries to the Lineage frozen goods warehouse, the supplier must agree on a time of arrival by emailing: dk.vejle.booking@lineagelogistics.com no later than 48 hours before the delivery date specified in the order.

Deliveries to other distribution centres - Booking delivery slots in Gecko

All deliveries to Coop's dry goods centres require prior booking of a time slot via Coop's online management system, Gecko. The following links apply to the various warehouses.

Warehouse	Link to Gecko for delivery to the relevant warehouse
Aalborg Distribution Centre Warehouse 4017	http://booking-aalborg.coop.dk
Albertslund Distribution Centre Warehouse 4021	http://booking-albertslund.coop.dk
Odense Distribution Centre Warehouse 4086	http://booking-odense.coop.dk
PostNord TPL warehouse Warehouse 4078	http://booking-tpl.coop.dk

→ **Access to Gecko** can be obtained by contacting the relevant dry goods centre.
The Rønne Distribution Centre is exempt from time-slot bookings in Gecko.

→ **Failure to attend or failure to give timely notice of a delay** will result in a surcharge.

→ **Changes to the time slots booked** in Gecko must be made no later than 8 hours before the scheduled arrival time.

→ For changes to an already booked time slot made less than 8 hours before the scheduled arrival time, you must contact the relevant distribution centre directly, which will decide whether a surcharge will be applied.

→ It is **the responsibility of the supplier and its carrier** to create correct slot bookings (including the correct number of pallets within the specified interval) and to delete any slot bookings that are no longer valid. Failure to comply with the above will result in a surcharge.
Delayed arrival (calculated as arrival more than 20 minutes after the agreed/booked start time in Gecko) will result in a surcharge.

Contact details for Coop's distribution centres (internal/external)

Internal

Warehouse	Number	GLN number	Area	Address	Postcode	Town	Telephone	Email
Brøndby Distribution Centre	4001	5790000 072835	Fresh produce	Vallensbæk Torvevej 9	DK-2605	Brøndby	+45 4386 3391	MAIL_DL_Logistik_VM-Drift_Brondby@coop.dk
Hasselager Distribution Centre	4002	5790000 072842	Fruit and Vegetables	Beringvej 2	DK-8361	Hasselager	+45 8738 5262	inboundHDC@coop.dk
Hasselager Distribution Centre	4002	5790000 072842	Dairy	Beringvej 2	DK-8361	Hasselager	+45 8738 5263	inboundHDC@coop.dk
Hasselager Distribution Centre	4002	5790000 072842	Fresh produce	Beringvej 2	DK-8361	Hasselager	+45 8738 5256	inboundHDC@coop.dk
Rønne Distribution Centre	4008	5790000 072897	Fresh produce	Lillevangsvej 21	DK-3700	Rønne	+45 5695 3535	Call the Goods Receipt Department

Rønne Distribution Centre	4018	5790000 072897	Dry goods	Lillevangsvej 21	DK-3700	Rønne	+45 5695 3535	Call the Goods Receipt Department
Aalborg Distribution Centre	4017	5790000 072927	Dry goods	Hobrovej 461	DK-9200	Aalborg SV	+45 9634 5321	Call the Goods Receipt Department
Albertslund Distribution Centre	4021	5790000 072958	Dry goods	Læhegnet 35 Sydporten	DK-2620	Albertslund	+45 4386 3375	Call the Goods Receipt Department
Odense Distribution Centre	4086	5790000 073238	Dry goods	Hestehaven 51	DK-5260	Odense S	+45 6311 2825	Call the Goods Receipt Department

External

Stock	Number	GLN number	Area	Address	Postcode	Town	Telephone	Email
Jetpak Denmark A/S	4011	5790000 102716	Over-the-counter medicines	Venusvej 13	DK-6000	Kolding	+45 7696 7070	Call the Goods Receipt Department
Hilton Foods Denmark A/S	4051	5790000 067855	Meat	Brunagervej 2	DK-8361	Hasselager	+45 7021 2100	Call the Goods Receipt Department
Lineage Vejle (Coop) ApS	4067	5790000 051328	Frost	Kristian Skousvej 6	DK-7100	Vejle	+45 7640 8060	Call the Goods Receipt Department
PostNord Logistics A/S	4078	5790000 073207	Non-Food	Sleipnersvej 4	DK-4600	Køge	+45 4395 0123	Call the Goods Receipt Department

3.4 Delivery to a location other than Coop's warehouse (e.g. FCA, EXW, FOB)

If the transaction between Coop and the supplier is concluded under an Incoterm which stipulates that the order is to be delivered to a location other than Coop's warehouse, special rules apply to warehouse delivery. The transfer of goods from the supplier to Coop takes place at the supplier's warehouse (FCA or EXW) or at the relevant port of shipment (FOB) on the collection date, as shown in the example below (see collection date):


coop

Send invoice to:
Coop Danmark A/S
CVR no: DK26259495
GLN no: 5790000050017

Purchase Order

Order nr./PO Nr: 4504484427
PO Date: 24.10.2023
Delivery Date: 03.11.2023
Handover Date: 01.11.2023 → This date is the Supplier's delivery date

Contact person:

Buyer: BODS_PE1100
Email:
Telephone: +45 43864898
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Notification of FCA and EXW orders to Goods Ready

Notification of FCA and EXW orders must be made using the notification form sent by email prior to the collection date. If the form is not received, the supplier must contact Goods Ready before the deadline.
The readiness notification form must be completed and returned with at least the following details: collection date, collection address, number of pallets, pallet spaces and weight.

Specifically for domestic shipments (collection in Denmark):

The readiness notification form must be completed and returned to Coop Transport (Goods Ready) by 12.00 noon on the working day prior to the collection date specified in the order.

Specifically for international shipments (collection outside Denmark):

The readiness notification form must be completed and returned to Coop Transport (Goods Ready) by 14.00 at the latest two working days before the collection date specified in the order.

Changes to orders made after the above deadline will not be accepted and may result in an additional charge.

When making enquiries regarding readiness notifications, Coop's order number must always be provided. The same applies to enquiries from Coop's carriers.

Waiting time at pickup location for FCA & EXW orders

A 1-hour free waiting period applies from the agreed pickup time. Thereafter, waiting time will be charged DKK 400 per hour.
The total waiting time charge is capped at DKK 3,500 per 24-hour period. If the waiting time exceeds 24 hours, a new calculation period will commence, subject to the same terms, including a maximum charge of DKK 3,500 for each subsequent 24-hour period.

Due to the following public holidays in the calendar years 2027 and 2028, the deadline for notification of readiness will be shortened, as shown in the example below:

2027	Day	Public holiday
1 January	Friday	New Year's Day
25 March	Thursday	Maundy Thursday
26 March	Friday	Good Friday
29 March	Monday	Easter Monday
6 May	Thursday	Ascension Day
17 May	Monday	Whit Monday
24 December	Friday	Christmas Eve
31 December	Friday	New Year's Eve

2028	Day	Public holiday
13 April	Thursday	Maundy Thursday
14 April	Friday	Good Friday
17 April	Monday	Easter Monday
1 May	Monday	International Workers' Day
25 May	Thursday	Ascension Day
5 June	Monday	Whit Monday
25 December	Monday	Christmas Day
26 December	Tuesday	Boxing Day

Example of a shortened notification deadline due to the above Danish public holidays:

The collection date for an international consignment is 15 May 2026. The readiness notification form must be returned 2 working days beforehand. As 14 May is a public holiday, the deadline is brought forward to 12 May at 14:00.

3.5 Contact details for Coop Transport

Department	Email address	Enquiries regarding
Coop Transport, Goods Ready	order_ready@coop.dk	Order readiness notifications
Coop Transport, Deviations	deviations@coop.dk	Surcharge for failure to confirm orders
Coop Transport, Danish and international road shipments	transport@coop.dk	All road shipments excluding fruit and vegetables
Coop Transport, International sea and air freight shipments	ocean@coop.dk	All container and air freight shipments
Coop Transport, fruit and vegetable shipments	fgbooking@coop.dk	All fruit and vegetable shipments
Coop Transport, Customs	customs@coop.dk	Customs clearance of imported goods

3.6 Procedures and requirements for delivery to the warehouse

Goods covered by an order for warehouse delivery must be delivered in one consignment. Splitting a warehouse delivery into partial deliveries is not permitted. If all goods cannot fit into a single lorry, the supplier must contact the Supply Chain Planner at Coop Logistics immediately to agree on the exact breakdown.

Upon arrival, the goods must be packaged, packed, palletized and labelled in accordance with the requirements set out in these guidelines and the individual order. In the event of any discrepancies, Coop may require the supplier to rectify the error themselves (e.g. by manually repackaging the goods on site) or charge the supplier for Coop's costs in rectifying the error (e.g. manually labelling each package with a missing EAN number).

On arrival at the warehouse, the supplier must provide Coop's order number. The CMR/consignment note and delivery note must be handed over to a Coop employee, after which the supplier/driver will be directed to a specified unloading point at the terminal.

Coop reserves the right to verify the number of packages received, etc.

Once unloading has taken place, a Coop employee will sign the CMR/consignment note to confirm the number of logistics units received.

Coop reserves the right to verify the number of packages, weight, temperature and quality of goods. These are verified only after receiving a receipt.

Self-unloading

At some of Coop's warehouses, unloading must be carried out via self-unloading in accordance with the following procedure.
Based on Coop's order number, a bay number is allocated, complete with the necessary unloading equipment. The supplier/driver carries out self-unloading at the designated bay in marked lanes with a gap of approximately 40 cm between the pallets. The GS1-128 labels on the pallets must face towards the warehouse.

At some warehouses, unloading may take place in a fully automated goods reception area, where the driver unloads directly into a reception bay. The supplier must deliver in vehicles that allow rear unloading onto the ramp without the use of a forklift truck.
The self-unloading requirement may be waived by agreement. In such cases, Coop's staff will carry out the unloading.
It is the supplier's responsibility to inform the supplier's haulier of Coop's unloading procedure.

Delivery note

Coop's order number alone is not sufficient identification. A separate delivery note is always required for warehouse deliveries.

The supplier must ensure that delivery notes are sent by email to: deliverynote@coop.dk prior to delivery. A physical delivery note is not a requirement, but may be requested by Coop.
For deliveries to Coop's Fresh Produce Centres and external warehouses, a physical delivery note must be provided and handed over to a member of staff upon delivery.

The subject line of the email must include Coop's order number. Each email must contain only one order.

In cases where Coop handles transport to the warehouse (FCA/EXW), the delivery note must be sent to deliverynote@coop.dk no later than 30 minutes after collection.

Failure to submit the delivery note digitally and on time, and/or the absence of the order number on the delivery note, will result in an additional charge.

The delivery note must be written in Danish or English and must contain at least the following:

General information on the delivery note

1) Supplier's name and address
2) The supplier's Coop supplier number or EDI location number
3) Coop's order number
4) eAD/ARC number if applicable under EMCS, see section 3.8

Information per item on the delivery note

1) Item name (a name that adequately describes the item)
2) The item's Coop material number or the sales unit's EAN number
3) Total number of pallets and number of packages per material number
4) Number of pallet types delivered as stated on the delivery note. When one type of pallet is delivered on top of another type of pallet, both must be specified on the delivery note. E.g. when delivering ¼ pallets on EUR pallets.
5) If relevant – the number of black Coop boxes delivered, as stated on the delivery note.

Each delivery note must cover only one order. If the supplier delivers several orders at once, the supplier must ensure that a separate delivery note is issued for each order.

Waybills/CMR

Every consignment to Coop's warehouses via an external carrier must be accompanied by a consignment note. A copy must be handed over to the receiving warehouse before unloading. The consignment note must include Coop's order number and the total number of pallets per pallet type.

Freight documents for sea transport

Unless local laws and regulations stipulate otherwise, Coop requires that a BL (Bill of Lading), SWB (Sea Waybill) or FCR (Forwarder's Cargo Receipt) be issued. Where payment is made by letter of credit (L/C) or documents against payment (D/P), the requirements for the consignment note will be specified in the letter of credit. The consignment note must be issued in Danish or English.

Consignment notes for road transport

Unless local laws and regulations stipulate otherwise, Coop requires that a CMR consignment note, or a consignment note in accordance with NSAB 2015 be issued. The consignment note must be issued in Danish or English.

Licenses and certificates

Every order/delivery must always be accompanied by certificates and documents that are relevant to EU legislation and any applicable local national legislation in the country of dispatch.

If the rules of origin for the goods allow for the issue of officially approved GSP (Generalized System of Preferences) certificates or similar, these must be enclosed with the other documentation. It is always the supplier's responsibility to ensure that all documents, including GSP certificates, are present.

Submission of documents / original documents

For deliveries from outside the EU, it is essential that documents reach Coop in good time so that customs clearance can take place promptly.
For shipments from outside the EU, documents must be sent to Coop on email address: dokumenter@coop.dk latest 20 days after vessel departure date.

In all other cases, the supplier must send the documents to Coop themselves.

Original documents must be sent collectively to:

Coop Danmark A/S
Attn: Customs Clearance
Roskildevej 65
DK-2620 Albertslund

Use of courier services when sending original documents

Documents must always be sent to Coop on a ‘freight prepaid’ basis. Freight collect consignments will be rejected unless written acceptance has been provided by Coop.

Shipments must be made via an internationally recognized courier (e.g. DHL, UPS, FedEx, TNT). The shipment must be traceable with a recipient’s receipt. The Track & Trace consignment number must be provided on request.

Sea transport of containers

60 days prior to the handover date of a purchase order, the supplier will receive a Goods Ready Survey from the Ocean team, which is responsible for managing all container transportation.
Once the supplier has completed the survey, Coop will send the freight booking to the shipping line.
All freight bookings under Incoterms FCA, EXW or FOB must be confirmed on the shipping line’s portal or directly with the shipping line.
The release of empty containers is coordinated between the shipping line and the supplier.
If there are any changes to the PO, this must be notified immediately to the Coop Supply Planner.
The goods must be delivered to the shipping line no later than the handover date stated in the PO. If the deadline is exceeded, Coop will charge a surcharge for late delivery to the terminal/warehouse.

Documentation

Original documents must be submitted to Coop’s carrier by the specified deadline prior to the vessel’s departure, so that the shipping company can issue the Bill of Lading correctly.
A copy of the documents must always be sent by email to dokumenter@coop.dk no later than 20 days after the vessel’s departure.
The documents must consist of:

- Bill of Lading (B/L) – consignment note
- Invoice – must state the total invoice amount
- Packing List – must include the total gross and net weights
- Preference documents – if the exporting country has a cooperation agreement with the EU
- COI documents – if the goods are organic

If the documents are incorrect or have not been received by the deadline (20 days after ETD), this will result in an additional charge.
If additional costs arise due to missing or incorrect documents, Coop will invoice the supplier for these costs.
If the goods cannot be customs cleared by the Customs Team within the required timeframe, the products may not be available for use by Coop as planned. This shall be considered a delayed delivery and may therefore result in an additional charge corresponding to the costs incurred because of the delayed delivery.

If the supplier is subject to definitive anti-dumping duties, a supplementary code for the definitive anti-dumping duties must be included in the documents.
As the consignor, you must be able to provide documentation on request proving that the documents have been submitted/delivered to the shipping company.
For container shipments, Coop does not require GS1 pallet labels on the goods.

3.7 Delivery of organic goods

For the delivery of organic goods, Co-op’s standard delivery terms, the general legislation on organic products and the following additional requirements apply:

Delivery of organic goods from EU countries, including Denmark

Organic certificates:

If a supplier delivers organic products to Coop, it is the supplier’s responsibility to ensure, on an ongoing basis, that Coop has copies of valid organic certificates. If the production and dispatch of organic products take place at locations other than the supplier's own premises, the supplier must ensure that Coop has copies of valid organic certificates for the relevant production/dispatch site. Warehouses supplying organic products to Coop must also be covered by valid organic certificates, either in the form of the supplier's, the production sites or the warehouse's own organic certificate.

From 1 January 2023, suppliers within the EU must be registered in the Traces NT database. If one or more organic certificates are not available on the Danish Veterinary and Food Administration's website or in the Traces NT database, the supplier must send copies of the organic certificate to Coop by email to masterdata_artikler@coop.dk.

It is the supplier's responsibility to ensure, on an ongoing basis, that organic certificates are renewed and made available to Coop for as long as organic products are supplied to Coop.

Delivery notes for organic goods

In addition to the organic-specific requirements below, the requirements for delivery notes set out in section 3.6 apply accordingly.

The delivery note must be written in Danish or English and must contain at least the following:

General information on delivery notes for organic goods

- Supplier's name and address
- Name and address of the consignor (if different from the supplier)
- The supplier's Coop supplier number or EDI location number
- Coop's order number
- Recipient's address (warehouse)

Details per item on the delivery note for organic goods

- Product name
- The item's Coop material number or the sales unit's EAN number
- The text 'ØKO' must appear on all documentation
- Total number of pallets and number of packages per material number

Delivery of organic goods from a non-EU country (third country)

Organic certificates

If a supplier delivers organic products to Coop, it is the supplier's responsibility to ensure, on an ongoing basis, that Coop has copies of valid organic certificates.
If the production and dispatch of organic products take place at locations other than the supplier's own premises, the supplier must ensure that Coop has copies of valid organic certificates for the relevant production/dispatch site. Warehouses supplying organic products to Coop must also be covered by valid organic certificates, either in the form of the suppliers, the production sites or the warehouse's own organic certificate.

Suppliers outside the EU must send copies of their organic certification to Coop by email to masterdata_artikler@coop.dk. It is the supplier's responsibility to ensure, on an ongoing basis, that organic certifications are renewed and made available to Coop for as long as organic products are supplied.

Advance notification

The supplier must notify Coop's Customs Department of the dispatch at least one working day before the goods are dispatched, by email to customs@coop.dk. An approved inspection certificate must be available in Traces NT before the goods are dispatched. If the documents are not received by Coop in time to allow for the necessary customs clearance in accordance with this deadline, a surcharge will be imposed.

The supplier must ensure that the following are stated in the COI (certificate of inspection) to prevent the goods from being rejected upon receipt:

- correct seller and consignee
- which warehouse is the first recipient (first receiving warehouse)

Delivery note:

In addition to the eco-specific requirements above, the requirements for delivery notes set out in section 3.6 apply accordingly.

If the order is delivered in containers (container deliveries), the supplier is exempt from providing a physical delivery note, as this is not possible.

3.8 Excise Movement and Control System (EMCS)

Under EU legislation, excise duties on alcohol, tobacco and energy products are payable upon final consumption. Whilst in transit to their destination, these goods are under a customs suspension, meaning that excise duty has not yet been paid on them.

The EMCS provides Member States with an electronic system to monitor the movement of these goods in real time to ensure that excise duty is correctly levied at the destination.

EMCS in practice:

→ Under EMCS, the movement of excise goods is documented at every stage by means of an electronic administrative document (eAD).
→ The eAD is issued by the original consignor and contains details of the consignment and the planned movement within the EU.
→ The eAD is validated in the Member State of dispatch. A European register of economic operators (SEED) is used to verify the excise numbers of the consignor and consignee.
→ The eAD is sent electronically by the Member State of dispatch to the Member State of destination.
→ The Member State of destination forwards the eAD to the consignee
→ The consignee submits a 'report of receipt' once they have received the excise goods. This report should mention any irregularities, such as shortages or excesses in the consignment.
→ The report of receipt is sent to the consignor, who can then close the movement and recover the financial guarantees they were required to provide for excise goods.

All eAD/ARC numbers must be entered on the consignment note; see 3.6 Procedures and requirements for delivery to the warehouse.

3.9 Procedures for damaged goods

For goods found to be damaged upon receipt or later because of inadequate packaging or any other defect, Coop shall decide whether:

- The goods are returned to the supplier at the supplier's expense
- Coop retains the goods against a credit note
- Coop shall dispose of the goods at the supplier's expense, subject to agreement with the supplier

If the damage is due to transport and not to defective packaging, liability shall be governed by the chosen Incoterm.

Orders containing damaged goods delivered under the Incoterms DAP, DDU and DDP will be rejected upon receipt if the damage is significant.

Orders containing damaged goods under Incoterms FCA, EXW and FOB will not, as a rule, be rejected as Coop arranges the transport. If the damage is due to a supplier error, Coop will pass on the cost.

3.10 Weight checks on warehouse deliveries

At Coop's warehouses, a random weight check is carried out upon receipt of goods.

Pre-packaged goods

Unless legislation prescribes other methods or tolerances, Coop's weight checks on pre-packaged goods are carried out as non-destructive checks in accordance with the following principles:

1) The supplier is obliged to state the correct tare weight for the sales units in every consignment delivered to Coop. The tare weight must be stated either on the outer packaging or on the accompanying documents
2) From each of the batches examined, regardless of the batch size, Coop's inspector selects a minimum of 20 and a maximum of 100 sales units for weight checking.

3) A check is carried out to ensure that all the following requirements are met:

→ The average net weight (gross weight minus tare) of the sales units selected must not be less than the declared net weight.
→ No more than one of the sales units selected may show a negative deviation greater than the negative tolerance specified in the table below.
→ None of the sales units selected may show a negative deviation exceedingly twice the negative tolerance specified in the table below.

Nominal weight X g			Negative tolerance	
			as a % of X	in grams
5	to	50	9	-
50	to	100	-	4.5
100	to	200	4.5	-
200	to	300	-	9
300	to	500	3	-
500	to	1,000	-	15
1,000	to	10,000	1.5	-

If the above requirements are not met, the consignment will be rejected on the grounds of underweight.
The supplier is free to use rejected goods from an underweight consignment for new orders, provided that the weight, shelf life and quality are as agreed.

Unpackaged goods

Non-pre-packaged goods are also check-weighed on a random basis but are not normally rejected. Instead, the invoice is adjusted.

3.11 Temperature checks on warehouse deliveries

At Coop's warehouses, random temperature checks are carried out on frozen and chilled goods upon receipt. Coop's temperature checks are non-destructive and are carried out at the warmest and coldest points of each consignment respectively.

Frozen goods - Temperature checks

Frozen goods are rejected if Coop's temperature checks reveal a temperature higher than -18°C.

Chilled goods – Temperature checks

Upon receipt of chilled goods, random samples are taken, or if temperature deviations are suspected, a non-destructive temperature check is carried out.

A consignment of chilled goods will be rejected if Coop's temperature check reveals a temperature within the consignment that is:

1) Higher than the statutory requirement for the refrigerated goods in question, or
2) Higher than the storage temperature stated on the chilled goods, or
3) Lower than -2°C.

If the temperature exceeds the rejection limits, the consignment will be rejected, and the supplier must collect it. Rejected goods must not be redelivered to Coop.

Rejection limit	
2-degree goods	> 2 degrees C
5-degree goods	> 5 degrees C
10-degree product	> 10 degrees C
Lower temperature limit: < -2 degrees C (see exceptions under temperature control)	

Unless otherwise agreed, Coop requires that chilled goods must not be frozen on delivery. However, lower temperatures are accepted for goods where, for quality reasons, it is necessary to blast-freeze the product before cutting.

At no time may deep-frozen chilled goods be delivered to Coop, except for the products listed below, which are processed abroad, are frozen and are thawed during transport to Coop, and may therefore still be in a frozen state upon arrival at Coop's warehouse.

The exceptions to the -2°C limit are:

Product	**Rejection temperature**
Sliced cured or smoked fillet Sliced cold cuts from whole cuts of meat Sliced bacon Processed meat, cutlets, etc. Post-processed meat products, regardless of meat type labelled 'previously frozen' or similar	< -5.5°C
Other sliced cold cuts	< -3.5 °C
Long-life meat	< -4.0 °C
1000030772 SMOKED SALMON 200 g MSC 1000030773 Gravad salmon	Is thawing during distribution (is frozen when supplied by the supplier and arrives at the shop at a maximum of 2 °C)

3.12 Complaints regarding goods delivered from the warehouse

Goods found to be damaged or not in accordance with the agreement upon receipt or later shall be returned at the supplier's expense, unless it is agreed that Coop shall dispose of the goods or retain them against a credit note. The decision shall be made by the supplier's contact person at Coop Logistics.

Incorrect deliveries where Coop is not the intended recipient

In the event of incorrect deliveries to Coop's warehouses, it is the supplier's responsibility to arrange return transport. If this is not done within the time limits set out below, the goods will be destroyed without further notice:

Type of warehouse	**Deadline for return transport**

Dry goods warehouses	Within 3 weeks of delivery
Fresh produce warehouses and cold stores	Within 1 week of delivery

Incorrect deliveries will incur an additional charge and a fee for disposal.

3.13 Delivery of promotional items

If a supplier delivers a promotional item later than the delivery date stated in the order, Coop may impose a surcharge on the supplier corresponding to Coop's additional costs for urgent delivery to the shops.

The surcharge amounts to a one-off sum of DKK 5,000 plus DKK 500 per shop affected.

4 PACKAGING, LABELLING AND PACKING

This section sets out Coop's requirements regarding packaging, labelling, packing and similar matters. These requirements are intended to ensure that Coop can handle the goods efficiently upon receipt, during storage, etc.

The supplier is always responsible for ensuring that any safety and environmental requirements are met.

Packaging

Goods must be properly packaged, considering the nature of the goods and their subsequent transport to the consumer.

To minimize environmental impact and costs, packaging must take disposal into account, including the use of environmentally sound materials without unnecessary material.

Choice of materials

Corrugated cardboard boxes and/or PVC-free plastic bags of a quality that safeguards the contents must be used for packaging. Other materials may be used where necessary.

Use of strapping

When using Strapex or similar products, only PVC-free plastic may be used. Metal products must not be used for straps or for sealing/sealing with lead seals. Sealing is carried out using plastic buckles or by heat sealing.

Labelling

Coop Logistik handles both groceries and non-food items. Labelling follows GS1 Denmark's Labelling Concept for the Danish Grocery Trade (see section 4.5).

Information on the labelling concept is available on the GS1 Denmark website www.gs1.dk.

In certain cases, Coop may accept labelling that deviates from this concept. These cases are described in more detail in the following sections.

Packaging – 5 levels of packaging

Coop operates with up to 5 levels of packaging.

Consumer unit (also known as the sales unit)	As the consumer unit is the unit sold to the customer in the shop, the guidelines for the consumer unit will always be relevant for the supplier to observe.	
Trade unit (also known as a Coop package)	Deliveries to the shop will take place at this level. Orders for stock will also be placed at this level.	
Supplier packaging (also known as outer carton, wholesale package or 'master package')	Where necessary, several sales units may be grouped together in a supplier pack (if the sales unit is a plastic bag or similar). Deliveries from the warehouse to the shop take place at trade unit level; therefore, supplier packs should be avoided so that Coop can avoid delays during unpacking.	
Logistical units (also known as pallets or slip sheets)	Truck deliveries are made at this level – that is, on pallets. Container deliveries are delivered either on pallets or on slip sheets.	

The requirements for the levels are set out below. If a single package represents multiple levels (e.g. both a consumer unit and a trade unit), the requirements for both levels must be met.

4.1 Consumer unit

Requirements for the consumer unit, including specific packaging requirements, may be set out in the order and in any addenda to the Supplier's trade agreement with Coop. General requirements relevant to the logistics flow are listed below.

Packaging – Consumer unit

The packaging of the consumer unit must consider the nature of the product and the stresses to which it is exposed in-store. The packaging must be compatible with the outer packaging.

If there is no outer packaging during transport other than the product's own packaging (typically for large items such as bicycles), the consumer unit packaging must also comply with the requirements for trade unit packaging.

For goods with additional packaging, the consumer unit's packaging must only provide the necessary protection. Excessive packaging harms the environment and increases disposal costs.

For textiles to be displayed in-store without sales packaging, individual consumer units should not be packaged. Only the entire trade unit should be packaged.

Labelling - Consumer unit

At Coop, the identification of a consumer unit is defined by the unit's GTIN barcode value. All units that may need to be scanned at the checkouts must be labelled with an EAN-13 (or EAN-8) barcode in accordance with GS1 Denmark's standards (see section 4.5).

4.2 Trade unit

The trade unit is the unit in which Coop specifies quantities and to which it refers.
A sales unit is identified by a Coop item number and a barcode value. The barcode will typically be GTIN-14 (EAN-14, DUN-14 or ITF-14) but may also be GTIN-13. Coop may assign value to itself.

Packing and distribution at Coop's warehouses take place at trade unit level. The trade unit must be capable of packing, dispatched and distributed to the shop without damaging the contents.

Please note that sales units for Lineage Vejle ApS (Coop's frozen goods warehouse) must be delivered in sealed boxes.

The sales unit should be packed in cardboard packaging that is strong enough to be stacked to the selected pallet height without collapsing and without any wrapping film or foil.

The packaging must be of such quality that it can withstand moisture and cold. The film is removed by Coop when the picking for Coop's shops begins at the warehouse.

The packaging must be designed to minimize wasted space during transport.
The basic dimensions of the sales unit must ensure efficient utilization of the surface area of the logistics unit.

It is recommended to use **surface dimensions** in accordance with ISO 3394. The current version can be downloaded from the ISO website, The International Organization for Standardization, https://www.iso.org/home.html.

Box fillers should be avoided as far as possible, unless the nature of the goods makes them necessary to secure the product. Instead, it is recommended that the packaging of the trade unit be designed so that the cardboard packaging itself provides the necessary protection. The packaging must be designed with a solid base so that individual trade units can be lifted without the contents falling out.

Boxes must not be sealed with adhesive at the top; **sealing** must only take place at the bottom and on the sides. For safety reasons, staples must not be used to seal boxes.

If there is a risk of staining or other effects from the packaging, the necessary precautions must be taken. For textiles, the box must be lined with a plastic bag or similar.

When packing in plastic bags or wrapping in plastic film, ensure that the material is of sufficient quality not to tear during normal handling, and that it is sealed so that it does not come open.

Moisture
Moisture-sensitive products or products exposed to external moisture must be protected, e.g. with desiccants.

Labelling – Sales unit

All sales units must, at a minimum, be labelled on one of their sides. Labelling must never be handwritten.

To ensure legibility, labelling must be carried out using adhesive labels. The adhesive on the labels and the print must be resistant to moisture and exposure to heat and cold.

Labelling content – Trade item

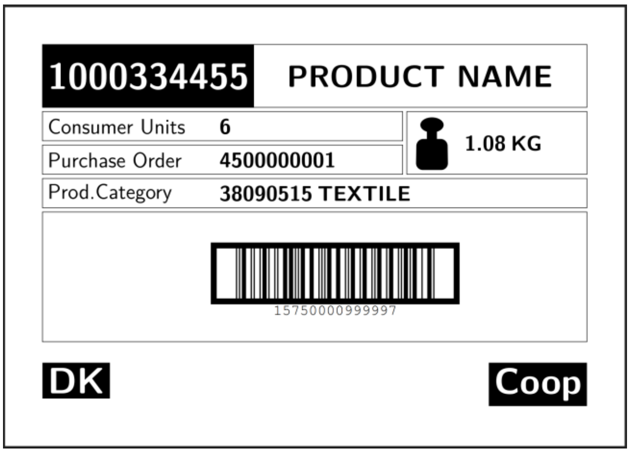
Labelling must be carried out in accordance with GS1 standards and must be clear, accurate and in compliance with relevant regulations and industry standards.

Coop may require alternative labelling in accordance with Coop's guidelines below. In such cases, Coop will provide the supplier with specific instructions in advance.

Where instructions are given regarding alternative labelling, the labelling must include the following elements:

- The text 'Coop' and either 'Denmark' or 'DK'
- Coop material number
- Product description (written in Danish as specified on Coop's order)
- Number of consumer units per retail unit
- Coop order number
- Gross weight in kilograms
- The trade unit's GTIN as a barcode
- Other relevant information for the product type in question

It is recommended that labelling be carried out as set out below. In certain cases, production-related factors may mean that this is not possible. In such cases, it is a requirement that the above elements are clearly visible.



Generally, labels should not be smaller than DIN A6, 10 x 14 cm or 4" x 6"

Shipping and handling labelling – Trade unit

Shipping and handling labelling such as 'fragile', 'keep dry', 'max stacking', etc. must comply with the symbols set out in ISO 780 'Packaging – Distribution packaging – Graphical symbols for handling and storage of packages. The current version can be obtained from the ISO website, The International Organization for Standardization, https://www.iso.org/home.html.

Symbols should be placed on all four sides. They may either be printed directly onto the packaging, applied using adhesive symbols, or form an integral part of the contents labelling. In all cases, labelling must be carried out in such a way as to ensure compliance with safety regulations. It must be designed to be resistant to moisture and heat and be of a size and color that makes it easily identifiable.

Disposal/recycling labelling - Trade unit

Disposal/recycling labelling must be carried out in accordance with applicable Danish and European legislation. Unless otherwise specified under relevant legislation, labelling must be applied to the underside (bottom flap) of the carton. Labelling should be printed directly onto the carton.

Weight limits - heavy and unwieldy goods - Trade unit

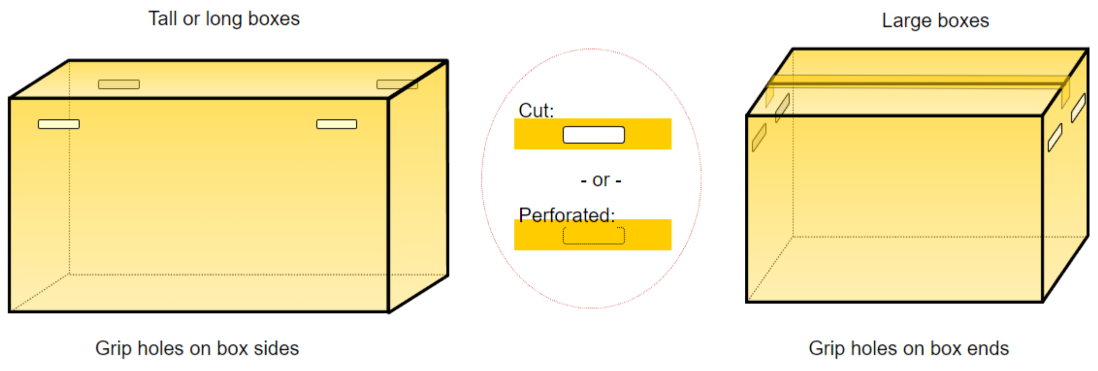
Generally, the gross weight per sales unit must not exceed 12 kg. If an individual consumer unit weighs more than 12 kg gross, there must be only one consumer unit per sales unit, and this must be placed on a suitable and approved load-bearing platform.

Labelling with warning and weight - Trade unit

All trade units weighing more than 12 kg must be labelled with a warning and weight on all four sides of the package. The stated weight must be the gross weight of the trade unit and must be given in kilograms.
Labelling must be carried out in such a way that it is easily identifiable and must be applied so that it is resistant to moisture and heat.

Handling holes - Sales unit

For sales units weighing more than 12 kg or measuring more than 600 x 400 mm, the packaging must be designed with carrying holes. Carrying holes must be designed so that the sales unit can be handled manually by two people. They must be positioned at both ends, with two holes at each end. For long or tall boxes (e.g. bicycles), grip holes shall be positioned on the sides near the ends of the box. However, Coop's Dry Goods Centres do not permit two-person-operated retail units.
The grip holes must be designed so that they are not damaged during normal handling, and so that it is ergonomically sound to handle the goods manually.



Load carriers (pallets or slip sheets) for retail units

For heavy units where the dimensions of the unit are 600 x 400 mm or larger, or where the weight exceeds 12 kg, each unit must be placed on a load carrier. Either on a disposable pallet tailored to the product, or on a reusable pallet of a suitable surface area. Pallets are not permitted for delivery in containers. In such cases, the product must be placed on a slip sheet (see section 4.4).

Special cases regarding sales units/collective packaging

A sales unit is a package that bundles several identical consumer units into a single sales unit.

However, there are sales units containing only one consumer unit, or sales units containing different consumer units packed together in a single sales unit (mixed packages).

Trade units with one consumer unit per trade unit

In certain cases, there will be only one consumer unit per sales unit. In these cases, the guidelines below for both sales units and consumer units must be met, and the consumer unit's GTIN must be indicated as a barcode. In the case of Coop own-brand goods, the Coop material number must also be indicated.

Generally, consumer units must not be packed in trade unit packaging if there is only one consumer unit per trade unit. In such cases, it is recommended that the consumer unit's packaging be of a quality that ensures the consumer unit can withstand transport, storage, packing and distribution to the shop.

However, specific characteristics of the product may necessitate additional packaging to safeguard the product whilst in transit to the shop. In such cases, the supplier must consult the contact person at Coop Category.

Delivery to Coop's frozen goods warehouse
Special requirements apply to the sales unit when delivering to Coop's Lineage frozen goods warehouse. All sales units must be closed boxes, or at the very least have some form of lid, so that the consumer units cannot fall out of the boxes.

Coop plastic crates - Sales unit

If an order is delivered in a Coop plastic crate (D9, C11, C15, C19, C26), the crate must not be damaged, broken or otherwise defective. The barcode must be intact.

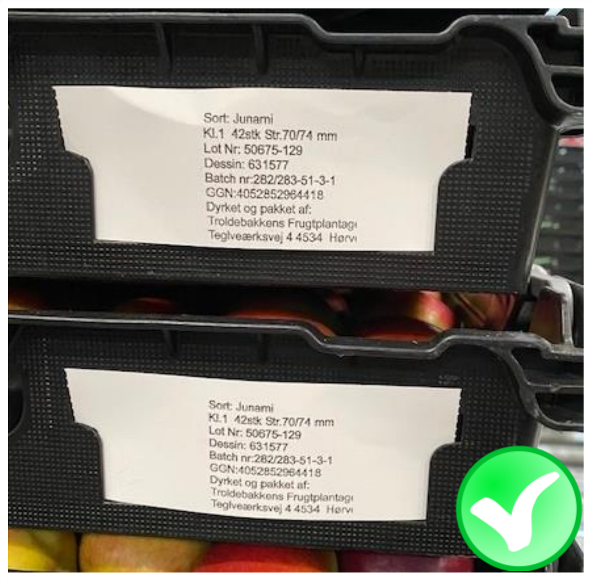
It is the supplier's responsibility to check the condition of the crate on receipt and to notify Coop of any damage.

The contents of the box must not protrude beyond the edges or be packed in such a way that the goods are higher than the dividers in the box. If the largest box (C19) has already been used, the supplier must contact Coop to change the number of items per box.

The brackets in the crate must be set to the highest position on the crate. No other positions are permitted. The correct position is shown below:

Content labelling on Coop plastic crates – Sales unit

Content labels must be printed and inserted into the designated pocket on the crate so that they can be easily removed again. Alternatively, labels may be placed directly inside the crates. Adhesive labels are not permitted.



4.3 Supplier packaging

As all dispatches from Coop’s warehouses take place at trade unit level, supplier packaging must be avoided as far as possible.

If supplier packaging cannot be avoided securing the goods during transport to Coop’s warehouse, it must be designed to minimize handling upon receipt of goods.
Any use of supplier packaging where the sales unit is a cardboard box must be approved by Coop. If the sales unit is a plastic bag, prior approval is not required, but this must be always registered with Coop.

Coop’s master data does not define an identification for supplier packaging (registration of any GTIN or similar identifier). It records only whether a sales unit is delivered in supplier packaging and, if so, how many sales units there are per supplier package.

Packaging – Supplier packaging

The size must be determined by balancing the following three factors:

1) The packaging must contain as many sales units as is practically possible, to minimize the number of units that need to be handled during unloading, (re-)palletizing and preparation for dispatch
2) The packaging must be of a size that allows it to be handled manually.
3) The weight of the packaging must not exceed 12 kg.

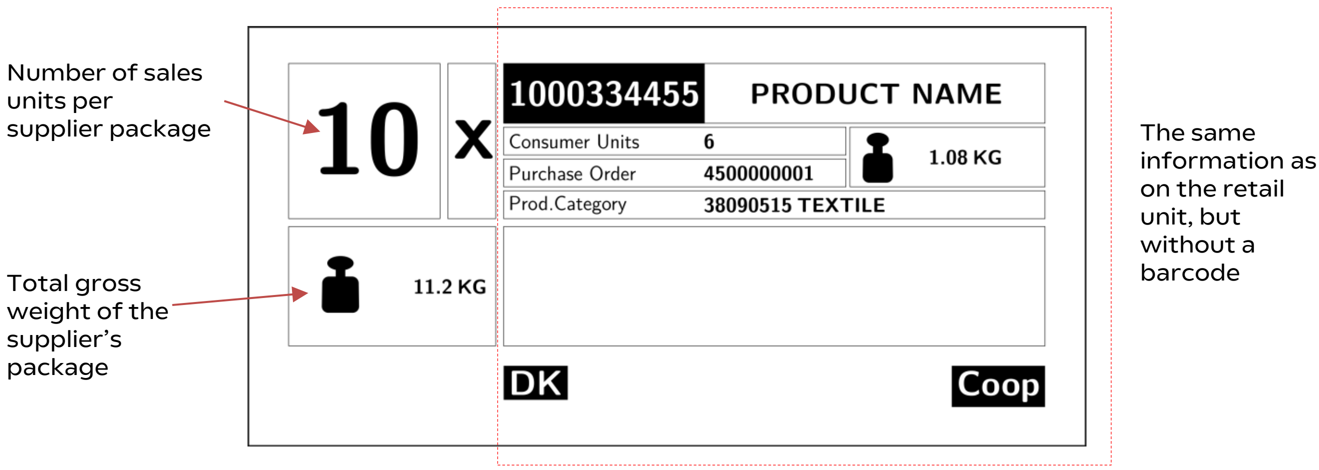
Where possible, considering the nature of the product and the preceding transport, it is recommended that cardboard boxes with loose lids be used, with the lid secured either with plastic strapping or self-adhesive tape.

Labelling - Supplier packaging

As supplier packages are handled upon receipt of goods at Coop's warehouses, the labelling must be clear and easily identifiable. The number of sales units per supplier package must be stated on the pallet label.

A supplier package must be labelled as described in section 4.2, subject to the following additions/amendments:

- The number of sales units must be added
- The weight of the entire supplier package must be added
- No barcode must be included on the labelling
- The label height should be at least 10 cm / 4"
- A pictogram for unpacking must be applied



Pictogram for unpacking:

Other labelling

Other labelling requirements for supplier packages are the same as for retail units.

4.4 Logistics units

Approved pallet types - Logistical units

The standard for delivery to Coop's warehouses is delivery on EUR pallets or equivalent CHEP or LPR pallets.

- EUR pallets may be either EPAL EUR-1 pallets or UIC EUR pallets measuring 800 x 1200 mm
- Pallets must be manufactured in accordance with EN 13698-1 (EPAL EUR-1) or UIC 435 (UIC EUR pallets), and must be marked with either the EPAL or EUR mark on both sides
- If the pallet has been repaired, this must have been carried out by an EPAL- or UIC-certified repairer, and in accordance with the relevant regulations
- CHEP pallets must be of type B1208A (800 x 1200 mm)
- LPR pallets must be of the PRO80 type (800 x 1200 mm)

For goods registered with Coop as half-pallets (1/2-pallets), the following may be used:

- 800 x 600 mm half-pallet of type DS 364.1
- CHEP wooden and metal pallet 800 x 600 mm (08)
- LPR half-pallet DU608 800 x 600 mm

In these cases, two half-pallets must be placed on an EUR pallet or equivalent CHEP pallet

For goods registered with Coop as quarter-pallets, the following may be used:

- Schoeller DK91 plastic pallet

When delivering quarter-pallets in stacks of three or four, these must always be delivered on top of a full EUR pallet or equivalent CHEP pallet. When delivering on quarter-pallets in stacks of one or two, these must always be delivered on a trolley base.

For deliveries of fruit, vegetables and flowers, the following may also be used in addition to the above:

- CHEP wooden pallets measuring 1,000 x 1,200 mm
- CC flower containers (including ½-CC flower containers) – from Container Centralen A/S, with a valid RFID tag.

Other types of pallets may only be used in very exceptional circumstances, and only by prior agreement with Coop Logistik.

The following applies to all pallets:

→ The external dimensions of the pallet must comply with the relevant standards for that pallet type, including ensuring that the tunnels are kept clear throughout the specified dimensions.
→ All components of the pallet must be present and must be of a condition, thickness and width that ensure the load-bearing capacity remains intact.
→ Boards and blocks must not be split transversely or broken; only minor splinters are acceptable, and blocks must be in the correct position. Torn-off splinters must not expose nail shafts.
→ Obvious longitudinal splits in boards must not extend beyond a single nail shank in each component and must not extend completely through the board
→ Nails must be securely fixed and hold the pallet's components in place so that the pallet's load-bearing capacity is not reduced.
→ There must be no visible nail points, and nail heads must be flush with the surface. Joints must be intact.

→ The pallet must not be soiled or contaminated by, for example, oil spills or similar, and there must be no soil, mold or similar that could be transferred to the goods. However, the pallet may show clear signs of wear and tear.

A non-approved pallet is regarded as a single-use pallet. The quality of the pallet is assessed solely by Coop. Coop does not issue documentation for rejection and does not return single-use pallets.

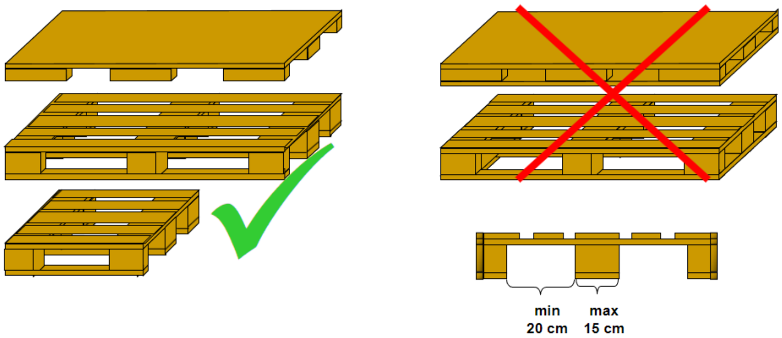
If other types of pallets are used, Coop may require the goods to be repalletized onto the approved pallet types prior to receipt or may carry out the repalletizing at the supplier's expense.

Disposable pallets/other types of pallets and slip sheets - Logistical units

If goods are delivered on special single-use pallets or other types of pallets following a written agreement with the receiving warehouse, Coop will repalletize the goods on receipt.

If delivery in a container has been agreed in advance, slip sheets may be used. Coop recommends dimensions adapted to EUR pallets with a lip on the wide side (min. 7 cm) facing the container opening.

Disposable pallets must be designed for handling by both forklift trucks and pallet trolleys, with access from all four sides. Therefore, either block pallets without a bottom board or pallets fitted with runners corresponding to EPAL EUR pallets (along the 120 cm/60 cm direction) must be used. A clearance height of 10 cm is essential to allow access for lifting equipment.



Weight and volume limits for single-use pallets - Logistical units

The height of the goods, including the pallet, must not exceed 150 cm, unless the individual sales unit itself is taller.
Dimensions should be adapted to EUR pallet dimensions (120 x 80 cm, 80 x 60 cm or 60 x 40 cm). Dimensions of 120 x 80 cm must not be exceeded, unless the base area of the individual sales unit is larger. The weight of the goods must not exceed the weight for which the pallet is designed to bear. See below.

Maximum goods height and weight per EUR full pallet or CHEP/LPR pallet

- The maximum goods height, including the EUR pallet, must not exceed 165 cm.
- The weight of goods, including the EUR pallet, must not exceed 750 kg, except in DK, SE, NO, FI and IT, where the limit is 975 kg.
- For deliveries of fresh fruit and vegetables, the maximum pallet height must not exceed 230 cm.
- For deliveries to Lineage, the maximum pallet height must not exceed 180 cm.

1/2 pallet DS364.1 or CHEP/LPR

- The maximum height of the goods, including the pallet, must not exceed 150 cm.
- The height of the goods, including the EUR pallet, must not exceed 165 cm.
- The weight of the goods, including the pallet, must not exceed 370 kg.

1/4 pallet (Schoeller Plast Enterprise)

- The height of the goods, excluding the pallet, must not exceed 150 cm.
- The height of the goods, including the EUR pallet, must not exceed 165 cm.
- The weight of the goods, including the pallet, must not exceed 160 kg.

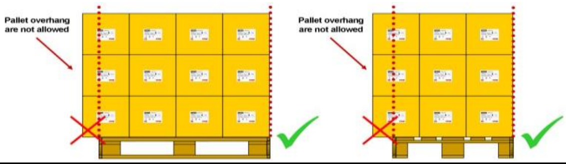
The supplier may deliver no more than the number of packages per pallet agreed with Coop when the product was added to the range.

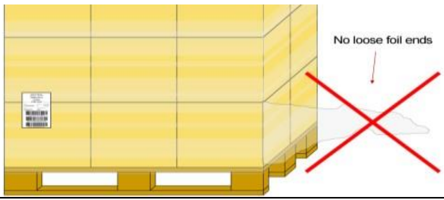
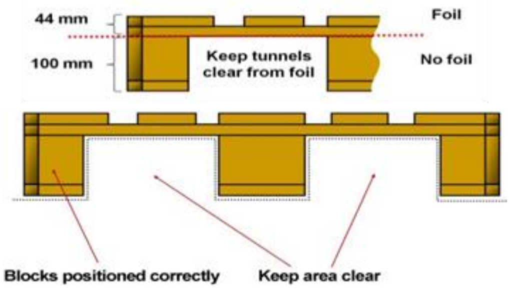
Palletizing – Logistical units

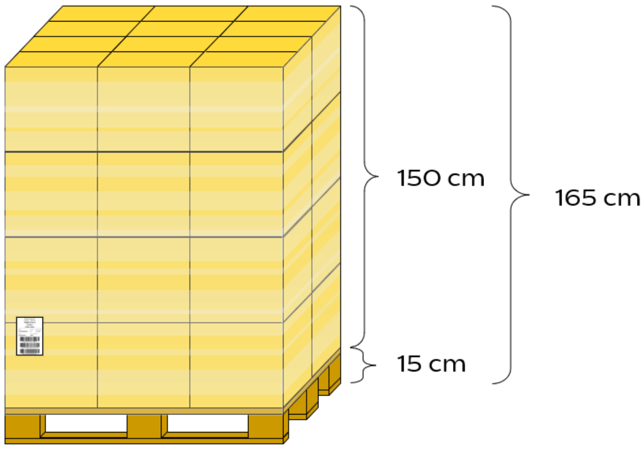
- Each pallet must contain only one Coop item number/EAN number. Pallets may be stacked on top of one another provided the goods are not damaged as a result. The maximum height of stacked pallets must not exceed the maximum height specified in this section.
- Date-labelled goods with the same Coop material number/EAN number but with different use-by dates must not be packed and delivered on the same pallet, unless they are separated by an intermediate pallet with an SSCC label.
- Under no circumstances may the goods on the pallet extend beyond the base area of the selected pallet.
- The goods must be secured to the pallet using transport packaging, film or similar, which holds the goods together and protects them effectively during transport, storage and handling, so that slippage cannot occur. All pallets containing frozen goods must, without exception, be delivered wrapped in film to ensure the stability of the pallet.
- The top layer on the pallet must always be secured, if necessary, by wrapping it in film or similar material. For light and 'soft' packages, it is necessary to shrink-wrap the entire pallet. If shrink-wrapping is used, whereby the EUR pallet is also wrapped in film, an additional EUR pallet must always be placed on top.
- All goods must be properly packaged in such a way that they are not damaged during handling and subsequent dispatch to the shops.
- To ensure the goods are packed together appropriately for dispatch to the shops, every effort must be made to ensure that the individual packages have a base dimension based on a modular area of 60 x 40 cm.

In very exceptional cases, the supplier may enter into a specific agreement to deviate from some of the above requirements where the special nature of the delivery so warrants, for example where a delivery of a small number of packages spread across separate pallets would be economically unviable. Any such special agreement must be concluded with the supplier's contact person at Coop Kategori, who will liaise with Coop Logistik; the supplier will still be required to ensure a clear separation of the individual material numbers and a GS1 label on each material number.

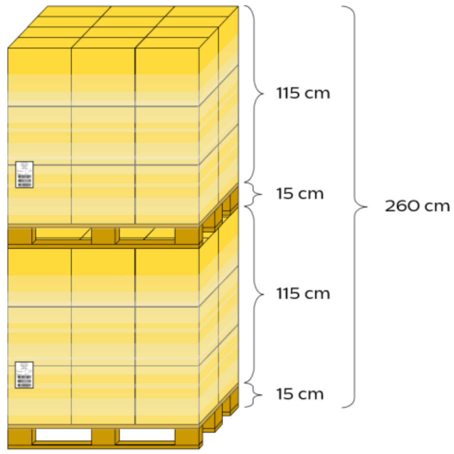
Visual guide to palletizing goods for Coop's Distribution Centres

<table>
<tr><td>Cartons must be stacked in an organized manner on the pallet.</td><td></td></tr>
<tr><td>There must be no 'overhang'. All cartons must therefore remain within the base area of the pallet.</td><td>
</td></tr>
</table>

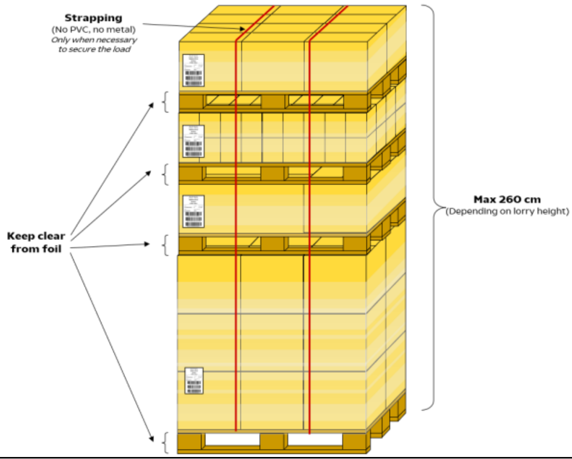
All pallets must be sealed with transparent foil, film or shrink wrap. The end of the foil, film or shrink wrap must be secured. There must be no loose 'tails' of foil, film or shrink wrap.	
Foil, film or shrink wrap must not be secured to the pallet blocks.	
There must be no foil, film or shrink wrap around the pallet's blocks or runners.	
The pallet's runners/bottom boards and blocks must be whole and undamaged. Blocks must not be twisted or similarly distorted in such a way as to reduce the space beneath the pallet.	
Stacked trade units	

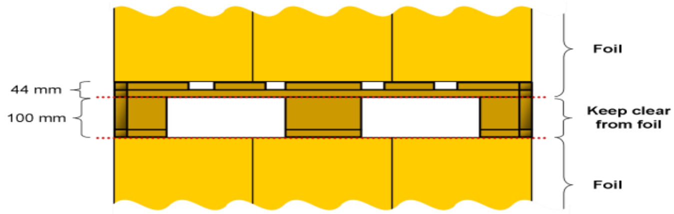
<table>
<tr>
<td>The height of the stack on the pallet must not exceed 150 cm, excluding the height of the pallet itself.</td>
<td>
</td>
</tr>
<tr>
<td>When delivering double-stacked pallets, the maximum height of 260 cm may be exceeded.

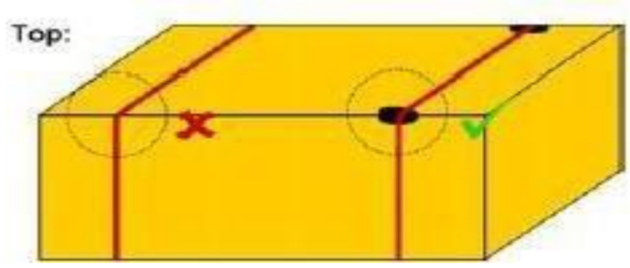
Stacks on individual pallets must not exceed 115 cm in height, excluding the height of the pallet itself.

If it is necessary to secure the top pallets in the stack to the bottom one, Strapex or similar fastenings may be used.</td>
<td>
</td>
</tr>
<tr>
<td>When delivering sandwich pallets (two or more pallets of different heights stacked on top of one another), the maximum height of 260 cm must not be exceeded.

Individual pallets must not be stacked higher than 150 cm, excluding the height of the pallet.

If it is necessary to secure the top pallets in the stack to the bottom one, Strapex or similar fastenings may be used.</td>
<td>
</td>
</tr>
<tr>
<td>The pallets must be wrapped individually in plastic film before being stacked.

The tunnels and blocks on the individual pallets in the stack must be kept free of foil, film or shrink wrap.</td>
<td>
</td>
</tr>
</table>

When using foil, film or shrink wrap on soft packages, it is recommended that cardboard edge protectors be used along the corners of the pallet.	

Recording and settling of outstanding balances relating to transport equipment

Settlement of outstanding balances relating to transport equipment is carried out as follows:

1) When exchanging pallets: Settlement takes place upon delivery of the same type and number of transport equipment units, as approved by COOP, with the expectation that these will be collected from the same warehouse to which they are returned. Deviations from this can only be accepted in exceptional circumstances.
2) By invoicing – separate line item: Settlement takes place through the ongoing invoicing of returns and deliveries on the goods invoice, but on a separate line-item relating exclusively to the transport equipment returned or delivered. Deviations from this are only accepted in exceptional circumstances.
3) For invoicing – separate invoice: Settlement is carried out by invoicing incoming and outgoing deliveries on an ongoing basis on a separate invoice relating exclusively to the transport equipment received or dispatched. The invoice must be issued no later than the first working day of the month for the previous month's deliveries. Deviations from this rule can only be accepted in exceptional circumstances.
4) When included in the price of the goods: Transport equipment is included in the price of the goods and there will therefore be no ongoing exchange or invoicing.

The above must be specifically agreed upon when entering into a cooperation agreement with Coop, and deviations from this can only be accepted in exceptional circumstances.

Coop maintains, on an ongoing basis, a limit on the maximum outstanding balance for transport equipment, based on deliveries over the last three months.

The supplier is always obliged to keep the balance within the specified limits.

If the limit on the outstanding balance for transport equipment in Coop's favor is exceeded, the supplier must, within 30 days of receiving notification from Coop, return transport equipment in sufficient quantities to bring the outstanding balance below the maximum limit. If this does not occur, the supplier must pay Coop compensation for the difference.

If the maximum permitted balance of transport equipment in the supplier's favor is exceeded, the supplier must, within 30 days of receiving notification from Coop, collect sufficient transport equipment to bring the balance back below the applicable maximum limit. If this does not happen, the supplier must pay Coop a storage charge of DKK 10 per unit of transport equipment per month or part thereof for the difference, until the balance is brought below the maximum limit.

Coop may, at any time, choose to set off the storage charge against any outstanding balance in its favor.

Coop's Packaging System

The supplier can view their current transport equipment balances and the limits for the maximum transport equipment balance on an ongoing basis in Coop's Packaging System:

https://embextranet.net.coop.dk

The supplier is obliged to register with Coop's Packaging System and to keep their contact details up to date within the system. All communication from Coop regarding transport equipment will be sent using the contact details provided.

The supplier can assess their current transport equipment balance and the limits on the maximum transport equipment balance in the Coop Packaging System at any time, as well as order packaging.

Supplier details must be registered prior to the first delivery, using the Supplier's Coop supplier number.

Registration of receipt and handover of transport equipment

When delivering goods in or on transport equipment directly to Coop shops, packaging must always be exchanged at the shop so that no records are created. If it is not possible to exchange the packaging, the shop may create an electronic record for the supplier, which the supplier can subsequently collect from the nearest dry goods warehouse. Any objections to such a record must be made directly to the shop within 2 working days.

When deliveries are made to one of Coop's own warehouses, Coop keeps a running record of the transport equipment that Coop either receives from or issue to the individual supplier. The registration covers all the pallet types mentioned in clause 4.4 as well as Coop's various types of plastic crates. The calculation and settlement of the balance between Coop and the individual supplier in relation to transport equipment takes place on an ongoing basis in accordance with the above procedures.

In addition to its own warehouses, Coop also uses external partners for warehousing and distribution.

Upon delivery to Lineage (warehouse 4067), Lineage carries out ongoing registration of the transport equipment received. This registration is recorded in Coop's packaging system.

Any objections should be addressed to Lineage. The issue of materials takes place via Coop's dry goods centres. Transport equipment is not issued from Lineage.

When deliveries are made to a warehouse operated by one of Coop's external partners – Hilton Foods (warehouse 4051), Jetpak Danmark A/S (warehouse 4011), PostNord (warehouse 4078) and Lantmännen Schulstad (warehouses 4025, 4026 and 4061), the external partner carries out ongoing registration of the transport equipment that the partner either receives or dispatches to the individual supplier.

In such cases, the calculation and settlement of outstanding balances relating to transport equipment are not the responsibility of Coop but are dealt with directly between the relevant business partner and the individual supplier.

For all types of delivery (regardless of Incoterms), packaging is recorded on arrival at Coop's warehouses. It is only at this point that a record is made of whether the packaging is approved or not. Pallets may incur additional charges; please see section 7.3 for further details. Registration is carried out electronically using the order number, and the supplier receives a notification that there has been a change to the balance. The supplier can always access their balance and transaction history in Coop's packaging system. No paper receipt or other document is issued to the driver.

When Coop issues empty transport equipment to the supplier, or in connection with Coop' 's return of goods to the supplier, this will again be recorded electronically. The issue of empty transport equipment must be ordered in advance via Coop's packaging system. There is no direct exchange of transport equipment upon receipt of goods.

Coop provides suppliers with electronic access, whereby they can view an overview of the transport equipment balance for each individual supplier using their Coop supplier number. If the supplier does not agree with Coop's records and balance statement, the supplier must respond to each individual entry within two working days to the Distribution Centre where the entry was made.

Settlement of transport equipment balances in the event of a lack of trade with our warehouses

In the event of a lack of trade between Coop and the supplier, any outstanding balance relating to transport equipment must be settled. This also applies where there has been no trade for a continuous period of 3 months. If the supplier is in possession of Coop's transport equipment, this must be returned to Coop within 30 days of the cessation of trade. If the equipment is not returned within 30 days of the cessation of trade, the supplier must pay Coop compensation for the transport equipment.

If the supplier has transport equipment held by Coop, the supplier must collect this within 30 days of the termination of the business relationship. If the transport equipment is not collected within 30 days of termination of the business relationship, the supplier must pay a storage fee of DKK 10 per unit of transport equipment per month or part thereof. The storage fee for uncollected transport equipment will, to the extent possible, be set off against the value of the transport equipment.

Contact details for the distribution centres

The packaging departments at our warehouses can be contacted regarding the collection of transport equipment:

Distribution Centre	Email
Brøndby Distribution Centre	broendby.emballage@coop.dk
Hasselager Distribution Centre	hasselager.emballage@coop.dk
Aalborg Distribution Centre	aalborg.emballage@coop.dk
Albertslund Distribution Centre	albertslund.emballage@coop.dk
Lineage Vejle (Coop) ApS	dk.vejle.info@lineagelogistics.com
Odense Distribution Centre	odense.emballage@coop.dk
Shared postbox	Emballage.team@coop.dk

Unless otherwise agreed with the individual distribution centre, materials are collected from the following locations:

Type of logistics units	Collection point
Pallets	The distribution centres in Albertslund, Odense and Aalborg
CC flower containers	The distribution centres in Hasselager and Brøndby
Coop plastic crates for fruit and vegetables	The distribution centre in Brøndby

4.5 Labelling of pallets – Pallet labels

Labelling must comply with the guidelines laid down by GS1 Denmark at any given time, as well as the description below in Coop's terms and conditions of trade.
Goods that do not comply with GS1 Denmark's current labelling requirements may be rejected by Coop without prior notice.

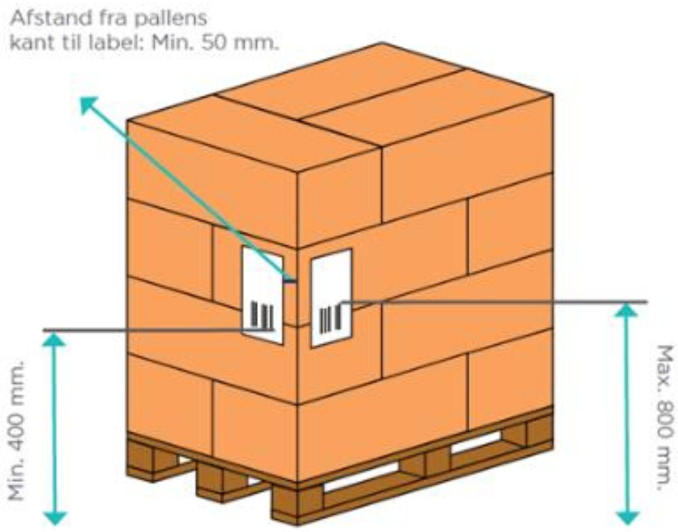
Pallet labelling – GS1-128 labels

It is always the supplier's responsibility to ensure that pallet labels are correct. For clarification and guidance, the supplier should contact GS1 in the relevant country of dispatch viawww.gs1.org/contact/overview .
This guide from GS1 Denmark can serve as a checklist when creating your GS1-128 pallet labels:
How to Build Your Pallet Labels: Quickguide to GS1-128 Pallet Labels

- → Every pallet or other similar logistics unit delivered to Coop must be labelled with a correct GS1-128 label.
- → Pallet labels must be positioned as shown in Figure 1 below
- → Coop recommends that pallet labels be printed in A5 format on self-adhesive pallet labels
- → When delivering on quarter-pallets in bundles of 3 or 4, these must always be placed on top of a full EUR pallet or equivalent CHEP pallet. These must be labelled with AI (02) plus (37).
- → When delivering quarter pallets in batches of 1 or 2 items, these must always be delivered on the flatbed of the lorry. Where 1 or 2 quarter-pallets are delivered on a flatbed lorry, a pallet label must be affixed to both quarter-pallets, using AI (01) and without AI (02) plus (37).

All pallets must be fitted with 2 (two) GS1-128 pallet labels, in accordance with GS1 Denmark's guidelines, as shown in the image below. The barcode must be positioned within the dimensions specified below. Labels must be placed on the outside of the film – and must be taped down at the top and bottom. There must be no loose pieces of paper behind the film, and plastic sleeves are not accepted.

Figure 1:



Overview of recommended AI codes for pallet labels

AI codes	Name
00	SSCC (Serial Shipment Container Code)
01	EAN number per logistics unit
02	EAN number
10	Batch
15	Best before date
17	Use by date
3102	Net weight to two decimal places
37	Number of packages
400	Order number

Coop recommends that, when creating pallet labels, the supplier uses 3 or 4 barcodes in the barcode section:

Position	AI codes
Barcode 1 (from the top)	AI (400)
Barcode 2	AI (02) plus AI (37) – when using AI (01), AI (02) and AI (37) are omitted
Barcode 3	AI (15) or AI (17) and AI (10)
Barcode 4	AI (00)

Position	AI codes
Barcode 1	AI (02) plus AI (37) – when using AI (01), AI (02) and AI (37) are omitted
Barcode 2	AI (15) or AI (17) and AI (400)
Barcode 3	AI (00) and AI (10)

* With this structure, it is important to ensure that the stop character (FNC1) is correctly positioned

→ It is recommended that the following AI codes be placed furthest to the right in the barcode, as these are variable characters:

AI codes	Name	Note
37	Number of packages	
10	Batch	If relevant or applicable to the order. The LOT number may be included here if required, but it is not a requirement on a pallet label. The LOT number must be reflected in AI 15 if AI 10 is used.
400	Order number	For DDP orders, it is not a requirement to include the order number (AI 400), but we recommend that all pallet labels destined for Coop's warehouse bear the code AI (400). Regarding Coop's requirement to use AI (400) for FCA orders, please refer to the information below on separate labelling.

→ It is recommended that the supplier uses:

AI codes	Name	Remarks
00	SSCC (Serial Shipping Container Code)	The SSCC must always be in the bottom barcode. The same SSCC must not be used on more than one pallet, even if the pallets contain the same type of products. The SSCC is unique.
01 or 02 + 37	EAN number per logistics unit or EAN number plus number of packages	Depends on the EAN ordered (the sales unit from the order). AI 02 + 37 is the most used, and they must always be used together. Please also note that the order unit's EAN must always have 14 digits.
10	Batch	If relevant or applicable to the order. A LOT number may be included here if required, but it is not a requirement on a pallet label. The LOT number must be reflected in AI 15 if AI 10 is used.
15 or 17	Best before date or Use-by date	AI (15) and AI (17) are only required for goods with a 'Best before date' and an 'Expiry date'.
3102	Net weight to two decimal places	For goods sold by weight, where invoicing is based on weight and AI (3102) is used, this is entered as the first digit in barcode 3.
400	Order number	For DDP orders, it is not a requirement to include order number AI (400), but we recommend that all pallet labels for Coop's warehouse include AI (400). Regarding Coop's requirement to use AI (400) for FCA orders, please refer to the information below on separate labelling.

It is recommended that no AI codes other than the one specified above are used.

Structure of pallet labels for DDP/DAP/FCA/EXW

Legible text field:
The text field must contain information on all the data contained in the barcode.
This may include, for example, the GTIN (EAN product number), number of order units, best-before date, batch number and SSCC (the pallet's unique serial number).

In cases where Coop handles transport to the warehouse (FCA/EXW), each pallet must also be labelled with:

- The warehouse's name and address, including postcode and town name
- Coop order number – a requirement for FCA orders

The above information may either be included on a separate label placed next to the GS1-128 label, or a single label containing all the information may be produced (see examples below). If a single label is produced, it is recommended that Coop's order number be shown as barcode AI (400).
Failure to label each pallet in accordance with the above will result in a surcharge in cases where Coop handles transport to the warehouse (FCA/EXW).

Examples of pallet labels
Barcodes can be structured in many ways, and it is important to bear in mind that other structures using AI codes also work. Some barcode generators insert AI codes automatically.

Example – GS1-128 Content Labelling (GS1 Logistics Label):
The label type shown below can be used for DDP orders without specifying the Coop order number, although Coop recommends doing so.

Example 1 – without order number:

Melfabrikanten A/S
Industrivej 1 ▪ DK-1234 Fabriksby

PRODUCT INFO:

- Wheat Flour
- 6 EA x 72 CTN
- GTIN 7340011354932
- 2kg e per EA

CONTENT:	37340011354933
COUNT:	72
BATCH/LOT:	23001A
BEST BEFORE:	250101
SSCC:	157500000000123484

(02)37340011354933(37)72

(15)250101(10)23001A

(00)157500000000123484

Example 2 – with order number:

La Fabbrica S.p.A
Zona Industriale 1 ▪ IT-1234 LA CITTA

PRODUCT INFO:

- Coop Spaghetti 1 kg
- 12 EA x 72 CTN
- GTIN 7340011352921
- 1kg e per EA

CONTENT:	37340011352922
COUNT:	72
BATCH/LOT:	2337A
BEST BEFORE:	251011
ORDER NUMBER:	4500112233
SSCC:	080000123456789014

(400)4500112233

(02)37340011352922(37)72

(15)251011(10)2337A

(00)080000123456789014

Example – GS1-128 content label and separate label with transport details:
Option 1 for FCA orders: The label type shown below can be used for FCA orders. The two labels must be placed side by side.

Melfabrikanten A/S
Industrivej 1 ▪ DK-1234 Fabriksby

PRODUCT INFO:

- Wheat Flour
- 6 EA x 72 CTN
- GTIN 7340011354932
- 2kg e per EA

CONTENT:	37340011354933
COUNT:	72
BATCH/LOT:	23001A
BEST BEFORE:	250101
SSCC:	157500000000123484

(02)37340011354933(37)72

(15)250101(10)23001A

(00)157500000000123484

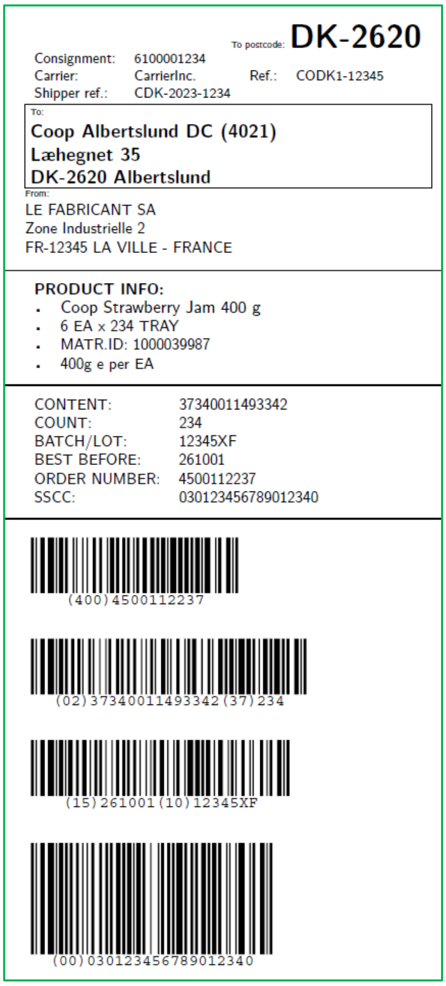
From:
Melfabrikanten A/S
Industrivej 1
DK-1234 Fabriksby

To:
Coop Odense
Hestehaven 51
DK-5260 Odense

Coop PO:
4503123456

Delivery date:
16 October 2023

Example – Combined GS1-128 content and transport labelling (GS1 Standard International Logistics Label – STILL):
Option 2 for FCA orders: The label type shown below is used for FCA orders.


To postcode: DK-2620

Consignment: 6100001234
Carrier: CarrierInc. Ref.: CODK1-12345
Shipper ref.: CDK-2023-1234

To:
Coop Albertslund DC (4021)
Læhegnet 35
DK-2620 Albertslund

From:
LE FABRICANT SA
Zone Industrielle 2
FR-12345 LA VILLE - FRANCE

PRODUCT INFO:
- Coop Strawberry Jam 400 g
- 6 EA x 234 TRAY
- MATR.ID: 1000039987
- 400g e per EA

CONTENT:	37340011493342
COUNT:	234
BATCH/LOT:	12345XF
BEST BEFORE:	261001
ORDER NUMBER:	4500112237
SSCC:	030123456789012340

(400) 4500112237
(02) 37340011493342 (37) 234
(15) 261001 (10) 12345XF
(00) 030123456789012340

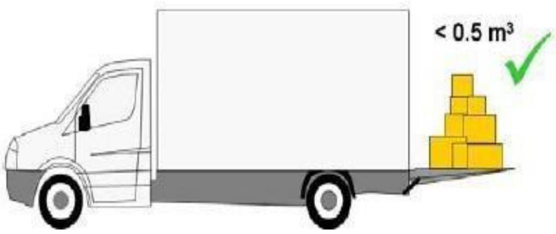
Dangerous goods

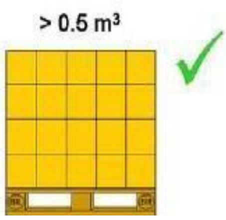
The supplier is obliged to comply with the legislation in force at any given time regarding the handling of dangerous goods, including ensuring the correct labelling of goods and associated documents.

Upon delivery to Coop's carrier, a copy of the dangerous goods documents must be sent to Coop Transport, transport@coop.dk, or to Coop's carrier no later than the same day the goods are collected.
Failure to submit dangerous goods documents in a timely manner will result in an additional charge.

Parcel-distributed goods

Certain goods are supplied in such small quantities that they are not delivered on EUR pallets. In such cases, the quantity supplied must not exceed 0.5 m^3. In these instances, no logistical units are specified.





4.6 Container, airplane or lorry (FOB, FCA or DDP)

When delivering to Coop's carrier in Europe, goods must be packed as logistics units. In special cases, however, Coop may request that goods be loaded in bulk to make full use of the transport equipment.

When handing over goods to Coop's carrier at overseas points of origin, this may involve either the delivery of loose cartons or the delivery of pre-packed containers. This depends on the volume being shipped, as set out below.

Loading of containers

If containerized goods are delivered to Coop's carrier as supplier-packed containers (FCL, Full Container Load), the guidelines below must be followed. If the goods are delivered as a less-than-container-load (LCL) consignment to Coop's carrier, the carrier will ensure that the guidelines below are followed. The supplier is responsible for ensuring that the carrier complies with these guidelines.

It is always Coop's decision whether a consignment is delivered as a supplier-packed container or as groupage.

Loading goods into a container

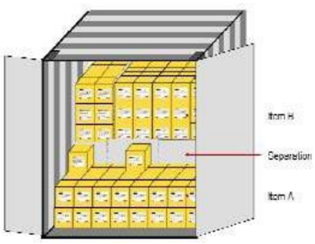
A single order number must not be loaded into multiple containers. If the order cannot fit into a single container, the supplier must contact the Supply Chain Planner at Coop Logistics immediately.

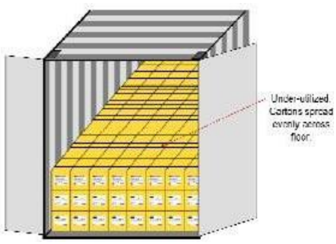
Each order must be packed together in the container before the next order is loaded. Each order must be clearly separated – for example, by separating cartons with a piece of cardboard.

If there are several item numbers on the same order, each item number must be clearly separated.

Cartons or logistics units must be positioned so that labelling is clearly visible during unloading. Cartons may only be placed on their sides if there is no risk of damaging the contents. If goods are packed as logistics units, or if labels are affixed to individual cartons, the cartons must always be placed with the top side facing upwards.

If a container is not fully loaded, goods must be stacked to the same height throughout the container to prevent them from sliding back and forth during transport and thus becoming damaged.





Protection of goods in containers

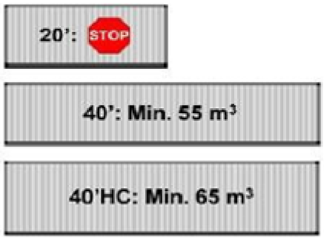
Goods must be packed and stowed securely so that they are not damaged by high or low temperatures, humidity or vibrations during the planned transport.

Care must be taken regarding humidity, as goods are often packed in areas with high heat and high humidity but unloaded in areas with a temperate climate.

It is therefore recommended that dehumidifiers or similar devices be used to ensure that products do not risk becoming moldy or suffering damage in any other way.

Freight optimization

Coop Logistik's carriers will always seek to optimize incoming freight by considering the total volume per week. For factory-packed containers containing bulk goods, the following utilization requirements therefore apply:



20' Requires approval from Coop Danmark, Transport

40'DC Minimum 55 m3

40'HC Minimum 65 m3

If a container is not fully utilized due to a supplier's error, Coop reserves the right to charge the supplier for the missing cubic meters. However, Coop will initially require the goods to be consolidated with other goods via our carrier if the above requirements are not met.

The above guidelines are managed by Coop's carrier, and any exemption – including the use of 20' containers – requires approval from Coop Transport. Coop shall have sole discretion in determining how each shipment is loaded and whether the goods are packed and shipped directly from the factory or via the carrier's terminal (CFS – Container Freight Station).

Delivery window for container freight

The permitted 'shipping window' is -7 to 0 days before the delivery date specified on the order (also referred to as the Handover date). Day 0 refers to the delivery date stated on the order. If the goods are handed over before day -7, the delivery shall be considered premature, and any resulting storage costs shall be borne by the supplier, who shall also assume the associated risk. If the goods are handed over after day 0, the delivery shall be considered late, and the supplier shall be held liable and be subject to a penalty.

For FOB shipments, delivery takes place when the goods arrive at the port terminal or carriers' warehouse. It is the supplier's responsibility to allow for 'closing' times at the port terminal (CY, Container Yard) and at the carrier's freight terminals (CFS, Container Freight Station).

Air

In cases where Coop has reserved the right to use air freight or similar in the event of delayed delivery, it is Coop that decides which route and which airline to use, even in cases where the supplier covers the costs.

The costs to be covered by the supplier are the total costs up to Coop's warehouse. This therefore includes the costs of air freight, including surcharges, transport costs to and from the airport, documentation costs, customs clearance and terminal handling.

Road

Delivery loose on the lorry bed/in a container

By agreement with Coop Logistics, goods may be delivered loose on the lorry bed or loose in a container to Coop's warehouse or to the carrier. In such cases, Coop's warehouse will palletize the goods itself, meaning that no logistics units are involved in the delivery. The supplier is also obliged to ensure that sufficient time is available for unloading. Coop does not accept payment for waiting time on delivery to the warehouse for such consignments.

Each order must be packed together in the lorry before the next order is loaded. Each order must be clearly separated, for example by separating the cartons belonging to the individual orders with a piece of cardboard.

If there are several different item numbers on an order, each item number must be clearly separated.
Cartons must be positioned so that the labelling is clearly visible when unloading. Cartons may only be placed on their sides if there is no risk of damaging the contents.

Delivery as logistics units

When loading onto a lorry, pallets must always be positioned with the sides running lengthways along the loading/unloading direction within the transport unit, so that they can be unloaded using either a forklift truck or a pallet jack. Unless side unloading is agreed individually with Coop's warehouses.

To facilitate goods reception, each order must be kept together, and units containing the same goods must be kept together. Any sandwich pallets or intermediate pallets must be placed at the rear of the lorry so that they are unloaded first.

Delivery by multiple lorries

A single order number must not be loaded onto more than one lorry. If all the goods cannot fit into a single lorry, the supplier must contact the Supply Chain Planner at Coop Logistics immediately to agree on the exact allocation.

Unloading the transport unit

Coop will increasingly use dock shelters for unloading. This means that lorries or swap bodies must be equipped for rear unloading via a ramp with a ramp lip height of 1100-1200 mm. If transport units with different unloaded heights are to be used, this requires prior approval from the receiving warehouse.

Carrier's order tracking (if applicable)

Coop's carrier will contact the supplier regarding the collection of goods, if relevant.

Should the supplier, contrary to expectations, not be contacted, it is the supplier's responsibility to contact Coop Logistics before the collection date to ensure that the delivery date is met.

Special conditions for general cargo deliveries on FOB terms

When purchasing general cargo (Less Container Load, LCL) on FOB terms, it is a mandatory requirement that Coop's carriers are used to consolidate the freight.
This consolidation will be carried out at the supplier's expense and risk, as the FOB term stipulates that the transfer of cost and risk takes place when the goods are alongside the vessel at the specified location.

Coop reserves the right to consolidate goods if the volume delivered is less than 55 $^{m^3}$. Further details regarding costs can be obtained from Coop's carrier in the country of shipment.

5 PAYMENT

5.1 Method and timing of payment

The method and timing of payment must always be agreed with Coop Kategori. Should the supplier wish to make any changes, they should contact Coop Kategori.
If the supplier has any questions regarding payments or outstanding payments, they should contact Coop's Finance Department at: kreditor@coop.dk .

5.2 Invoicing Coop

When processing the supplier's invoice, an automated check is carried out on the quantity and price. The supplier must comply with the invoice requirements set out below. Invoicing must be carried out in accordance with the agreed Incoterms.

Each invoice must cover only one purchase order (PO). If the supplier has delivered several POs, the supplier must issue a separate invoice for each of the POs delivered. The supplier's invoice must comply with the requirements of the VAT Regulations.

The supplier's invoice must contain at least the following:

General information on the invoice:

1) The full company name and business name
2) The full address
3) The seller's CVR number
4) The buyer's CVR number (Please note: if the goods/services are supplied to one of our independent consumer cooperatives, the invoice must be issued to that cooperative's CVR number and not to Coop)
5) Email address
6) Order number (PO number), consisting of 10 digits
7) Clear description of what is being invoiced
8) Invoice number
9) Invoice date (must not be issued before the delivery date)
10) Delivery notes number or reference to previous invoices
11) Terms of payment in accordance with standard terms, which are a minimum of 14 days
12) Payment details – bank registration number / account number or IBAN or payment ID
13) Breakdown of the amount – excluding VAT, VAT amount, total amount including VAT and VAT rate
14) Currency code/ISO
15) Invoices must be issued on an ongoing basis and no later than the end of the month in which the delivery took place.

The terms of payment are agreed upon at the time the contract is concluded and apply regardless of whether the supplier is dealing with Coop's Service Office, a central warehouse or shops within the chains. Notifications are sent via bank transfer or email.

Information per item on the invoice:

1) Product name
2) The item's Coop material number or EAN number
3) If the item is organic, the text 'ØKO' must appear on all documentation
4) Quantity of the item delivered, stated in whole Coop packages or in kg (weighted goods)
5) Unit price excluding VAT, but including Danish excise duty where the item is subject to excise duty
6) Price for the quantity of the product delivered, excluding VAT

Invoices must be sent to Coop via EDI, OIO or as a PDF to: invoice@coop.dk

Correction of invoicing

If, during the processing of the supplier's invoice, errors are found in the stated quantity, the stated price or other material errors, it will be necessary to correct these before final settlement can take place. In most cases, the correction will be made by Coop issuing a settlement document that offsets the error.

If Coop requires a credit note, the supplier must always issue a separate credit note. Each credit note must relate to only one invoice. If the supplier is correcting several invoices at once, the supplier must issue a separate credit note for each invoice being corrected. The supplier's credit note must comply with the requirements of the VAT Regulations.
The supplier's credit note must contain the same general information as an invoice.

Complaints

Goods which, upon receipt or subsequently, are found to be damaged or do not meet the agreed specifications shall be returned at the supplier's expense, unless it is agreed with the supplier that the shop will dispose of the goods or retain them against a credit note.

The shop or warehouse creates a return purchase order, which generates a settlement document that is sent to the supplier. We therefore *do not* need to receive a credit note for a complaint.

No credit note will be issued, nor will a settlement document be generated if, following agreement with the shop, the supplier redelivers returned or discarded goods free of charge.

6 ELECTRONIC DATA INTERCHANGE (EDI)

Coop expects business data to be exchanged via EDI. If the supplier has not yet set up EDI, please contact Coop's EDI Administration on +45 4386 3640 or: EdiAdministrationen@coop.dk . The supplier must comply with Coop's EDI guidelines.

7 COST SURCHARGE FOR SUPPLIER ERRORS

Coop's logistics and shop systems mean that supplier errors relating to goods, product data, delivery and invoicing are extremely costly for Coop.
Provided the supplier complies with the information and specification requirements and trading procedures set out in this Schedule, there should be no unnecessary extra work or cause for cost surcharges.

It is Coop's hope and wish that this will help to improve the interaction between the supplier and Coop and ensure the necessary efficiency in our business dealings.

The contact person for enquiries is listed on Coop's cost surcharge notice.
It is important that the supplier only contacts the email address specified in the annex. We process and respond to all enquiries in the order in which they are received.

The preceding sections set out the cost surcharge rates relating to the error in question. All amounts are exclusive of VAT. The sections below provide a comprehensive overview of rates, as well as other cost surcharge rates. All amounts are exclusive of VAT.

7.1 Coop Category

	Supplier error	**Cost surcharge rate**	**Note**
Packaging data	Inadequate compliance with Coop's procedure for reporting packaging data	DKK 10,000 per item per instance	See section 1.1 for further details
Product registration	Failure to use the GS1Trade Sync product database	DKK 1,500 per item per processing instance	See section 1.2 for further details
	Failure to use GS1Trade Exact	DKK 1,500 per item per processing instance	See section 1.2 for further details
	Failure to use GS1Trade Image	DKK 1,500 per item per processing instance	See section 1.2 for further details
	Failure to submit product samples	DKK 3,000 per item per processing	See section 1.2 for further details

	For providing incorrect barcodes or barcodes that do not comply with GS1 standards	DKK 10,000 per item per instance	See section 1.2 for further details
	For suppliers who have not completed a goods declaration form correctly and on time, and which must be returned to the supplier for correction	DKK 1,000 per return per instance	See section 1.2 for further details
Changes to the declared goods data	Failure to provide timely notification of changes to the goods data submitted	DKK 1,000 per item per processing instance	See section 1.2 for further details. This applies regardless of whether the goods are under the supplier's brand or under Coop's own brand.
Rejected sales orders	For orders placed by the supplier's own staff for products that are not authorized for ordering in this way	DKK 50 per item per order.	
Freshness	In the case of stock deliveries where the agreed freshness (number of sales days to Coop) is not met, the goods will be rejected on receipt, and the supplier will be charged a surcharge	DKK 2,000 per item	Regardless of whether the item is rejected or accepted. For missing sales days on deliveries of fruit and vegetables, Coop will require a percentage discount on the item's purchase price (in the event of quality defects or errors in the LOT).
Delayed deliveries	If Coop is not informed in good time of the delay due to a change of space	DKK 25,000 per item + DKK 200 per affected store	Coop must be notified no later than 7 weeks before a shelf rotation if new range items are delayed. The delay may result in the items being removed from the planograms due to take effect from the relevant shelf rotation, in which case the item may not be included in the range until a subsequent shelf rotation at the earliest.
Delays to promotional items	Delivery of promotional items later than the delivery date stated in the order	DKK 5,000 per delivery plus DKK 500 per affected shop.	See section 3.13 for further details.

7.2 Stores

	Supplier errors	Rate for cost surcharge	Remarks
Missing or incorrect delivery note for direct delivery	In the case of direct delivery to a shop where the delivery note is missing or does not contain the minimum information required by Coop	DKK 50 per delivery note per shop affected	See section 2.4 for further details
Missing or incorrect EAN number on sales units for direct deliveries	Where the EAN number is missing or incorrect on the sales units of a product	DKK 200 per shop per product	
Withdrawal/recall	In the event of a product recall from shops. In the event of an extension, e.g. the addition of a new date, this is considered a new recall.	DKK 300 per shop per product, plus any additional charges*	*If the price does not cover Coop's costs for analysis, sorting in-store, handling in warehouses or destruction, as well as any fines incurred.
	In the case of product recalls from shops, where the supplier wishes the goods to be returned to Coop's warehouse for subsequent collection.	DKK 600 per shop per item, plus any additional charges*	*If the price does not cover Coop's costs for analysis, sorting in-store, handling at warehouses (e.g. deep-freeze) or destruction,

	This is not possible when goods are recalled.		as well as any fines incurred.

7.3 Coop Logistics

Cost surcharge – Reason code – Coop Supply Chain:

Code	Reason	Supplier error on delivery to warehouse – order processing	Cost surcharge rate	Note – See section 3.2 for further details
800	Handover date exceeded	Deviations in collection date prior to readiness notification	DKK 5,000 per warehouse per order	If the collection date is not met, the supplier will be charged a cost surcharge of DKK 5,000 per warehouse per order.
760	Delivery date	Deviations in delivery date or time for warehouse delivery	DKK 5,000 per warehouse per order	If the original delivery date is not met, the supplier will be charged an additional fee of DKK 5,000 per warehouse per order. If the delivery time on the delivery date is not met, the supplier will be charged a cost surcharge of DKK 4,000 per warehouse per order.
761	Delivery time	Deviations in delivery date or time for warehouse delivery	DKK 4,000 per warehouse per order	
762	Quantity	Quantity discrepancies for stock deliveries	DKK 2,000 per warehouse per item	If the supplier delivers a quantity that differs from that specified in Coop's original order, the supplier will be charged a cost surcharge of DKK 2,000 per item with a discrepancy.

Cost surcharge – Reason code – Coop Logistics (warehouse) and Coop Transport:

Code	Reason	Supplier error in warehouse delivery	Surcharge rate	Remarks
760	Delivery date	Date discrepancy or date correction	DKK 5,000 per order	Generally, Coop Logistik issues one cost surcharge per supplier per delivery (lorry) for failure to meet the delivery date or delivery time. No surcharge shall be applied per order number where the same supplier delivers multiple orders on a single lorry. See Section 3.3. A delay is defined as arrival more than 20 minutes after the agreed or booked start time in Gecko.
761	Delivery time	Delayed delivery	DKK 4,000 per order	
762	Quantity	Quantity discrepancy – if the supplier delivers a quantity different from that specified in Coop's order – or if, contrary to expectations, the supplier makes a partial delivery of an order	DKK 2,000 per warehouse per item	
763	Weight	In the event of goods being rejected due to a weight discrepancy	DKK 2,000 per warehouse per item	
764	Temperature	In the event of goods being rejected due to temperature faults	DKK 2,000 per warehouse per item	
765	Empties/packaging material	Defective packaging or goods delivered on pallets not approved by Coop	DKK 2,000 per warehouse per pallet, up to a maximum of DKK 6,000 per delivery	
766	Broken pallet	Goods delivered on damaged pallets	DKK 2,000 per warehouse per pallet, up to a maximum of DKK 6,000 per delivery	
767	Mixed pallet	Goods with different material numbers delivered on the same pallet	DKK 2,000 per warehouse per pallet, up to a maximum of DKK 6,000 per delivery	

768	Mixed date	Goods with different use-by dates delivered on the same pallet	DKK 2,000 per warehouse per pallet, up to a maximum of DKK 6,000 per delivery	
769	Packed beyond pallet limits	Goods packed onto the pallet in such a way that the pallet's base dimensions and/or height are exceeded. Goods packed in an unstable manner, posing a risk of slipping during handling.	DKK 2,000 per warehouse per pallet, up to a maximum of DKK 6,000 per delivery	
772	Labelling	Missing or incorrect labelling in accordance with GS1 Denmark standards.	DKK 2,000 per warehouse per pallet, up to a maximum of DKK 6,000 per delivery	
773	Administration	Errors on delivery notes (e.g. if the order number or EaD/ARC number is missing) Missing delivery notes Missing delivery notes and/or missing order numbers should be reported to deliverynote@coop.dk Errors on consignment notes Missing consignment note	DKK 2,000 per warehouse per item	
791	Too few sales days	Items with too few sales days. The number of sales days is calculated from the day following the order's delivery date at the Coop warehouse.	DKK 2,000 per warehouse per item	For missing sales days on deliveries of fruit and vegetables, Coop will apply a percentage discount on the item's purchase price (due to quality defects or errors in the LOT).
800	Handover date exceeded	Failure to report readiness	DKK 5,000 per order	See section 3.4 for further details
801	Additional driver	Extra driver for urgent fruit and vegetable deliveries	DKK 4,000 per order	
802	Dead freight	Extraordinary transport costs for warehouse delivery – empty run	Variable	If Coop is, through no fault of its own, charged additional transport costs in connection with collection from a supplier, such as waiting time and empty return freight, these will be passed on – subject to a minimum of DKK 1,000 per warehouse per order.
803	Waiting time	Extraordinary transport costs for warehouse delivery – Waiting time	Variable	

Issuing of cost surcharges
Coop Logistik automatically sends a settlement statement to the supplier, setting out any discrepancies that Coop Logistik has recorded in that day's deliveries to Coop from the supplier in question. Generally, a cost surcharge will be issued no later than two working days after delivery.

Objections from the supplier regarding cost surcharges
To ensure prompt follow-up on any discrepancies, the supplier has 14 working days to raise an objection to any cost surcharge with which the supplier does not agree.
If Coop has not received an objection from the supplier within 14 working days of the cost surcharge being issued, the cost surcharge will stand.

Rectification of errors
In addition to the cost surcharges, Coop Logistik may re-invoice the number of hours spent by Coop Logistik on rectifying any supplier error. The number of hours spent will be re-invoiced to the supplier at an hourly rate of DKK 300 per hour spent rectifying the error.

7.4 Financial Accounting

Invoicing errors relating to direct delivery to shops
In the event of invoicing errors resulting in incorrect re-invoicing of shops, the supplier will be charged a cost surcharge of DKK 50 per shop affected.
In the event of invoicing errors affecting only Coop and not the shops, the supplier will be charged an additional fee of DKK 1,000 per invoice.

Invoicing errors relating to stock deliveries
In the event of invoicing errors, the supplier will be charged an administrative fee of DKK 1,000 per invoice.

7.5 Coop Quality

The cost surcharges specified below cover Coop's costs in cases where the documentation and/or the goods do not meet the requirements of the legislation or the terms of the agreement.
In addition, the hourly rates specified below apply when Coop Quality, at the supplier's request, provides the supplier with professional assistance, e.g. for the development or analysis of a product.

Supplier errors in goods, production and packaging information (own-brand products)

Supplier errors	Cost surcharge rate	Comment
1) Information not completed in the CPQ	DKK 2,000 per incorrect or incomplete CPQ form	
2) Submission of incorrect information	DKK 1,000 per hour spent on corrections, etc.	E.g. incorrect data sheets, quantity specifications
3) Submission of incorrect product samples	DKK 1,000 per set of incorrect product samples sent	
4) Failure to provide information regarding changes to product or packaging compositions, including failure to provide new specifications	DKK 1,000 per hour plus any analysis costs	The cost surcharge is determined depending on the investigations and analyses required.
5) Consultancy assistance at the supplier's request	DKK 1,000 per hour	The cost surcharge is calculated based on the number of hours worked

**Points 2–5 also apply to raw materials and semi-finished products for use in in-store production in retail bakeries, delicatessen departments and similar in-store departments with in-house production.*

	Supplier errors	Cost surcharge rate	Note
Products under development (primarily own brands)	Development, including the assessment and testing of products where it subsequently transpires that the supplier is unable to manufacture them as agreed	DKK 1,000 per hour plus any analysis costs	The cost surcharge is calculated based on the number of consultancy hours worked
	Repeated assessments of products under development where identified faults have not been rectified	DKK 1,700 per product per instance	
Illegal goods or goods not in accordance with the contract	Assessment of goods found to be unlawful or non-compliant with the contract, supplemented where necessary by consultancy assistance to rectify the problem, if the supplier so wishes	DKK 1,000 per hour plus any analysis costs	The cost surcharge is calculated based on the number of hours worked
Cancellation of an audit	Cancellation of an agreed audit, provided notice is given at least 2 weeks before the visit date, if the cancellation occurs 3 days or less before the visit date	DKK 4,000 per cancelled visit, plus all costs incurred by any third parties involved	
Complaints handling	To cover Coop's costs in handling customer complaints that can be clearly attributed to supplier errors	Wine and spirits – DKK 200 per complaint Other goods – DKK 500 per complaint	