



Logistic terms and conditions

Dear Madam, dear Sir,

Dear supplier,

We find it important to agree with all our suppliers of the various logistic terms and conditions that are applicable at Colruyt Lowest Prices, OKay and BIO-Planet.

These logistic terms and conditions are an integral part of our collaboration and enable us to work together more securely, quickly and efficiently.

If you have any questions regarding these terms and conditions you can always e-mail us at: supplychain@colruyt.be. We will give you an answer as soon as possible or refer you to the correct contact.

We reserve the right to change these terms and conditions at any time.

We are looking forward to a positive collaboration.

Supply Chain Co-ordinators

Revision	Reference	Description
January 2025	1.1 General information	Ajout respect des commandes
	1.3 Follow-up of the orders	
	1.4 Logistic KPI's	Explanation LOTIF compensation
	3.1.3 Arriving at the quay	Added safety informations from annex 10
	6.3 Other information	New topic
	7.1 Pallet type	Added information for drinks suppliers (with empties)
	7.2.1 Double-twin stacked pallets	New topic
	8.6 Return procedure	New topic
	9. Safety	Added safety informations from annex 10
	Annex 2 : Distribution Centres	Update list
May 2024	1.4 Logistic KPI's	Explanation on our logistic KPI's
	2.2 How pick-ups work	Differentiation for national / internainal pick-ups
	7.2 Physical characteristics of pallets - Quality	Adjustment: delivery on half pallets
	8.1 New reception process - Fast Reception	Explanation of our Fast Reception process
	9.2 Safety – On sites	Adds on the unloading of trucks
	Annex 2 - Plans DC's	Plan Ollignies & Laekebeek modified
	Annex 10 - Outsourced transport	Explanation safety procedures
Oct 2023	Annex 2 : Distribution Centres	Update list

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1. The order

1.1. General information

An expected delivery date or pick-up date will be specified on every order. The supplier must deliver the entire order as indicated on the order.

Other information, such as the order reference, the contact, the ordered quantities or the delivery address are mentioned on the order.

Please make sure to always mention the order reference on the various documents.

Example of an order¹ :

Colruyt Food Retail SA Edingensesteenweg 196, B-1500 Halle Tel. +32 (0)2 363 51 11 Fax. +32 (0)2 360 02 07	Entr. Enreg. 040093 TVA-BE-0716.663.615 RPM Bruxelles IBAN BE72 2930 2544 8916 BIC GEBABEBB
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Our order reference: POF1234567

Important ADVICE: Please only use POF1234567 as a reference on your documents.

SUPPLIER 12345 001 00 SUPPLIER NAME

PLEASE RECORD OUR ORDER FOR DELIVERY ON 2001/01/01

DELIVERY ADDRESS: NV COLRUYT

NAME DELIVERY CENTRE
 ADDRESS DELIVERY CENTRE

ART NO	NAME	QUANTITY
NUMBER OF ARTICLE	NAME OF ARTICLE	QTY

¹ This may vary lightly, depending on the product type or the group's business activity.

1.2. Communication of the orders

Our orders are communicated through EDI² (cf. item 4.2 EDI) or through e-mail in case of technical problems with EDI.

For all questions regarding the orders and processing thereof, the supplier may turn to the contact that is mentioned at the bottom of the order by calling the general telephone number 0032 2 363 55 45.

Depending on the stock situation, it's possible that the desired date is changed by our services.

1.3. Follow-up of the orders

To ensure a good follow-up of our stocks, the sent orders have to be respected, both for the agreed delivery dates and for the demanded order quantities.

However, the order management service reserves the right to cancel in full or in part orders that remain to be delivered or that have not been delivered , insofar as this is not prohibited by law.

This cancellation option applies to the following cases and only insofar as the law does not prohibit it:

- Any order or part of an order for which the supplier notifies prior to the delivery that it will not be available by the agreed delivery date.
- Any order or part of an order that has not been delivered by the agreed delivery date (backorder), provided that the order (part) remaining to be delivered is not claimed by the order management service.
- Any order or part of an order that the supplier wishes to deliver at a date later than the date initially agreed upon.
- Any order that are not delivered in accordance with the agreed delivery terms (quality problems, damaged items, etc.) may be refused.

We would therefore like to draw your attention to the importance of pro-actively reporting stock interruptions so that we can take them into account when placing orders.

² Electronic Data Interchange

1.4. Logistic KPI's

In order to evaluate our supplier's performances, we work with the 3 following KPI's:

- **LOTIF: Lines On Time In Full.**

Percentage of the order lines delivered on time and in full.

A "LOTIF" score is assigned to each supplier each month, based on the number of order lines delivered on time and in full during the period in question. The supplier's references are broken down by buyer. If all the order lines have been delivered on time and in full, the supplier obtains a score of 100% for the month in question from the buyer(s) concerned.

The lower limit for this KPI is a score of 90% per buyer, without prejudice to the supplier's obligation to respect deadlines and deliveries in full at all times, and therefore to aim for a maximum score (100%).

If the supplier obtains a score below this lower limit, compensation will always be invoiced for the non-achievement of this KPI during the month concerned, where applicable after prior formal notice.

This compensation will be calculated as follows:

Per buyer: difference % score with the lower limit of 90% x total number of order lines x 65 EUR (lump sum 2025)

Calculation example

Supplier	Buyer	Number of order lines	LOTIF Result %	Target : 90% € 65,00	
				% Difference	Compensation
12345	X	5	100,00%	N/A	N/A
12345	Y	465	78,92%	11,08%	€ 3.347,50
12345	Z	39	92,31%	N/A	N/A
Total 12345					€ 3.347,50

The supplier will receive an appropriate electronic overview of their LOTIF score and our calculation (e.g. via the Insight platform). Any dispute on the part of the supplier must be notified in good time (within a maximum of 8 days after the end of the month) and justified.

This compensation relates exclusively to the non-fulfilment of the LOTIF-KPI. It does not affect any other contractual or non-contractual claims we may have in the event of the supplier failing to meet or properly meet its delivery obligation.

- **OOS: Out Of Stock**

Percentage of the picking days one or more items was/were unavailable or not in sufficient quantity due to insufficient stock (communicated) by the supplier.

- **TOS: Time On Site**

Percentage of trucks delivered on time (appointment) compared to the total number of trucks delivered.

1.5. Holidays and closing days

In order to guarantee a reliable supply chain throughout the entire year, we will send an online survey twice a year through which each supplier can communicate his yearly closing days (including holidays). The summer holiday questionnaire will be sent in or about February, the End of Year questionnaire in or about September. We urge our suppliers to fill in this form as soon as possible. For this, we ask the order and delivery date (or pick-up date if applicable) of the last possible delivery (or the last pick-up) before the closing period as well as the first possible delivery (or first pick-up) after the closing period, for every holiday period. This allows our Central Stock Management department to place orders correctly.

If we, for pick-ups, can pick up orders during your holiday period, but you chose that these have to be passed on before a specific date because the administration department is closing, this must be mentioned in the comments. It's also necessary to mention whether a holiday period is only applicable to a specific warehouse.

2. Delivery appointment

By complying with the following terms and conditions, a swift processing of the goods will be guaranteed and long waiting times at the reception can be avoided.

2.1. Make a delivery appointment

A delivery appointment must be planned through the online appointment system, 2 working days before the desired delivery date at the latest, via the website Supply Chain Portal supplier.colruyt.be (cf. annex 1: the online appointment system Colruyt Group Supply Chain Portal). To do so, the order reference (POFxxxxxxx) will always be requested.

Every delivery appointment is confirmed by means of a delivery number (number Lxxxxxxx), which the driver will have to use to identify himself on the day of the delivery. Without this L number, the driver will not be granted access to the site.

It's not possible to make an appointment any other way. This is the only applicable procedure to make an appointment and not complying with this will be reported to the supplier. The costs linked with the non-observance of this can be invoiced to the supplier, if legally required after prior notification.

This procedure applies both to the suppliers who have their own transport and to the suppliers who appeal to transport companies. In any case, the supplier is responsible for the proper communication of the delivery appointment, even if he appeals to a transport company for the delivery of goods.

For all questions regarding making an appointment, the supplier can contact the planning assistant through the details mentioned on the order.

2.2. How pick-ups work – general information

On site, the driver will check the following:

- The total number of pallets to be loaded
- The pallet type agreed upon
- The condition of the pallet
- The safety of the transport (transportability of the goods)

The driver always has a pick-up form. This form must be filled in correctly both in terms of quantity and type of pallets, as well as loading and unloading times. The documents must be initialled (preferably stamped) by one of the supplier's verifiers.

The driver will sign for receipt of the goods. This signature never implies an acknowledgement of the condition and/or quantity of the goods, even if a statement to the contrary is printed on the delivery form. A detailed check is performed by our reception department on our sites.

2.3. Process for national pick-ups

For national pick-ups, the day and hour of pick-up are communicated 2 working days beforehand. For every pick-up, an hour is counted to load the lorry (for a complete lorry - administrative processing included). This is more than enough in normal situations. If the driver has to wait for a longer time, we reserve the right to invoice, if legally required after prior notification, the remaining waiting periods. If the driver needs a load reference to access your site, the supplier must communicate this number to our logistics planning department in due time.

If articles are not ready on the requested date and no notice has been given, we reserve the right to charge the costs of the empty pallet places in the lorry, if legally required after prior notification. We can also ask the supplier to deliver the articles at a later time.

The goods must always be ready on the pallet type agreed upon and according to the stacking method agreed upon (cf. item 7.1 Pallet type). Colruyt reserves the right to charge extra costs for restacking pallets, if legally required after prior notification.

2.4. Process for international pick-ups

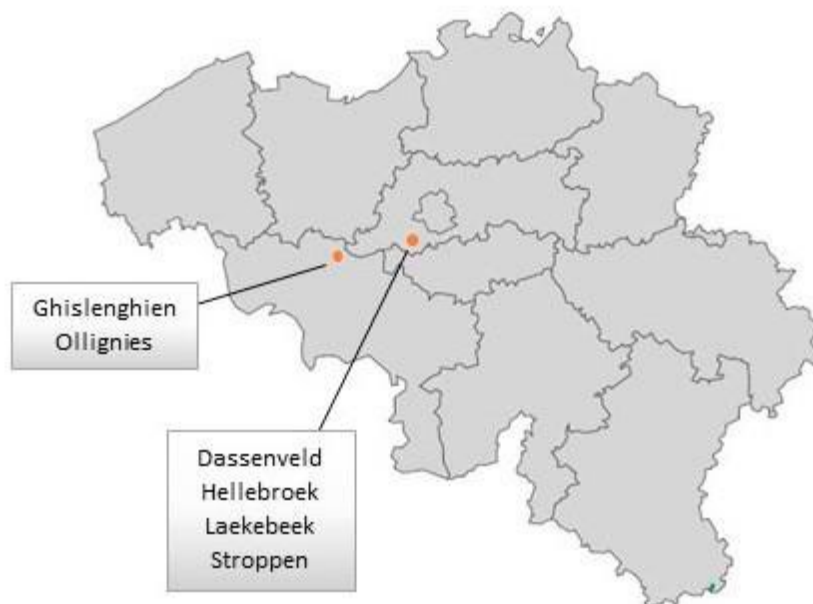
When the agreement is made between Colruyt and the supplier that Colruyt will collect the goods from the supplier, the following method applies:

1. Our ordering department places the order.
2. Our Inbound Logistics Planning contacts the supplier the working day after the orders are placed with a few logistics questions (availability date, pick-up reference, pick-up address and contact person, total weight, number and type of pallets).
We do not send these logistical questions to suppliers where it is agreed that the goods are always available on the requested date + there is no pick-up reference + the other logistical information such as address is always the same.
3. The supplier must send us the logistical information at least 10 days before the collection date.
4. Our Inbound Logistics Planning confirms to the supplier between which 2 dates our transport partner will pick up the order(s).
5. Our transport partner makes a concrete loading appointment with the supplier or his loading place.

2.5. Delivery addresses

In annex 2a, you can find a detailed list of the various distribution centres including the addresses, opening hours and maps.

In exceptional cases, the supplier can be asked to deliver or have delivered his goods in an external distribution centre. If this is the case, the specific details will be communicated by the logistics planning department.



3. Announcing oneself on the sites

3.1. How do you announce yourself?

3.1.1. Access procedure

The driver has to report to the gatekeeper through a touch screen. He will be granted access after having entered the following information:

1. One or more delivery numbers (L numbers): for deliveries as well as pick-ups of empties or empty pallets. This is required to identify deliveries of goods as well as orders for returning loads of empties / empty pallets. Attention: all the delivery numbers for one site must be entered.

E.g.: delivery of goods in Ollignies + return load of empties to be loaded at Ghislenghien => 1 L number for delivery at Ollignies; the 2nd L number is for the empties returning load at Ghislenghien.

Consequently, it is important that the driver knows where he can find the L number(s) on his transport document (CMR³).

The procedure to request the delivery number remains unchanged (cf. item 2 The delivery appointment).

2. The mobile phone number of the driver. This is the number at which the driver can be reached on the site. This is necessary to make the call at quay.
3. The number plate of the truck.

The new IT application is available in different languages and will guide the driver through various screens. The gatekeeper will remain available to provide assistance if needed.

3.1.2. Call procedure

Once the driver is parked in the indicated waiting lane, he can be called to the quay with a text message. This text message includes either the waiting time or the quay number. The driver must remain in his lorry in order to guarantee his safety until he is called by text message.

³ Convention on the Contract for the International Carriage of Goods by Road

3.1.3. Arriving at the quay

The driver has to follow a number of steps when he has received the quay number via SMS and arrives at the reception quay with his truck:

- The driver finishes his manoeuvre to get to the quay.
- Outside, the driver presses the green button next to the gate of the quay.
- The driver comes inside with his papers.
- The receptionist opens the gate.
- After unloading/loading the goods, the receptionist closes the gate and the green arrow lights.

In annex 3, you will find a working method that includes the details of the various steps. Annex 10 also contains further explanations of our safety procedures.

3.1.4. Exit procedure

The driver must sign out with the gatekeeper by entering the delivery number (L no) on a touch screen.

3.1.5. Why are we introducing this new procedure?

- To guarantee the safety on the site, both for the drivers and for the Colruyt personnel when calling deliveries to the quay.
- To be able to provide a better service.
- To increase efficiency during entrance, exit and call to quay.
- To follow up on deliveries at the reception desk online.
- To have a better view of the completion of deliveries on the site, in order to avoid waiting times and to increase efficiency for the suppliers.

3.1.6. What do we guarantee?

- A user-friendly system.
- No costs for mobile phone. We pay for the costs of the text messages.
- The privacy of the mobile number is guaranteed. This number will only be used during the driver's visit to the site. Once he has left the site, the mobile number will be deleted from the system.

3.1.7. Instructions

Cf. annex 4: how do you announce yourself.

3.2. Punctuality

In the reception process, we can obtain continuity by means of reliable deliveries, a smooth flow of the cargoes on the site and an even spread of deliveries. By reliable deliveries, we mean the goods that are delivered in accordance with the agreements in force and at the time agreed upon.

The driver has 60 minutes before and 30 minutes after the fixed appointment time to announce himself. Outside this window: if he is too early, he will have to wait in an appropriate spot (cf. item 9.2 Safety around the sites). If he is too late, it's possible that a new appointment will have to be made.

We appeal to the collaboration and flexibility of every supplier to spread the deliveries and pick-ups throughout day and night (if applicable).

For all questions regarding making an appointment, the supplier can contact the planning assistant through the details mentioned on the order.

4. Necessary documents at the reception

The following information concerns the generally applicable regulations. However, more detailed agreements may be made, but these always apply to well-defined partial aspects of deliveries and are always made at a unique supplier level.

4.1. The dispatch note

The goods must always come with a typed paper dispatch note in duplicate.

For the suppliers using EDI dispatch notes (DESADV⁴), the dispatch note is still necessary as a back-up solution.

The dispatch note is drawn up according to the content of the lorry and without strikethroughs.

Attention: no prices on the dispatch note due to confidentiality.

If the CMR is missing, any deviations or remarks will be mentioned on this dispatch note.

⁴ DESpatch ADVice: this is the electronic version of the paper packing slip

To guarantee the proper reception of goods, the following information must be mentioned on the dispatch note:

- Name and address of the supplier
- Our order reference (POFxxxxxxx)
- Description of each article
- Quantities per article
- Reference number of the supplier
- Our article number (mentioned in our order)

For the organic articles, the following information must also be mentioned on top of what is listed above:

- Name and address of the supplier transporting and delivering the products
- Product name and the reference that proves the organic origin (e.g. BIO carrot)
- The BIO authorization number of the supplier (e.g. BE-BIO-01)

4.2. EDI

Colruyt Lowest Prices wants to improve its business processes continuously and operate efficiently and sustainably with its partners.

That's why we chose to mainly work with EDI messages (electronic exchange of messages) for our orders (ORDERS), dispatch notes (DESADV) and invoices (INVOIC). The "e-mail" communication channels serves as back-up or crisis solution. The fax no longer exists.

As a result, every new supplier has a period of 3 months, from the start of our collaboration, to start up the exchange of the first ORDERS message through EDI, together with our specialised EDI team.

This team is available to suppliers to guide them through the necessary steps to start up EDI messages in accordance with the harmonised standards of GS1 Belgilux.

E-mail address to contact the EDI team: EDI@colruyt.be.

However, if the first order message (ORDERS) cannot be started up within the provided period of 3 months, an EDI web solution will be made available to the supplier free of charge. This will have to be used as an alternative solution in order not to harm the efficiency of the supply chain.

As part of receptions with electronic dispatch note (EDI-DESADV), this absolutely has to be sent before reception starts and preferably when the lorry is leaving for our distribution centre.

Sending an electronic dispatch note (EDI-DESADV) must be combined with the use of SSCC⁵ labels (cf. item 6.2 Logistics label SSCC)

To determine the legal framework, an EDI contract will have to be signed before the start-up of the INVOIC message at the latest. The EDI department will send this to the supplier in due time.

The various GLN⁶ numbers of the distribution centres can be found in annex 2a (list of distribution centres).

If, for whatever reason, internal modifications are considered, such as the modification of the GLN number or service provider, after the start-up of the EDI, the supplier must inform us of this at least 1 month beforehand so that the transition does not influence the existing flow of messages.

5. Taxes

5.1. Fost Plus

For our Belgian suppliers, without written notice to our Fost Plus collaborator, we start from the principle that every supplier is a member of Fost Plus vzw and that the contributions are paid in due time. The supplier protects us from the consequences of non-compliance with its take-back obligations and/or Fost Plus obligations.

5.2. Excise duties

Community excise goods destined for a tax warehouse must be shipped through EMCS⁷ since 01/01/2011. The driver must have the ARC⁸ number of the eAD⁹ with him. In case of emergency procedure, the goods must be accompanied by a detailed document (= eAD) (with correct CALL¹⁰ and LRN¹¹ number). Otherwise these goods cannot be unloaded.

In annex 2a, you can find an overview of the details of our tax warehouses for the community and non-community excise goods.

For all questions regarding these taxes, the supplier may contact one of our Supply Chain coordinators.

⁵ Serial Shipping Container Code

⁶ Global Location Number

⁷ Excise Movement and Control System

⁸ Administrative Reference Code

⁹ electronic Administrative Accompanying Document

¹⁰ This is a number that customs provides when an emergency procedure is started. In case of an emergency procedure, the supplier must state this on his eAD.

¹¹ Local Reference Number

6. Identification of the goods

6.1. EAN bar codes

On every packaging level (consumption unit, individual packaging, box/case), the goods must be provided with a clearly readable, unique and unambiguous bar code in accordance with the latest specifications of GS1 (GS1 - info@gs1belu.org, www.gs1belu.org).

Goods without bar codes or with illegible bar codes will always be refused. We reserve the right to invoice the additional costs caused by this, if legally required after prior notification. For all questions regarding this subject, the supplier may contact us through one of our Supply Chain co-ordinators or through barcode@colruyt.be.

6.2. Logistics label SSCC

The GS1 guidelines must also be respected for the creation and use of SSCC labels. Whether it concerns the so-called "traditional" pallets, stacked pallets or half pallets, each come with well-defined guidelines.

It is not allowed to use different SSCCs for the same pallet.

Attention: the use of logistics SSCC labels comes with the use of DESADVs.

Example of a logistics SSCC label:



General GS1 rules for the location of the SSCC label:

- Place at least two labels on the adjacent sides of the logistic unit, the layer or the stack.
- Centre the logistics label depending on the width of the logistic unit, the layer or the stack.
- If possible, place the label on the logistic unit in such a way that it is visible during unloading.
- Place the label in such a way that it stays on the logistic unit during the manipulations throughout the entire supply chain.

Example:



All these guidelines can be found in more detail in the manuals available on the website <https://www.gs1belu.org>.

For the deliveries of goods with lorries that are equipped with a tautliner trailer (drinks for example), it's absolutely necessary that the logistic SSCC labels are placed on the outside so that they can be immediately scanned during the lateral unloading of the pallets. Failing this, damages may be charged, if legally required after prior notification, with a minimum of 150 euros per delivery.

6.3. Other information

We again remind suppliers of their obligation to always submit all product specifications on time and in full. These are required, among other things, for the correct labelling on the packaging of our own brand products and for the listing of product specifications on our websites. We reserve the right to charge for additional costs and/or damage caused by non-delivery or incorrect delivery, after informing the supplier in advance.

7. Physical characteristics of pallets

7.1. Pallet type

For the quality, efficiency, sustainability, automation and costs, we chiefly work with pallets of the pool type. The pallet type that is used must absolutely be agreed upon with our Management of Logistic Carriers department (pallets.logistics@colruyt.be) before the first delivery takes place.

Single-use pallets/disposable pallets and plastic pallets are not accepted.

Below, you can find a list of the pool pallet types we accept. Note that only wooden pallets are accepted:

Type	Dimensions carriers (cm)			Closed or open base	Type
	Length	Width	Height		
CHEP B1208A	120	80	14.4	open	pool
CHEP B1210A	120	100	16.2	closed	pool
CHEP B0806A	80	60	16.3	open	pool
CHEP B1006A	100	60	16.3	open	pool
LPR PR080	120	80	14.4	open	pool
LPR UK100	120	100	16.1	closed	pool
LPR DP608	80	60	16.1	open	pool
LPR DU608	80	60	16,1	open	pool
LPR DP610	100	60	16.1	open	pool
IPP E812	120	80	14.4	open	pool
IPP A1210	120	100	16.1	closed	pool
IPP C1210	120	100	14.4	open	pool
IPP F608	80	60	16.1	open	pool
IPP B610	100	60	16.1	open	pool
EPAL	120	80	14.4	open	to be exchanged

The delivery of pallet displays for our OKay and BIO-Planet stores is accepted on one of the following three types of mini pallets:

Type	Dimensions carriers (cm)			Closed or open base	Type
	Length	Width	Height		
CHEP P0604B	60	40	14	open	pool
LPR RQP46	60	40	14	open	pool
IPP P406	60	40	14,5	open	pool

Colruyt prefers deliveries of drinks with empties on Chep pallets, as the entire empties carousel is based on the sorting of Chep pallets.

Of course, we can't rule out deliveries on other types of pallet, but we want to keep them to a minimum because of the extra costs involved, including extra handling.

If a CHEP supplier wishes to switch to another type of pallet, it can only do so with the explicit agreement of Colruyt's Supply Chain department.

7.2. Acceptance criteria

7.2.1. Double-twin stacked pallets

Deliveries on "double stacked" pallets entail considerable additional reception and handling costs and are not accepted, unless a "double stacked" delivery is expressly requested. Exceptions can only be made by prior and separate written agreement. In any event, the supplier is obliged to reimburse in full any additional costs incurred, in accordance with the written agreement.

7.2.2. Quality

In addition to the fact that the pallets must be included in the list of accepted pallets, they must also meet the following criteria during unloading:

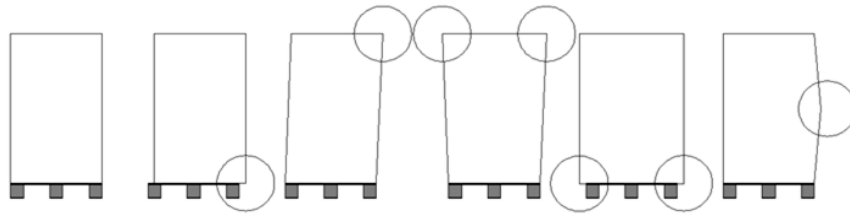
- The blocks and boards must be complete so that the pallet can be stocked and transported without risk.
- The pallets cannot have any protruding nails or screws.
- The pallet must be stable so that it can be transported on an automatic system.
- No film or straps hanging on the pallet.
- An optical scanning system must be able to recognise the pallet type. For this purpose, the pallets must be clean.
- If the pallets are stacked, special attention must be paid to stability, so that the manipulation and quality of the packaging are guaranteed.
- All half pallets supplied must be placed on a sub-pallet of the pool type and wrapped in film.

7.2.3. Inclination and protrusion

In no case, cargoes can protrude more than 7 cm on both sides of the pallet's edge.

For example:

80 + 7 cm x 120 + 7 cm or 100 + 7 cm x 120 + 7 cm



The table below includes the different deviations possible. A pallet that does not meet these criteria cannot be processed by our automation:

Pallet including load:	Format 120 x 80 cm	Format 120 x 100 cm
Nominal length:	120 cm	120 cm
Max. length of the cargo:	134 cm (centred)	134 cm (centred)
Nominal width:	80 cm	100 cm
Max. width of the cargo:	94 cm (centred)	114 cm (centred)
Max. height of the cargo including pallet:	185 cm	185 cm
Max. gross weight:	1,250 kg	1,250 kg
Min. gross weight:	20 kg	25 kg

Maximum pallet deflection, under load or with no load: 1 cm

For deliveries in automated distribution centres such as Ollignies, GS1 has provided a manual with the various delivery guidelines. It's necessary to follow these strictly. The latest version of this manual is available online through www.gs1belu.org.

7.3. Specific procedures regarding the use of EPAL pallets

7.3.1. Immediate/indirect exchange

All EPAL pallets are exchanged at each delivery, unless it was agreed to work by means of indirect exchange. In case of refusal of immediate exchange, this will be mentioned on the CMR and it will not be possible to claim the number of pallets that was not exchanged afterwards. In case of indirect exchange, we always work with full freights of empty EUR

pallets. Moreover, a pick-up appointment must always be made for this with the Logistic Carriers Management department (cf. item 7.4 Procedure to pick up pallets).

7.3.2. International pick-ups

Regarding the immediate exchange of EPAL pallets for suppliers with international pick-ups, the transporter commits himself to guarantee the exchange of EPAL within 30 days after pick-up date if he is not able to do this immediately.

If the transporter does not respect this term, the supplier must inform us within 15 days after the deadline by sending us the corresponding CMRs to the following address: pallets.logistics@colruyt.be. Once the deadline has passed, we will not be able to carry out the supplier's request.

7.3.3. Invoicing of pallets

The invoicing of EPAL pallets in combination with EPS crates is not accepted. A pool type pallet or a system of immediate exchange will be applied.

However, if the EPAL pallets are still invoiced, the payment of the invoices in question will be blocked.

7.4. Procedure to pick up pallets

The suppliers who have a contract with companies with pool type pallets such as CHEP, IPP or LPR, have the possibility to pick up pallets at the return centres (cf. annex 2a: list of distribution centres). For this, the Logistic Carriers Management department must be contacted through pallets.logistics@colruyt.be on the working day before the pick-up day before 2 p.m. at the latest, mentioning the desired quantities and pallet types. This is only a possibility after approval of the pallet company in question.

Below, you can find a list with the CHEP identification numbers depending on the Colruyt site (cf. annex 2a: list of distribution centres). These numbers have to be entered in the CHEP system if a pick-up of pallets at Colruyt is provided:

Account	Global ID
Colex	5000392837
Dassenveld	5000402850
Dreamland	100470392
Gasperich	0100960613
Ghislenghien	5000403655
Hellebroek	5000423438

Laekebeek	0100623143
Ollignies	0100986341
Pommeroeul	5000392632
Retail Partners Colruyt Group	100989786
Stroppen	5000423441

For pick-ups of IPP or LPR pallets the use of identification numbers is not necessary.

7.5. Other pick-up procedures for logistic carriers

7.5.1. Pick-up EPS crates

The suppliers who have a contract with Euro Pool System (EPS) are expected to collect crates from the EPS depot in Halle located in the Dassenveld return centre (cf. annex 2a: list of distribution centres). Ordering crates at the EPS depot in Halle consists of 2 steps:

1. The Halle depot has to be selected on the web portal of EPS to order crates here. If this option is not yet open, the supplier will send an e-mail to his EPS contact person to activate this option.
2. The supplier will receive a confirmation on the EPS web portal when the order has been accepted. No more than 30 minutes after receiving this order confirmation, a PIF reference will be generated in our online appointment system which, just like an order (POF number), must be booked via the website Supply Chain Portal supplier.colruyt.be (cf. appendix 1: the online appointment system Colruyt Group Supply Chain Portal).

Appendix 5 contains the instructions for closing and stacking the crates for return.

For all questions regarding this subject, the supplier can contact planning.ilp@colruytgroup.com.

7.5.2. Pick-up empties crates

The suppliers who pick up their empties crates at Ghislenghien (cf. annex 2a: list of distribution centres) will be notified 48 hours before the planned pick-up date at the latest. For this, our department will communicate an L number (Lxxxxxxx) to make access to the site possible. In some cases, if the volumes allow it, a schedule with fixed pick-up data can be agreed upon.

8. Reception of goods

Below, we list a number of instructions to be considered to have the reception of goods go without problems. If the rules below are not respected, it's possible that the goods are refused.

All goods are inspected in our reception areas and will be refused in case of non-conformity. Damaged or opened cartons will be refused immediately.

If goods are not refused immediately, we will inform the supplier within 48 hours of the goods that must be returned to come pick them up as soon as possible (within 5 working days after receipt of the communication) and inform the supplier's transporter if necessary.

In all cases, the additional costs that result from this will be invoiced to the supplier (administrative and follow-up costs and in some cases the transport costs if the goods cannot be picked up and have to be returned by us).

However, for the reception of non-food articles or BIO-Planet articles (only for books) we reserve the right to sign "conditionally". This is only possible with the express agreement between parties.

All deviations upon reception will be registered. In case of electronic reception (by means of a DESADV message), a Receipt Advice (RECADV¹²) will be drawn up.

In case of non-electronic reception (with paper version of dispatch note), a summary with the deviations, returns, empties etc. will be printed in two copies. One copy is meant for the supplier, the other will be scanned by our services. We consider this electronic/digital copy to have the same evidential value and legal status as the original document.

8.1. New reception process – Fast Reception and datasharing

Under the Fast Reception procedure, goods would be unloaded without systematic direct checks, on the basis of the consignment note alone, saving your driver time.

Access to this new working method is only possible for suppliers who have achieved the targets for the following four parameters:

- 95% of receptions are based on an **electronic DESADV**
- An **error rate** of max. 4% in DESADVs is tolerated.
- All **SSCC** labels must be **legible and accurate**.
- The **quantities** actually **delivered** always **correspond** to the quantities stated on the DESADVs.

¹² Receiving Advice Message: this is the electronic version of a Goods Receipt Notification

Of course, Fast Reception does not mean that we will no longer have any checks. Furthermore, to enable to you track your results on these 4 KPI's, we will provide you with access to our datasharing platform.

8.2. Traceability and best-before date

8.2.1. Stacking method and BBD

In order to ensure a 100% traceability of the products supplied following a product withdrawal resulting from a RECALL¹³, the supplier must limit himself to 1 best-before date (BBD¹⁴) and 1 article per pallet.

When multiple best-before dates or articles are placed on one pallet, this must be clearly mentioned on the pallet and a separation must be provided. The goods can be separated by means of a partition pallet. If this is not possible because it damages the quality of the products below the pallet, a cardboard may be used.

In that case, the dispatch note must specifically mention that the delivery includes several BBDs. This must also be indicated on the pallet concerned. Non-conforming pallets will be refused.

If both organic and non-organic products are delivered simultaneously, a visible mark of distinction must be made so that no confusion can be done (example: a pallet of organic oranges delivered together with a pallet of non-organic).

Note that after consultation a system of wooden pallet collars may be used for BIO-Planet. These must be stable, don't weigh a lot and it must be easy to fold them. The pallet collars are immediately taken by the driver after reception.

Example of wooden pallet collar:



¹³ Recall: Customers are requested to stop consuming or using the product and to return it to the shop.

¹⁴ Best Before Date

8.2.2. Notification RECALL – withdrawal from the market

For a safe and swift exchange of information and data as a result of a RECALL or a withdrawal from the market, we ask the supplier to inform both the quality service and the purchaser by telephone on 0032 2 363 55 45 and by e-mail on kwaliteit@colruyt.be of the actions to be taken.

Outside office hours, the supplier can contact us on 0032 2 363 55 98 and at security.center@colruyt.be

8.3. Fresh articles and frozen products

For a delivery of goods with different best-before date (BBD), the minimum shelf life agreed upon with our Purchasing department must be respected. Reception will always supervise compliance with this requirement, as well as respecting the FIFO (First In First Out) of the products supplied.

The temperature of cooled products will always be checked in the reception area. The temperature limit for frozen products is -18°C. The temperature limit of fresh products is determined by the requested norms agreed upon with our Purchasing department.

8.4. Stacking method articles

In order to make the reception of the goods as efficient as possible and to limit the waiting times at the quay to a minimum, the supplier should limit himself to one article per pallet.

In case the quantity ordered is not a full pallet and, for efficiency reasons, several articles could be stacked on one pallet, a partition should be used for each new reference. (cf. annex 6: work method for use of intermediate pallets)

8.5. Damaged articles

Damaged or opened cartons will be refused immediately.

The goods/cartons must be supplied in a stable packaging. A pallet with load must be wrapped as one unit so that the whole is not deformed at the slightest movement (in conformity with European Best Practise Guidelines for Load Securing).

We always reserve the right to refuse damaged and badly stacked pallets as well as damaged goods.

8.6. Return procedure

If a return needs to be arranged, our planning department will contact you to inform you.

All listed returns must be processed within 5 working days by contacting us to make the necessary arrangements.

Failure to do so will result in the destruction of the goods.

Once you have contacted us, you will receive a PIF number for which you can book a collection appointment in the supply chain portal. The L number you will receive by way of confirmation will enable you to access the collection site via the caretaker.

8.7. Articles delivered by a tautliner trailer

Deliveries of waters, soft drinks and beverages with low alcohol content (e.g. beers) must be made in lorries equipped with a tautliner trailer, so that the goods can be unloaded from the sides. These goods can only exceptionally be transported in closed trailers and always with prior authorisation.

8.8. Displays

There are different ways in which we send displays from our distribution centre Laekebeek to our OKay and BIO-Planet stores: by means of pallet display or by means of cart display.

In annex 7 you will find more detailed information on how to deliver these displays.

8.9. Other measures

If several elements form an assortment together, these elements must be delivered at the same time (= in the same delivery) and following a correct ratio. The individual components must always be loaded into the lorry together.

! The maximum authorized weight of a package is 15 kg.

9. Safety

Compliance with these rules will guarantee the safety of the various road users on and around our sites and on the road as well. This information must be passed on to every driver and subcontractor so that they are informed of this.

Annex 10 also contains further explanations of our safety procedures.

9.1. Around the sites

We don't have waiting car parks around our sites. As a result, the public parking spaces near the sites must be communicated to all drivers. If the driver announces himself too early, he will have to go to one of these waiting car parks. (cf. annex 8 Waiting car parks).

Respecting the delivery times and punctuality will avoid waiting times and consequently the number of risks due to incorrectly parked lorries around the sites will decrease.

In order to make the traffic around the sites as smooth as possible, the drivers are expected to use the various gateways and doorways at the gatekeeper. Gateways marked with a badge are only for Colruyt drivers.

9.2. On the sites

These are the various safety rules that apply to our distribution sites:

- On the sites, there is a speed limit of 30 km/h. In freezing weather: 10km/h. The relevant traffic signs must be followed at all times.
- On all sites, there is a general smoking ban in the buildings and outside, including the driver's cabin when the lorry is on our site.
- On our sites, it's not allowed to drive around while holding a mobile phone/smartphone in your hand or while calling even with a hands-free kit.
- Wearing a high-visibility vest with reflective strips is mandatory.
- Wearing safety shoes is mandatory.
- Every driver must pass a training for driving a powered electric pallet jack (cf. annex 9: "driving a pallet truck at the reception" checklist).
- Pedestrians have absolute priority on the crossings. We also ask drivers to respect the signs, pictograms and signals on the site **at all time**.
- For safety reasons, passengers are not allowed next to the drivers (friends, family, hitchhikers).

- Driving on a site with a trailer with open doors is prohibited. When your driver(s) has unloaded a cargo at the reception, he must first close the doors and then move the trailer.
- Deliveries, subsequent deliveries and returns must be made with a lorry at one of the quays. Loading or unloading with a small delivery van, passenger car etc. is not accepted due to the increased risk of occupational accidents. Moreover, we don't have access slopes for this at our receptions and loading quays. However, it's possible that exceptions are made for the BIO-Planet deliveries. This requires a prior agreement between the supplier and BIO-Planet.
- For safety reasons, neither suppliers nor internal drivers are allowed to unload their truck with the long forks.
- In case of an evacuation (alert) your driver(s) must immediately leave the building following the evacuation pictograms and walk to the gatekeeper.

We have no rest areas on our sites. The only car parks provided within the fence of our sites are intended for short waiting times before the trailer can be brought to the quay. If the driver wants to take a break, he is asked to do this outside the site on the public car parks nearby (cf. annex 8 Waiting car parks).

Annex 1: The online appointment system Colruyt Group Supply Chain Portal



1.1. Colruyt Group Supply Chain Portal

This document is the user manual for the Colruyt Group Supply Chain Portal.

The web address of the Supply Chain Portal is:

Colruyt Lowest Prices: <https://slotbooking001.colruytgroup.com/>

Retail Partners Colruyt Group: <https://slotbooking003.colruytgroup.com/>

The objective of the Supply Chain Portal is to offer an efficient and easy-to-use interface for exchanging orders between you as a supplier or carrier and Colruyt Group.

All Colruyt Group orders are displayed in the Portal.

The following steps can be taken to process an order:

1. Consulting the Supply Chain Portal to gain an overview of the orders
2. Creating a slot booking
3. Combining orders into one delivery
4. Scheduling a combination (bundle) of an order and a return of empties or pallets

The above steps are explained in greater detail in the user manual.

If you are still left with questions, you can mail us at

Colruyt Lowest Prices: planning.ilp@colruytgroup.com

Retail Partners Colruyt Group: logplan@retailpartnerscolruytgroup.be

We wish you the best of success and ease of use as you learn the ropes and start using the Supply Chain Portal.

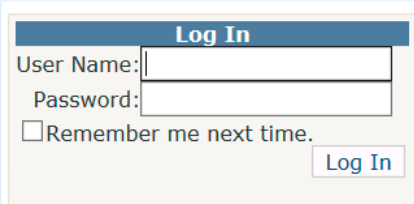
1.2. Supply Chain Portal Account

1.2.1. Log in

Each user of the Portal is given an own login account to the Supply Chain Portal. You initially receive an email from Colruyt Group with the login details of your Portal account.

If you collaborate with a carrier and you want to allocate him so as to be able to make appointments for specific orders, this is perfectly possible. Your carrier will in that case also need to request a login account and notify to the planning service that he is working for you.

When you want to consult the Portal and you log in directly via the web address, you will get the following login pop-up.



You now use the login details that have been communicated to you to log in to your account. Your email address is the user name.

The Supply Chain Portal is also available through our supplier portal. If you already have access to this application, you can automatically click through to the Supply Chain Portal.

Forgotten your password?

Get in touch with Colruyt Group's help desk if you have forgotten your password or user name. The help desk of Colruyt Group can be reached at +32 (0)2 363 55 45.

1.2.2. Your personal account

As soon as you have logged into the Portal, you have access to the 'Account' menu.

'My Account' shows your account details and offers the possibility to change these. To do so, use the 'Edit' button. You can also change your email address here, but note that your user name cannot be changed.

If you want to change your password, please contact the Colruyt Group help desk.

If you have logged in through the general supplier portal, you can change it there yourself.

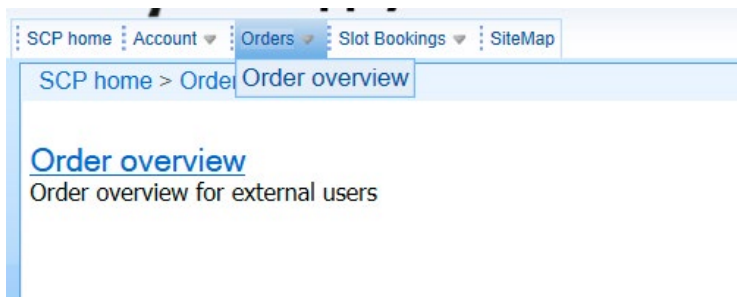
1.3. Consult orders

This chapter describes the functionality and screens for the orders that have been assigned to you.

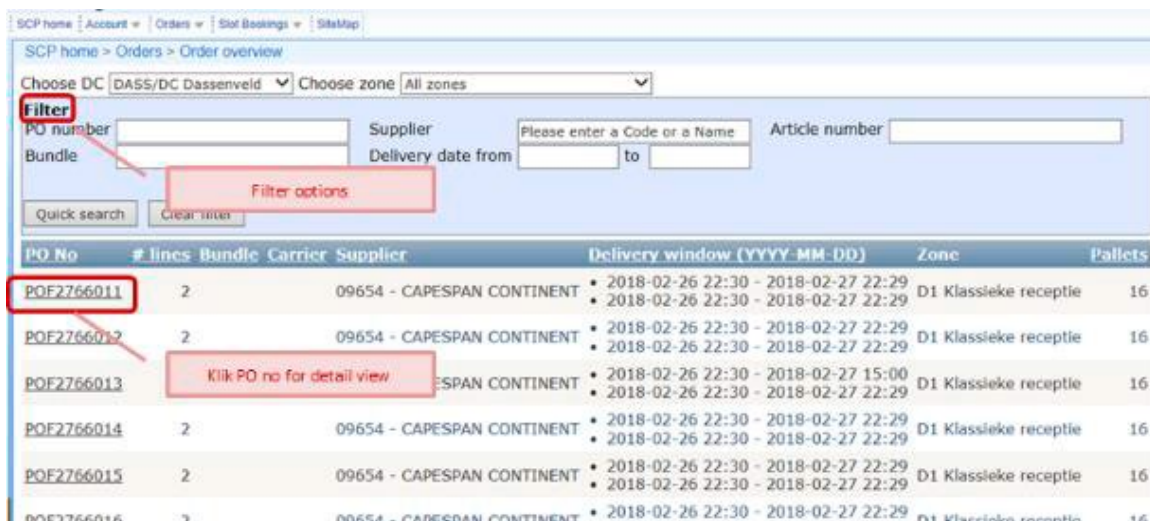
1.3.1. Order overview

To have an overview of the orders that have been assigned to you, select 'orders' in the menu at the top of the screen.

In the 'Orders' menu the purchasing orders are listed in the 'Order overview'.



The order overview gives you an overview of all the orders that have been assigned to you as a supplier or as a carrier. At the top you have different filter options. This allows you to filter not only by article number or delivery period, but also by DC or zone.



If you click a POF number, you get a screen with the order details of this specific order.

Here you will see the number of order lines the order comprises.

In the example below, the order with POF2766011 consists of 2 order lines with each 8 pallets of the same article.

SCP home | Account | Orders | Slot Bookings | Sitemap

SCP home > Orders > Order details

Back

Order POF2766011

Order header

PO number

POF2766011

Bundle

Supplier

09654 - CAESPAN CONTINENT

Carrier

-

Order date (YYYY-MM-DD)

2018-02-19

Planner

SIMON KRISTOF

Order manager

MERTENS CHRISTOPHE

Deliveries

Line	Art No	Art No suppl	Description	Status	Carrier	Delivery window (YYYY-MM-DD)	Zone	Supplier units	Pallets	Stock units
1	28245		SINAASAPPEL KAAPSE SKG	Active		2018-02-26 22:30 - 2018-02-27 22:29	D1 Klassieke receptie	1080	8	1080
2	28245		SINAASAPPEL KAAPSE SKG	Active		2018-02-26 22:30 - 2018-02-27 22:29	D1 Klassieke receptie	1080	8	1080

You can use the 'Back' button to return to the full order overview.

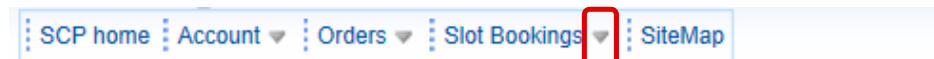
1.3.2. Orders

An order always has a PO number or POF number. This order or POF number can consist of several order lines. You can also receive and consult orders for the collection of pallets and empties. Those orders generally receive a PIF number.

1.4. Schedule orders and consult slot bookings

1.4.1. Orders to ship

Go to the menu and click the arrow button next to 'Slot Bookings'. A dropdown menu will appear with several options.



Select 'Orders to ship'. The following screen will appear:

PO No	# lines	Bundle	Carrier	Supplier	Delivery date (YYYY-MM-DD)	Delivery window	Zone	Pallets	Shipment	Bundle creation
POF2760054	1		09624	CARISPAW CONTINENT	2018-02-28	2018-02-28 22:30 - 2018-02-28 22:30	D1 Klassieke receptie	99	Create slot booking	
POF2760055	1		09624	CARISPAW CONTINENT	2018-02-28	2018-02-28 22:30 - 2018-02-28 22:30	D1 Klassieke receptie	99	Create slot booking	
POF2760056	1		09624	CARISPAW CONTINENT	2018-02-28	2018-02-28 22:30 - 2018-02-28 22:30	D1 Klassieke receptie	99	Create slot booking	
POF2760057	1		09624	CARISPAW CONTINENT	2018-02-28	2018-02-28 22:30 - 2018-02-28 22:30	D1 Klassieke receptie	99	Create slot booking	

This list is an overview of all PO numbers for which a slot booking needs to be created. You can search for orders for all distribution centres or DC per DC. This can be done by changing the filter 'Select DC'.

PO No	Order type	SAG	# lines	Bundle	Carrier	Supplier	Delivery window (YYYY-MM-DD)	DC	Zone	Pallets
POF1539995	Central delivery		4		30022	SANDHYA AQUA EXPORTS PVT LTD	2017-01-07 22:30 - 2017-01-08 22:29	DC Dossenveld	D1 Klassieke receptie	25
POF1968171	Central delivery	409	3	23453	DHL	20215 - CONFILU/DOC MEDITERRANEE SA	2017-01-07 22:30 - 2017-01-08 22:29	DC Olignies	OL Ingreceptie	15
POF1968758	Central delivery		5		04570	CORNELIS PLASTICS NV	2017-01-08 22:30 - 2017-01-09 22:29	DC Dossenveld	D1 Klassieke receptie	19
POF1978992	Central delivery		4		26144	BARONIE NV	2017-01-08 22:30 - 2017-01-09 22:29	DC Dossenveld	D2 Klassieke receptie	30
POF2004620	Central delivery	425	4		28637	ALBERT PREMIER NV	2017-01-08 22:30 - 2017-01-09 22:29	DC Chislinghen	CH Klassieke receptie	10

Again, the overview offers several filter options at the top to refine your search results, such as delivery date from-to, article number, etc. You can also search directly by order by entering the PO number with this filter.

Click the link 'Create slot booking' in the second last column to schedule a PO number.

This will immediately take you to step 2 of the slot booking wizard (see 4.2.2 Step 2: select order lines to ship).

PO No	# lines	Bundle	Carrier	Supplier	Delivery date (YYYY-MM-DD)	Delivery window	Zone	Pallets	Shipment
POF2760032	1		09654	CARISPAW CONTINENT	2018-02-28	2018-02-28 22:30 - 2018-02-28 22:29	D1 Klassieke receptie	99	Create slot booking

1.4.2. Create slot booking

A slot booking comprises

- The content of a shipment
- An appointment date, time, location (DC)

There are two ways to create a slot booking. The first way starts as described under 4.1, by selecting an order still to be shipped and continues with 4.2.2, step 2. The other way starts as described in 4.2.1, step 1:

1.4.2.1. Step 1: Select delivery date

The 'Slot bookings' menu takes you to step 1 of the step-by-step plan. In this first step a delivery date and a destination needs to be connected. You then proceed to step 2.

The screenshot shows the 'Create slot booking' interface. On the left, a sidebar lists the steps: Step 1: Select delivery date (active), Step 2: Select order lines to ship, Step 3: Number of pallets, and Step 4: Select delivery time. The main area is titled 'Select delivery date' and contains three input fields: 'On behalf of' with a text box containing 'Geef hier een Code of Naam', 'Delivery date (YYYY-MM-DD)' with a date picker showing '17', and 'DC' with a dropdown arrow.

If it is not possible to deliver an order on the requested delivery date, please contact the logistic planning service.

1.4.2.2. Step 2: Select order lines to ship

The screenshot shows the 'Create slot booking' interface at Step 2: Select order lines to ship. The date is set to 'Wednesday, 28 February 2018'. There are filters for 'PO number' (searchable), 'Order type' (dropdown), 'Bundle' (text box), and 'Zone' (dropdown). A table lists order lines with columns: PO No., Order type, # lines, Bundle, Supplier, Delivery window, Zone, Number units, Pallets, and Block units. One order line is visible: PO2766032, Central delivery, 1, CAPESMAN CONTINENT, 2018-02-27 22:30 - 2018-02-28 22:30, 51 Klassieke receptie, 501455, 50, 101455. The interface includes a 'Quick search' button, a 'Close filter' button, and a 'Print' button. At the bottom, there are 'Previous' and 'Next' buttons.

Select the order line(s) you want to schedule here. Note that it is **NOT POSSIBLE** to split up an order.

A POF must be scheduled as a whole. It **IS HOWEVER POSSIBLE** to combine several POFs into 1 slot booking. If you do not have the possibility to deliver a displayed order in full in one delivery appointment, please contact the logistic planning service.

Create slot booking

Step 1: Select delivery date: **Wednesday, 28 February 2018**

Step 2: Select order lines to ship

Step 3: Number of pallets

Step 4: Select delivery time

Step 5: Confirm

Step 6: Done

PO No	Order type	Lines	Bundle	Supplier	Delivery window	Zone	Supplier units	Pallets	Stock units
521506236922	Central delivery	1		GH/5899N SCPH/REPT	2018 02 27 24:00 - 2018 02 28 24:00	GH Klassieke receptie	201450	59	201450

Page 1 of 1 | 1 Results per page: 25

Previous Done

1.4.2.3. Step 3: Number of pallets

The field 'Zone' indicates the zone of destination of the slot booking on the selected site. As a supplier you can change the number of base pallets for the slot booking. Also the number of stacked or mixed pallets are necessary to fill in, if this is the case. Here we expect you to enter any extra information that you may have that differs from the information specified in the order or if there are a lot of pallets stacked or mixed.

As indicated in the note, the total amount of pallets will be the sum of the number of base pallets and the stacked/mixed pallets.

In case of One Touch pallets. The SCP will automatically calculate the number of base pallets for you. There is no need to register stacked/mixed pallets. If you notice a difference or problem, don't hesitate to contact your contact person at our planning.

Step 1: Select delivery date

Step 2: Select order lines to ship

Step 3: Number of pallets

Step 4: Select delivery time

Step 5: Confirm

Step 6: Done

Zone	Number of base pallets	Number of stacked/mixed pallets
GH Klassieke receptie 2	33	

Note: In case of stacked/mixed pallets, only effectively stacked/mixed pallets need to be registered. It isn't necessary to cumulate the number of base pallets and the stacked/mixed pallets. The total amount of pallets taken into account will be the sum of both the number of base pallets and stacked/mixed pallets.

Note: In case of One Touch pallets, the SCP will automatically calculate the number of base pallets for you. There is no need to register stacked/mixed pallets.

Previous Next

Example

For instance, change the number of base pallets into 52 and indicate that 20 of them are double-stacked. The total amount of pallets that you will deliver is in this example 52 pallets, there are 20 pallets stacked (=40 pal) and 12 "normal" pallets.

Step 1: Select delivery date

Step 2: Select order lines to ship

Step 3: Number of pallets

Step 4: Select delivery time

Step 5: Confirm

Step 6: Done

Zone	Number of base pallets	Number of stacked/mixed pallets
GH Klassieke receptie 2	32	20

Note: In case of stacked/mixed pallets, only effectively stacked/mixed pallets need to be registered. It isn't necessary to cumulate the number of base pallets and the stacked/mixed pallets. The total amount of pallets taken into account will be the sum of both the number of base pallets and stacked/mixed pallets.

Note: In case of One Touch pallets, the SCP will automatically calculate the number of base pallets for you. There is no need to register stacked/mixed pallets.

Previous Next

1.4.2.4. Step 4: Select delivery time

You now have the possibility to select a time slot for the delivery. Take for instance 9h00 as time slot for the delivery of the goods. Now select the time slot by checking the dot and pressing the 'Next' button.

SCP home Account Orders Slot bookings Sitemap

SCP home > My account > orders > Create slot booking

Create slot booking

Step 1: Select delivery date

Step 2: Select order lines to ship

Step 3: Number of pallets

Step 4: Select delivery time

Step 5: Confirm

Step 6: Done

Select delivery time (Zone D1 Klassieke receptie)

<input type="radio"/> 06:00	<input type="radio"/> 06:15	<input type="radio"/> 06:30	<input type="radio"/> 06:45	<input type="radio"/> 07:00	<input type="radio"/> 07:15	<input type="radio"/> 07:30	<input type="radio"/> 07:45	<input type="radio"/> 08:00	<input type="radio"/> 08:15	<input type="radio"/> 08:30	<input type="radio"/> 08:45	<input type="radio"/> 09:00	<input type="radio"/> 09:15	<input type="radio"/> 09:30	<input type="radio"/> 09:45	<input type="radio"/> 10:00	<input type="radio"/> 10:15	<input type="radio"/> 10:30	<input type="radio"/> 10:45	<input type="radio"/> 11:00	<input type="radio"/> 11:15	<input type="radio"/> 11:30	<input type="radio"/> 11:45	<input type="radio"/> 12:00	<input type="radio"/> 12:15	<input type="radio"/> 12:30	<input type="radio"/> 12:45	<input type="radio"/> 13:00	<input type="radio"/> 13:15	<input type="radio"/> 13:30	<input type="radio"/> 13:45	<input type="radio"/> 14:00	<input type="radio"/> 14:15	<input type="radio"/> 14:30	<input type="radio"/> 14:45	<input type="radio"/> 15:00	<input type="radio"/> 15:15	<input type="radio"/> 15:30	<input type="radio"/> 15:45	<input type="radio"/> 16:00	<input type="radio"/> 16:15	<input type="radio"/> 16:30	<input type="radio"/> 16:45	<input type="radio"/> 17:00	<input type="radio"/> 17:15	<input type="radio"/> 17:30	<input type="radio"/> 17:45	<input type="radio"/> 18:00	<input type="radio"/> 18:15	<input type="radio"/> 18:30	<input type="radio"/> 18:45	<input type="radio"/> 19:00	<input type="radio"/> 19:15	<input type="radio"/> 19:30	<input type="radio"/> 19:45	<input type="radio"/> 20:00	<input type="radio"/> 20:15	<input type="radio"/> 20:30	<input type="radio"/> 20:45	<input type="radio"/> 21:00
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Previous Next

1.4.2.5. Step 5: Confirm

In step 5 of the slot booking wizard, you get an overview of all the data related to this delivery:

- Date and time of the delivery
- Location for delivering the goods
- Zone for delivering the goods
- Total number of pallets for this delivery
- Total number of double-stacked or mixed pallets
- POF number
- Number of order lines

SCP home Account Orders Slot bookings Sitemap

SCP home > Slot Bookings > Create slot booking

Create slot booking

Step 1: Select delivery date

Step 2: Select order lines to ship

Step 3: Number of pallets

Step 4: Select delivery time

Step 5: Confirm

Step 6: Done

Confirm shipment

Appointment (YYYY MM DD): 2018-02-28 09:00

DC: DC Dassenveld

Zone: D1 Klassieke receptie

Total pallets: 50

Double stacked/mixed pallets: 10

PO No: POF2766032 **Lines:** 1

Previous Confirm slot booking

1.4.2.6. Step 6: Done

The last step of the slot booking wizard again summarises all the information and reveals the L number for this slot booking.

Important: the L number is used as an identification and necessary to access our site.

Make sure the driver has this L number at hand when arriving at the DC.

Here you can select to either immediately create a next slot booking via 'Create new slot booking' or to press 'Done'.

If you decide to complete the booking (by selecting Done), the screen 'Slot booking overview' will be shown.

1.4.3. Slot booking overview

On the one hand, you will find an overview of all made slot bookings under 'Slot booking overview', where you can consult the details of the slot booking (see 4.4 Slot booking details).

On the other hand, under 'Appointment report' you will find a global overview of all final bookings that you can easily export to Excel.

1.4.3.1. Slot booking overview

You can use the L number to retrieve your slot booking.

SCP Home > Account > Orders > Slot Bookings > Slot booking overview

Choose DC: DASS/DC Dassenveld Choose zone: All zones

Filter

Slot booking id: L20000024 Supplier: Please enter a Code or a Name Article number:

PO number: Appointment date from (YYYY-MM-DD) to:

Quick search Clear filter

Slot booking id	PO No	Inbound state	Carrier	Supplier	Appointment	DC	Zone
L20000024	POF2766032	Expected		09654 - CAPESPAN CONTINENT	2018-02-28 09:00	DC Dassenveld	D1 Klassieke receptie

Page 1 of 1 Results per page: 25

1.4.3.2. Appointment report

In this screen you will find an overview of all slot bookings made by yourself as a supplier, as well as the bookings made by your transport partner for your orders.

Choose DC: All DCs Choose department: All departments Choose zone: All zones Save as default selection Clear default selection

Filter

Slot booking id: Appointment date from (YYYY-MM-DD) to: Inbound state:

PO number: Carrier: Enter a code or a name Article number:

Search Apply for selection Clear filter

Slot booking id	Inbound state	PO No	Bundel	Carrier	Zone	Pallets	Stock units	Appointment (YYYY-MM-DD)	# delays	Site in	Site out	Lead time (min)
L12000004	Arrived	POF2004622...	23443	DHL	ruidenierswaren	33	2150	2018-01-08 06:00	0	05:55	06:35	40
L12000012	Arrived	POF2144053			sekoeld 12graden	28	1075	2018-01-08 07:00	0	07:02	07:45	43
L12000030	Arrived	POF2234941...			ruidenierswaren	28	1500	2018-01-08 07:15	1	07:05	07:53	48
L12000031	No show	POF2684006...	28563		ruidenierswaren	33	1075	2018-01-08 07:45	0			
L12000032	Expected	POF2819939			sekoeld 2graden	28	740	2018-01-08 08:15	1			

You can easily export this overview to Excel by clicking on the 'Export to Excel' link.

colruyt Supply Chain Portal

SCP Home > Account > Orders > Slot Bookings > Account > Slot booking overview

Choose DC: DASS/DC Dassenveld Choose department: All departments Choose zone: All zones Save as default selection Clear default selection

Filter

Slot booking id: Appointment date from (YYYY-MM-DD) to: Inbound state:

PO number: Carrier: Enter a code or a name Article number:

Search Apply for selection Clear filter

ID slotbooking	Inbound status	PO nummer	Order type	Domein	Transporteur	Leverancier	Zone	Palletten	Ruistende
L20000004	Arrived	POF2004622...	Control delivery	Micro Transport	09654 - CAPESPAN CONTINENT	DC Dassenveld	D1 Klassieke receptie	33	2150
L20000012	Arrived	POF2144053	Control delivery	Micro Transport	sekoeld 12graden	DC Dassenveld	D1 Klassieke receptie	28	1075

Page 1 of 1 Results per page: 25

[Export to Excel](#)

1.4.4. Slot booking details

To consult the details of this slot booking, simply click the link of the L number. The number of pallets entered in step 3 of the slot booking wizard is shown here, together with the number of double-stacked or mixed pallets.

The status of this slot booking is 'expected'.

Slot booking L20000024

Slot booking id	L20000024	Appointment (YYYY-MM-DD)	2018-02-28 09:00
Linked slot booking id(s)			
Delivery type(s)	Delivery	DC	DC Dassenveld
		Zone	D1 Klasseke receptie
Inbound status	<input checked="" type="checkbox"/> Expected		
Lines in slot booking	1	Total supplier units	
Carrier		Total pallets	50
		Total stock units	301455
		Total pallets double stacked/mixed	10

Line	PO number	Art No	Art No suppl	Article description	Bundle	Supplier	Supplier units	Pallets	Stock units
1	POF2766032	28574	EP	APPEL 6ST GRANNY W		CAEPSPAN CONTINENT	301455	99	301455

[Add posting](#) [Remove slot booking](#) [Back](#)

Slot booking L20000024

Supplier2@colruyt.com (CAEPSPAN CONTINENT), 2018-02-21, 13:17:59

Slot booking L20000024

1.4.5. Create a bundled delivery appointment

To make sure that orders with 2 destinations of delivery (multidrop) or a combination of a delivery and a collection of empties or pallets can be scheduled properly, some orders are combined into a bundle. This step, which allows scheduling these orders together into 1 shipment, is controlled by Colruyt Group. These orders are recognisable by their bundle ID and can be scheduled jointly. This is not absolutely necessary, but offers the advantage that the delivery appointments at both locations are perfectly co-ordinated and aligned and clearly indicates to the users of the Supply Chain Portal that the two delivery appointments are linked to each other. The creation wizard for bundled delivery appointments follows the regular steps, starting from the screen 'orders to ship'.

Choose DC: Dassenveld Dassenveld Choose zone: D1 Dassenveld

Filter

PO number: POF277564 Carrier: Order a code or a name Article number: Stock/location group (SAG):

Order type: Supplier: Order a code or a name Article:

Delivery type: Delivery date from: 2018-08-01 To: Bundle:

Quick search

PO No	Order type	SAG # line	Bundle	Carrier	Supplier	Delivery window (YYYY-MM-DD)	Zone	Pallets	Slot booking	Bundle creation
POF277564	central delivery	10110		31938	CAEPSPAN VIA DPM	2018-09-12 22:30 - 2018-09-14 22:29	D1 Klasseke receptie	99	create slot booking	create bundle

14 Page 1 of 1 Rows per page: 20

If one prefers to simply schedule the order separately, this is possible by selecting 'Create slot booking' and running through the step-by-step plan explained in 4.2. If you click 'Create bundle', the following steps will follow:

1.4.5.1. Step 1: Select order lines to ship

In step 2 an overview is shown of all bundled orders to make an appointment. This composition cannot be changed if you choose to schedule orders as bundles.



COLRUYTGROUP

1.4.6.4. Group action to assign orders to a transport partner

If you want to assign more than one order to the same transport partner, you can use the group action. This is a more efficient way to indicate multiple orders for the same partner.

Steps 1 and 2 remain the same, click on 'select' and select the orders that you want to assign to the same transport partner.

Step 3 becomes: Under 'Group action: Assign PO carrier' choose the correct transport partner from your dropdown list and click on 'Update selected orders'.

The SCP still requests confirmation as with the allocation of one order.

Chosse DC: Choose zone:

Filter:

PO number: Carrier: Article number: Stocklocationgroup (SAG):

Order type: Supplier: Article:

Bundle: Delivery date from: to: Bundle:

PO No.	Order type	SAG	# lines	Bundle	Carrier	Supplier	Delivery window (YYYY-MM-DD)	DC	Zone	Pallets
<input type="checkbox"/> POF1539995	Central delivery		4			30922 - SANDHYA AQUA EXPORTS PVT LTD	2017-01-07 22:30 - 2017-01-08 22:29	DC Dassenveld	D1 Klassieke receptie	25
<input type="checkbox"/> POF1968171	Central delivery	409	3	23443	DHL	36215 - CONFROID/OC MEDITERRANEE SA	2017-01-07 22:30 - 2017-01-08 22:29	OC Oligines	OL Inrij/receptie	15
<input type="checkbox"/> POF1968758	Central delivery		5			04670 - CORNFILIS PLASTICS NV	2017-01-08 22:30 - 2017-01-09 22:29	DC Dassenveld	D1 Klassieke receptie	19
<input type="checkbox"/> POF1978992	Central delivery		4			26144 - BARONIE NV	2017-01-08 22:30 - 2017-01-09 22:29	DC Dassenveld	D2 Klassieke receptie	30
<input type="checkbox"/> POF2004620	Central delivery	425	4			28637 - ALBERT PREMIER NV	2017-01-08 22:30 - 2017-01-09 22:29	DC Ghislaighien	GH Klassieke receptie	10

Page 1 of 1 Results per page: 25

Group action: Assign PO to carrier

Carrier:

1.4.6.5. Take back an order already assigned or reassign an order

In the screen 'Orders to ship' all open orders are presented, orders already assigned to a transport partner as well as orders not yet assigned.

See hereunder an example of an order that already is assigned to a transport partner.

Filter:

PO number: Article number:

Bundle: Delivery date from: to:

PO No.	# lines	Bundle	Carrier	Supplier	Delivery window (YYYY-MM-DD)	Zone	Pallets	Slot booking	Bundle creation
POF1539995	4			26144 - BARONIE NV	2017-01-07 22:30 - 2017-01-08 22:29	D1 Klassieke receptie	25	Create slot booking	
POF1968171	3		DHL	26144 - BARONIE NV	2017-01-07 22:30 - 2017-01-08 22:29	D1 Klassieke receptie	15		
POF1968758	5			26144 - BARONIE NV	2017-01-08 22:30 - 2017-01-09 22:29	D1 Klassieke receptie	19	Create slot booking	
POF1978992	4			26144 - BARONIE NV	2017-01-08 22:30 - 2017-01-09 22:29	D1 Klassieke receptie	30	Create slot booking	
POF2004620	4	23443		26144 - BARONIE NV	2017-01-08 22:30 - 2017-01-09 22:29	D1 Klassieke receptie	10	Create slot booking	Create bundle

The supplier can use the button 'Line action: assign PO to carrier' to take back an order already assigned or to assign it to a different transport partner.

Lijnactie: PO transporteur toekennen Activeren

1.4.7. Change the composition of a slot booking

It is possible to add an additional order and/or order line(s) to an existing slot booking. You do this by changing the composition of an order.

Important: This is only possible until 16:00 the day before the delivery. Afterwards this is no longer possible!

1.4.7.1. Step 1: Find the slot booking

Find your slot booking Slot bookings > Slot booking overview

1.4.7.2. Step 2: Slot booking details

Click on the L number to go to the detail page.

Click on 'Modify composition'

Slot booking L20020775

Slot booking id	L20020775	Appointment (YYYY MM DD)	2019-03-15 05:00
Linked slot booking id(s)		DC	DC Mechelen
Delivery type(s)	Delivery	Zone	Niet gekoeld
Order type(s)	Central delivery		
Inbound state	Expected		
Lines in slot booking	21	Total supplier units	2537
First slot booking duration (min)	62	Number of base pallets	30
Carrier	FRATTRANS NV	Total stock units	25895
		Number of stacked/mixed pallets	

Line	PO No	Art No	Art No suppl	Article description	ARIS	Bundle	Supplier	Supplier units	pallets	stock units	Comment reception
1	POF3352183	01124		BONI MARQUERITES 450G.	No		PENSON BISCUITERIE BVBA	400	5	3600	
2	POF3355338	01124		BONI MARQUERITES 450G.	No		PENSON BISCUITERIE BVBA	400	5	3600	
3	POF3355278	29016		HABI VEENBEE.COMPOT.300	No		PRODUITS HABI SA	144	1	864	
4	POF3355278	36369		HABI BOLOGNESE SAUS200G	No		PRODUITS HABI SA	144	1	864	
5	POF3355278	41020		BONI PEPELSAUS 220ML	No		PRODUITS HABI SA	105	1	2100	
6	POF3355278	41142		BONI DEARNAISE SAUS 220	No		PRODUITS HABI SA	105	1	2100	
7	POF3355577	11591		GRAN GRISSINI SESAM125G	No		DETTA GRACEFFA SA	70	1	840	
8	POF3355577	35155		SACI ANTIPASTO ART125G	No		DETTA GRACEFFA SA	84	1	504	
9	POF3355577	36132		SACI PESTO MI ANZANT100G	No		DETTA GRACEFFA SA	36	1	716	
10	POF3355577	36148		SACI LAPENGRJULI1910G	No		DETTA GRACEFFA SA	72	1	432	
11	POF3355577	38720		SACI PEPERDINGLOMBA280G	No		DETTA GRACEFFA SA	15	1	180	
12	POF3355835	01153		MELI HONINGWAFEL 240GR	No		MELI NV	98	1	1176	
13	POF3355835	14930		MELI HONINGK.ROYAL 500G	No		MELI NV	112	1	672	
14	POF3355835	16523		MELI MELINETTE HON400G	No		MELI NV	50	1	600	
15	POF3355835	16910		MELI HONING VAST 500GR	No		MELI NV	95	1	950	
16	POF3355835	16915		MELI HONING VLOCID 500G	No		MELI NV	95	1	950	
17	POF3355835	20971		MELI CIGOCO 400G	No		MELI NV	72	1	720	
18	POF3355835	36635		BONI 327 ACACIA HON135G	No		MELI NV	150	1	1920	
19	POF3358795	20452		DEPT PARISH WAFFEN175G	No		BISCUIT JULES DESTROOPER	80	1	960	
20	POF3358795	23070		BONI BOUTHERGALLE11EN 250G	No		BISCUIT JULES DESTROOPER	108	2	1728	
21	POF3358795	24771		SAMS KOEKIES 200G	No		BISCUIT JULES DESTROOPER	90	1	900	

[Edit appointment time](#)
[Edit pricing](#)
[Remove slot booking](#)
[Modify composition](#)

1.4.7.3. *Step 3: Add extra orderliness*

In the next screen you can add and/or remove extra order lines.

The following steps are identical to creating a slot booking. By changing the composition, it is possible that you will no longer be offered the same delivery time because the reception time has changed.

The L-number is retained.

Annex 2: Distribution centres

Annex 2a: List of distribution centres

Belgium (delivery centres en head office)	GLN	Address	Opening hours	Excise Community products	Excise Non- Community products	Excise Coffee
Bilkensveld	5400141020809	Bilkensveldweg 5, 1500 Halle	mon - thu: 06.00 - 22.00 fri: 06.00 - 20.45			
Colex Willebroek	5400141000146	Victor Dumonlaan 4, 2830 Willebroek	ma - vrij: 06.00 - 14.00	BE1C008676009	BEN1C000014609	BEN2C000014609
Collivery Lot	/	Joseph Huysmanslaan 53 1651 Beersel	/			
Dassenveld Fase 1 (frozen)	5400141040005	Zinkstraat 1 GATE 3, 1500 Halle	lu - thu: 06.00 - 22.00 fri: 06.00 - 20.45 zat: 10.00 - 13.00	BE1C008676007	BEN1C000014602	BEN2C000014602
Dassenveld Fase 1 (fruits and vegetables)	5400141040005	Zinkstraat 1 GATE 3, 1500 Halle	mon: 23.30 (sun) - 24.00 tue - fri: 00.00 - 24.00 sat: 00.00 - 12.00			
Dassenveld Fase 1 (cheese)	5400141040005	Zinkstraat 1 GATE 3, 1500 Halle	mon - tue: 06.00 - 22.00 wen - thu: 06.00 - 21.45 fri: 06.00 - 20.45			
Dassenveld Fase 2	5400141070002	Zinkstraat 1 GATE 3, 1500 Halle	mon - thu: 06.00 - 22.00 fri: 06.00 - 20.45			
Dassenveld Fase 4 (fresh products)	5400141200003	Zinkstraat 1 GATE 1, 1500 Halle	mon: 23.30 (sun) - 24.00 tue - fri: 00.00 - 24.00 sat: 00.00 - 11.00			
Dassenveld Fase 4 (food)	5400141200003	Zinkstraat 1 GATE 1, 1500 Halle	mon - thu: 06.00 - 22.00 fri: 06.00 - 20.45			
Dassenveld Fase 5	5400141070019	Zinkstraat 1 GATE 1, 1500 Halle	mon - thu: 05.30 - 21.00 fri: 05.30 - 20.00			

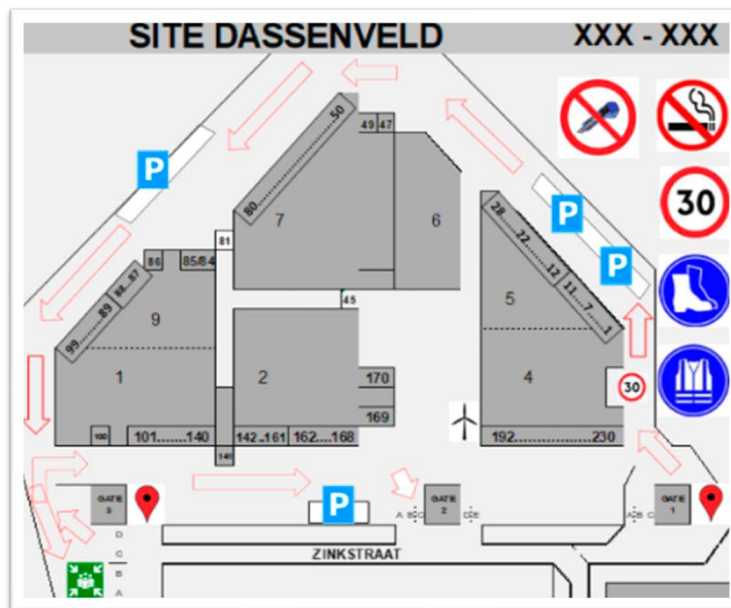
Dassenveld Fase 6 + 7 (return centre : pallets and crates)	5400141070026	Zinkstraat 1 GATE 1, 1500 Halle	mon - wen: 06.00 - 22.00 thu : 06.00 - 21.45 fri: 06.00 - 20.45 sat: 06.00 - 14.00			
Ghislenghien Waldico (food)	5400141030006	Rue du Parc Industriel 34 7822 Ghislenghien	mon - thu: 06.00 - 22.00 fri: 06.00 - 20.45 sat: 06.00 - 14.00	BE1C008676000	BEN1C000014600	BEN2C000014600
Ghislenghien Waldico (production)	5400141030006	Rue du Parc Industriel 34 7822 Ghislenghien	wine: mon - thu: 07.00 - 16.00 fri: 07.00 - 14.30 rice: mon - fri: 08.00 - 14.00 packaging: mon - fri: 07.00 - 20.00			
Ghislenghien return centre		Rue du Parc Industriel 34 7822 Ghislenghien	mon - fri : 06.00 - 22.00			
Hellebroek (dock 23)	5400141010008	Edingensesteenweg 247 1500 Halle	mon - tue: 06.00 - 22.00 wen - thu: 06.00 - 21.45 fri: 06.00 - 20.45	BE1C008676005	BEN1C000014601	BEN2C000014601
Laekebeek Hal 4 (ColliShop)	5414057000022	Joseph Huysmanslaan 59 1651 Lot				
Laekebeek Hal 5 (Food OKay + Bio-Planet)	5400141230000	Joseph Huysmanslaan 80 1651 Lot	mon - fri: 06.00 - 22.00	BE1C008676008	BEN1C000014603	BEN2C000014603
Laekebeek Hal 6 (Fresh OKay + Bio-Planet)	5400141080025	Joseph Huysmanslaan 80 1651 Lot	mon: 22.45 (sun) - 24.00 tue - fri: 00.00 - 24.00 sat: 00.00 - 10.00			
Laekebeek Hal 7	5400141220001	Jozef Huysmanslaan 80 1651 Lot	/	BE1C008676010	BEN1C000014604	BEN2C000014604
Ollignies Walcodis	5400141035001	Rue de la Verte Louche 1 7866 Ollignies	mon - fri: 24h/24h sat du 01/04 au 30/09: 06.00 - 14.00	BE1C008676003	BEN1C000014608	BEN2C000014608

Ollignies Hal 2	5400141037005	Rue de la Verte Louche 1, 7866 Ollignies	mon - fri: 24h/24h sat du 01/04 au 30/09: 06.00 - 14.00			
Ollignies return centre		Rue de la Verte Louche 1 7866 Ollignies	mon - fri : 06.00 - 22.00			
Pommeroeul	5400141080001	Rue de la Gare 49 7322 Pommeroeul	mon - tue: 06.00 - 22.00 wen - thu: 06.00 - 21.45 fri: 06.00 - 20.45			
Stroppen (dock 1)	5400141020007	Bilkensveldweg 2, 1500 Halle	mon - thu: 06.00 - 22.00 fri: 06.00 - 20.45			
Stroppen Vlevico	5400141020816	Bilkensveldweg 3, 1500 Halle	mon - fri: 06.00 - 10.00 14.00 - 18.00	BE1C008676006		
Wilgenveld (head office) authorization number	5400141000009	Edingensesteenweg 196, 1500 Halle	/			
Colruyt Food Retail NV	5400141000153	Edingensesteenweg 196, 1500 Halle	/	BE1C008676999	BEN1C000014699	BEN2C000014699
AMAB Halle	5425029180208	Zavelstraat 97, 1500 Halle				
AMAB Zaventem	5425029180307	Sterrebeekstraat 137, 1930 Zaventem				
Antwerp Cold Stores	5430000287005	Sint-Antoniusweg 1793, 9130 Beveren				
Blicquy / Eurakor	5412469000005	Zoning Industrielle de l'Europe 2 N° 3/9, 7900 Leuze en Hainaut				
BW Asse	5425029180000	Z.5 Mollem 901, 1730 Mollem				
BW Pajottenland	5488888007871	Luitenant Jacopsstraat 11, 1750 Lennik				
Colex Externe Stockage	5400141000146	Victor Dumonlaan 4, 2830 Willebroek				
Dockx - BD my shoppy	8719328029007	Klein Mechelen 18A, 2880 Bornem				
Dockx Sint-Niklaas	5488888011847	Europapark-zuid 6B, 9100 Sint-Niklaas				
Dagmoed		Dagmoedstraat 107, 9500 Geraardsbergen				
ETA	5488888007307	Avenue du commerce 19, 7850 Enghien				
Ijsedal	5488888007406	Schavei 75, 1331 Overijse				
Immo Ouest	5488888010550	Avenue des Artisans 8, 7822 Ghislenghien				
Jost Group	5419980255518	4ème Avenue 66, 4040 Herstal				

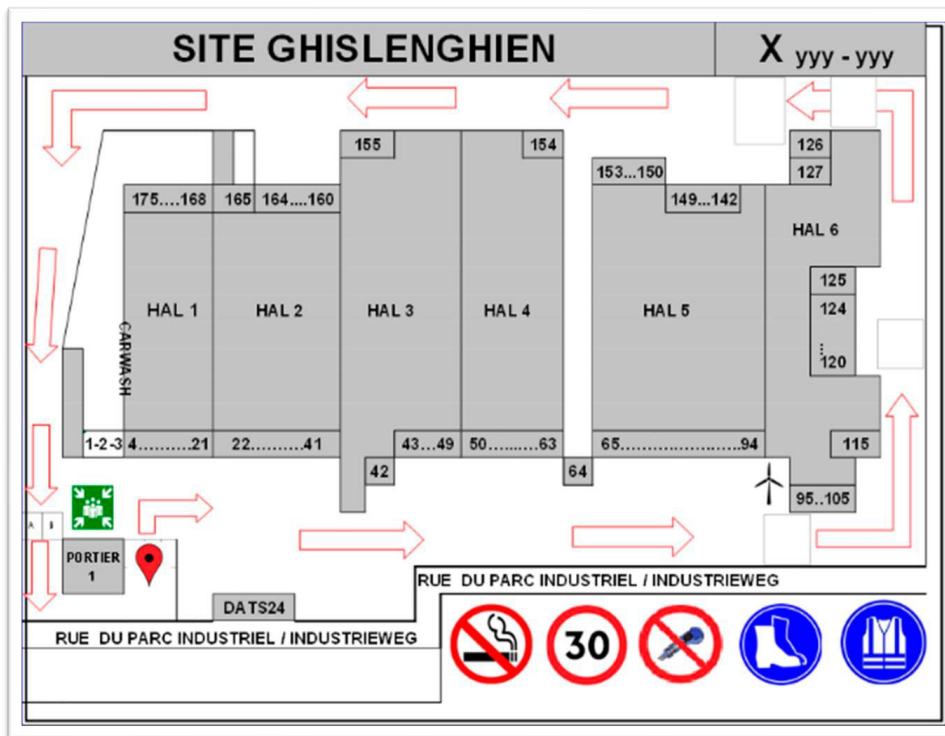
L'atelier	5488888007550	Rue des Pieds d'Alouette 51-53, 5100 Naninne			
Le Rucher	5488888007710	Zone de l'Europe II 1, 7900 Leuze-En-Hainaut			
Les érables	5488888007833	Rue du bois des hospices 5, 7522 Tournai			
Londerzeel Externe Stockage	5400141308327	Weverstraat 27, 1840 Londerzeel			
Londerzeel (Collect&Go)	5400141308112	Weverstraat 27, 1840 Londerzeel			
Luik Natie Coldstore NV	5488888014497	Kruipin - Haven 1145, 9130 Kallo			
Michel Logistics	5499758782705	Rue Cronos 1-5, 7110 Houdeng-Goegnies	BE1C008676004	BEN1C000014607	BEN2C000014607
Mivavil		Olmstraat 348, 1800 Vilvoorde			
Nekto	5488888007284	Chemin du clypot 3, 7063 Neufvilles			
Vlees Declercq & Zoon	5425028000002	Paalstraat 10, 9700 Oudenaarde			
Tertre	5488888007376	Rue Olivier Lhoi 97, 7333 Tertre			
TSL BV	5488888012981	Rue ilya prigogine 2, 1480 Tubize			
The Box & Beermat Cy.	5488888001602	Chemin Simon Bouteillier 2, 7822 Ghislenghien			
Van Den Berge	5419980300775	Chemin Simon Bouteillier 2, 7822 Ghislenghien	BE1C008676001	BEN1C000014605	BEN2C000014605
Van Den Berge	5488888012974	Chemin Simon Bouteillier 11, 7822 Ghislenghien			
VDW Logistic	5488888012592	rue de l'Innovation 15, 7822 Ghislenghien			
Van Den Avenne	5430000257008	Hanenstraat 148, 9225 Buggenhout			
Van Mieghem Châtelet	5419980058034	Rue Wilmart 68, 6200 Châtelet			
Van Mieghem Tubize	5419980058065	Rue Francois Englert 1, 1480 Tubize			
Village n°1	5412766000005	Avenue Reine Astrid 1, 1440 Wauthier-Braine			
Zottegem	5488888007604	Smalleweg 7, 9620 Zottegem			

Luxemburg (delivery centre and head office)	GLN	Address	Opening hours	Excise Community products	Excise Non-Community products	Excise Coffee
Gasperich (head office) authorization number	5400121121216	R FW Raffaisen 5, 2411 Gasperich (Lux.)	/	LUACC00001140	/	/
DC Dudelange	5400141121223	Parc Eurohub Sud Dudelange Z.I. (batiment 4) Cellule 341, 3447 Dudelange (Lux)	Ma - vrij: 07.00 - 14.00	LUC0048070111	/	/

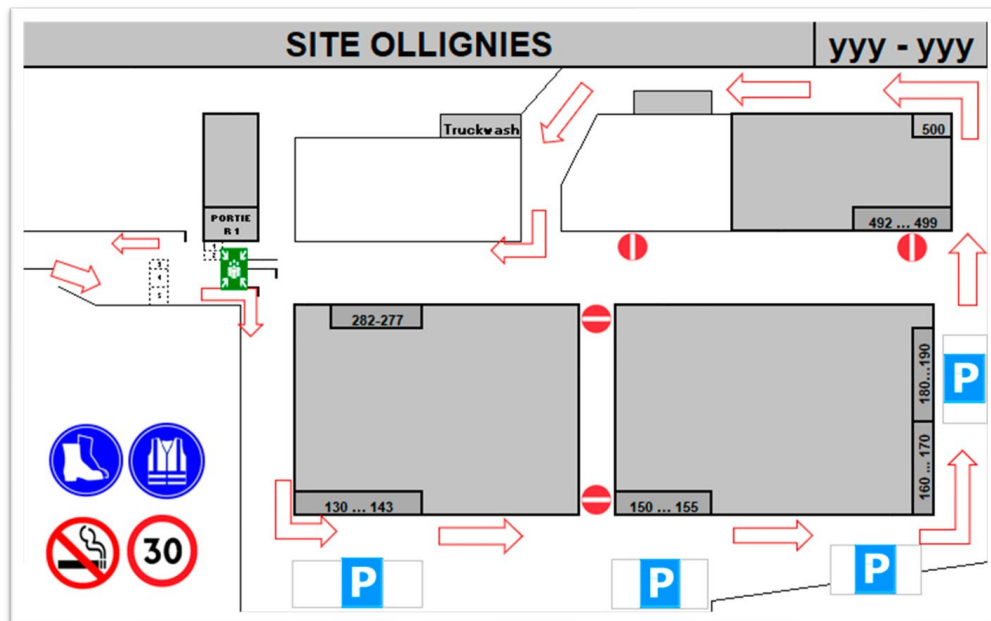
Annex 2b: Map Dassenveld distribution centre



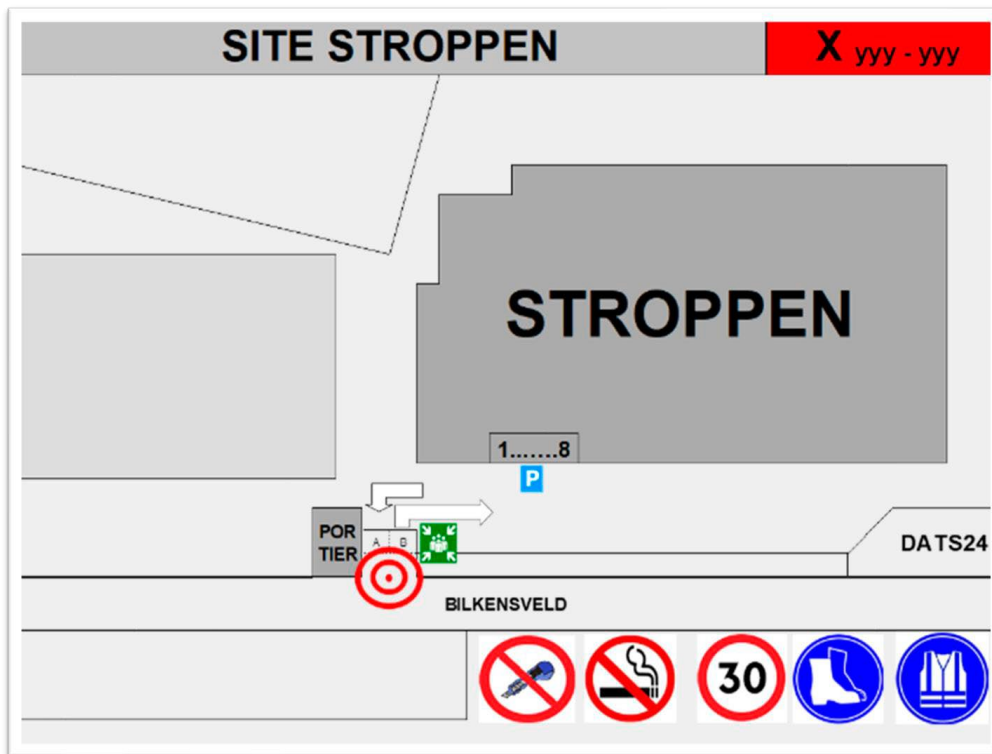
Annex 2c: Map Ghislenghien distribution centre



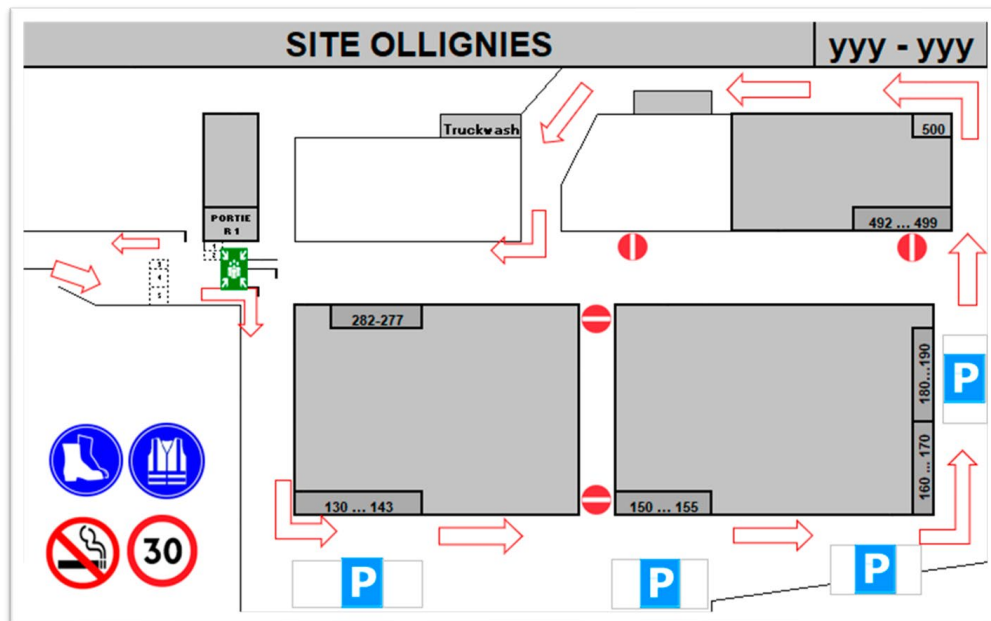
Annex 2d: Map Ollignies distribution centre










Annex 2e: Map Stroppen distribution centre



Annex 2f: Map Laekebeek distribution centre



Annex 3: How do you announce yourself

Arrival of a delivery at the entrance		
Action		Why?
The driver chooses the language he prefers.		
The driver enters his delivery number (L no) by means of the keyboard on the touch screen and confirms with the validation button. 		By means of the delivery number, the delivery will be identified and the driver will be granted access to the site.
The driver enters his mobile phone number by means of the keyboard on the touch screen and confirms with the validation button. 		The mobile phone number will only be used as long as the delivery is on the site in order to call the driver to the quay and/or to send any waiting times to the driver. Once the delivery has left the site, the driver's mobile phone number will be deleted from the system, in accordance with the privacy legislation.
The driver enters the number plate of his trailer by means of the keyboard on the touch screen and confirms with the validation button. 		The number plate will be used as back-up system to call to quay if the mobile phone number is not available or if the mobile network is down.

An information screen warns the driver that the delivery is announced on the site and gives him the instructions to be followed on the site.

The driver confirms his arrival by means of the validation button. 



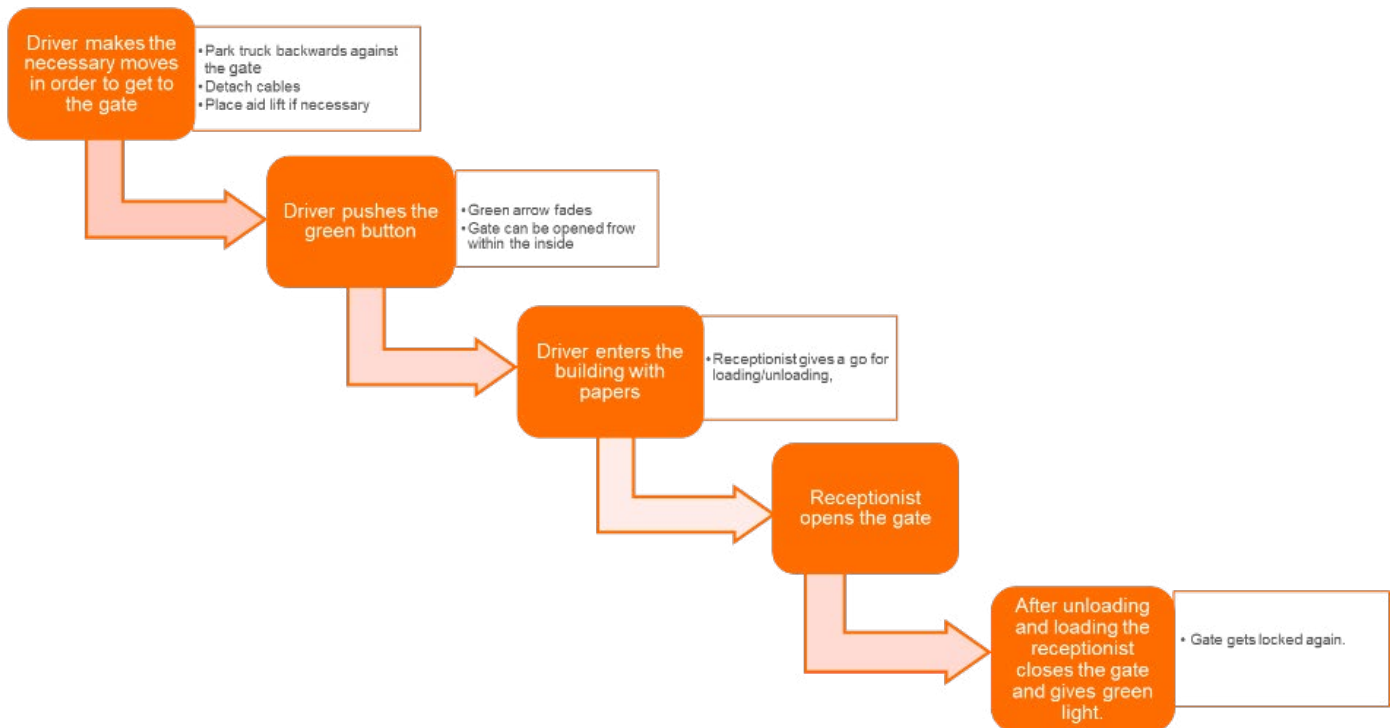
From now on, the delivery number has the status IN.

No access to the site

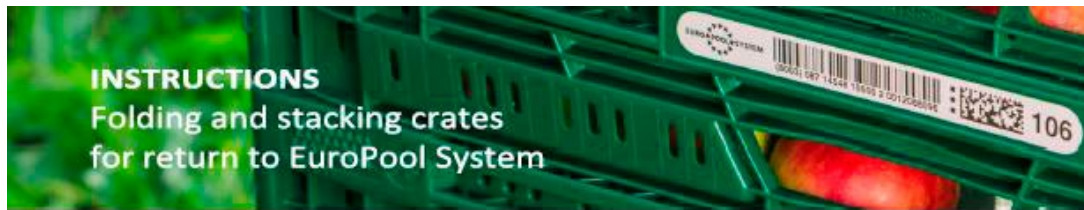
Action		Why?
The driver is not granted access to the site for a specific reason and is referred to the gatekeeper.		After having entered the delivery number, the system will validate whether or not the delivery has access to the site based on the reception planning, the time of arrival and the location. If the conditions are not met, the driver is informed of this and the reason for it and he is referred to the gatekeeper.
Sign out delivery		
The driver chooses the language he prefers.		

<p>The driver enters his delivery number (L no) by means of the keyboard on the touch screen and confirms with the validation button. </p>		<p>By means of the delivery number, the delivery will be identified and the driver will be able to leave the site.</p>
<p>The driver is shown an information screen mentioning that the delivery is signed out on the site.</p> <p>The driver confirms signing out with the validation button. </p>		<p>The delivery number has the status OFF SITE from now on.</p>

Annex 4: Work method for arriving at the quay



Annex 5: Instructions on folding, closing and stacking crates for return to Euro Pool System



Empty crate



Remove label



Press the handles



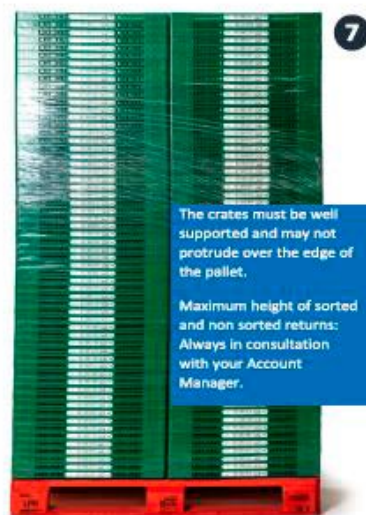
Fold down all sides



Four crates per layer
on Euro pallet



On an industrial pallet the middle
crate always 40 60-model



Wrap with foil

The crates must be well supported and may not protrude over the edge of the pallet.

Maximum height of sorted and non sorted returns:
Always in consultation with your Account Manager.



Open fully until you hear a click



Press the corners to secure the sides firmly in place



Crate is ready to fill



Place label or use stickers with water-soluble adhesive



Use of staples to attach the labels to the crates is not allowed



The crates must be well supported and may not protrude over the edge of the pallet.



together towards a circular supply chain



Annex 6: Work procedure use of intermediate pallet

We would have liked to give you some more explanation about our expectation to deliver only one item per pallet.

The reasons for this include guaranteeing traceability, making the reception of your goods as efficient as possible and reducing waiting times at the quay to a minimum.

It is not evident to draw up a general procedure for the use of an intermediate pallet (also called sandwich pallet or stacked pallet). The use depends on factors such as the stability of the outer boxes and the number of boxes ordered.

However, we can help one another by following a few guidelines.

If it is an order for a complete pallet, there is no problem, but if the order is not for a complete pallet, we have the following possibilities:

1. If we order several articles on one pallet, and the order is per layer, a separation must be made between the different articles by means of an intermediate pallet.
2. If we order several articles on one pallet, and for some of the articles we do not order per layer, the outer boxes can be positioned in such a way that a sandwich pallet can be placed on them (for instance as from four boxes, it is possible to create a stable base by placing one box in every corner of the pallet).
3. If the outer boxes are not strong enough to support a pallet, and if they contain one and the same article, these boxes can be placed on top of the last sandwich pallet. (do not create mixed layers!)
4. If the outer boxes are not strong enough to support a pallet and if it concerns different articles, they can be separated by an intermediate sheet (preferably cardboard, unalut or a paper sheet, otherwise (transparent) film or elastic). (do not create mixed layers!)
5. All articles to which the aforementioned rules do not apply, can be stacked together on a mix pallet. (clearly labelled with a mix-label)

Some examples can be found on the following page.

When you compose pallets, we ask you to use your 'common sense' and to apply the aforementioned rules. Should you still have difficulties applying the above guidelines, please contact one of our Supply Chain Coordinators.

Thank you in advance!



Entire pallet : 1 article



Example of a sandwich pallet with 3 articles

- Heaviest article on bottom layer
- Other articles per full layer, with intermediate pallet



Example of the positioning of articles on a sandwich pallet :

-> Top layer : different articles delivered in small amounts (< 1 layer), divided by cardboards.

-> Articles delivered in small amounts (< 1 layer), but of which the stability allows a placement of 4 parcels on each side of the pallet, thus being able to place an intermediate pallet on top of them.

-> Articles delivered in layers : 1 article per layer (multiple layers of the same can be put on top of each other without intermediate pallet)

-> Heaviest articles put on the bottom layer

It goes without saying that these are merely examples of piling up. It is impossible to visualize all options.

Annex 7: Instructions for the delivery of displays for OKay and BIO-Planet stores

PALLET DISPLAYS



A pallet display will be delivered on one of the following 3 mini pallets: Chep P0604B/ LPR RQP46 / IPP P40

The display is attached to the Mini Chep by means of plastic straps.



Pallet displays are stable and are supplied with an outer cardboard.

Language: the displays are uniform, i.e. without language (only brand name) or bilingual everywhere (Dutch + French)



The pallet displays are delivered per 4 on one of the following pallet brands with euro format (120x80): CHEP, LPR, IPP, EPAL

The 4 pallet displays are wrapped firmly together in foil.

The displays are always delivered on Friday before 4 p.m.

CART DISPLAYS



If displays are too large to be placed on 60x40 Mini Cheps, they can be delivered as a package.

Conditions:

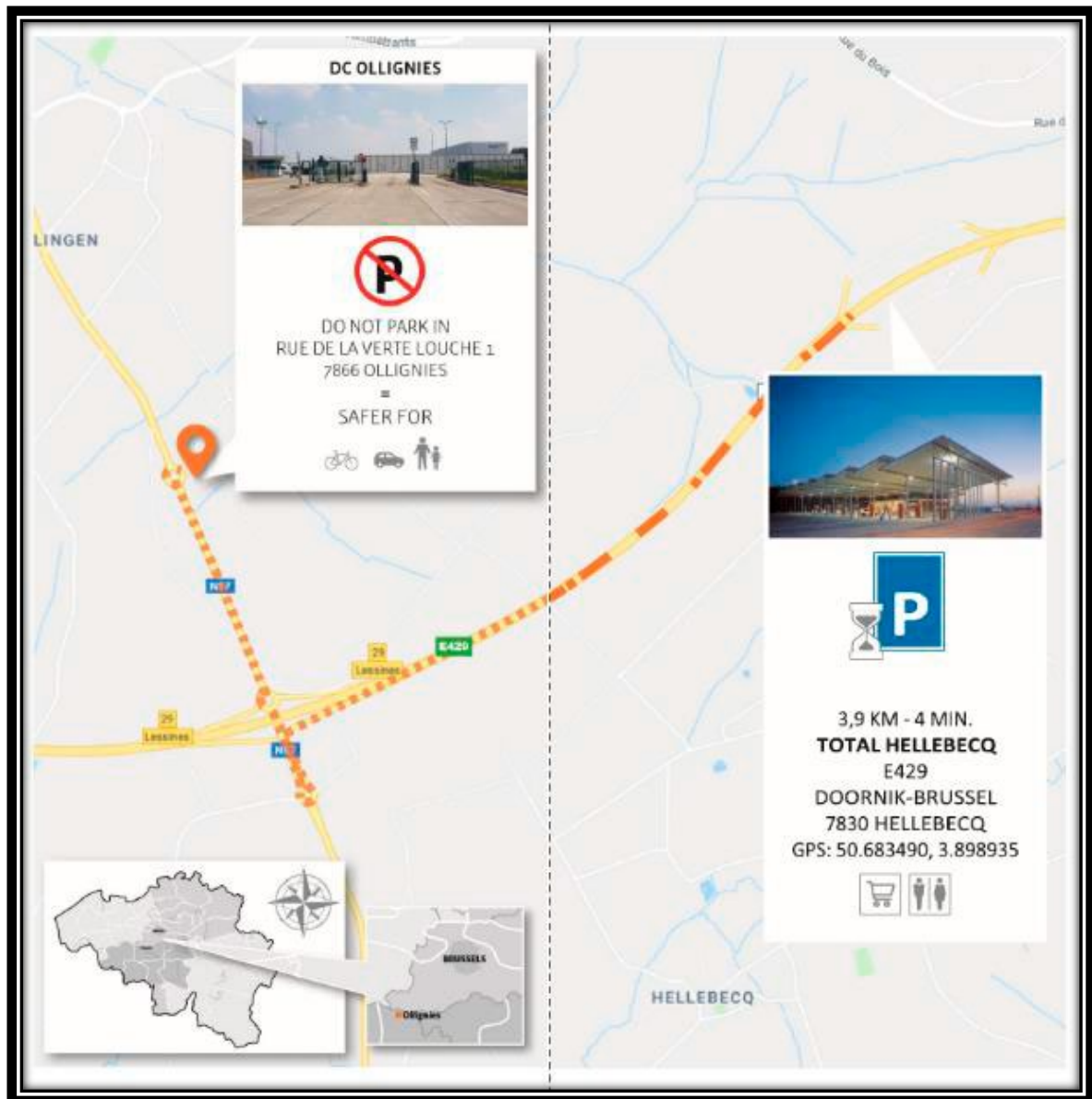
- * Max. dimensions: L = 140cm H = 170cm W = 80cm
- * < 15 Kg (movable by manpower)
- * Displays will be protected by an outer cardboard.
- * Otherwise, the other delivery terms and conditions for a normal package (pallet type, stability, etc.) apply.

Annex 8: Waiting car parks

Annex 8a: Waiting car parks Dassenveld



Annex 8b: Waiting car parks Ghislenghien

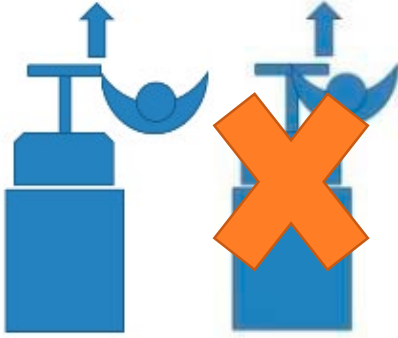

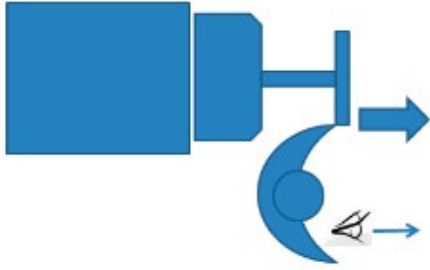
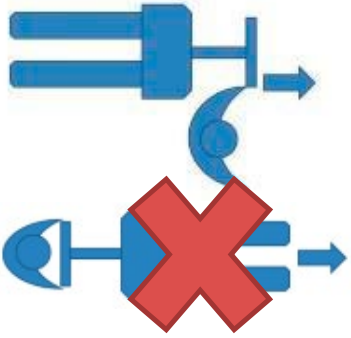


Annex 8c: Waiting car parks Ollignies

Annex 8d: Waiting car parks Stroppen

Annex 8e: Waiting car parks Laekebeek



Annex 9: "driving with a pallet truck at the reception" checklist

 <p>Place yourself next to the machine, not in the travel zone.</p>	 <p>Operate the flippers with your thumb(s).</p>
 <p>Always look in the direction you are driving in.</p>	 <p>Drive with the forks to the back for long distances. Forks only to the front for manoeuvres.</p>
 <p>Always slide the forks completely under the pallet. Except when picking up the pallet from the side.</p>	 <p>When turning, always take the inside of the turn.</p>

Annex 10: Safety procedures – Outsourced Transport

1. Safety

The following rules and procedures must be respected at all times when entering the Colruyt-sites.

This information needs to be communicated to every driver, and to each possible sub-contractor so that every person involved is aware.

2. Safety within Colruyt-sites

These are the various safety rules that apply to all sites of our distribution- and return centres:

- A maximum permitted speed of 30 km/h applies, unless indicated otherwise.
- It is forbidden to smoke.
- It is forbidden to drive with a telephone/smartphone in hand, or whilst calling.
- It is mandatory to wear a fluorescent jacket with reflective strips when leaving the truck/trailer.
- It is mandatory to wear safety shoes when entering our sites.
- It is mandatory to give priority to pedestrians at the level of crosswalks within the sites.
- All signalization and pictograms must be respected at all times.
- To ensure the safety, it is forbidden to have passengers next to the driver (family, friends ...)
- It is forbidden to drive with a trailer on our sites while the truck doors are still open.
- In case of evacuation, if the driver is driving on the site: the driver must put the lorry and trailer to the side to provide passage for the emergency services. He must turn off the ignition, leave the keys in it and then walk to the nearest assembly point.
- In case of evacuation, if the driver is docked or waiting in the parking places: the driver must turn off the ignition, leave the keys in it and then walk to the nearest assembly point.

There are no rest areas at Colruyt sites. The only parking areas provided within the enclosure of our sites are for short waiting periods before the trailer can be put on the quay. If the driver wishes to take a break, he is requested to do so off site in the public parking lots nearby.

External emergency number: 02/360.33.33

Internal emergency number: 3333



3. Green arrow

At Colruyt-sites, the green-arrow-procedures is used. The green arrow refers to the signalization installed next to the quay, along the driver's side. When the green arrow is lit, there is a safe environment for employees and the vehicle may be moved. When the green arrow is off, an unsafe situation prevails, and the driver is not allowed to move his/her vehicle.

The goal of this procedure is to avoid that someone would still be in the trailer if the trailer is moved by the driver.

! The green arrow procedure must be respected at all times.

Green arrow is lit/ is turned on (figure 1) :

- The assigned quay is available, a trailer may be put to the quay.
- A trailer is parked at the quay, the gate of the quay is closed, no one is in the trailer.

= Safe environment for employees. The trailer may be put to the quay or may be moved.



Figure 1 – The green arrow is turned on. The vehicle may be put to quay or be moved

Green arrow is turned off (figure 2) :

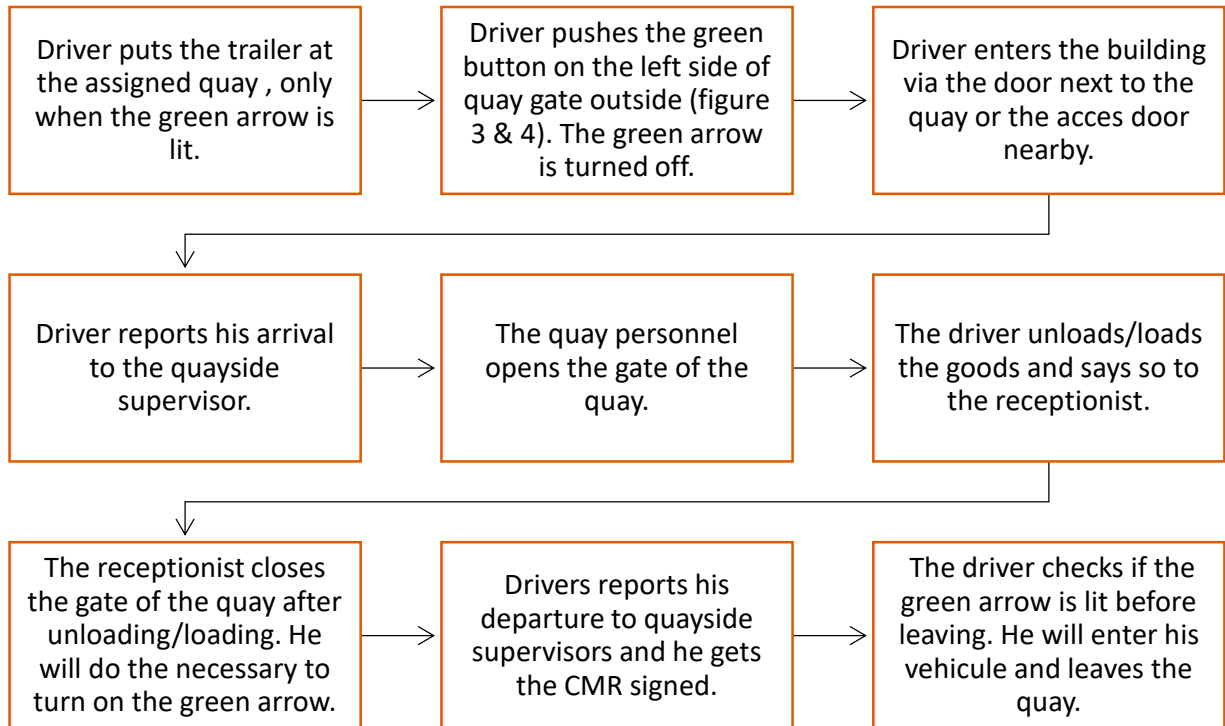
- The gate of the quay is closed.
- Someone may be inside the trailer

= Unsafe environment for employees. The trailer **MUST NOT** be put to the quay, nor be moved.



Figure 2 – The green arrow is turned off. The vehicle must not be put to quay, nor be moved.

4. Process of the green arrow



! If the green arrow is not lit, the driver must go to the quay supervisor again.



Figure 3 - Quay with the illuminated green arrow. The green button is located along one of the two sides of the gate.



Figure 4 - Green button next to the quay gate. Driver presses this button after arriving at quay.

5. Movements within the building

When walking along a quay, you should always be aware of the risk of being hit by rolling stock. Therefore, always keep an eye on your surroundings as well. Look carefully in the direction you are walking. Maintain eye contact with others in the building. Do not call while moving and remove any earbuds from your hands-free kit.

Within distribution- and return centres, areas are marked by paths in white or orange on the floor. These are called white and orange zones.

White zone:



- Zone may be used by anyone, provided safety shoes and fluorescent jacket are worn.
- Required to follow the white paths to proceed to the warehouse and/or quayside supervisor.

Orange zone:



- Zone may **only** be used by Colruyt authorized personnel who have received the appropriate training. They wear an orange badge.
- External drivers are not allowed in this zone.

= Zone with increased collision risk due to high frequency of rolling stock traffic

! Any incident / violation / damage MUST be reported to the quayside supervisor.