

	JF Hillebrand Logistics AB Warehouse Jordbro	SOP #	1
		Revision #	1.1
		Implementation Date	2021-11-30
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SOP Owner: Gustav Lantz		Approval	

STANDARD OPERATING PROCEDURE INBOUND GOODS

1. Purpose

The purpose of this SOP is to secure uniformity of incoming goods for best efficiency through the inbound area and lower costs in handling.

2. Scope

This SOP's primary audience are Hillebrand customers of warehouse services at Jordbro and its associated inbound staff at the before mentioned warehouse.

3. Responsibilities

Customer's responsibility lies to secure goods meet the requirements and Hillebrands responsibility to control that requirements are met and report any deviation and handle them accordingly. Failure to adhere to the requirements may result in surcharges in handling.

4. Definitions

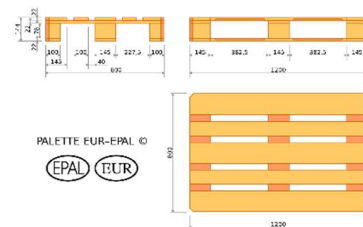
EUR pallet: Standardized pallet according to specifications made by European Pallet Association (EPAL) with measurements of 1,200 mm × 800 mm × 144 mm

Sea pallets: Pallets optimized for container transports, 1200x1200mm or 1000x1200mm

Slip sheets: are thin, pallet-sized sheets made of plastic, heavy laminated kraft paperboard, or corrugated fiberboard and are used in commercial shipping, replacing traditional wooden pallets. Upon arrival the good is palletized during unloading

Loosely loaded goods: Goods that are stacked individually one on top of the other in a container – as opposed to palletized, where the goods are placed on a pallet and stretch wrapped. Requires manual handling during unloading.

Goods: Products that are packed in cardboard boxes or wooden boxes in retail size.



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5. Prerequisites

Inbound goods may arrive in 4 ways;

1. Goods on approved EUR pallets
2. Goods on Sea pallets
3. Goods delivered on Slip sheet formats
4. Loosely loaded container goods

EUR pallets: Goods delivered on EUR pallets need to be delivered on certified EUR pallets compliant with EPAL standards. Non-compliant pallets will be exchanged to the customer and charged. Non exchangeable EUR pallets are defined as:

If Euro pallets display one or more of the following faults, the pallets are not exchangeable and should be repaired in accordance with EPAL's Technical Regulations.



A board is missing.



A block is missing or split in such a way that more than one nail shank is visible. Twisted blocks must not protrude more than 10 mm.



A bottom or deck board is splintered in such a way that more than one nail shank is visible.



Twisted blocks must not protrude more than 10 mm.

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A board is broken transversally or diagonally.

Further features of poor general condition:

1. The safe working load is no longer guaranteed (rotten and decayed, heavy splintering, damaged stringers).
2. The pallet is contaminated in such a way that this may lead to the contamination of the payload.
3. Heavy splintering is visible on several blocks.
4. Unacceptable components have clearly been used (e.g. boards that are too thin, blocks that are too small).

Pallet markings:

The pallet must be marked with:

- Producer
- Product name
- Hillebrand Logistics customer
- Hillebrand Logistics order number
- SCCC label (optional but preferred)
- Number of boxes per pallet (optional but preferred)
- Number of layers on pallet (optional but preferred)

Pallet structure:



One pallet shall contain one SKU (Stock Keeping Unit) per pallet. If goods arrives with more than one SKU per pallet the cost for separating products will be charged to the customer. This also includes vintage. One pallet may only contain one vintage per pallet.

Goods must be securely and tightly stretch wrapped on the pallets to ensure a safe transport on the pallet. Stretch wrap shall be transparent, to ensure damage control procedure upon arrival.

Layers should be made clockwise and next layer counter clockwise and so on. This is to ensure as high payload spread as possible.

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Stretch wrap shall be securely fastened to the pallet, no loose wrap should be hanging from either side.



Goods must be within the parameter of the pallet. No overhang is permitted. In case of overhang the good may be re-palletized and the cost charged.



The producer must ensure that the goods are not stacked too high and thus endangering the integrity of the goods. Collapsed boxes will need re-palletizing and the cost will be charged

Goods must be delivered with bottles standing up. Bottles with necks facing down will need re-palletizing and the cost charged to the customer.

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Measurement restrictions:

Maximum height of a pallet is 1600mm total height

Maximum weight may not exceed 820kg

Pallets exceeding 1600mm may be accepted if allocated storage slots for high pallets are agreed upon per customer agreements appendix. If allocated storage slots are filled the pallets will be re palletized and cost charged to the customer.

Sea pallet: Storage of Sea pallets are limited in numbers and must be allocated on a customer per customer basis in the service agreement. If allocated storage slots are filled the pallets will be re palletized and cost charged to the customer. If no Sea pallet storage allotment is in the service agreement, the pallet will be re-palletized and cost charged to customer.

Sea pallets adhere to the same prerequisites as EUR pallets as mentioned above.

Slip sheet: If slip sheets are used, these may be of either plastic or corrugated board. Slip sheet goods will be palletized upon unloading and cost is charged to the customer. *Note: There is a limited number of containers with slip sheets per day that can be handled*

Loosely loaded goods: Loose loaded goods in container will be palletized upon unloading and the cost is charged to the customer.

Note: There is a limited number of loose loaded containers per day that can be handled

Goods:

Each box is to be clearly labeled with the following information:

Product name
Article number
Barcode

Boxes shall be sturdy in their construction, able to handle the contents of the box as well as the load when stacked on the pallet.

The box must be marked with product number and barcode (EAN128/ITF14) at bare minimum on one side, ideally on all sides. The barcode must be clear and easily scanable. Products for Systembolaget must adhere to requirements set by Systembolaget.

Boxes may not be packed so full that the sides, the top or the bottom are bulging.

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The top and bottom of the box should not be produced in a material or surface coating that may cause it to move during transportation.

The flaps must be properly attached without gaps, so that the box can be handed with a vacuum lift. The weight of the box with contents may not exceed 15 kg.

6. Procedures

Slot time booking:

Inbound deliveries must book a slot time to be able to unload.

Slot time booking must be sent by mail to inleverans@hillebrand.com, no later than 14:00 CET 48 hours (Workdays) prior to the requested day of delivery.

If it is a delivery of 10 pallets or less, the deadline is 14:00 CET 24 hours prior (Workdays)

The earlier you book the greater the chance of getting a slot time on the day they want since we have limited numbers of trucks that can be handled per day.

Arrival to the Warehouse

Hillebrand Logistics warehouse in Sweden is located at Armaturvägen 4 in Jordbro south of Stockholm.

Upon arrival the driver will need to check in at the security checkpoint at the office reception and provide slot time number and ID. After check he will be informed about when he can enter the premises and which gate to be docked to.

Entering the premises without registering at the security checkpoint is strictly prohibited.

Unloading

Upon unloading inbound control will check the pallets to ensure they adhere to the above mentioned prerequisites. If anomalies are found, these will be reported to customer service whom will inform the customer about the situation and that a surcharge will be added.

Driver may under no circumstances break the seals on the trucks

The driver must also have all the relevant documentation with him to ensure process of the delivery.