

# Instruction for the deliveries

For Near/Non Food and Speciality Market Logistics in Neuendorf, Frozen Goods Logistics in Neuendorf and Speciality Market Logistics in Volketswil

The following guidelines are designed to ensure a speedy and orderly reception of merchandise from which you can benefit:

- No or minimum waiting times for correctly delivering
- No idle times for the pallets on the goods reception ramp.
- The delivered pallets can be stored away carefully and without delay.

## 1. Announcement:

All buyers, suppliers, transport firms or lorry drivers must announce the arrival of their merchandise at the competent coordination unit by no later than\* 5.00 pm on the day preceding delivery in order to reserve a delivery time slot. Unannounced transports will be rejected.

(\* Early registration is recommended, delivery time slot for the next days can't be guaranteed.)

### 1.1. Announcement of delivery can be made in two ways:

#### a) Telephone announcement to coordination unit:

Article group	Phone number	E-Mail
Frozen products	+41 58 565 61 31	<a href="mailto:mvn-trl-info-koord@mvb.ch">mvn-trl-info-koord@mvb.ch</a>
40 – 45, 50 – 79 80 – 89	+41 58 565 64 44	<a href="mailto:nnf-warenanlieferung@mvb.ch">nnf-warenanlieferung@mvb.ch</a> Forms on <a href="http://www.mvb.ch">www.mvb.ch</a>
46- 49 assortment SportXX	+41 43 422 42 92	<a href="mailto:MVN-FMT-Avisierung-Camion@mvb.ch">MVN-FMT-Avisierung-Camion@mvb.ch</a>
Returns	+41 58 565 68 51	<a href="mailto:nnf-retouren-logistik@mvb.ch">nnf-retouren-logistik@mvb.ch</a>
Ready-made Neuendorf	+41 58 565 64 35	<a href="mailto:Mehrwertlogistik-Neuendorf@mvb.ch">Mehrwertlogistik-Neuendorf@mvb.ch</a>

#### b) Internet announcement (CamiOnline):

Applications for internet announcement can be made with the corresponding coordination unit.

## 2. Information from suppliers upon announcement:

### 2.1. The following points must be indicated upon announcement:

- Reference article number
- Migros order number (Only for NNF/FM logistics location Neuendorf)
- Number of logistic units to be delivered (pallets)
- Manual unloading yes/no
- Desired day of delivery

### 2.2. Announcement times:

Firm	Announcement hours
All firms	Monday to Friday, 7am–17.00pm

## 3. Reverse information for delivery from MVB:

### 3.1. For reverse deliveries from the MVB to the supplier, the following points are indicated:

- Date and time slot
- Reservation number

## Migros Verteilbetrieb AG

### 4. Delivery

#### 4.1. Delivery hours:

Firm	Delivery hours
MVB Near/Non Food and Speciality Market Logistics, Neustrasse 49 CH-4623 Neuendorf	Monday to Friday 7am–17pm, palletized Monday to Friday 8am–14pm, unpalletized, manual unloading
MVB Frozen Goods Logistics, Industriestrasse 2 CH-4623 Neuendorf	Monday to Friday 7am–19.30pm Monday to Friday 8am–14pm, manual unloading
MVB Speciality Market Logistics, Volketswil Industriestrasse 14 CH-8604 Volketswil	Monday to Thursday 7am–15.30pm Friday 7am–14.30pm

#### 4.2. The following information must be indicated:

- Allotted time slot
- Reservation number (no delivery without reservation number)
- Delivery note, reception list platform
- Package delivery note for MTM partner
- Customs clearance evidence for foreign suppliers

#### 4.3. The following points must be taken into consideration:

##### Delivery time

- It is essential to stick to the allotted delivery time.
- Any delays must be reported well in advance and the newly allotted time respected.
- If the driver is delayed by **more than 60 minutes without prior communication**, the delivery will be deferred to the next day. A new announcement of delivery is required.
- If a delivery has not been notified, this will be rejected if collection is not possible on the same day.
- If a notified delivery cannot take place, this must be cancelled the day before if possible.

##### Load carrier

**Principle:** Deliveries of standard articles must be made only on EUR exchange pallets 1200mm x 800mm.

**Pallet exchange:** The EUR pallet exchange is done according to the following possibilities:

- System bookings (precondition: MTM partner)
- One after the other – pallet exchange (maximum 10 pallets)
- Issuing of pallet coupon (voucher)

Note: No individual pallet accounts are kept with suppliers.

#### 4.4. Delivery quantities

Depending on available capacities at unloading points and resources it is not always possible to accept an unlimited number of lorry deliveries. In the case of large deliveries it is therefore important to discuss the quantities per day with the coordinators and to coordinate them.

(As a rule, **2 lorries per day and supplier** can be accepted).

### 5. Miscellaneous

#### 5.1. Safety

The MVB safety guidelines must be taken into consideration.