

Information sheet for delivery of goods

For the companies Near/Non Food Logistics Neuendorf and Frozen Food Logistics Neuendorf

Change log

Date	Version	Amendment	Remark
22.09.2025	V.17	Customize the locations	Elimination Volketswil
12.2.2025	V.16	Section 4.1 Delivery times NNF Neuendorf	Delivery times shortened

The following guidelines are designed to guarantee speedy and orderly incoming goods, from which everyone benefits. The advantages are:

- No or minimal waiting times for correctly delivering truck drivers
- No waiting times for pallets on the ramp in incoming goods
- Delay-free and careful storage of pallets in the warehouse.

1. Reservation:

All purchasers, suppliers, transport companies or truck drivers must notify the responsible office of their goods arrival by* 5 p.m. at the latest for the next day in order to reserve the delivery time slot. Login can be made a maximum of two months in advance. Unregistered transports will be rejected.

(*Early Login is recommended, a delivery time slot in the next few days cannot be guaranteed)

1.1. The following two registration options are available:

a) Reservation by phone or email to MVB:

Article group	Phone number	Email
Frozen products	+41 58 565 61 31	tkl-koord@mvb.ch
Near/Non Food Products	+41 58 565 64 44 Telephone exclusively for reporting delays	nnf-warenanlieferung@mvb.ch Forms on www.mvb.ch
Returns	+41 58 565 68 51	nnf-retouren-logistik@mvb.ch
Value-added logistics Neuendorf	+41 58 565 64 35	Mehrwertlogistik-Neuendorf@mvb.ch

b) Reservation via web portal (CamiOnLine):

Applications to be able to register deliveries independently via the web portal must be sent to the relevant department in accordance with the table above.

2. Information from suppliers during Login:

2.1. The following points must be stated when making a Login:

- Reference article number
- Only for NNF/FM logistics location Neuendorf: Specify Migros order number. If not yet known at the time of Login, the Migros order number must be reported at least three days before delivery.
- Number of logistics units to be delivered (pallets)
- Manual unloading Yes / No
- Desired delivery day

2.2. Registration times:

Operation	Registration times
All companies	Monday to Friday, from 07.00 -17.00 hrs

Migros Verteilbetrieb AG

3. Feedback for delivery from MVB:

3.1. The following points are reported back to the supplier by MVB during Login:

- Date and time window
- Reservation number

4. Delivery

4.1. Delivery times:

Operation	Delivery times	
MVB NNF Logistics, Neuendorf location Neustrasse 49 CH-4623 Neuendorf	Monday to Friday	07.00-17.00, palletized
	Monday to Friday	07.00-13.30, manual unloading
MVB Frozen Food Logistics, Neuendorf location Industriestrasse 2 CH-4623 Neuendorf	Monday to Friday	07.00-19.30
	Monday to Friday	08.00-14.00, manual unloading

4.2. The following information must be available:

- Assigned time slot
- Reservation number (no delivery without reservation number)
- Delivery bill, receiving list Platform
- Container delivery bill for MTM partners
- Proof of customs clearance for foreign suppliers

4.3. The following points must be taken into account:

Delivery time

- An allocated delivery time must be strictly adhered to.
- Any delays must be reported in good time and the rescheduled date must be respected.
- If the driver is more than 60 minutes late **without** prior notification, delivery will be refused by MVB. A new registration with unloading on the following day is necessary.
- If a delivery has not been notified, it will be rejected.
- If a scheduled delivery cannot take place, it must be canceled at least 72 hours in advance.

Load carrier

Basic principle: Deliveries of standard items must be made exclusively on 1200mm x 800mm exchangeable pallets.

Pallet exchange: The EUR pallet exchange is processed in the following ways:

- System bookings (prerequisite MTM partner)
- Train-to-train pallet exchange (maximum 10 pallets)
- Issue of pallet voucher (voucher)

Note: No individual pallet accounts are kept with suppliers.

4.4. Delivery quantities

In principle, two truck deliveries per day are accepted per supplier. Larger delivery quantities must be coordinated in advance with the owner of the goods and the responsible office at MVB.

5. Miscellaneous

5.1. Security

The MVB safety guidelines must be observed.