



Guidelines: Delivering to Bunzl Retail & Industry

February 24, 2026
V7



We don't wait for the future. We create it ourselves.

Content.

p.04	EDI & register	p.14	Outer boxes
p.06	SSCC/GSI labels	p.16	Packing units
p.08	Pallets	p.18	Food & chemicals
p.12	Labels	p.20	Shipping & returns

01 • EDI & register

EDI.

A delivery must be announced ahead of time via an EDI shipping message (DESADV message level 4 according to the guidelines established by GSI Netherlands).

For questions, please contact our [EDI specialist](#).
Contact details can be found at the bottom of this document.

Register.

Shipments must include a packing slip with our purchase number.

Shipments for the location in **Arnhem** must be registered 48 hours in advance by emailing to ontvangst.arnhem@bunzl.nl

Shipments for the location in **Haps** must be registered 48 hours in advance by emailing to ontvangst.haps@bunzl.nl

The opening hours of the goods receipt department in Arnhem and Haps are Monday to Friday from 8:00 AM to 4:00 PM.



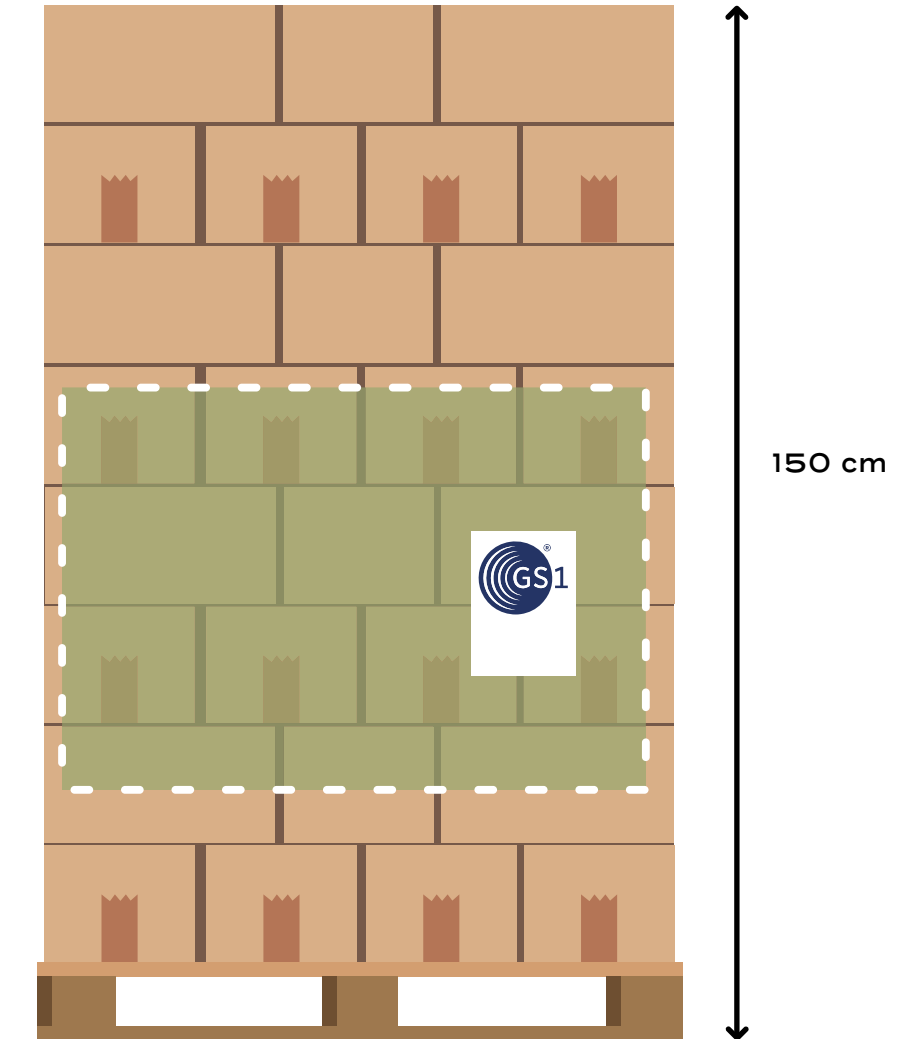
**We're al committed
and want to move
forward.**

D2 • SSCC/GS1 labels

SSCC/GS1 labels.

The SSCC label is linked to the EDI shipping message. So, quality and the correct placement of the label are critical.

- Label positioning: At least on one of the long sides and on one of the short sides of the pallet at the indicated height.
- The label must be placed to ensure the barcode is oriented horizontally.
- When using film, the label must be placed on the film.
- When no film is used, never place the label over two packing layers because of unstacking.

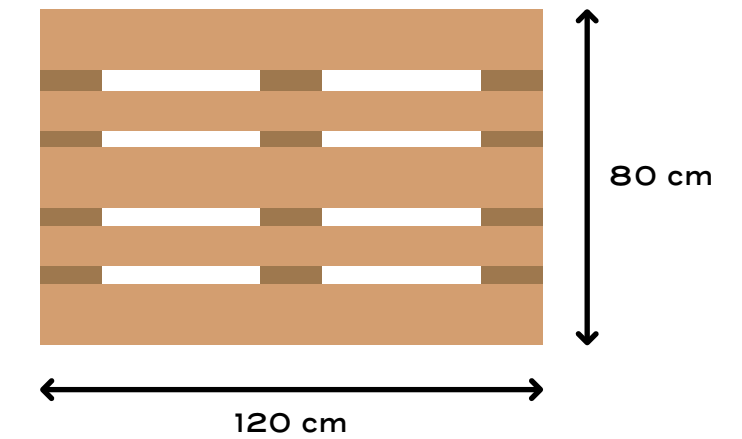


03 • Pallets

Pallets.

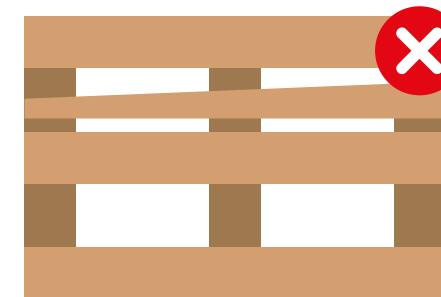
Permitted pallets.

- Unless otherwise stated and agreed upon, the delivered goods must be delivered on 80 x 120 cm euro pallets with a maximum height of 150 cm.
- Pallets must be handled according to ISPM15 guidelines.
- We exchange euro pallets one-to-one. In the case of a credit, the delivering party must bring signed documentation to prove their entitlement.

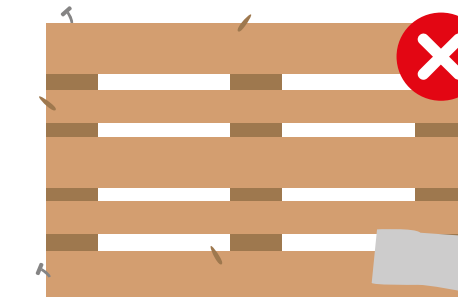


Pallet quality.

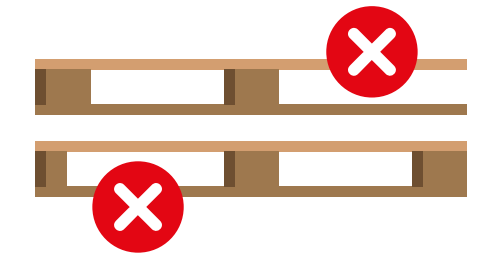
Pallets must be undamaged and clean: No missing parts, protruding nails or splinters, or stickers on the pallets.



Board damaged or missing.



Pallet has nails, stickers and/or splinters.

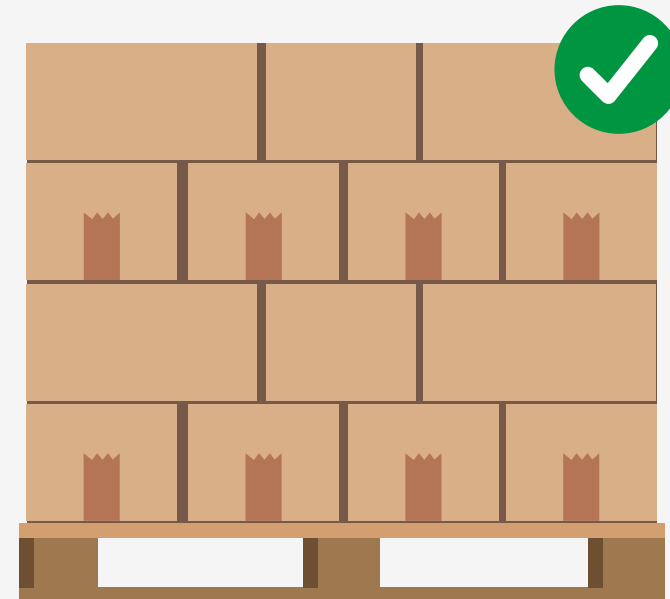
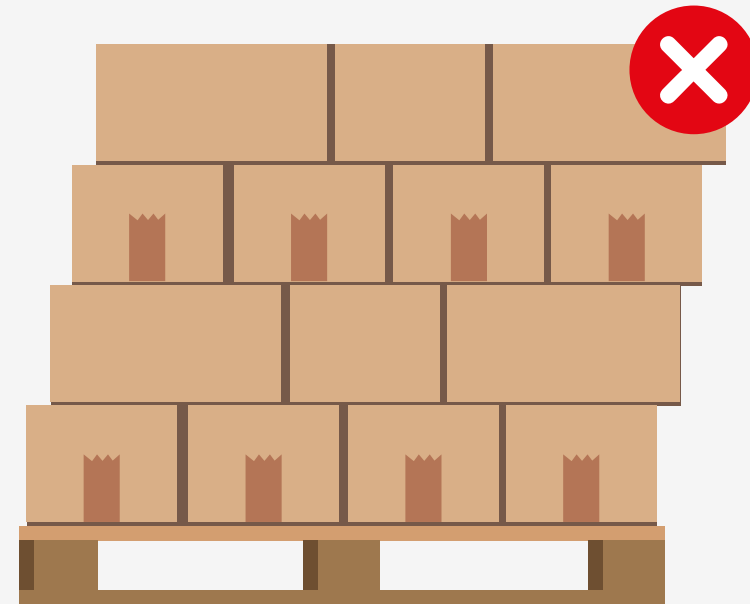


Block is missing or incomplete.

Stacking.

The pallet stack must meet the following conditions:

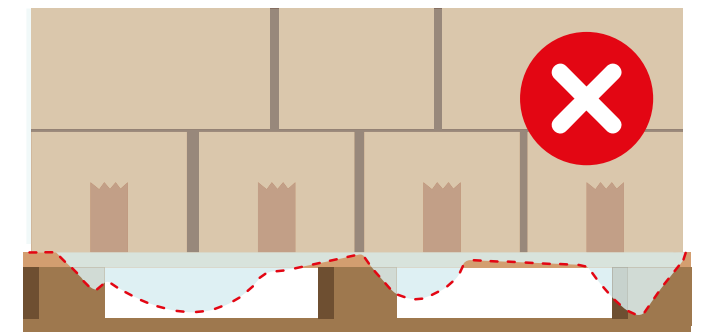
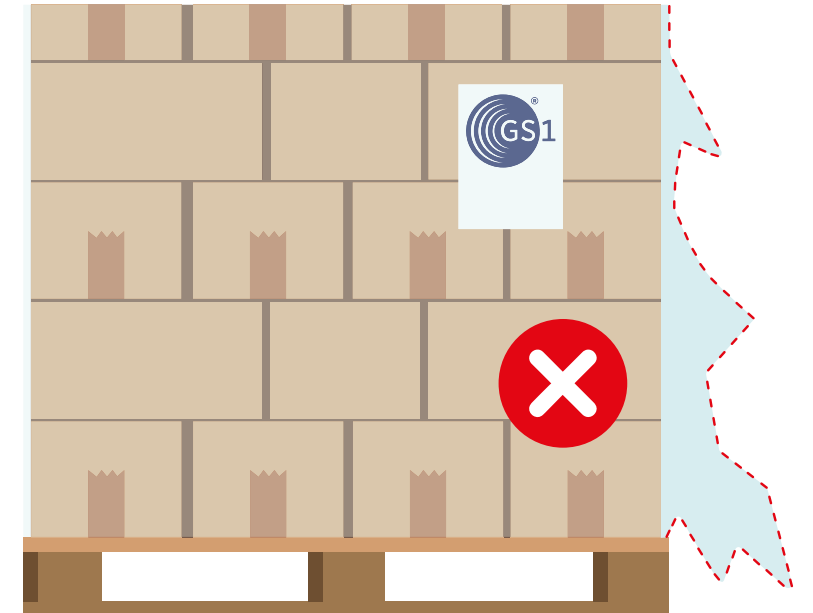
- One pallet = one item only (with one THT (expiry date)). Multiple items always need a pallet inserted between them.
- The packages on a layer must be stacked to ensure all items are at the same height.
- All layers contain the same number of packages.
- The stack contains no 'tunnel' or 'chimney' (no empty centre hole).
- The maximum euro pallet weight including load is 700 kg. For a block pallet, it is 900 kg.
- The stack must be stable and upright (vertical): The maximum overhang (both inwards and outwards) is a total of 30 mm on the short sides and 50 mm on the long sides.



Pallet securing.

Securing a pallet provides additional stability. But, if done incorrectly, it can also cause many problems in the process. So, it must meet the following requirements:

- The film must be transparent.
- The film does not run underneath the pallet, keeping the holes free for the forks of a forklift or pallet truck.
- No loose film to prevent film from getting between system components and conveyor belts.
- If you use straps, these must never run underneath the pallet.



04 • Labels

Labels.

Labels must meet the following requirements:

- All delivered packages/boxes must have a label affixed that is easy to read.
- The label (including EAN code) must be externally visible on the box and with Bunzl Arnhem’s article number and article description.
- The label lists the contents of the packaging unit.
- If applicable, the production code is listed on the label.
- If applicable, the hazard class is indicated on the label.



EAN code

Article number
Article description
Packaging unit contents
Production code (if applicable)
Hazard class (if applicable)



05 • Outer boxes

Outer boxes.

Outer boxes must meet the following requirements:

- Shipments whose boxes are damaged will be refused for quality reasons.
- Incomplete packing quantities (remainder boxes) will not be accepted.
- The quality of the outer box may not be changed without permission of Bunzl's Purchasing Department.
- Packaging must be delivered as neutral as possible. So, no mention of brand or company name.



Starting from your own strength.

06 • Packaging units

Packaging units.

Packaging units must meet the following requirements:

- Packaging units may not be changed without permission of Bunzl's Purchasing Department.
- Also, changes in pallet stacking and number of layers per pallet are not allowed without permission of Bunzl's Purchasing Department.
- You must not use remainder packaging.
- The maximum weight per packaging unit is 23 kg.



Even the tiniest idea can make a huge difference.

07 • Food & chemicals

Products intended for ‘Food’.

All products that come into contact with food must be hygienically packaged. The box must have the food safety symbol. Exceptions are products that logically come into contact with food, such as cups, plates, etc. If products contain allergens, this must be clearly listed on the box.



Challenging
yourself and
each other.

08. Shipping & returns

Direct delivery to our customer.

- For direct deliveries to the customer, the default method is carriage-paid house shipments unless agreed otherwise.
- In the event that we request direct delivery, we want to receive a copy of the delivery note on the day of shipment. This must be sent digitally to orderbevestigingen arnhem@bunzl.nl

Refusing shipments.

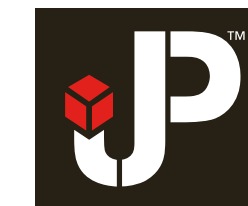
In principle, we refuse all shipments that do not meet our requirements. Refused shipments must be returned immediately.



Any questions?
Feel free to get in
touch with us.

Bunzl Retail & Industry

Delta 57
6825 ML Arnhem
The Netherlands
026-384 38 38
info-arnhem@bunzl.nl
www.bunzlretail.nl



Mark van Heerewaarden

EDI Contact
edi.arnhem@bunzl.nl

 Make the difference.