



## **DELIVERY INSTRUCTIONS**

Saint-Gobain Distribution Denmark A/S • Park Allé 370 • 2605 Brøndby • Tlf 48 78 40 00

**11 golden rules regarding deliveries for  
Saint-Gobain Distribution Denmark A/S**



## **1. GUARANTEE FOR DELIVERY**

- A. The supplier must always achieve a guarantee for delivery of at least 95 % according to our trade agreement.
- B. The ability to deliver will be supervised and the material will be part of our evaluation of suppliers.
- C. Only one delivery per purchase order is allowed unless otherwise stated in our written purchase order and without back orders/part deliveries. Possible back orders must always state time of delivery.

## **2. BASIC INFORMATION**

- A. The supplier must always be able to provide basic information (supplier item number, customs tariff, UNSPSC-no, sales unit, measurements per unit (length, width, height), weight per sales unit, number of items per bag/carton/pallet layer/pallet/other packing units and EAN-13/ITF bar code) for SGDD active assortment. This piece of information must always be stated if new products are acquired in the assortment.
- B. The supplier must always inform SGDD if one or more products are subject to changes as regards item number, measurements, weight, package size or characteristics of the product.
- C. The supplier must always keep SGDD informed about name, mail address and phone numbers for

the contact persons dealing with SGDD's purchase orders.

## **3. ORDER CONFIRMATION**

Unless specifically agreed with the purchaser all purchase orders must be confirmed no later than 48 hours after receipt of the order. Order confirmations must include:

- Delivery address including letter/number of delivery gate
- SGDD purchase order number
- Product description / item number/supplier item number
- Delivery date at the address stated by SGDD
- Price, discount and delivery terms

We expect the delivery date stipulated by SGDD to be observed. If a delivery date cannot be observed, order confirmation stating the changed date of delivery must be forwarded.

#### **4. TRANSPORT PAPERS**

**A. The consignment note must clearly indicate:**

- Delivery address including letter/number of delivery gate
- Number and type of pallets/parcels
- Weight
- Carriage cost details
- All SGDD order and department numbers (warehouse code)
- All delivery note numbers

**B. The delivery note must clearly indicate:**

- Delivery address including letter/number of delivery gate
- SGDD purchase order and department number (only one purchase order per delivery note).
- Position number of purchase order (delivery note must follow position numbers of the purchase order)
- SGDD item number and supplier item number
- Number of items delivered (number of items per charge number if certificate goods). A packing list is also required with large orders.




**C. Other demands on the delivery note:**

- Only one delivery note per purchase order is required. More delivery notes for one purchase order are not allowed on the same delivery and more purchase orders on the same delivery note are also not allowed.

- Separate delivery notes for combined (stock goods and non-stock goods) purchase orders are required and the same rules apply for these delivery notes.

## 5. DELIVERY

- A. Delivery no later than 2.00 PM on agreed delivery day however 12.00 AM on Fridays (unless stated otherwise in the purchase order). Delivery must always take place on agreed delivery date unless otherwise agreed.
- B. Receipt of goods opening hours: Weekdays 7.00 AM to 2.00 PM, however 12.00 AM on Fridays. Any later delivery only possible if agreed with the manager of the receipt of goods.
- C. Deliveries must take place at correct gates as per our purchase order.
- D. Delivery of items differing from our purchase order is not allowed.
- E. On delivery of full loads the forwarder must give notice of the delivery at least one day before the delivery to the receipt of goods.
- F. Deliveries without the necessary transport documents will be refused by the receipt of goods.
- G. On delivery to Saint-Gobain Distribution Denmark the suppliers commit themselves to deliver and exchange goods on marketable EUR-pallets 800 x 1200 mm. Alternatively non-returnable pallets of the same measurements 800 x 1200 mm will be accepted.

Article unit:	The following information must be visible on the article unit:
<b>Sales unit</b> Pcs., pair, kgs, metres	<ul style="list-style-type: none"> <li>• SGDD / supplier item number</li> </ul>
<b>Retail unit</b> Contains one or more sales units 	<ul style="list-style-type: none"> <li>• SGDD / supplier item number on sales unit</li> <li>• Number of sales units per retail unit</li> </ul> <p>At least item number for sales unit and number of sales units must appear.</p>
<b>Wholesaler unit</b> Contains one or more retail units 	<ul style="list-style-type: none"> <li>• SGDD / supplier item number on sales unit</li> <li>• Number of retail units per wholesaler unit</li> <li>• Number of sales units per wholesaler unit</li> </ul> <p>At least item number for sales unit and number of sales units must appear.</p>
<b>Pallet</b> Contains one or more sales units / retail units / wholesaler units 	<ul style="list-style-type: none"> <li>• SGDD / supplier item number</li> <li>• Number of wholesaler units per pallet</li> <li>• Number of retail units per wholesaler unit</li> <li>• Number of sales unit per retail unit</li> </ul>

## 6. MARKING AND PACKING

- A. The following rules of marking must be observed unless otherwise agreed:
- The goods must be piled up so that the marking on the pallet is visible. If the goods are packed in a parcel, the marking must be visible on the parcel.
- B. Transport packaging:
- The goods must be packed, loaded and stowed so that the transporter's lorry is easy to unload, reducing the risk of damaged goods and injured employees and ensuring that the goods arrive dry.
  - In general, each parcel should only contain one item number unless otherwise agreed and one item number must only be packed in one type of packaging on the same delivery. Each retail unit must contain the same number of sales units and each wholesale unit must contain the same number of retail units.
  - A mixed pallet containing different item numbers must be separated, so that sales units are placed in layers or clearly separated by cardboards, plastic or pallets. One item number must not be divided on several mixed pallets.
  - Goods must be delivered on approved EUR pallets = 800x1200 mm and with a pallet height of max. 1200 mm from the floor unless separated by pallets.
  - Goods delivered on EUR pallets must not overhang/exceed the pallet.
  - The weight of each EUR pallet must not exceed 1000 kgs.



- Each parcel must be marked with SGDD order number, item data, item number and number of items. Further- more, every parcel must be marked in accordance with packing list, if any.
- The delivery note must be enclosed in a visible way, i.e. in a plastic folder attached to the delivery.
- Steel pipes:
  - Pipes in bundles must be delivered on joists.
  - Pipe bundles max. weight = 1000 kgs.
  - Slings/straps and similar loose material must be removed prior to the delivery
- Transport packaging which is manually handled should have a max. weight of 15 kgs per package due to recommendations by the Factories Inspectorate.
- It is not allowed to pack several SGDD orders in the same package, not even balance orders. The orders must be physically separated and separately marked.

C. Sales packaging:

- Only one sales unit per sales packaging is allowed, and the sales package must only consist of one physical unit.
- All goods – especially all goods in SALES PACKAGING such as bags, parcels, cartons etc. must be marked with EAN-13 bar code on SMALLEST SALES UNIT (= SGDD's sales and invoicing unit).

- Sales packaging must be packaging suited for EUR pallets.

## **7. COMBINED (STOCK GOODS AND NON-STOCK GOODS) PURCHASE ORDERS**

- A. Combined purchase orders delivered together with warehouse orders must always be separately packed.



- B. Combined purchase orders must always have separate delivery notes following the previous mentioned rules.
- C. Combined purchase orders must always have separate invoices.

Only one invoice per delivery note is allowed and separate invoices are required for combined purchase orders.

**8. INVOICING** (applying to all deliveries to SGDD):

- A. Invoices must always be addressed to: Saint-Gobain  
Distribution Denmark A/SPark  
Allé 370, P.O.  
DK-2605 Brøndby
- B. Place of delivery must be clearly stated.
- C. SGDD order number and department number/ware- house code must be clearly stated on the invoice (only one order number per invoice).
- D. On invoices from abroad the following information must be stated:
  - Supplier's VAT registration number
  - Weight
  - HS-Codes
- E. SGDD must receive invoices no later than on the 2nd working day following the month in which delivery took place. The date on invoices received after this date will be altered, i.e. postponed to the month following delivery and payment will likewise be delayed by one month. Invoices must be forwarded by EDI or electronically as a PDF-file for each invoice to the email address: [Invoice@sgdd.dk](mailto:Invoice@sgdd.dk).



## **9. CHARGE NUMBERS / WORKS CERTIFICATES**

- A. Charge numbers must be clearly stamped on the goods.
- B. Only one charge number per pallet/bundle.
- C. Bundles must be marked with charge number on a label.
- D. Works certificates must always be addressed to: Saint-Gobain Distribution Denmark,  
Att.: Certificates Department  
Alsvej 18  
DK-8940 Randers SV  
Email: [certifikat094@saint-gobain.com](mailto:certifikat094@saint-gobain.com),  
or by fax +45 89 19 02 17 or state website and code so that these are available at the latest with the arrival of the goods.
- E. Works certificates are considered a part of the delivery and final date for payment will be calculated from the latest arrival.

## **10. SAFETY**

- A. Safety is top priority at SGDD.
- B. Packing must be properly on grounds of safety.
- C. All mandatory signs about safety at the entrance of the warehouse must be followed.
- D. All drivers must wear safety vest and safety shoes (can be borrowed).
- E. Smoking is only allowed in special areas.
- F. Going about the warehouse areas without being accompanied by a SGDD employee is not allowed. If above safety regulations are not followed, we have to ask the driver to leave the area, as safety is our first priority.



## **11. GENERAL RULES**

- A. Faults and shortages: Naturally, it is only possible to discover any visible faults or shortages upon arrival. SGDD therefore reserves the right to send any claims concerning faults and shortages to the supplier within 8 days.
- B. If discrepancies between invoice and supplied quantity, or price mistakes on purchase orders for our central warehouses, we might have to issue an invoice, which would be deducted from our next payment.
- C. Slow moving items can be returned or exchanged with fast moving items without any deduction. Information about discontinued products must be informed to SGDD at least 3 months before the official discontinuance. Otherwise SGDD reserves the right to return the items without any deduction. If SGDD place an order for a discontinued product, the supplier must immediately inform the SGDD purchaser in order to adjust the purchase order.
- D. Validity. This Delivery Instruction applies unless otherwise agreed with SGDD.
- E. Areas applicable: This Delivery Instruction especially applies to our central warehouses, but in principle it applies to all our warehouses and shops.

**Logistic  
Center  
Randers**

(warehouse code  
094)

Alsvej 18

DK-8940 Randers SV

Reservation  
warehouseRanders

(warehouse code  
003)Alsvej 18 Port D  
DK-8940 Randers SV

**Transit  
warehouse  
Randers**

(warehouse code

078)Alsvej 18, Port B

DK-8940 Randers SV

**Export packing  
department**

**Randers**(warehouse  
code 069)

Furvej 1

DK-8940 Randers SV

**Logistic  
Center  
Brøndby**

(warehouse code  
004)

Abildager 16

DK-2605 Brøndby

**All contact to above mentioned  
departments:**

Tel: +45 48786363, Mail:  
[Logistiksupport@sgdd.dk](mailto:Logistiksupport@sgdd.dk)

[www.bd.dk](http://www.bd.dk)

SGDD collects all of French industry conglomerate Saint Gobain's Danish activities within building distribution. The Danish group comprises more than 60 outlets operating under the well-known brand names Brødrene Dahl, Protræ, Øland, and Zupply. SGDD employs approx. 950 people and has an annual turnover of approx. 0.6 billion EUR.

Saint-Gobain is one of the world's largest enterprises, its activities spanning development, production, and distribution of construction materials, glass, and specialist products. Saint-Gobain is Europe's leading distributor of construction materials, sanitary ware, heating, and plumbing materials.

