

Unilever Procurement

Goods delivery specifications



Logistics information

Please inform your Unilever contact of various **logistical information**, by email.

Order unit

Every delivery **MUST** comprise the following data:

- a. Brand
 - b. Description of article
 - c. DO number
 - d. Article code = Unilever Code (8xxxxxx)*
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Delivery note

The delivery note /consignment note **MUST** comprise the following data:

1. Name of supplier
2. Delivery address
3. Delivery date
4. Unilever contact person
5. Total number delivered
6. Number per outer carton
7. Purchase order number (DO number)
8. Clear description of article, consisting of:
 - a. Brand
 - b. Description of article
 - c. Article code = Unilever Code (8xxxxxx)*

Receiver's signature and name in block letters

Outer carton label

The outer carton label **MUST** comprise the following data:

1. Purchase order number (DO number)
 2. Number of pieces per outer carton
 3. Clear description, consisting of:
 - a. Brand
 - b. Description of article
 - c. Article code = Unilever Code (8xxxxxx)*
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Pallet card

The pallet card **MUST** comprise the following data:

1. Name of supplier
2. Purchase order number (DO number)
3. Clear statement of quantities:
 - a. Number per outer carton
 - b. Number of outer cartons
 - c. Number of outer cartons per pallet
 - d. Total number of pallets order
4. Unilever purchaser
5. Clear description of article, consisting of:
 - a. Brand
 - b. Description of article
 - c. Article code = Unilever Code = Unilever Code (8xxxxxx)*

*** DO number and Article codes (Unilever Code 8xxxxxx) are mandatory for delivery to the DHL Unilever Warehouse**



Points for attention

- Deliveries must be reported to the relevant delivery location at least 48 hours in advance
- Under deliveries are not allowed
- Only CHEP pallets or EURO pallets* will be accepted, disposable pallets are not allowed!
***Notice there will be no exchange of white euro pallets!**

Delivery of goods will be REFUSED when:

- Data / specifications (as mentioned on the previous page) is stated incorrectly.
- Purchase order number (DO) or the article code is missing.
- Delivery was not notified upfront.
- Delivery is not performed according to the delivery specifications of the relevant delivery location (see next page for information about various Unilever warehouses).
- Delivery is not on CHEP or EURO pallets
- Goods are exceeding the standard dimensions of the pallet 120 x 80 x 185 (max height).



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Contact and delivery information per logistic service providers

DHL BORNEM Dépôt 1B (POS Materials Foods + HPC)

This procedure is applicable if the following conditions are met:

- Palletised goods
- Homogeneous pallets
- CHEP pallets or EURO pallets, suitable for the pallet conveyor (good quality + standard sizes 80x120x185cm).
Disposable pallets are not allowed!
- Notice exchange of white euro pallets is impossible.
- No overhang on the pallets
- Vehicle unloaded by the driver
- In case of delivery on CHEP Pallets:
Please use CHEP account 5000395677
(for delivery @ **DHL POS** only)

Coordinates:

Reception DHL Bornem Dépôt 1B
Oude Sluisweg 32 – 2880 Bornem BE
Tel: +32 03/443.67.40
cs.bornem@dhl.com

Delivery appointments:

- Each transporter makes an appointment with DHL by fax/email.
- Appointments can be made from one week before the appointment day until 13:00 hrs on the working day before your appointment day.
- Appointments are made on the half hour: 08.00 hrs; 08.30 hrs; 9.00 hrs; ...
The hours to unload at DHL are from 08.00 hrs until 15.00 hrs.
- In addition to the expected arrival time, the agreement must contain: the name of the transporter, customer name, loading point, number of pallets and name and telephone number of contact person
- If appointment is OK.
The DHL dispatch officer will confirm the requested appointment(s) at the latest 1 hour after receipt of the fax/email.
(please note : answer can only be given during office hours, i.e. 8.30 hrs until 15.00 hours)
If the appointment is not OK.
In the event of a double booking for a particular appointment hour, the dispatch officer will give priority to the transporter who made the appointment first. The other transporter(s) will be sent a fax / email within the hour if there is a difference of 1 hour or less between the new appointment and the requested one. If there is a larger difference, the dispatch manager will telephone the transporter to make a new appointment.



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Day of arrival:

- The appointments calendar is printed by the dispatch officer at the latest before the first listed vehicle reports. The calendar is suspended clearly visible for consultation by afferent drivers and dispatchers, load masters and retrackers. The printed version is used to apply consistently the appointments made to the satisfaction of the transporters, the warehouse staff and retrackers.
- On the day of arrival, the driver will report about 30 minutes before the reported appointment time at the dispatch office before going to the unloading location. The dispatch officer gives the driver a badge stating the time and location at which the driver may unload. (see flowchart)
- Transporters who report after the agreed hours, cannot get an unloading guarantee, not even with delay. At most, unloading can be allowed as soon as capacity permits it. (see flowchart). The time of appointment will be strictly adhered to.
- If a made appointment cannot be respected, the transporter must always notify the DHL dispatcher.
- Appointments made can still be moved on the day of delivery itself if there are still free time slots available at the planned capacity. If this is not the case, no guarantee to unload can be offered, neither to the customer nor to the transporter.

General comments:

- If it emerges that a transporter systematically makes false appointments or more appointments than he actually needs, it will be decided that no more appointments will be accepted for this transporter. After all, an overbooking creates dissatisfaction among other delivery transporters and causes overcapacity at DHL.
- If upon arrival at DHL, the cargo turns out to have toppled over, the conditions for appointments for normal unloading operations are no longer valid. If the driver can correct the error himself and if there is a location for unloading available, the cargo can be unloaded anyway. If not, a new appointment should be made in accordance with procedure B, non-standard unloading.



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DHL Bornem Dépôt 1A (repack & premiums)

Oude Sluisweg 32
B – 2880 Bornem

DHL Bornem, 03/443.60.15 or .16
Contact: Sales Bornem
E-mail: cs.bornem@dhl.com

This procedure is applicable if the following conditions are met:

- Palletised goods
- Homogeneous pallets
- Pallets suitable for the pallet conveyor (good quality + standard sizes 80x120cm)
- CHEP pallets or EURO pallets. Disposable pallets are not allowed!!!
- Notice exchange of white euro pallets is impossible.
- No overhang on the pallets
- Vehicle is unloaded by the driver

For all deliveries @DHL Bornem, please use the following CHEP accounts:

- **When delivery on CHEP, please use account 0100648698**
 - ➔ If delivery is planned for DHL REPACK (Repack department, other part in the warehouse Dépôt 1A)

Hageman Hardware

Ambachtsstraat 48
B – 2390 Westmalle

Person of contact : Rick Scholtes
tel: 0031 78-6230519
Mobile: 0031 6-22693674
Fax: 0031 78-6230548
E-mail: r.scholtes@hageman.nl

Unilever Benelux Brussel

Humaniteitslaan 292
1190 Brussel - BE
Tel: +32.23336963

Deliveries at Unilever Benelux Brussels are only possible at the following times:

Between 08.30 and 12.30
Between 13.30 and 15.30.

Report via the intercom system located at the entrance of the Bollinckxstraat. Press the “UNILEVER” button.

Before and after the hours listed above, there is no possibility to deliver goods.

The truck (or van) must be fitted with a loading ramp due to missing unloading dock. For deliveries without without loading ramp there are 2 options:

1. The consignment is returned.
2. The goods are unloaded manually by the driver.

For further information, please contact your Unilever contact.

