

Handling of Reusable Equipment by Drivers

"MTM Manual for Drivers"



Revised version, February 2020

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About the publisher:

Migros Reusable Equipment Management (MTM) centrally serves a comprehensive reusable equipment pool for the Migros Group and its suppliers. The pool is primarily equipped with reusable plastic containers of different sizes that can be utilised differently, supplemented with additional loading tools, for each purpose and application along the Migros supply chain. They include plastic and EUR pallets, folding boxes/frames and M-tainers.

MTM provides the following services in relation to this pool:

- Daily management and provision of all available reusable equipment
- Procurement and maintenance of the reusable equipment
- New and further development of charge carriers
- Quality assurance

- Administration

Introduction

The improper handling of goods at loading bays can lead to problems and costs that could have easily been avoided at little cost in the first place.

This document explains the rights and duties relating to the handling of goods at the loading bays of Migros facilities. It also includes the basic rules as well as the options available in the event of a dispute.

Guidelines for the exchange of charge carriers at Migros

- The EPAL exchange criteria are buses for the exchange of pallets at Migros. Individual Migros locations require a higher quality level. This is specified in the delivery requirements. For details, see section entitled "Pallet exchange with Migros."
- All complaints must be made at the loading bay at the time of delivery. Consignments are considered accepted when the delivery slip is signed. Complaints cannot be accepted at a later date.
- Disagreements or discrepancies regarding the quantity and quality must be resolved on site. MTM may be consulted if the parties cannot find a solution on site.
- Ordered exchange equipment must be collected on the scheduled reservation date. If this is not possible in exceptional cases, MTM must be informed in advance so that the exchange equipment can be collected on the following day. Failure to do so will result in the cancellation of the order.

Drivers' rights

- Drivers are entitled to receive containers and pallets in the ordered quality.
- Drivers are entitled to complain about faults and quality defects during handover at the loading bay. They also have the right to demand the replacement of exchange equipment for which complaints are justified.
- Drivers are entitled to demand the return of faulty pallets that are not replaced or not listed on the pallet voucher. They shall receive the same number of faulty pallets that were delivered.

Drivers' duties

- Drivers are required to identify themselves at the loading bay, ideally with the booking number (on the TGIS delivery slip). If this number is not known, drivers must identify themselves via the customer (consignor or consignee) and the consignment (pallets, BN containers, etc.). Drivers must consult their consignor if clear order identification is not possible.
- Drivers must conduct receipt controls and obtain confirmation of the handover of the reusable equipment (the number, type and quality) and/or the proper delivery of the goods. Quantity-related deviations are to be noted on all delivery slips.
- Drivers are responsible for ensuring that they receive delivery documents or hand them over to the relevant recipient.
- Specified delivery conditions, whether general site-related (see below) or order-related (e.g. gate number, time slot), must be observed at all times.

Pallet exchange with Migros

General information

There are three options for exchanging EUR pallets used in goods traffic with Migros:

- **Pallet exchange:** 1:1 exchange of EUR pallets on site
- **Pallet voucher:** The driver receives a pallet voucher (especially for deliveries to MDN and MDS). Vouchers for EUR-exchange pallets can be redeemed in one of the 10 cooperatives.
- **MTM partnership** (TGIS delivery slip): No on-site billing of pallets. The pallets are booked via an account.

Complaints about the quality of reusable equipment

In general, the EPAL exchange criteria apply throughout Migros (see annex). However, individual Migros companies may demand a higher quality level. This is specified in the relevant delivery requirements.

Complaints about the quality of containers and pallets must be made on site at the loading bay. Drivers must check and confirm the number and quality of the containers and pallets handed over. This procedure must also be followed for full truck-loads.

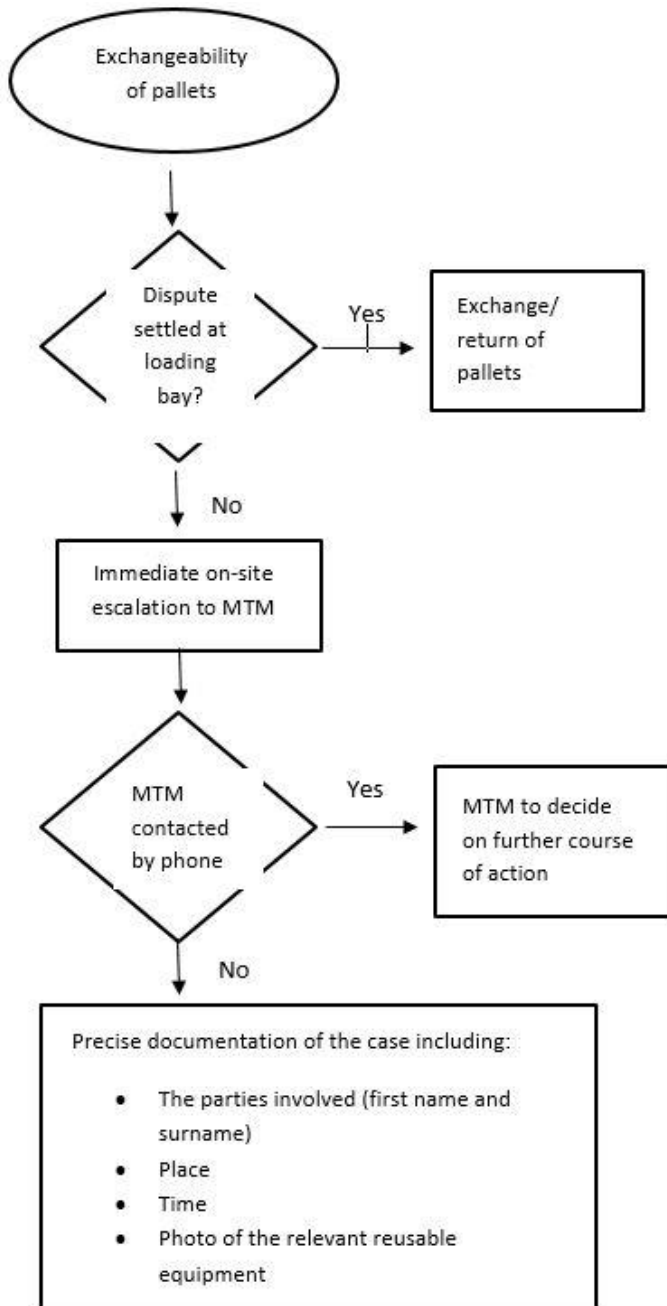
Containers/pallets that do not comply with the ordered quality as well as wrong containers/pallets can be exchanged (individually or in stacks). The number and quality are deemed accepted upon signing the delivery papers. Complaints issued at a later date cannot be accepted as it is no longer possible to determine the grounds for complaint.

Drivers are entitled to demand the return of faulty pallets that are not replaced or not listed on the pallet voucher. In such cases, the driver shall receive the same number of faulty pallets that were delivered.

In the event of a dispute regarding the quality of the ordered charge carriers, the matter should be escalated immediately on site by calling and consulting MTM.

In exceptional cases in which it is not possible to resolve the matter at the loading bay or contact MTM by phone, the matter may be submitted to MTM for assessment. In this case, the matter must be described precisely and the place, time and contact person must be documented on site.

Procedure for managing deviating assessments of the quality of containers



In general, the parties should agree at the loading bay on the exchangeability of the pallets.

The matter may be escalated to MTM for consultation if the parties cannot agree on the exchangeability of the EUR pallets at the loading bay. In such cases, MTM will decide on the appropriate course of action.

If MTM cannot be contacted by phone, the matter must be documented precisely, specifying the place, time and contact person and including photographs of the charge carriers. This report must be submitted to MTM.

Federation of Migros Cooperatives
Migros Reusable Equipment Management
Limmatstrasse 152
CH-8031 Zurich
Tel.: +41 58 570 3488
E-mail: mtm@mgb.ch

General information

EPAL exchange criteria

Example of a reusable EUR pallet (800 x 1200 mm) in the European pallet pool:



Non-exchangeable EUR pallets

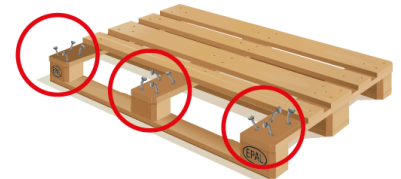
EUR pallets with one or more of the following types of damage are no longer reusable and must be repaired by a certified repair service.

EPAL-Tauschkriterien / nicht tauschbar sind:



www.epal.ch

Ein Brett fehlt.



Ein Klotz fehlt oder ist so gespalten, dass mehr als ein Nagelschaft sichtbar ist.



Ein Brett ist so abgesplittert, dass mehr als ein Nagelschaft sichtbar ist.



Verdrehte Klötze dürfen nicht mehr als 10 mm überstehen.



Ein Brett ist quer oder schräg gebrochen.



Die Markierung rechts sowie die Markierung links fehlen.



Weitere Merkmale für Wegfall der Tauschfähigkeit:

- Die Tragfähigkeit ist nicht mehr gewährleistet (morsch und faul, starke Absplittierungen).
- Die Verschmutzung ist so stark, dass die Ladegüter verunreinigt werden.
- Starke Absplittierungen sind an mehreren Klötzen vorhanden.
- Offensichtlich sind unzulässige Bauteile verwendet worden (z.B. zu dünne Bretter, zu schmale Klötze).

Proper handling of EUR pallets

Every year, Migros Reusable Equipment Management spends millions repairing and replacing pallets. On average, each pallet must be repaired once a year.

One of the reasons for these high costs is improper handling during cross-docking. We are aware that pallets are also subject to various other types of improper handling, including incorrect insertion of forklift arms, pushing, pressing, etc.

In general, the following points must be observed for cross-docking at Migros:

Avoid loading sideways!

Obviously, this is not always possible in practice. Forklifts sometimes have to insert their arms and lift pallets sideways in order to load them onto a trailer/truck or when transporting them at branch stores. However, this too can be done carefully.

Only use forklift arms with a marking! Drive the forklift truck so that the arms under the pallet are inserted all the way up to the marking. Do not lift the EUR pallets beforehand because this will cause the runners to break.



Thank you for handling our reusable equipment, especially our EUR pallets, with care. Your cooperation helps us keep pool maintenance costs low.

Types of reusable equipment

Type Packing type Nominal size FMC art. no.	Migros-A/N Container 2000, universal 400 x 300 x 133 mm 0101.309	Migros-B/N Container 2000, universal 600 x 400 x 133 mm 0101.307	Migros-C/N Container 2000, universal 600 x 400 x 266 mm 0101.308	Migros-D/N Folding container 600 x 400 x 400 mm 0101.314
				
Type Packing type Nominal size FMC art. no.	Migros-E/N Meat container 600 x 400 x 88 0101.381	Migros-H 20-unit wire mesh 400 x 300 x 100 mm 0101.317	Migros-U Container 2000, universal 600 x 400 x 200 mm 0101.319	Plastic half pallet 1/2KN-Pal 800 x 600 x 150 mm 0101.175
				
Type Packing type Nominal size FMC art. no.	Reusable EUR pallet 800 x 1200 x 144 mm 0101.300	2m pallet 800 x 2000 x 144 mm 0101.305	Plastic pallet P1-01 Type P1-01, reinforced 800 x 1200 x 160 mm 0101.171	Plastic pallet P2-01 Type P2-01, not reinforced 800 x 600 x 160 mm 0101.173
				
Type Packing type Nominal size FMC art. no.	M-Tainer 620 x 420 x 1020 mm 0101.360	Detached side Surface area 800 x 1200 mm 0101.402	Tubular bracket pallet Surface area 800 x 1200 mm 0101.401	
				
Type Packing type Nominal size FMC art. no.	Folding container MaxiPac Filling height 1000 mm Surface area 800 x 600 mm 0101.332	Folding frame Filling height 800 mm Surface area 820 x 1220 mm 0101.176	1/2 Migros-GK Filling height 410 mm Surface area 800 x 600 mm 0101.327	1/1 Migros-GK Filling height 410 mm Surface area 800 x 1200 mm 0101.328
				
Type Packing type Nominal size FMC art. no.	JOWA K Container 2000, universal 400 x 300 x 133 mm 0101.375	JOWA L Container 2000, universal 600 x 400 x 133 mm 0101.376	JOWA M Container 2000, universal 600 x 400 x 266 mm 0101.377	JOWA O Container 2000, universal 800 x 600 x 133 mm 0101.374
				

EE Type	Art. no
Palox	0101.234
Meat spreader with slide	0101.235
TK box	0101.238
Exchangeable frame	0101.303
Exchangeable cover	0101.304
Inox grid	0101.345
INAS crate	0101.346
Quarter hook Euro	0101.348
Quarter hook flat	0101.349

EE Type	Art. no
Meat hook	0101.350
Quarter hook round	0101.351
Corona	0101.352
Grid for meat hook	0101.353
Blood canister	0101.354
Blood container	0101.355
Grid base for cheese	0101.358
Cheese grid	0101.359

EE Type	Art. no
EURO CC container	0101.500
Euro CC board	0101.501
EURO CC 110 square tube	0101.502
EURO CC 140 square tube	0101.503
EURO CC 170 square tube	0101.504

Example TGIS (reusable equipment information system) delivery slip (for MTM partners)

TGIS delivery slips serve to identify the supplier as an MTM partner and must always be presented at the loading bay when handing over or accepting reusable equipment or goods.

TGIS delivery slips are issued in triplicate:

- 1 copy is for the consignor (receipt is confirmed by the transport company)
- 1 copy is for the transport company (receipt is confirmed by the consignee)
- 1 copy is for the consignee

Tauschgeräte Lieferschein Bulletin de livraison des engins échangeables Bolletta di consegna attrezzi scambiabili

MIGROS

Druckdatum Date d'impression Data di stampa	24.04.2012 14:02	Seite page pagina	1/1	LS Nr N° BL N° BC	8104682
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Pal		2		EUR Tauschpalette Palette échangeable EUR Paletta EUR	7175869 4354390
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Unterschrift Absender Signatures expéditeur Firma mittente	_____	Unterschrift Empfänger Signatures destinataire Firma destinatario	_____
Notiz Note Nota	_____		

Exemplar für den Transporteur / Copie pour le transporteur / Copia per il trasportatore

Example pallet voucher

Important: Pallet vouchers are valid for six months from the date of issue.

Expired pallet vouchers can no longer be redeemed.

**Paletten-Bon
Bon Palette / Buono Paletta**

MIGROS


Bon Nr.
Bon N° / N° buono

1080460

Aussteller
Bon émis par / Buono emesso da

777 □□□.□□□□



Name, Ort
Nom, Lieu
Nome, località

Typ	Bezeichnung Dénomination Denominazione	Nr N° N°	Bild Photo Foto	Anzahl Quantité Quantità	In Worten En toutes lettres In lettere
Pal	EUR Tauschpalette Palette échangeable EUR Paletta scambiabile EUR	300		□ □ □

Bons für EUR Tauschpaletten können bei einer der 10 Genossenschaften eingelöst werden. Palettenmengen über 34 Stk. sind 2 Arbeitstage im Voraus bei der Disposition MTM (Tel. +41 (0)44 277 31 13) zu bestellen.

Les bons pour palettes échangeables EUR peuvent être encaissés auprès d'une des 10 coopératives. Quantités de plus de 34 pcs doivent être adressées 2 jours ouvrables à l'avance à l'ordonnancement MTM (tél +41 (0)44 277 31 13).

I buoni per palette scambiabili EUR possono essere incassati presso una delle 10 cooperative. Le quantità di palette superiori a 34 pz. devono essere ordinate con 2 giorni lavorativi di anticipo presso la Disposizione MTM (tel +41 (0)44 277 31 13).

Pal Ra	Tauschrahmen Cadre échangeable Contorno scambiabile	303		□ □ □
Pal Br	Tauschbretter Planche échangeable Coperchio scambiabile	304		□ □ □

Bons für Tauschrahmen und Tauschbretter können nur beim Aussteller des Bons eingelöst werden.

Les bons pour cadres et planches échangeables ne peuvent être encaissés qu'auprès du tireur du bon.

I buoni per contorni e coperchi scambiabili possono essere incassati soltanto presso coloro che hanno emesso i buoni.

Überbracht durch Firma

Remis par l'entreprise

Consegnato dalla ditta

Fahrzeug

Véhicule

Veicolo

Ausstelldatum

Date d'émission / Data d'emissione

□□.□□.20□□

Unterschrift Aussteller

Signature du tireur

Firma di chi emette il buono

Original (weiss) bleibt beim Aussteller. Ab Ausstelldatum 6 Monate gültig

Le tireur conserve l'original (blanc). Valable 6 mois à compter de la date d'émission

L'originale (bianco) resta a chi lo compila. Valido 6 mesi dalla data d'emissione

V 04.00 30.08.2018

FMC Logistics Transport contact

MTM

MTM infoline telephone +41 (0)58 570 3488

MTM dispatch/scheduling +41 (0)58 571 3113

E-mail: mtm@mgb.ch

Website www.tauschgeraete.ch

Logistics Transport National

Refrigerated transport telephone +41 (0)58 570 3422

Refrigerated transport e-mail dispo-kuehltransporte@mgb.ch

Non-refrigerated transport telephone +41 (0)58 570 3433

Non-refrigerated transport e-mail dispo-kuehltransporte@mgb.ch

Opening hours and prior notification per location

Opening hours of reusable equipment collection points at Migros cooperatives

Cooperative	Opening hours Monday to Friday	Opening hours Saturday	Latest arrival time for collecting reusable equipment	Opening hours before a holiday
Aare	6 a.m. to 5:30 p.m.	6 a.m. to 1 p.m.	15 minutes before COB	6 a.m. to 4 p.m.
Basel	6 a.m. to 5 p.m.	6 a.m. to noon	30 minutes before COB	6 a.m. to 5 p.m.
Geneva	6 a.m. to 4 p.m.	5 a.m. to noon	30 minutes before COB	6 a.m. to 5 p.m.
Lucerne	5:30 a.m. to 11:45 a.m. 12:45 to 5 p.m.	5:30 a.m. to noon	30 minutes before COB	5:30 to 11:45 a.m. 12:45 to 4 p.m.
Neuchâtel- Fribourg	6 a.m. to 4 p.m.	6 a.m. to 1 p.m.	30 minutes before COB	6 a.m. to 4 p.m.
Eastern Switzerland	5 a.m. to 7:30 p.m.	5 to 10:30 a.m.	30 minutes before COB Telephone notification 1 hour in advance	5 a.m. to 7:30 p.m.
Ticino	6 to 11:30 a.m. 1 to 4 p.m.	Closed	30 minutes before COB	6 a.m. to 5 p.m.
Vaud	5 to 11:45 a.m. 1 to 5 p.m.	5 a.m. to noon	30 minutes before COB	5 to 11:45 a.m. 1 to 5 p.m.
Valais	6 to 11:30 a.m. 1 to 4 p.m.	6 to 11:30 a.m.	15 minutes before COB	6 to 11:30 a.m. 1 to 4 p.m.
Zurich	6:30 a.m. to 6 p.m.	6 a.m. to noon	15 minutes before COB	6:30 a.m. to 6 p.m.

Migros cooperatives

Migros Cooperative Aare

Schoenbuehl operations centre
Industriestrasse 20
CH-3321 Schoenbuehl
Tel. +41 (0)58 565 8111
Fax +41 (0)58 565 8940

Migros Cooperative Eastern Switzerland

Gossau operations centre
Industriestrasse 47
CH-9002 Gossau
Tel. +41 (0) 58 712 2111
Fax +41 (0)71 493 2776

Migros Cooperative Basel

Muenchenstein operations centre
Ruchfeldstrasse 11-17
CH-4142 Muenchenstein
Tel. +41 (0)58 575 5555
Fax: +41 (0)58 575 5642

Migros Cooperative Ticino

S. Antonino operations centre
CH-6592 S. Antonino
Tel. +41 (0)91 850 8111
Fax +41 (0)91 850 8462

Migros Cooperative Geneva

Carouge operations centre
Rue Alexandre-Gavard 35
CH-1227 Carouge
Tel. +41 (0)58 574 5111

Migros Cooperative Vaud

Ecublens operations centre
Chemin du Dévent
CH-1024 Ecublens
Tel. +41 (0)58 574 6111
Fax +41 (0)21 694 6713

Migros Cooperative Lucerne

Ebikon operations centre
Industriestrasse 2
CH-6036 Dierikon
Tel. +41 (0)41 455 7111

Migros Cooperative Valais

Martigny operations centre
Rue des Finettes 45
CH-1920 Martigny
Tel. +41 (0)27 720 4400
Fax +41 (0)27 720 4451

Migros Cooperative Neuchâtel-Fribourg

Marin-Epagnier operations centre
26 Rue de la Fleur-de-Lys
CH-2074 Marin-Epagnier
Tel. +41 (0)58 574 8111
Fax +41 (0)58 574 8296

Migros Cooperative Zurich

Zurich-Herdern operations centre
Pfungstweidstrasse 101
CH-8021 Zurich
Tel. +41 (0)58 561 5111
Fax +41 (0)58 561 5052

M-Industry

ELSA Estavayer Lait SA

Route de Payerne 2-4
CH-1470 Estavayer-le-Lac
Tel. +41 (0)26 664 9111
Fax +41 (0)26 664 9121

Micarna Bazenheim

Postfach
CH-9602 Bazenheim
Tel. +41 (0)58 571 5092
Fax +41 (0)58 571 4814

Mifroma SA

Route du Plattiez 11
CH-1670 Ursy
Tel. +41 (0)21 909 1111
Fax +41 (0)21 909 1100

Micarna Courtepin

Route de l'Industrie 25
CH-1784 Courtepin
Tel. +41 (0)58 571 8267

BINA Bischofszell Nahrungsmittel AG

Industriestrasse 1
CH-9220 Bischofszell
Tel. +41 (0)58 475 9111
Fax +41 (0)58 475 9596

Volailles Micarna

Industriestrasse
CH-1784 Courtepin
Tel. +41 (0)58 571 9065

Chocolat Frey

Bresteneggstrasse 1425
CH-5033 Buchs
Tel. +41 (0)62 836 2626
Fax +41 (0)62 836 2495

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CH-8706 Meilen
Tel. +41 (0)44 925 8111
Fax +41 (0)44 925 8455

Mifa AG

Rheinstrasse 99
CH-4402 Frenkendorf
Tel. +41 (0)61 905 9111
Fax +41 (0)61 905 9217

Aproz SA

Case postale 326
CH-1951 Sion
Phone +41 (0)58 564 5180
Fax +41 (0)27 345 5102

Mibelle AG

Postfach
CH-5033 Buchs
Tel. +41 (0)62 836 1111
Fax +41 (0)62 836 1390

Delica AG

Hafenstrasse 120
CH-4127 Birsfelden
Tel. +41 (0)61 315 7788
Fax +41 (0)61 315 7135

Riseria SA

Via Ponte Vecchio
CH-6807 Taverne
Tel. +41 (0)91 935 7300
Fax +41 (0)91 935 7305

Jowa BS Münchenstein

Ruchfeldstrasse 11 - 17
CH-4127 Münchenstein
Tel. +41 (0)61 319 5353
Fax +41 (0)61 319 5304

Jowa AG Graenichen

Baeckerstrasse 15
CH-5722 Graenichen
Phone +41 (0)62 855 8181
Fax +41 (0)62 855 8397

Jowa BE Zollikofen

Allmendstrasse 2
CH-3052 Zollikofen
Tel. +41 (0)31 919 8989
Fax +41 (0)31 919 8929

Jowa ZH Volketswil

Erlenwiesenstrasse 9
CH-8604 Volketswil
Tel. +41 (0)44 947 9111
Fax +41 (0)44 947 9398

Jowa NE Marin

Rte des Perveuils 2
CH-2074 Marin-Epagnier
Tel. +41 (0)32 755 0111
Fax +41 (0)32 755 0121

Jowa TI San Antonino

Casella Postale
CH-6592 San Antonino
Tel. +41 (0)91 851 9900
Fax +41 (0)91 851 9950

Jowa AG Pasta

Bresteneggstrasse 6
CH-5033 Buchs
Tel. +41 (0)62 836 2555
Fax +41 (0)62 836 2797

Jowa VD Ecublens

Chemin du Devent
CH-1024 Ecublens
Tel. +41 (0)21 695 9111
Fax +41 (0)21 695 9168

Jowa TW Senf

Bernstrasse 18
CH-4950 Huttwil
Tel. +41 (0)62 959 8383
Fax +41 (0)62 959 8343

Jowa SG Gossau

Industriestrasse 71
CH-9202 Gossau
Tel. +41 (0)71 388 5588
Fax +41 (0)71 355 5506

Migros Distribution Centres:

Migros Distribution Centre Suhr

Migros Distribution Centre Suhr AG
Wynenfeld/Postfach
CH-5034 Suhr
Tel. +41 62 855 6111
Fax +41 62 855 6277
E-mail info@migros-mvs.ch

Telephone notification 24 hours in advance

(does not apply to drivers commissioned by Migros Logistics Transport)

Migros Distribution Centre Neuendorf

Migros-Verteilbetrieb Neuendorf AG
Neustrasse 49
Postfach 18
CH-4623 Neuendorf
Tel. +41 (0)62 388 7111
Fax +41 (0)62 398 2274
E-mail info@mvn.ch

Telephone notification 24 hours in advance

(does not apply to drivers commissioned by Migros Logistics Transport)

Migros Distribution Centre Neuendorf (textiles) – Migros Distribution Centre Volketswil

Migros-Verteilbetrieb Neuendorf AG
Industriestrasse 14
CH-8604 Volketswil
Tel. +41 (0)43 422 4211
Fax +41 (0)43 422 4210
E-mail info@mvn.ch

Telephone notification 24 hours in advance

(does not apply to drivers commissioned by Migros Logistics Transport)

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