

Supplier Guide

Retail Support Centre

Receiving Guidelines

Ver. 4.1.0, September 2022



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Document revision history				
Date of revision	Revision No	Revision summary	Author	Approval
2022-09-16	4.1.0	-Distribution fee rates adjustment -Updated RSC address book	Jérémie Hade-Précourt	Simon Morin

Introduction

Overview

The purpose of this guide is to illustrate the requirements, specifications, policies and rules pertaining to all inbound shipments; in order to increase the receiving efficiencies of the Sobeys Retail Support Centres (RSCs). The guide will detail the pallet and case characteristics necessary for all inbound products in order to optimize the receiving operations in all Sobeys Retail Support Centres.

Respecting the requirements in this guide will help us reduce the associated handling and administrative costs that will ultimately allow both parties to share in the benefits and mutually grow the business relationship.

Sobeys distribution network is comprised of both conventional and automated Retail Support Centres which include Lawton's Retail Support Centres, Sobeys Wholesale Retail Support Centres and Sobeys Customer Fulfilment Centres. In the general section of this guide, you will find specifications, requirements, and policies that apply to all of Sobeys Retail Support Centres. If there are specific requirements or something unique to one or more Retail Support Centre, it will be defined throughout the guide and/or in a reference section.

It is your responsibility to share the information in this guide with anyone in your organization who could be responsible for the shipping of goods to any of the Sobeys Retail Support Centres or Customer Fulfillment Centres.

If you have any questions about the information in this guide, please contact the Inbound Receiving Manager of the concerned Retail Support or Customer Fulfillment Centre.

Confidentiality

This guide is the property of Sobeys Capital Inc. Its content is strictly confidential and is for the sole use of the intended recipient(s). Any unauthorized review, use, disclosure, or distribution is strictly prohibited.

Sobeys Inbound Shipment Standards

Non-Compliance

Please note that non-compliance to any standard or requirement as outlined in this guide will be subject to fees and/or penalties.

Non-compliance will apply to inbound load configuration & integrity and to the Sobeys delivery appointment process.

Non-compliance will apply at every RSC but automated facilities might be stricter because of system limitations. Please refer to [RSC Special Requirements](#)

Please refer to [Appendices](#) for delivery scheduling requirements.

Please refer to [Schedule 1](#) for an overview of applicable fees and/or penalties.

Pallet Requirements

1) Maximum Pallet Weight / Height

Pallet weight must not exceed **1136 kg including** the wooden (PECO or CHEP) pallet.

Automated Facilities:

Pallet weight must not exceed **1150 kg**; this **does not include** the wooden (PECO or CHEP) pallet.

Pallet height must not be more than 2.28m (89.77 in) **including** the wooden pallet.

Pallets failing to meet the weight and/or height requirements

When there are multiple deliveries in a trailer, the receiving Sobeys RSC destined pallet(s) must be group by purchase order, identified, labelled and reachable at all times without moving pallet(s) belonging to other customers or other Sobeys RSC deliveries.

Automated Facilities:

To avoid potential issues when the system “de-palletizes” cases from a pallet, supplier must ensure all pallet labels are affixed on an individual case of the pallet.

Pallets with plastic overwraps to stabilize their content must have a label affixed to the plastic overwrap.

Sobeys requires UCC-128/GS1-128 bar codes on each case. Please see case bar code section for more details.

Failure to comply with these requirements may result in non-compliance fees.

2) Compliant Pallet Types

Products must be received on sanitary and structurally sound PECO or CHEP pallets.

Non-Compliant pallets may be refused and non-compliance fees may apply.

3) Product Overhang

Product overhang is when the layer of products overhangs at least one of the four edges of the pallet. (Figure 1)

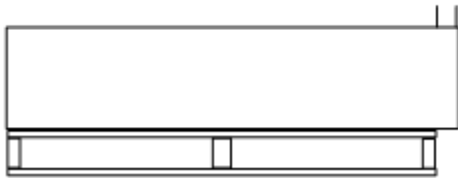


Figure 1

The layer of product must be centered on the pallet; any overhang (product or slip sheet) must be less than 5 cm (1.97 inch) for any side of the pallet.

Failure to comply with these requirements may result in non-compliance fees.

4) Pallet Shifted in Trailer (Lean)

The supplier must ensure that pallets are properly secured to guarantee stability while transporting throughout the supply chain and the security of staff when the pallets are moved in our facility. Products leaning (Figure 2) on a pallet are a sign of pallet instability. Pallets may be refused and non-compliance fees may apply.

The lean of the pallet counts in the calculation of the overhang. In most cases, a leaning pallet will have to be corrected prior to be received and non-compliance fees may apply.

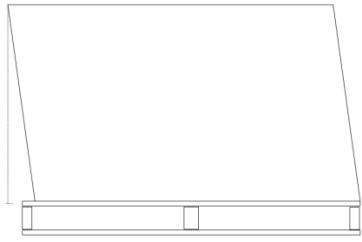


Figure 2

5) Securing the Pallet (Stretch film)

Stretch film must be applied tightly, ensuring that the end of the wrap is secured to the pallet.

Adhesive tape is not to be used to secure the product on the pallet instead of stretch film.

6) Adhesives

Adhesives such as glue must not be used between the different layers of a pallet. Pallet stability must be achieved by other means.

If packing tape is used to secure the flaps of a case, it must be properly affixed so that it does not adhere to the other cases.

Non-Compliant adhesive usage may lead to product refusal and non-compliance fees may apply.

7) Pallet Pattern

A compliant pallet pattern is a pattern in which the number of cases per layer and their layout is consistent from a layer to another.

Each horizontal layer of a pallet must not interlock with another horizontal layer. The example in Figure 3 shows two cases oriented sideways in layers 1 and 2, and the same on layers 3 and 4. These cases interlock on two different layers; **this technique is not acceptable at any of Sobeys Retail Support Centres.**



Figure 3

In order to stabilize the pallet, the layers may be built using an interlocking pattern as shown in the example below (Figure 4).

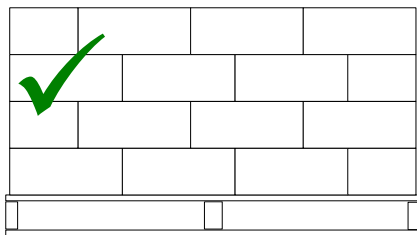


Figure 4

8) Pattern Gap (Holes) Within a Layer

You may use a pallet pattern with a gap within a layer only when necessary. The gap must be consistent from the bottom to the top of the pallet. Gaps are not to be filled with any product or packing material.



Pallets with non-compliant pallet pattern gaps may be refused and non-compliance fees may apply.

9) Case Orientation

Cases must be oriented on the pallet with their maximum compression strength vertically. This will ensure that these cases will be on their correct side when shipped to the stores

Pallets with non-compliant case orientation may be refused and non-compliance fees may apply.

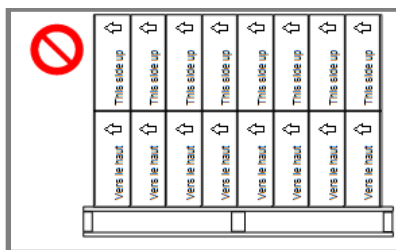


Figure 5

10) Multi-Product Pallet

Any product received must be placed on a pallet (PECO or CHEP). A supplier pallet with multiple products on the same pallet will require rework and will be subject to a per pallet rework fee. **(See pictures next page)**

Note: This practice will only be considered for products that were purchased by layer quantity. For products where the purchase quantity is less than a layer, multi-product pallets will be allowed, and no rework fees will be applied.



11) Half Pallet Displays / Display Ready Products (DRP)

- a) no display can be overhanging (more than 5cm) from pallets
- b) any DRPs exceeding 25 kilograms are required to sit alone on a pallet or a half pallet
- c) DRPs or products on half-pallet are to be wrapped in plastic
- d) rigid corner posts are required on all four sides of pallets
- e) two rigid corner posts are required on top part of pallets
- f) nylon straps fastening products onto a half-pallet are required - It should be noted that the straps are to be inserted in the pallet holes
- g) all half-pallets are to be combined, wrapped and shipped in pair on PECO or CHEP standard pallets

Any display ready product or any half pallet display is also required to respect the 6 points above.

Suppliers unable to meet all the above requirements for their shipment must reach an agreement for the rework of the shipment; rework fees will apply. Failure to do so may result in non-compliance fees.

Case Requirements

1) Case Strength

The case must have sufficient compression strength to resist deflection and humidity variations throughout the supply chain.

The chosen type of case must fit the product and have enough structural integrity to sustain the weight and stress that could occur during normal handling, thus avoiding any product damage.

Certain products may require special packaging.

(Example: waxed case for iced products)

Non-compliant cases will be subject to the product refusal process or rework fees.

2) Best Before Dates

Best before dates must be printed on each case using a GS1/UCC128 compliant label that is scannable, legible & human readable. Sobeys retains the right to refuse any cases at time of receiving that do not respect Sobeys shelf life requirements. Please refer to the product refusal process for details.

Please contact your Category Merchant for Best Before policy specifics including minimum code date requirements.

Dairy / Meat / Produce:

Please see the section [Dairy / Meat / Produce](#) for details.

3) Case Barcode

Specific to barcode configuration, Sobeys requires that the barcode referring to a product in a case must be printed on the packaging. Cases with multiple bar codes will not be accepted. If packaging with pre-printed bar codes were used for several different products, unused bar codes must be crossed out to be made unreadable by a scanner.

All bar codes must be scannable, legible and human readable. Cases with non-compliant bar codes may be refused and non-compliance fees may apply.

Catch Weight / (Random Weight) Articles Barcodes

Any catch weight (random weight) articles must be labelled with case barcodes that follow the **ECCNet/GS-1+UCC128/GS1-128** Canada requirements for the product that case contains. For further details related to case bar codes, please refer to www.gs1ca.org Sobeys retains the right to refuse the shipment and allocate all incurred costs, including non-compliance fees, back to the originating supplier.

Private Label Requirements

Additional requirements for Private Label Products will be provided by your Category Merchant.

Product Requirements (Quality and Temperature)

All products received in any Sobeys Retail Support or Customer Fulfilment Centre will be verified for quality at time of receiving. Products shipped into a perishable RSC will also be audited for temperature control. Product must be compliant with the requirements set by Category Merchants when the listing of product is negotiated.

If the inbound product is non-compliant, the load may be subject to refusal and/or penalties.

Sobeys requires that food products are grown, manufactured, packaged, stored, and transported in accordance with established food safety requirements in the country of origin and comply with all relevant Canadian regulatory requirements when entering our supply chain.

All products must meet or exceed regulatory requirements and follow any additional standards set by the Food Safety, Quality Assurance, Quality Control and Regulatory Affairs teams. As a result, any merchandise posing a food safety risk will be subject to non-compliance and/or refusal at the receiving dock.

Food safety minor infractions include, but are not limited to, trailer cleanliness, minor structural damage inside the trailer, temperature abuse, inadequate equipment upkeep and any issues that could endanger the integrity of the product.

Food safety major infractions include, but are not limited to, vermin infestation, signs of vermin presence and any issues that may endanger the integrity of the RSC.

In the case of load refusal unloading fees and non-compliance fees may still apply.

Purchase Order Requirements (PO / Bill of Lading)

The supplier or carrier must attach the appropriate delivery documentation on the C3 Reservations portal prior to its arrival. If the lack of documents affects the on-time appointment status, it will expose the supplier to non-compliance fees or penalties.

The shipping documentation (bill of lading) must reflect exactly what is in the trailer and/or the purchase order itself. As well, the associated documents must contain the purchase order number.

It is the driver's responsibility to timestamp the BOL upon arrival at the RSC using the time clock located at the appointment/receiving window.

Sobeys will not accept any back orders. Back orders will be processed as a new order and a new purchase order will need to be generated. The carrier will then be required to make another delivery appointment.

A purchase order needs to be loaded in one trailer only. Sobeys will not accept a purchase order split over multiple trailers.

Missing or invalid documents that delays receiving can be subject to a refusal and non-compliance fees may apply.

Product Refusal Process

Supplier Delivered: Products that are not meeting the minimum shelf life, that are abnormally damaged and/or are not respecting the food safety temperature requirements will be refused and will be returned to the supplier trailer.

Sobeys Controlled: Sobeys will contact the supplier.

Sobeys Inbound Shipment Policies

Unloading / Lumping

Supplier Controlled and Sobeys Controlled Shipments

Sobeys will make any and all necessary provisions to supply all actual unloading services to move the product from the inbound trailer to the receiving dock for all Sobeys controlled and supplier controlled shipments.

Sobeys will make all arrangements and provisions for all necessary lumping services.

Fees (Unloading / Lumping)

Sobeys will charge a fee for the provision of unloading/lumping services. The fee will be administered through the issuance of a debit note.

This fee structure will apply to both supplier controlled, as well as Sobeys controlled inbound shipments. Supplier cross-docked shipments will also be subject to unloading fees.

A reduced unloading fee will be charged for straight pull shipments. Straight pulls are defined as one palletized product per trailer.

Please refer to Schedule 2 for an overview of applicable fees.

Non-Compliance

Non-compliance fees will be applicable to both supplier delivered and Sobeys controlled shipments.

Non-compliance will apply to inbound shipment configuration and integrity as well as appointment related aspects.

Note that supplier cross-docked shipments will also be subject to non-compliance fees.

Supplier Returns

Any costs incurred by disposing of products not picked up by the supplier within the allotted timeframe will be at the supplier's expense.

Non-Perishable RSCs

A period of one week is allotted for a supplier to make an appointment and complete the pick-up of all product designated for return.

The time and date scheduled to pick-up the stock has to be respected. If the supplier is not able to meet the scheduled appointment, a 48-hour extension may be granted. This extension will only be granted if the carrier or supplier contacts the RSC to provide an update and a reason for the "no show" before the scheduled appointment.

Perishable RSCs

A supplier must make an appointment when notified of the return situation. The pickup must occur within 48 hours of the notification. No extensions will be granted.

Sobeys Delivery Appointment Policies

The supplier is responsible for the choice of the carrier and its actions. As such, Sobeys will only communicate with the supplier regarding the following policy.

Note that it is the supplier's responsibility to inform the carrier of the following:

Appointment Scheduling

Please access the web portal to make an appointment.

<https://www.c3reservations.com/sobeys/>

Appointment Requirements

An appointment must be made a minimum of **two (2)** business days before the delivery due date of the Purchase Order.

The supplier or carrier must attach the appropriate delivery documentation on the C3 Reservations portal, prior to its arrival.

If an appointment date/time cannot be adhered to, the destination RSC must be contacted a minimum of 24 hours in advance of the appointment date and time or penalty fees may apply.

Appointments can then be re-booked if the destination RSC is contacted a minimum of 24 hours in advance.

For assistance please refer to [Retail Support/Customer Fulfillment Centres \(RSC/CFC\) Locations/Contact Information Update List](#) below.

Respect of Appointment

The arrival checkpoint is the appointment or receiving office at the destination Retail Support Centre; **NOT THE SECURITY GATE.**

Be aware that it could take up to 10 minutes from the security gate to the appointment office.

A supplier's designated carrier must be available to deliver 24 hours/7days.

For health and food safety reasons, a trailer with physical and/or mechanical damages, unclean or releasing bad odors could be refused at receiving. This will be considered as a "No Show" and therefore fees will apply.

Fee schedules

Schedule 1 – Non-Compliance Fees

Non-Compliance (Pallet Configuration)

\$45	per non-compliant pallet
+ \$275	per purchase order
+ \$250	per previous fines up to \$2500 *

*One reset annually at the beginning of Sobeys's fiscal year

Non-Compliance (Quality, Temperature & Safety)

Minor: Risk of product contamination

\$500 per purchase order

Major: Risk of RSC contamination

\$1000 per purchase order

Non-Compliance (Appointment)

\$500	15 minutes - 4 Hours Late
\$1000	Over 4 hours late or No Show
\$250	Missing Documentation
\$100	Per PO without appointment on multiple PO shipments
\$250	No scheduled delivery appointment at RSC

Note: All fees will be billed directly to the corresponding supplier.

Schedule 2 – Fees (Unloading)

Unloading Fees

Case Count	1-25	26-100	101-300	301-600	601-1800	1801-2400	2400 - +	Straight Pull
Unloading fee	13,00 \$	25,00 \$	67,00 \$	94,00 \$	132,00 \$	171,00 \$	176,00 \$	94,00 \$

Note: Straight pull shipments are to be defined as one product per trailer.

All unloading fees will be determined by the number of cases per supplier purchase order

All fees will be billed directly to the corresponding supplier

Appendices

Appendice 1 - Delivery Instructions

Note that it is the responsibility of the supplier to ensure that the carriers are aware of this policy.

A) Unloading Mode

- 1) Shipments will be unloaded during the appointment ("live unload") unless Sobeys asks carrier or supplier to drop the trailer.
 - i. If carrier or supplier requests to drop a trailer, drop fees may apply in accordance to local RSC policy.
 - ii. Please contact local RSC for any inquiry you may have.
- 2) Driver will leave the Sobeys RSC with the trailer that was used for the shipment unless instructed otherwise by the RSC.

B) Courier Delivery Policy

- 1) **Less than a pallet**
 - i. Contact the local RSC for courier specific delivery guidelines.
- 2) **One pallet or more**
 - i. A delivery appointment is required in C3
 - a) <https://www.c3reservations.com/sobeys/>

Failure to comply with these requirements may result in non-compliance fees.

C) Security Policies at Sobeys RSC's

Drivers must:

- a) obey all signage located on Sobeys properties at all times
- b) obey posted speed limit
- c) yield to pedestrians at all times
- d) wear a reflective jacket and safety shoes at all time when walking on Sobeys properties
- e) limit their movement solely to work related activities
- f) not throw anything out in the yard (wood, cardboard, garbage, tires etc.)
- g) respect parking areas
- h) do not back up near a pedestrian or another driver who is doing the inspection of the truck and/or trailer
- i) drive with the flashing lights on at all times in the yard
- j) honk 2x prior to backing into doors
- k) **STOP** any movement in case of evacuation (fire alarm, gas leak, etc.)
- l) do not access the dock area unless authorized by Sobeys
- m) do not use any mobile handling equipment or dock controls
- n) communicate respectfully at all time with Sobeys employee and other people sharing the yard

D) Arrival of a trailer at the dock

1) Drivers Must:

- a) provide shipping documentation to the receiving clerk
- b) have received the authorization from the security guard (if applicable) and/or the receiving clerk before backing up to the dock
- c) back up the trailer and place the wheel chock

E) Trailer leaving the dock

1) Drivers Must:

- a) have received authorization from the receiving clerk before leaving the dock
- b) have received the bill of lading before leaving the dock
- c) personally remove the wheel chock
- d) pull away from the dock on green light **ONLY**

Drivers cannot leave the dock if the above conditions are not respected.

Drivers must agree to the above conditions. They understand that if they do not respect these conditions, Sobeys retains the right to eject the driver from its property and may also deny any future access to the yard for this driver.

F) Proof of Delivery Merge with Missing BOL

Carriers are responsible for all merchandise entrusted to them. As such, drivers are required to recover all proof of delivery documentation prior to leaving the Sobeys RSC.

To request Proof of Delivery, please login at:

<https://partner.sobeys.com/Login.aspx>

If you do not have an account click “contact us” to register.



Sobeys  **inc.** **Sobeys Partner Portal**

Username:

Password:

Language:

Region:

[Change Password](#)
[Reset Password](#)

Log In

 [Contact Us](#) [Privacy](#) Copyright © 2015 Sobeys Inc.

A charge will be applied if Sobeys has to obtain, or provide a proof of delivery copy.

Automated facilities special requirements

A) Weight per Layer

The total weight of a layer should not exceed 250 kilograms (550 pounds).

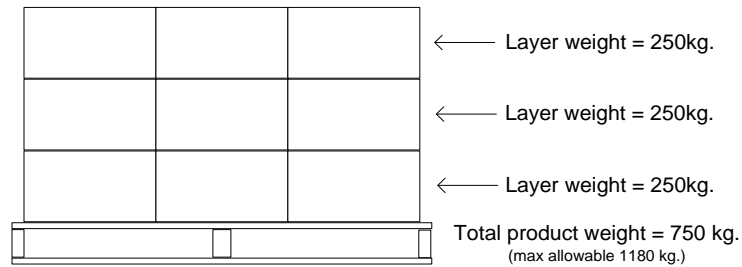


Figure 6

❖ Note: Maximum allowable weight **does not include** the pallet weight.

B) Maximum Case Size

In order for the pallets to be introduced into the automation at receiving, the case must fit within the following strict guidelines.

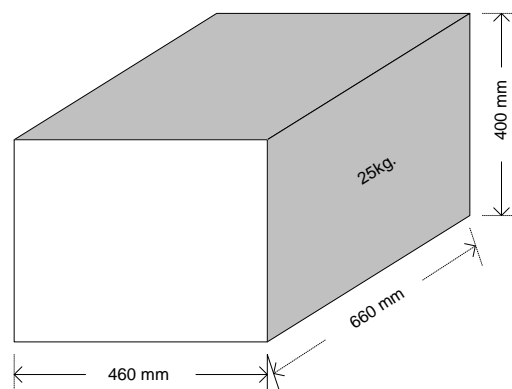


Figure 7

The case size must be no more than:

- a) width cannot exceed a maximum of 460 mm (18.11 inches)
- b) length cannot exceed a maximum of 660 mm (25.98 inches)
- c) height cannot exceed a maximum of 400 mm (15.75 inches)
- d) weight cannot exceed a maximum of 25 kg (55.12 pounds)

C) Minimum Case Size

To introduce an item in the system and for it to be fully automated, the following are minimum thresholds associated to a case:

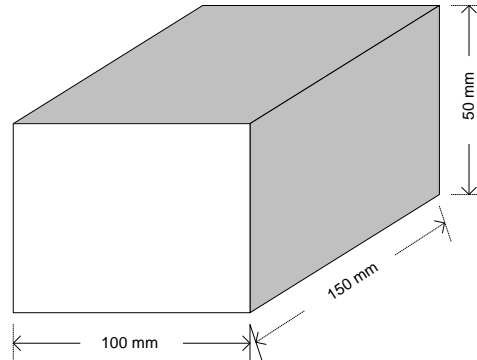


Figure 8

- a) width must be of a minimum of 100 mm (3.94 inches)
- b) length must be of a minimum of 150 mm (5.91 inches)
- c) height must be of a minimum of 50 mm (1.97 inches)

D) Height to Width Ratio

In order to confirm that a product is stable in a vertical position, the system uses a ratio between the height and width of a case. The height to width ratio must be less than 1.7.

Example:

Height = 50 mm

Width = 100 mm

Height/Width=Ratio $50/100 = 0.5$ Acceptable

E) Length to Width Ratio

In order to ensure a product can be pushed by its end in a straight line, the system has a maximum tolerance between the width and the length of a case. The acceptable value restricts a case length to being no more than four times the width of that case.

Example:

Width = 100 mm

Length = 150 mm

Length/Width = Ratio 150/100=1.5 Acceptable

F) Packaging Type

Retail units are packaged in different types of cases. To be fully automated, your packaging has to be part of this following list of acceptable packaging types:

- a) corrugated cardboard cases
- b) corrugated cardboard cases with holes, (top, bottom or both)
- c) corrugated cardboard trays with shrink wrap
- d) shrink wrap cases
- e) Bags

G) Corrugated Cardboard Cases

Cardboard cases are preferred as they are most effective especially in transporting retail units throughout the automation. This is also the packaging that causes the least impact to the automated system.

The flap of the cases must be properly secured with sufficient packing tape or glue to:

- a) successfully contain the retail units from falling through the bottom, when the product is grabbed from its sides
- b) keep the box closed if downward pressure is applied to the top (at the centre of the case)
- c) maintain packaging integrity throughout the supply chain

For cases with perforated flaps which are removable for display purposes at the store level, the removable top must be able to withstand the force of handling the case by its removable flap without compromising the integrity of the packaging.

Examples of non-compliant packaging:



Top of the case is unsecured.



The flap used to secure retail units is loose.



Flaps are unsecured.



Case lacks sufficient support to contain retail units.

H) Corrugated Cardboard Trays

Corrugated cardboard trays without any other means of securing retail units are not acceptable as they are a cause of breakage.



Example of non-compliant packaging

Such cardboard trays may be accepted in rare circumstances where the product is secured safely by friction or tension to the cardboard tray and with prior approval by the receiving automated Retail Support Centre.

Corrugated cardboard trays with shrink wrap are preferred.

I) Shrink Overwrap Systems

Shrink wrap cases are acceptable when they are supported by a corrugated cardboard tray.



Example of non-compliant packaging.

If the shrink wrap is open-ended (such as the example above), the shrink wrap must be of a certain strength to keep its tension when pulled and dragged on a pallet. The shrink wrap must not be loose on any sides of the case.

Retail units may be shrink wrapped together in order to form a case if the shrink wrap is strong enough to support the retail units in its original shape (resist deflection or deformation) while protecting its contents.

J) Bags

Bags or pouches should be transported in cardboard cases or in a supported shrink over-wrap. The structural integrity of a product, bag and shrink wrap must be sufficient to tolerate a load placed above it without deflection or deformation while maintaining the original shape of the product (see *case strength section for details*).



This picture shows containers that are unacceptable for automation as they do not properly secure retail units and the shape is irregular. This example shows bags that require a tray; if not in a tray, products should be held tighter in order to stop deflection.



Pictured above is an example of an open case with bags securely kept within the shrink wrap of sufficient gauge or tightness to maintain structural integrity throughout the supply chain.

Dairy / Meat / Produce

A) Best before Dates (Required Information Examples)

The supplier must provide clear information regarding the best before dates of products. Please see examples below:

Example 1:

Product	Quantity	Product description	Best Before Date	Article number	UIM	Customer Order	Delivery
715	240	LVQR 16P ORIGINALE 12 X 267GR		169523	CAI	50572925	81947852
715	240	LVQR 16P ORIGINALE 12 X 267GR		169523	CAI	50572925	81947852
718	120	LVQR 16P LEGERE 12 X 267GR		169528	CAI	50572925	81947852
718	120	LVQR 16P LEGERE 12 X 267GR		169528	CAI	50572925	81947852
728	84	LVQR 24P LEGERE 12 X 400GR		203300	CAI	50572925	81947852
728	84	LVQR 24P LEGERE 12 X 400GR		203300	CAI	50572925	81947852
2183	111	ALLEGRO 4% PROBIO 12 X 270GR		320792	CAI	50572925	81947852
2183	111	ALLEGRO 4% PROBIO 12 X 270GR		320792	CAI	50572925	81947852
2184	222	ALLEGRO 4% JAUNE 12 X 270GR		320790	CAI	50572925	81947852
2184	222	ALLEGRO 4% JAUNE 12 X 270GR		320790	CAI	50572925	81947852
365	24	CHAUMES UN 1 X 1.95KG		492171	CAI	50572845	81947810
365	24	CHAUMES UN 1 X 1.95KG		492171	CAI	50572845	81947810
2	180	CHAMPFLEURY 4 X 180GR		731751	CAI	50572924	81947853
2	180	CHAMPFLEURY 4 X 180GR		731751	CAI	50572924	81947853
306	12	BRIE AIC 230GR		346948	CAI	50572924	81947853
306	12	BRIE AIC 230GR		346948	CAI	50572924	81947853
307	7	CAMEMBERT AIC 230GR		346949	CAI	50572924	81947853
307	7	CAMEMBERT AIC 230GR		346949	CAI	50572924	81947853
387	100	CAMEMBERT LE RUSTIQUE 250GR		138214	CAI	50572924	81947853

Example 2:

Sobeys PO : 4561740068 Internal PO : 0349714466		Order number : 2044721740		Delivery date 2015-06-30 Arrival date 2015-07-10		
Delivery Conditions:		Route:				
Product Code	Description	ordered Cs/Pc	Delivered Cs/Pc	Net weight	Best Before	Lot
70685	Gruyere Swiss 2X2.5KG	10c	0c			
1001811						
51272	Castello Extra Creamy Bl	10c	10c	18.730	20160226	HG15084001
288112						
22450	Castello Traditional Blu	10c	10c	30.120	20160508	15195934
296369						
20390	Castello Gorgonzola Chee	10c	10c	18.880	20151123	15265197

B) Detailed Weight List

For catch weight billed product, the supplier must provide the receiving Retail Support Centre or Customer Fulfilment Centre a detailed check list. This list must contain:

- the purchase order number
- the delivery date
- the Sobeys product number
- the complete description of the product
- the weight of the selling unit
- the weight sub-total for each product
- the weight of the whole order

If a product is shipped on multiple pallets, each pallet must clearly indicate the weight of the product per case on that pallet. (See following examples)

Example 1:

PO number: 123654		Order: 900012808	Shipment date: 2015-06-23
Item 48211	Dofino Creamy Havarti 3X4.5Kg	456789	
Batch 328900	BBD 2016-12-01		
13.1			
Subtotal batch 328900	→ 1 pcs,	13.1 kg	
Batch 328956	BBD 2016-12-02		
13.2			
Subtotal batch 328956	→ 2 pcs,	26.5 kg	
Total item 48211	→ 3 pcs,	39.6 kg	
Item 70547	GRANA PADANO SCELTO WHEEL 32 KG	963258	
Batch 22334400	BBD 2015-10-01		
32.1			
Subtotal batch 22334400	: 1 pcs,	32.1 kg	
Batch 22334455	BBD 2015-10-02		
32.2			

Example 2:

OR1-6112573-400		P.O.# : 4561839169						
13901								
SOBEYS QUEBEC SPECIALITE WHR								
11281 ALBERT-HUDON								
MONTREAL-NORD, QUEBEC								
Item	UPC	Description	LPN Id	Expiration Date	Cse	Weight/Poids	UOM	
1671	90063549016713	SAP FRIULANO CRYOVAC RW 8x2.6K	00000635496973603278	2015-12-13	1,000	24.35	Kgs	
1671 - Total					1,000	24.35		
37122	93437332530705	CDL BRIE COEUR DE LION RW3.3KG	00000635496973603230	2015-09-22	1,000	3.20	Kgs	
				2015-09-22	1,000	3.24	Kgs	
37122 - Total					2,000	6.44		
410583	90069104105830	RW LIGHT COGRUET PCS 6x200G	00000635496973603353	2015-11-15	1,000	1.22	Kgs	
				2015-11-15	1,000	1.19	Kgs	
				2015-11-15	1,000	1.29	Kgs	
				2015-11-15	1,000	1.29	Kgs	
				2015-11-15	1,000	1.24	Kgs	
410583 - Total					5,000	6.23		
410600	90069104006007	COGRUET RW 4x3KG	00000635496973603346	2016-04-02	1,000	12.48	Kgs	
				2016-04-02	1,000	12.96	Kgs	
				2016-04-02	1,000	12.54	Kgs	
				2016-04-15	1,000	12.43	Kgs	
				2016-04-15	1,000	12.53	Kgs	
410600 - Total					5,000	62.92		

C) Compliant Weight Labelling

Since January 2020, Sobeys require suppliers with catch weight product to have their cases identified with UCC128/ESG128 compliant labels. This help us to manage the best before dates of these products and also help the billing process when we are selling these products to our affiliated stores. (See example below). Failure to provide compliant weight labelling could lead to product refusal and non-compliance fees may apply.

Cheese Label:



Meat Labels :



Appendix 2 - Retail Support Centre (RSC) Locations/Contact Information Update List

Region	#	RSC	City	Address	Province	PO	Phone	Email
Atlantic	2	Middleton	Middleton	12827 Highway # 1, Box 790	NS	B0S 1P0	902-825-6055	Charlie.martin@sobeys.com
	19	Stellarton	Stellarton	105 North Foord Street	NS	B0K 1S0	902-752-3661	mike.hawked@sobeys.com / robert.best@sobeys.com
	23	Grand Falls	Grand Falls	66 Hardy Avenue	NL	A2A 2T9	709-292-8291	Keith.rideout@sobeys.com / brad.watton@sobeys.com
	24	St. John's	St. John's	63 Glencoe Drive	NL	A1N 2C7	709-364-7832	Jimmy.halloway@sobeys.com / Darryl.lambert@sobeys.com
	29	Oromocto	Oromocto	1 Lewis St., Box 320	NB	E2V 4K5	506-357-1844	Sam.carr@sobeys.com
	34	Debert	Debert	Lancaster Drive, Box 237	NS	B0M 1G0	902-662-2146	Sid.macisaac@sobeys.com
	35	MacGregor	Thorburn	181 MacKay Road	NS	B0K 1S0	902-922-3218	mike.farrell@sobeys.com / mike.zugay@sobeys.com
	80	Mount Pearl	Mount Pearl	1 Home Street	NL	A1N 4T5	709-738-0157	Ross.morgan@lawtons.ca / joe.mackey@lawtons.ca
Ontario	97	Dartmouth	Dartmouth	81 Thornhill Drive	NS	B3B 1R9	902-468-3432	chris.paul@sobeys.com / jessica.boudreau@sobeys.com
	16	Whitby	Whitby	100 Nordeagle Avenue	ON	L1N 9S1	905-665-3954	whitby.appointment@sobeys.com
	92	Vaughan	Vaughan	8265 Huntington Road	ON	L4H 0W6	905-265-1720	z#ONVaughanReceivingDept@sobeys.com
Quebec	21	Quebec City	Quebec	950 Avenue Galilee	QC	G1P 4B7	418-681-9776	rvqc@sobeys.com
	55	Terrebonne	Terrebonne	1101 boul. De la Pinière	QC	J6Y 0J5	450-492-0010	rvtb@sobeys.com
	66	Trois Rivières	Trois Rivières	3000 Tebbutt	QC	G9C 0B6	819-372-1010	rvtr@sobeys.com
	86	Boucherville	Boucherville	1500 Blvd Montarville	QC	J4B 5Y3	514-324-1010	rvbcv@sobeys.com
BC	52	Campbell Heights	Surrey	18890 22 Ave	BC	V3W 1B8	778-537-0110	z#rsc52receiving@sobeys.com
	31	Victoria Airport (VA)	North Saanich	1893 Mills Road	BC	V8L 1W7	250-483-1709 #3	z#TFRReceivingVAARSC@thriftyfoods.com
West	8	Winnipeg	Winnipeg	1800 Inkster Boulevard	MB	R3C 3J6	204-631-7353	z#RSC8receiving@sobeys.com
	9	Edmonton	Edmonton	12910 - 156 Street N.W.	AB	T5V 1E9	780-342-3863	z#RSC9Receiving@sobeys.com
	12	CRW	Calgary Refrigerated	3440 - 56 AVENUE SE	AB	T2C 2C3	403-720-4532	crwreceiving@sobeys.com
	37	Winnipeg Frozen	Empress	1265 EMPRESS Street	MB	R3E 3N9	204-631-7395	Z#RSC037SUP@sobeys.com
	40	RV	Rocky View	260199 High Plains Blvd, Rocky View County	AB	T4A 0P9	587-755-5564 #6253	Z#Rockyviewinbound@sobeys.com
	50	RVA	Rocky View	260199 High Plains Blvd, Rocky View County	AB	T4A 0P9	587-755-5564 #6253	Z#Rockyviewinbound@sobeys.com
	57	TCS	Edmonton Frozen	12425 - 66 Street	AB	T5B 1K5	780-378-3310	edmclerks@trencold.com