



Lund, April 2022

To all Tetra Pak Technical Service AB Suppliers

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## Updated packing instructions from Tetra Pak Technical Service AB

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Dear Supplier,

### Executive Summary

Please find enclosed updated packing instructions for all goods deliveries to Tetra Pak Technical Service AB (TSAB), valid from now on. Please inform us in writing if you are not able to deliver according to our mandatory instructions.

### New Packing and Marking Instructions

TSAB is responsible to deliver spare parts to thousands of Tetra Pak machines all over the world, many of them in operation 24 h per day, 7 days per week. TSAB in Lund is the main distribution centre for spare parts for these machines. Since we often have customers waiting for these parts, it is very important to our customers that we can handle the goods we receive with speed and quality. Our target is that all parts should be available for delivery out of Lund not later than 24 hours from our goods receipt. We have zero tolerance on put-away errors, i.e. our operators must always be sure on item identification before putting goods into our stock. We make goods receive of over 1000 order lines a day from a variety of suppliers, hence it is essential that our personnel easily can match received goods with delivery note and purchase order.

If received goods is of wrong quantity, not packed and marked with identification corresponding to the delivery note or is missing packing list/delivery note with TP references, it will cause a production stop at our receiving goods department and will be noted as a inbound logistical deviation.

Most of our suppliers support us with timely and correct deliveries. However we still have too many deliveries that is not up to standard, resulting in delays at our receiving goods department, additional administration and worst case a very disappointed customer for Tetra Pak. Hence we strive to continuously update our instructions.

In this issue we have clearly separated what we define as mandatory for a correct delivery to us. We know that all suppliers are unfortunately not able to live up to these demands today, and consequently we will have to accept some exceptions. But our ambition is to have a standard, and that any deviation from that standard must be agreed in writing.

### Tetra Pak Genuine Parts On-time

By introducing the "Tetra Pak Genuine Parts On-time" trademark, we are now putting more effort into using and protecting the Tetra Pak brand also for spare parts. We can now offer support and free-of-charge boxes for suppliers using our profile primary packing for our spare parts. Please contact receiving goods department for advice if needed.

## GENERAL PACKING AND MARKING INSTRUCTIONS FOR GOODS DELIVERIES TO TETRA PAK TECHNICAL SERVICE AB

Below instructions are valid for all suppliers delivering to the Tetra Pak world-wide distribution centre for spare parts in Lund, Sweden.

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### Definitions:

#### Mandatory instructions

Goods deliveries that deviate from these instructions will be handled by Tetra Pak Technical Service AB (TSAB) as an incorrect delivery. Unless otherwise agreed in writing TSAB will hold the supplier responsible for incorrect delivery and request corrective actions and/or financial compensation.

#### Recommendations

As a partner to Tetra Pak we expect you to do your best effort to follow our recommendations.

#### Item

Item in the instructions below refers to an item number, independent from quantity.

#### Part

Part in the instructions below refers to an individual part (one piece).

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**SECTION 1: PRIMARY PACKING** *Packing of parts. This packing will probably be kept by TSAB at goods receiving and forwarded to the Tetra Pak end customer.*

#### Mandatory

- Each box or wrapping must be marked with the Tetra Pak item number specified in the purchase order from TSAB. Using “stickers” directly on the surface of a part is not allowed.
- Commercial components are to be marked with identification that corresponds to the delivery note.
- A part that consist of more than one physical piece (a “set”), must be packed together as one part. *Example: An item consists of one screw and one nut. TSAB orders 100 pcs. The delivery must contain 100 sets of screw and nut. To deliver one bag of 100 screws and one bag of 100 nuts is an incorrect delivery.*
- For big parts with primary packing in wood; material approved for global export must be used (approved acc to ISPM15).
- The primary packing must have a quality that secures non-damage to parts despite rough handling in transport (assuming professional secondary packing by Tetra Pak before export).
- The Tetra Pak customers are food producers and consequently the primary packing must be ok to use in food industry environment. For corrosive protection, see corporate standard KA 2671.15 - Temporary Anti-corrosive treatment.
- Specific protection, specified on drawing or in Tetra Pak technical corporate standard, has precedence over TPTS packing instructions.

#### Recommendations

- Primary packing using the “Tetra Pak Genuine Parts On-time” trade mark is a preferred solution. Please contact TSAB receiving goods department for support regarding contact person for free-of-charge primary packing if needed.

**SECTION 2: SECONDARY PACKING** *Packing of a shipment. This packing will probably be removed at goods receipt by TSAB. For big items with individual export packing (e.g. Rebuilding Kits, motors, etc), see rules for Primary packing above and appendix A for Rebuilding Kits!*

**Mandatory**

- The secondary packing must have a quality that secures non damage to the parts during transport (assuming professional handling by transporters).
- The secondary packing must not deviate from freight economy basics; volume of boxes must be in fair balance with content, packing should normally be stackable.
- All items must be clearly separated (and marked – see above Sec1). For small parts Tetra Pak accepts this marking on a multi-pack (box or bag containing a quantity of the same item), instead of on each part.
- All parcels must be marked indicating total number of parcels in the delivery and number of the specific parcel. *Example: A delivery includes 3 boxes. Those should be marked 1/3, 2/3 and 3/3 respectively.*
- All parcels should have marking clearly indicating name of the delivering supplier.
- Wooden pallets; only pallets made from wood accepted for global export is allowed (approved acc to ISPM15). A bottom cover (normally paper) must be used for all pallets (otherwise the automatic pallet handling system using photo-cells in TSAB will not work).
- Box filling; TSAB strongly recommends environmentally friendly box filling. Plastic chips or paper shreds (or any other “dust-producing” materials) is not allowed. (We have very good experience ourselves with inflated plastic film, paper void fill and air pads)

**SECTION 3: PACKING LIST / DELIVERY NOTE**

*A correct packing list is fundamental for TSAB to connect goods and purchase order.*

**Mandatory**

- Make sure that the items sent to us correspond with our material number on our order and ordered/confirmed quantity.
- A packing list must be enclosed to all deliveries. It should be attached to the outside of the parcel/secondary packing – easy to find and safe from weather conditions.
- A packing list should minimum contain the following information: Supplier identity, TSAB Purchase Order number, Tetra Pak item number, and delivered quantity for each item.
- For all suppliers a copy of the packing list must be put into the parcel/ secondary packing, since we by experience know that the outer packing list often are lost in transit.

**Recommendations**

- TSAB prefer no information on back-orders at all on the packing list. To avoid confusion, we prefer information on delivered goods on the packing list only.

If you have any questions on these instructions please contact [PSCIQI@tetrapak.com](mailto:PSCIQI@tetrapak.com)

Best regards

Jonas Körner

Supply Chain Quality Manager  
Tetra Pak Technical Services AB

## Appendix A

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### Mark- and Packing Specification for Rebuilding Kits

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- Both package and packing should be included in the quotation.
- Each kit must be separately packed in a box or crate with Tetra Pak logotype. Normally one kit should be packed in each box/crate. If each kit requires more than one box, please mark the boxes with number and quantity.
  - Boxes or crates should be made of either cardboard, wood or plywood, depending of size and weight. We prefer plywood.
  - The size of the box shall be optimised.
  - Boxes and crates must be possible to pile.
  - If plywood boxes are used, the upper flaps shall be folded downwards and the lower flaps folded upwards.
  - If wooden material is used this must comply with the international standard for phytosanitary measures, ISPM 15, and be marked accordingly. More information regarding this standard can be found at the homepage of the Agriculture department ([www.sjv.se](http://www.sjv.se)). Additional information in native languages can usually also be obtained through the Agricultural department in each country.

Tetra Pak logotype marked Plywood boxes to be ordered by you directly from NEFAB. E-mail [kundservice@nefab.se](mailto:kundservice@nefab.se). For contact e-mail [Linda.Yngden@nefab.se](mailto:Linda.Yngden@nefab.se) or from/through other representatives in Europe.

Tetra Pak logotype marked cardboard boxes (Transport packages) to be ordered by you directly via e-room from DS Smith, Malmö, Sweden. Contact person: Sandra Palm phone +46 40 690 94 00, [fps.malmo@dssmith.com](mailto:fps.malmo@dssmith.com).

Contact person at Tetra Pak Technical Service AB regarding other questions are Göran Lindwall phone +46 46 36 10 25, [goran.lindwall@tetrapak.com](mailto:goran.lindwall@tetrapak.com)

- All parts according to the C-list, must be included in each kit.
- The kits shall be assembled or partly assembled if possible, otherwise according to instructions.
- All loose parts must be secured. The heaviest and/or hardy parts must be located in the bottom of the package, and fragile parts on top.
- Any free space in the box must be filled up with environmentally friendly box filling. Plastic chips or paper shreds (or any other “dust-producing” materials) must be avoided..
- Modification drawings (if any) and document folders are to be included.  
All documents to be ordered by yourselves directly from the copying department at Tetra Pak, Modena: [DocumentationSupport.Modena@tetrapak.com](mailto:DocumentationSupport.Modena@tetrapak.com) or in Sweden, Printhuset Electra: [tetrapak@printhuset.se](mailto:tetrapak@printhuset.se)

The documents shall be packed in the very top of the package.

A specification list with all loose parts included has to be created by the supplier. This specification shall be put in a plastic case and placed on the outside of the package (custom requirements). The list needs to contain:

- Part number
  - Designation
  - Quantity
  - Weight
  - Commodity Code
  - Country of origin (Do not use EU as a country code)
- The RK number must be marked on the outside of the package, on two sides and on the top. **(Please note that the kit number shall end with e.g. –101 and not –100, or ZA together with volume etc).** The top of the package must also be marked with the text: “Rebuilding Kit. To be opened by Tetra Pak Personnel only”. Easily damaged goods have to be marked with arrows, showing “This side up”, and a glass symbol, and/or the text “FRAGILE”.
  - If the kit contains hazardous goods please inform the purchaser. Marking and transport has to comply with applicable rules.
  - Trade Compliance: If the kit contains parts with US of origin, separate or assembled in a unit, please inform the purchaser this together with price and quantity.
  - A signed checklist stating that the points above have been fulfilled for each order-row should be filed together with the delivery note to TP Technical Service AB.
  - Gross weight should be stated by you before the first delivery, in order to make it possible for data entry. After our reply, a shipment is possible.
  - For Mandatory Kits (MK), Solution Kits (SK) and Containment Solution (CS) a specific label should be placed on the packaging, see picture below. This is ordered from Tetra Pak Supplier Printhuset Electra [printhuset@tetrapak.se](mailto:printhuset@tetrapak.se) . See instructions in the check list below.





- 5 a A specification list of all loose parts shall be made by supplier. This specification shall be put in a plastic pocket and placed on the outside of the package (custom requirements). The list must include the following:
- b Part number
  - c Description
  - d Quantity
  - e Weight
  - f Commodity code
  - g Country of origin (It's not allowed to use EU as a country code)

- 6 a The RK-number must be marked on the outside of the package, on two sides and on the top. (Note that the kit number shall end with e.g. -0101 and not -100, or ZA.)

- b Labelling "**Kit to be opened by Tetra Pak personnel only**" is valid for Mandatory Kits (MK), Solution Kits (SK) Containment Solution Kits (CS)

There are three different box sizes and two different adhesive types, one for outdoor and one for indoor. The adhesive for indoor also comes in three different sizes. Place the one most suitable label on top of the MK, SK, CS-kit labels are ordered from Tetra Pak Supplier Printhuset Electra:

[tetrapak@printhuset.se](mailto:tetrapak@printhuset.se)

Apply the following:

For wood crate (out-door storage):

**A4** 90610-5121

For carton box (in-door storage):

**A4** 90610-5126

**A5** 90610-5127


**A6** 90610-5128

- c Easily damaged goods has to be marked with arrows, showing "This side up", and a glass symbol, and/or the text "Fragile"
- d Hazardous goods. To be marked and shipped according to applicable rules

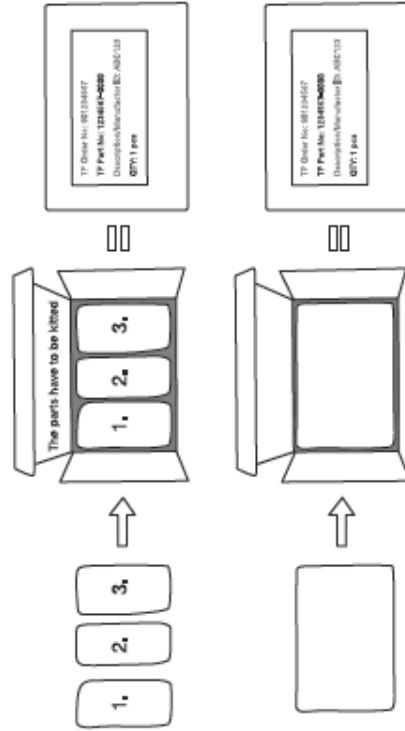
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Signature

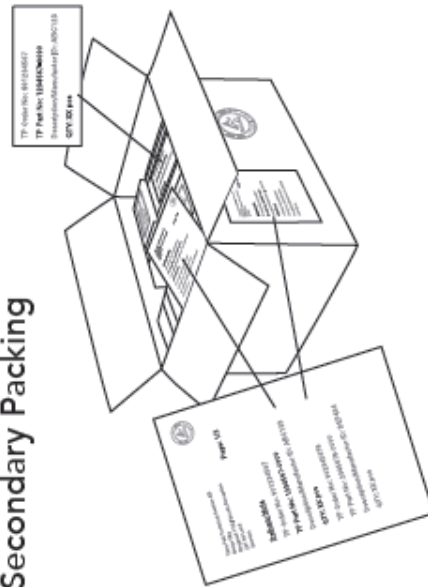
## Delivery Note

 <p>Tetra Pak Technical Services AB Bjergs väg Sjögrenst 114, Björns Reception 221 98 Lurå Sverige</p>	<p>Page: 1/1</p>
<p><b>Delivery Note</b></p> <p>TP Order No: 901234567 TP Part No: 1234567-0000 Description/Manufacturer ID: ABC123 QTY: 1 pcs</p>	

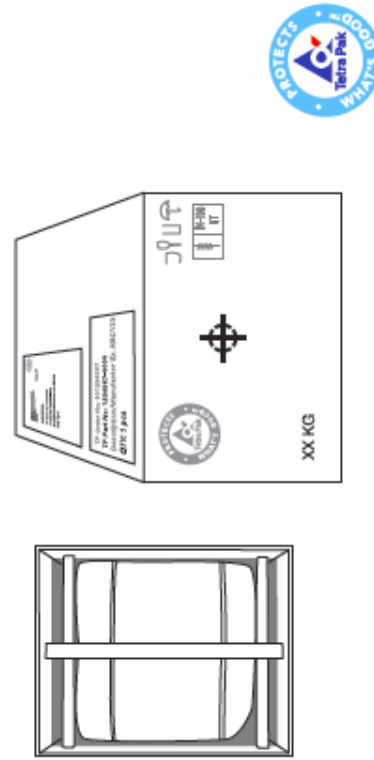
## Primary Packing



## Secondary Packing

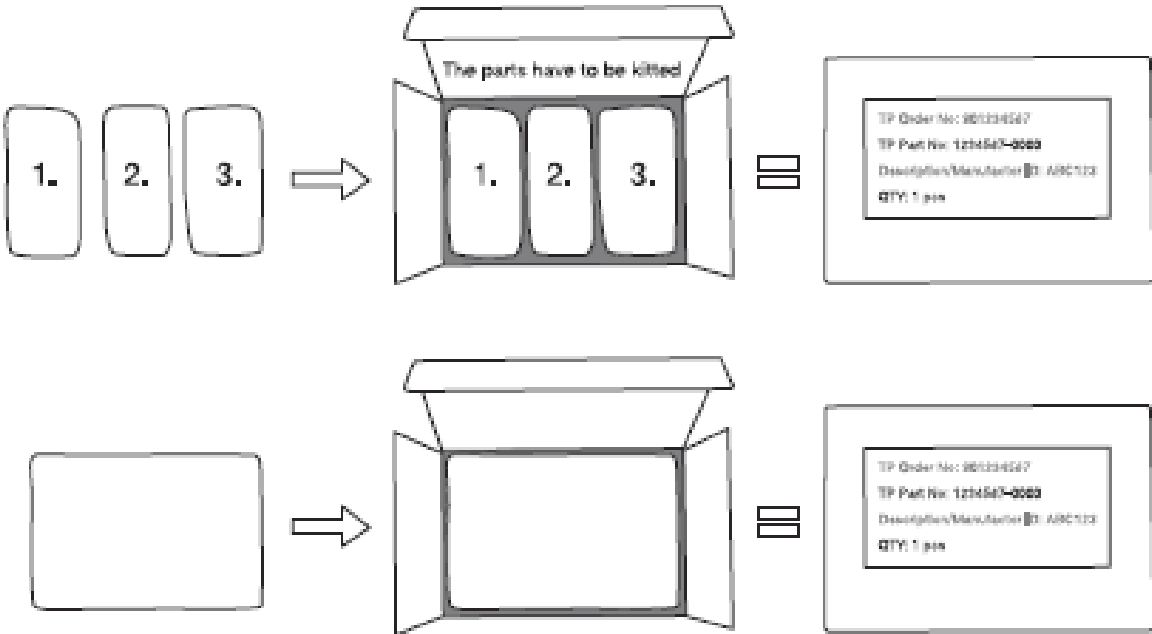
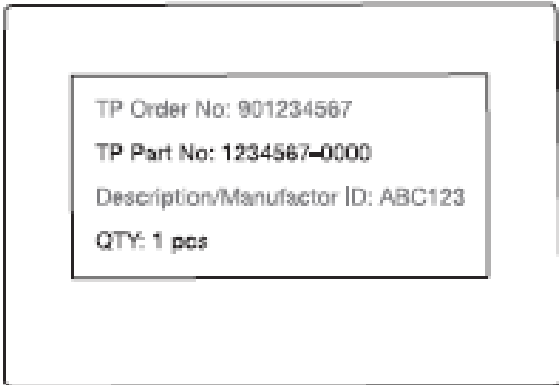


## Export Packing





# Primary Packing



# Delivery Note



Tetra Pak Technical Service AB  
Borgs Väg  
Byggnad 115L/Goods Reception  
221 88 Lund  
Sweden

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## Delivery Note

TP Order No: 901234567

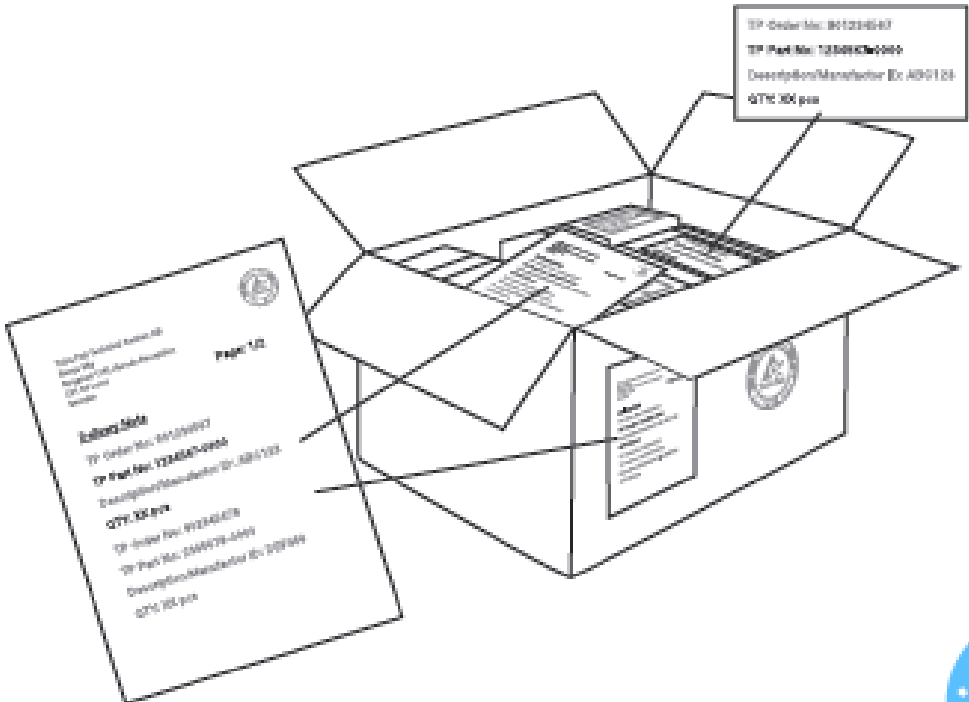
TP Part No: 1234567-0000

Description/Manufacturer ID: ABC123

QTY: 1 pcs



# Secondary Packing



# Export Packing

