

## Handling of Reusable Equipment by Drivers

*"MTM Manual for Drivers"*



Revised version, Mai 2022

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About the publisher:

**Migros Exchange Equipment Management** (MTM) centrally manages a comprehensive reusable equipment pool for the Migros Group and its suppliers. The pool is centrally equipped with reusable plastic containers of different sizes that can be utilized differently, supplemented with additional loading tools for each purpose and use, which are applied throughout the Migros supply chain. This includes plastic and EUR pallets, folding boxes and folding frames and M-Tainers, but also, for instance, large wooden boxes for attractive presentation of goods at the outlets.

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 bases 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. Pallet vouchers are valid for six months from the date of issue.
- **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.

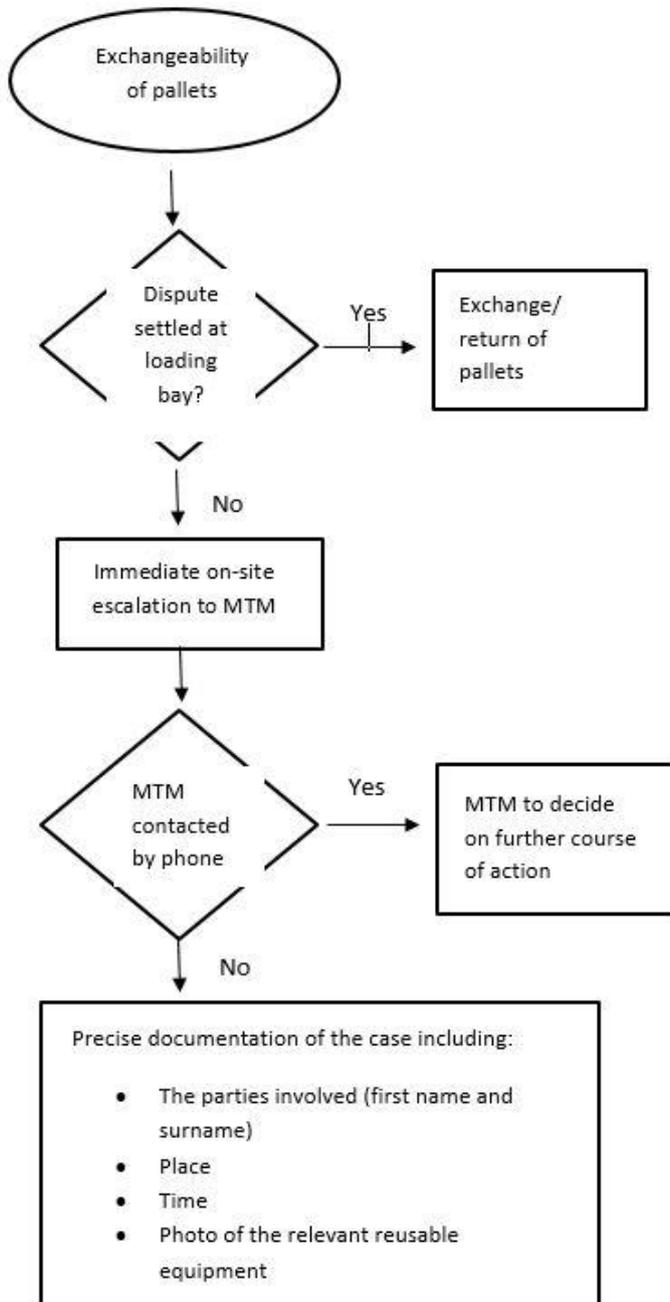
Containers/pallets that do not comply with the ordered quality as well as wrong containers/pallets can be exchanged (individually or in stacks). The number and quality are deemed accepted upon signing the delivery papers. Complaints issued at a later date cannot be accepted as it is no longer possible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



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

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TG-Typ Type TG Tipo TG	Qualität Qualité Qualità	Anzahl Quantité Quantità	Erhalten Reçu Ricevuti	Bezeichnung Dénomination Denominazione	Buchungsnr / N° d'écriture comptable / N° di registrazione Bemerkung / Remarque / Nota Referenz 1 / Référence 1 / Referenza 1 Referenz 2 / Référence 2 / Referenza 2
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EN		70		Migros EN Migros EN Migros EN	7175869

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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			1140461		
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)58 571 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 (tel +41 (0)58 571 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)58 571 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			.....		
Eingelöst durch Firma Encaissé par la société Incassato dalla ditta			.....		
Einlösedatum Date d'encaissement / Data d'incasso			□□.□□.20□□		
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 06,00 25,02,2021					

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
<b>Aare</b>	06.00 – 17.30 Uhr	05.30 – 16.00 Uhr	15' vor Schluss
<b>Basel</b>	06.00 – 16.00 Uhr	06.00 – 15.00 Uhr	15' vor Schluss
<b>Geneva</b>	05.00 – 15.00 Uhr	05.00 – 12.00 Uhr	30' vor Schluss
<b>Lucerne</b>	05.30 – 16.00 Uhr	05.30 – 12.00 Uhr	30' vor Schluss
<b>Neuchâtel- Fribourg</b>	05.30 – 15.30 Uhr	06.00 – 14.00 Uhr	15' vor Schluss
<b>Eastern Switzerland</b>	05.00 – 20.00 Uhr	06.00 – 11.30 Uhr	15' vor Schluss 1 h vorher telefonisch anmelden
<b>Ticino</b>	06.00 – 12.00 Uhr 13.00 – 16.0 Uhr	Geschlossen	30' vor Schluss
<b>Vaud</b>	05.00 – 11.30 Uhr 13.00 – 16.30 Uhr	05.00 – 11.30 Uhr	30' vor Schluss
<b>Valais</b>	06.00 – 11.30 Uhr 13.00 – 16.30 Uhr	06.00 – 11.00 Uhr	30' vor Schluss
<b>Zurich</b>	06.30 – 18.00 Uhr	06.00 – 12.00 Uhr	15' vor Schluss

## ***Migros cooperatives***

### **Migros Cooperative Aare**

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

### **Migros Cooperative Eastern Switzerland**

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

### **Migros Cooperative Basel**

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

### **Migros Cooperative Ticino**

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

### **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

### **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

### **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

### **Migros Cooperative Zurich**

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

## ***M-Industry***

### **ELSA Estavayer Lait SA**

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

### **Mifroma SA**

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

### **BINA Bischofszell Nahrungsmittel AG**

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

### **Delica Buchs (Chocolat Frey)**

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

### **Mifa AG**

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

### **Mibelle AG**

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

### **Micarna Bazenheim**

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

### **Micarna Courtepin**

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

### **Volailles Micarna**

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

### **Delica Meilen (Midor Ltd.)**

Bruechstrasse 70  
CH-8706 Meilen  
Tel. +41 (0)44 925 8111

### **Aproz SA**

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

### **Delica Birsfelden**

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

### **Delica Taverne (Riseria SA)**

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

### **Jowa AG Graenichen**

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

**Jowa ZH Volketswil**

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

**Jowa TI San Antonino**

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

**Jowa VD Ecublens**

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

**Jowa SG Gossau**

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

**Jowa AG Pasta**

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

**Jowa TW Senf**

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

## ***Migros Distribution Centres:***

### **Migros Distribution Centre Suhr**

Migros-Verteilbetrieb AG - Suhr  
Wynenfeld/Postfach  
CH-5034 Suhr  
Tel. +41 62 855 6111  
E-mail [backoffice@mvb.ch](mailto:backoffice@mvb.ch)

### **Telephone notification 24 hours in advance**

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

### **Migros Distribution Centre Neuendorf**

Migros-Verteilbetrieb AG - Neuendorf  
Neustrasse 49  
Postfach 18  
CH-4623 Neuendorf  
Tel. +41 (0)62 388 7111  
E-mail [info@mvb.ch](mailto:info@mvb.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 AG - Volketswil  
Industriestrasse 14  
CH-8604 Volketswil  
Tel. +41 (0)43 422 4211  
E-mail [info@mvb.ch](mailto:info@mvb.ch)

### **Telephone notification 24 hours in advance**

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

# Imprint

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