



JYSK SOP

Order confirmation & delivery

Scope

This Standard Operation Procedure describes the rules and procedures regarding order confirmation and delivery.

Change-log

Section	Changes
2.7	JYSK ordering empty space in containers.



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1 Ordering & confirmation

JYSK in general has two different systems for ordering and delivery depending on whether the goods are:
Ordered to a Distribution Center (DC) (see chapter [2](#)) or Ordered directly to a store (see chapter [3](#)).

2 Orders for a distribution center

The Purchase Order (PO) will be available on the 'Supplier Portal' - <https://supplierportal.jysk.com>

2.1 Date of delivery for Distribution Center orders

The PO will specify either shipping date or delivery date depending on the INCOTERMS ([JYSK 10240](#)) at the location JYSK takes over the order.

All POs are created considering the lead-times and/or production times provided by the supplier - JYSK therefore assumes that the order can be confirmed according to the requested delivery date.

If a delivery date specified by JYSK cannot be met, the supplier must indicate this in the order confirmation.

If the confirmed delivery date cannot be kept by the supplier, the supplier must inform JYSK the new delivery date immediately.

When informing a new delivery date, the supplier must use the suitable text-field in the Supplier Portal to:

- Elaborate on the reason for changing the delivery date.
- State contact information for the contact person.

If the supplier changes the originally confirmed delivery date and this is not beneficial for JYSK - a fine will be issued.

2.2 Delivery site

All purchase orders are issued with delivery at a specific site, which will be at one of JYSKs distribution centers.

However, JYSK maintains the right to change destination of the orders without asking Suppliers based on number of days according to [Table 1](#)

Incoterm	Booking deadline	Change before booking deadline	Change before ETD without asking
FCA	7 days	14 days	21 days
DAP	7 days	30 days	37 days
DDP	7 days	30 days	37 days
FOB	14 days	14 days	28 days

Table 1

Change of destination wishes after this will only be done if Suppliers confirm.

Suppliers will always be informed about changes.

2.3 Excess/short supplies for distribution center orders

JYSK accepts excess/short supplies within a range of +/- 10% to ensure full utilization of containers and trucks.

Notes:

The specified tolerance applies to each individual color and size - Not to the total quantity ordered.

JYSK does not allow part deliveries and reserves the right to cancel and/or claim compensation for partly delivered orders in accordance with [JYSK Terms and Conditions](#).

If the supplier cannot deliver the ordered quantity, the agent/supplier must contact the Supply Planning department.

Suppliers must ensure that any *documents* sent to JYSK (see [JYSK 8002](#)) or following the goods match the actual quantities delivered.

Note: Unmatching quantities in *documents* can result in unnecessary corrections and penalties during e.g. *customs declaration*.



2.4 Minimum Order Quantity (MOQ) for Distribution Center orders

JYSK has the right to choose the container size freely and consider the MOQ achieved when a total amount ordered on the same day corresponds to the MOQ. This is also the case if the MOQ is ordered on multiple POs (e.g. if the MOQ corresponds to one 40ft container JYSK can achieve the MOQ by ordering two 20ft containers on the same day).

JYSK reserves the right to mix articles from a factory in the same transport unit (container/ truck).

2.5 Confirmation of orders for a Distribution Center

[Table 2](#) specifies the number of days that the agent/supplier must confirm the terms and conditions stated in the PO. Order confirmation means confirmation of the PO's delivery date and quantity.

Means of transport	Production time, days	Working days to confirm PO
Truck	0-30	5 days
	30+	10 days
Container	All	10 days

Table 2

2.6 Booking of orders for a Distribution Center

Only one PO number is allowed per booking, and one booking equals one container or truck.

JYSK's nominated forwarder has been instructed to not accept more than one PO number per booking.

The supplier must ensure that exceptions are approved by Supply Planning before the booking is made.

For FOB deliveries, on the same vessel to the same destination it is allowed to consolidate the bookings and make one bill of lading instruction.

Production Batch Numbers must be provided together with the booking (see [JYSK 10242](#) and [JYSK 10243](#)).

2.7 Ordering – Empty Space in Containers

As part of our ongoing efforts to optimize the supply chain, JYSK may occasionally place container orders that do not fully utilize the available capacity. This approach helps minimize the need for reallocating goods between JYSK distribution centers.

JYSK Supply Planning will always inform the supplier or trader in advance when placing such orders. In these cases, no penalties will be imposed on the supplier.

2.8 Chinese New Year (CNY)

Chinese suppliers must ensure maximum 4 weeks without shipments during CNY holidays.

3 Orders for direct store delivery

Store orders are placed by e-mail or EDI, only in exceptional cases by phone/fax.
All orders direct to stores must be shipped with the Incoterm DDP.

3.1 Orders in special dimension for direct store delivery

The stores orders for special dimension are placed by phone/fax/e-mail, not EDI.

Goods in special dimensions (e.g. mattresses) must be forwarded/delivered together with the goods carried in the normal assortment to reduce freight costs. Occasionally the supplier must await a new order from the store.

Freight for separate forwarding of goods in special dimensions will only be accepted if the store placing the order has explicitly requested separate forwarding/delivery – and accepted separate freight.

3.2 Date of delivery for direct store orders

The delivery time is based upon the date when the supplier receives the order.

The supplier can together with the category manager make an individual schedule.

Delivery to the stores must take place within normal opening hours, however no later than 16.00 (4 pm) in the afternoon.

Delivery service is expected to be minimum 98% measured over one month.

If the delivery reliability is below the expected level this will result in a penalty according to the following scale:

95-98% = 5% of the value of non-delivered products

92-95% = 10% of the value of non-delivered products

< 92% = 25% of the value of non-delivered products

The standard rules that apply if no schedule is agreed are stated in [Table 3](#).

Suppliers delivering to national stores (E.g. a Danish supplier to a Danish store)	The goods must arrive at the store not later than on the third weekday after the order has been received.
Suppliers delivering to stores in other countries (E.g. a Danish supplier to a Swedish store)	The goods must arrive at the store not later than on the fifth weekday after the order has been received.

Table 3

3.3 Short supplies for direct store orders

If the supplier cannot deliver the quantity ordered within the times of delivery mentioned above, the store order in question must be regarded as completed and any open order items must be cancelled.

Together with the goods ready for delivery, the supplier must forward a list stating ordered but non-delivered products. Products that have not been delivered may be reordered by the stores (new order numbers).

3.4 Minimum Order Value for direct store orders

If a minimum order value has been agreed, it is always the order value that defines if the minimum requirements are fulfilled.

If minimum value is not fulfilled due to the supplier's inability to supply, JYSK considers the minimum requirements as being fulfilled and expects the order to be delivered according to the rules specified in this document.

3.5 Confirmation of orders from stores

Orders from stores require no confirmation.

4 Distribution Center deliveries

4.1 Distribution Center deliveries – Transports by truck

4.1.1 Document requirements for truck-deliveries

The driver must hold relevant documents at delivery. E.g. goods announcement, delivery note x 2, waybill/CMR, custom clearance/fumigation certificate, dangerous goods announcement.

4.1.2 Truck-deliveries for Hungary

Suppliers must ensure that the EKAER-number informed by JYSK is on the CMR-document handed over to the driver.

Notes: The EKAER-system enables Hungarian authorities to monitor trade between Hungary and other EU-countries to prevent tax fraud and corruption. For more information on EKAER see <https://ekaer.hu/en/>. JYSK handles registration in the EKAER-system when necessary and advises the unique number for each order/truck in the Supplier Portal (IBT). The EKAER-number is not required if the field for the EKAER-number is blank in IBT. EKAER-numbers are consignment unique and only valid for 15 days.

4.1.3 Docking requirements

JYSK DCs are equipped with gates, where the height of the ramps is 120 cm - all arriving trucks must be able to dock to these. JYSK unloads all trucks by use of forklifts from the rear end of the trailer, so the loading must be done in consideration of that.

4.1.4 Maximum payloads (FCA)

FCA deliveries must fit on a 'standard trailer' in accordance with [Table 4](#). A 'standard trailer' can be a tilt trailer, a curtain side trailer or a box trailer.

Length	13,6 m	
Width	2,55 m	
Height	2,7 m	
Maximum payload per DC	DC Uldum DC Radomsko DC Nässjö DC Zarrentin DC Homberg DC Kammlach DC Cheste DC Lelystad	≤24.000 kg
	DC Bozhurishte DC Ecser	≤22.000 kg
Deviation from stated dimension/payload stated must be approved and confirmed by JYSK SCO (SCO@JYSK.com).		

Table 4 – Standard trailer specifications

4.2 Booking of truck deliveries

Suppliers must make bookings in accordance with [Table 5](#).

Distribution center:	Booking method:
<ul style="list-style-type: none"> • DC Uldum • DC Nässjö • DC Radomsko • DC Kyiv • DC Bozhurishte • DC Ecser • DC Cheste • DC Lelystad • DC Zarrentin • DC Homberg • DC Kammlach 	<p>Book using <i>Inbound Booking Tool</i> (IBT) according to 4.3.</p>

Table 5 – Booking procedures per DC

If orders are not booked before booking deadline, the supplier will receive a fine of 500 USD per order overdue until the order is booked.

4.2.1 Changing bookings (DDP and DAP)

- If supplier wish to book a time slot on a date later than the first booking, this must be done latest the day before the original booked time slot, and before 12:00.
- If supplier wish to book a time slot on an earlier date than the first booking, this should latest be done the day before the new time slot supplier wish to choose, and before 12:00.

The supplier can only change the booking to a day that is already within the booking window and if there are still available time slots.

4.3 Booking via Supplier Portal

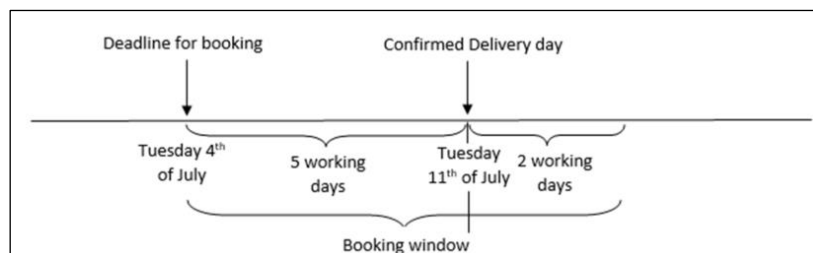
In the Supplier Portal is a section called '*Shipments*'. This tool is in JYSK referred to as *Inbound Booking Tool* (IBT). IBT enables suppliers and carriers to enter all relevant information regarding inbound deliveries.

4.3.1 Booking of DDP and DAP delivery on truck

The supplier must create shipping notification and make a booking in the portal, no later than 7 calendar days before the PO is expected to arrive at the Distribution Centre (the confirmed delivery date).

In the portal the supplier must enter colli and how the goods are loaded: pallets or loose. If any of the articles on the PO are normally delivered on slip-sheets, this will be default ticked off in the portal. Additional information is expected loading meters, weight and volume. If supplier is familiar with the trailer ID, this can also be entered. Trailer ID must be added before arrival to DCR and DCB, otherwise truck will not be allowed to enter the DC.

Arrival date is expected to be equal to the confirmed delivery date, however, JYSK will allow a booking window from 5 working days before, until 2 working days after the expected day of arrival. However, if supplier wish to make a booking to the following day, this is only allowed if it is done before 12:00.



Example – Booking window for DDP and DAP

4.3.2 Booking of FCA delivery on trucks

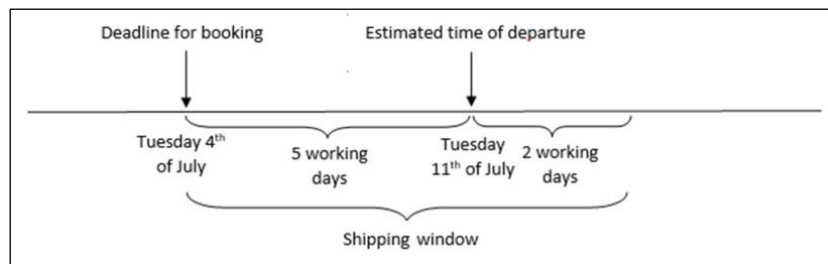
The supplier must create shipping notification and enter a pick-up date in the portal, no later than 7 calendar days before the estimated time of departure.

In the portal the supplier must enter colli, and how the goods are loaded: pallets or loose.

Notes: If any of the articles on the PO are normally delivered on slip-sheets, this will be default ticked off in the portal. Additional information is expected loading meters, weight and volume.

The supplier should enter a pick-up address and time, to let the carrier know where and when the goods should be picked up.

The pick-up date is expected to be equal to the estimated time of departure, however, JYSK will allow a shipping window from 5 working days before the estimated time of departure and until 2 working days after the estimated time of departure.

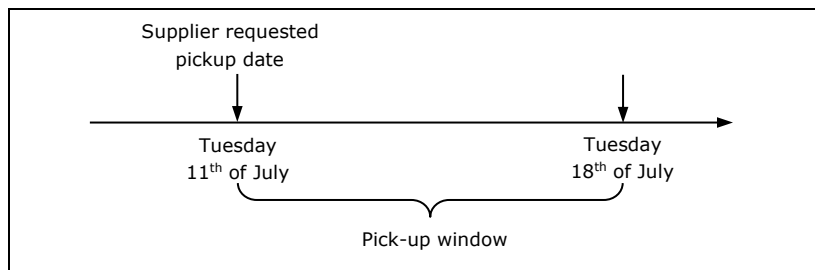


Example – Shipping window for FCA

When the supplier has entered the pick-up date, the carrier will book an unloading slot at the receiving DC and inform the loading day and time in the portal.

Suppliers that are unable to load at the desired time must contact the carrier by e-mail.

Pickup day is expected to be equal to the requested pick-up date, however, JYSK will allow a pick-up window from requested day and until 5 working days after.



Example – Pickup window for FCA

Loading is expected to take place on the day and time mentioned in IBT and is normally completed in less than 2 hours.

4.4 Distribution center deliveries by container with incoterm FOB

JYSK allows deliveries in 20ft dry -, 40ft dry – and 40ft High Cube Dry containers in accordance with [Table 6](#).

Container type	Maximum payload
• 20ft	≤21.500 kg
• 40ft	≤26.500 kg
• 40ft High Cube	≤26.500 kg
Maximum payload above stated must be approved and confirmed by JYSK Shipping (Shipping@JYSK.com)	

Table 6 – Maximum payload per container type

If containers have been fumigated, the shipment papers must be followed by an official certificate of fumigation.

The receiver (consignee) of goods must be written on the certificate.

Note: It is NOT sufficient to write "Consignee to order".

4.5 Booking of FOB containers

All FOB orders must be booked as E-Booking to *DHL/ISC*.

Note: Contact Matrix DHL/ISC is available as [JYSK 10241](#).

Bookings must be placed at least 14 days prior to ETD.

Booking deadline	Booking acknowledgement	Booking confirmation / container release	Entry Summary Declaration (ENS)	Gate in
Minimum 14 calendar days before requested ETD	Within 24 hours from booking receipt	9 calendar days prior to vessel ETD (when container is released from carrier)	72 hours prior to vessel berthing (ETA)	48 hours prior to vessel ETD (if ETD is on a Monday, then cut off is Saturday noon)

Table 7 - Timeline and deadline for cut offs (Applicable to all carriers)

<i>Booking acknowledgement</i>	Only an acknowledgement that the booking has been received - Not a confirmation.
<i>Booking confirmation</i>	Confirmation of the booking.
<i>Container release</i>	The point in time when the container can be released for stuffing.
<i>Gate in</i>	The point in time when the container must be delivered at the port.

Table 8 - Explanation of terms

4.6 DAP deliveries using train or airfreight

Suppliers must book a time slot for delivery according to [4.2](#).

4.6.1 For DAP deliveries from outside the EU

In case of DAP deliveries, the agent/supplier must provide certain documents depending on whether it must be sent by truck or container.

- Documents must be issued to JYSK at the Distribution Centre in the receiving country.
- Documents must be issued to specific orders – invoice, packing list, certificates as for example GSP.
- Documents must be sent at latest two weeks before arrival.
- The EU custom clearance can only be executed by JYSK – and must be advised to the specific Distribution Centre.

4.7 Packing List for DC deliveries

Packing list must contain the following details:

- Number of cardboard boxes
- Product number
- Number of units per cardboard box
- Total number of units
- Gross- and net weight

Number of cardboard boxes	Product number	Units per cardboard box	Total units	Net weight kg	Gross weight kg
200	2308000	6	1200	600	660
100	2308001	6	600	300	330
150	2308103	4	600	450	495
250	2308137	4	1000	750	825

Example of packing list