



# INDUSTRY.ZESPRI.COM TRAINING GUIDE

For Kiwifruit Packaging Vendors

Prepared by: Zespri POCR Project Change Manager  
Maintained by: Packaging Specialist

Use this guide for instructions on logging in, managing  
your details, and registering online at  
<https://industry.zespri.com>.

## Contents

Introduction to the Industry Site .....	2
Packaging Supplier Quick Reference Guide.....	3
1.0 New packaging suppliers (have never supplied packaging products to the kiwifruit industry) .....	3
1.1 First Time Login.....	4
2.0 Basic Navigation.....	7
3.0 Manage Your Details.....	8
4.0 Manage Your Organisation Details .....	9
5.0 Request Packaging Arrangement .....	10
6.0 Add Packhouses Supplied To .....	12
7.0 Complete Your Packaging Registration .....	14

# INTRODUCTION TO THE INDUSTRY SITE

Welcome to the Zespri Industry Site! If you are a kiwifruit packaging supplier, or interested in becoming a packaging supplier for Zespri, this site is for you. You can keep your details up to date, register products, and find links to relevant information on this site.

To use the Industry Site, follow these steps:

- 1) First time registering as a packaging supplier? Request Access to the Industry Site.** New packaging suppliers need to request access to the site via the Request Access button. Before you request access, make sure you have [read the requirements](#) and are eligible to provide packaging products to the kiwifruit industry.
- 2) Already a registered packaging supplier? Login and Manage Your Details.** Login to the site to access targeted information and details for you and/or your organisation. Instead of waiting for a yearly registration, you can keep details up to date in real time, so that Zespri has the latest contact information for you and your organisation.
- 3) Providing packaging products? Request Packaging Arrangement.** Choose what products you supply and upload the relevant PDF documents for each product. Each year, you will need to upload new documents relevant for that supply year. (**Note:** you can only upload PDFs).
- 4) Which packhouses do you supply to? Add Packhouses Supplied To.** Choose the packhouses you supply product to. You can select multiple packhouses across multiple geographies.
- 5) All your information up to date? Complete your Packaging Registration.** Once a year, you will be reminded to complete your registration. After you have made sure all your information is up to date, and all documents uploaded for the relevant supply year, you need to sign off on the information provided. It's a simple form with a few sections that should only take a minute or two to complete.

## NEED HELP?

Contact us at any time if you have any questions or need help by emailing the following for your country:

New Zealand	<a href="mailto:Packaging@zespri.com">Packaging@zespri.com</a>
Europe	<a href="mailto:PackagingEur@zespri.com">PackagingEur@zespri.com</a>
Zeebrugge	<a href="mailto:PackagingZeeb@zespri.com">PackagingZeeb@zespri.com</a>
United States	<a href="mailto:PackagingUSA@zespri.com">PackagingUSA@zespri.com</a>

# PACKAGING SUPPLIER QUICK REFERENCE GUIDE

## 1.0 New packaging suppliers (have never supplied packaging products to the kiwifruit industry)



### New Suppliers

Before approaching Zespri to supply packaging, you'll need to be able to demonstrate that:

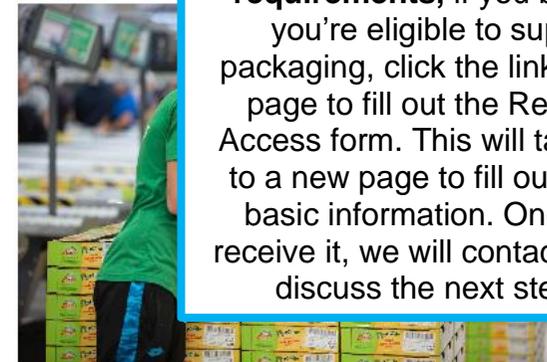
- you have the necessary skills, experience, facilities and qualified staff available to supply the products and will maintain in good standing all necessary licences, registrations, permits, authorisations, consents and approvals required by any governmental, provincial or local department or agency;
- you will supply the products in accordance with the highest standards of care, quality, skill and diligence, sound business principles, industry best practice and all applicable laws and regulations including, without limitation, all packaging, food safety, anti-bribery, anti-corruption, competition and health and safety related laws;
- all your products will comply in all respects with the Zespri Manufacturers' Specifications, be of good merchantable quality, safe and fit for the purpose for which they are intended;
- the supply of products, and use by Zespri and its registered suppliers, will not infringe any third party's rights (including intellectual property rights);
- you will advise Zespri immediately upon becoming aware any Product (whether completed or not) does not meet the relevant Manufacturers' Specification or of any other circumstances that may materially limit or affect your ability to comply with the terms set out in this letter; and
- you will provide Zespri with such reasonable assistance and information as required in the event of any recall or withdrawal of the products.

### New Packaging Vendor Enquiry

If you'd like Zespri to consider you as a packaging vendor, please contact us using the following details:

**Email:** [packaging@zespri.com](mailto:packaging@zespri.com)

**After you've read the requirements, if you believe you're eligible to supply packaging, click the link on the page to fill out the Request Access form. This will take you to a new page to fill out some basic information. Once we receive it, we will contact you to discuss the next steps.**



## 1.1 First Time Login

The screenshot shows the Zespri Industry Site. The top navigation bar includes a home icon, the Zespri Kiwifruit logo, the word "INDUSTRY", and dropdown menus for "CONTRACTORS" and "PACKAGING". On the right, there are links for "About", "Contact", and "Login" with a right-pointing arrow icon.

The main content area features a large background image of hands holding kiwifruit. The text reads: "Welcome to our Industry Site", "Registration management and resources for Zespri On-Orchard Contractors and Packaging Vendors.", and "This site provides information for and about Zespri On-Orchard Contractors and Packaging Vendors. Once you have been granted access, you'll be able to view and manage all your Zespri Registration Details via our Industry Portal."

A "Request Access" button is highlighted with a callout box that says: "Request Access will take you to a form to fill out more information. You only need to fill this out once, and if you received an e-mail from [Industry@zespri.com](mailto:Industry@zespri.com), you can skip this step and move straight to login (in the top right corner)."

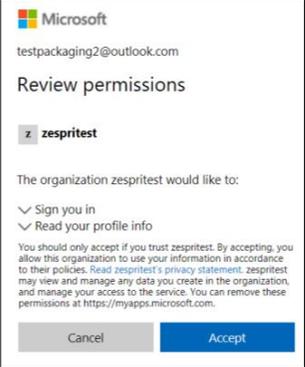
Below the main content, there are two columns of links. The left column is titled "CONTRACTORS" and includes "Contractors List", "News & Updates", and "Resources & Helpful Info". The right column is titled "PACKAGING" and includes "Registration Requirements", "New Suppliers", and "Resources".

At the bottom right, there is a "Request now" button. A partial callout box on the right side of the page contains the text: "If it is your first time accessing this site, you will need to login. You should receive an e-mail from [Industry@zespri.com](mailto:Industry@zespri.com) with more information."

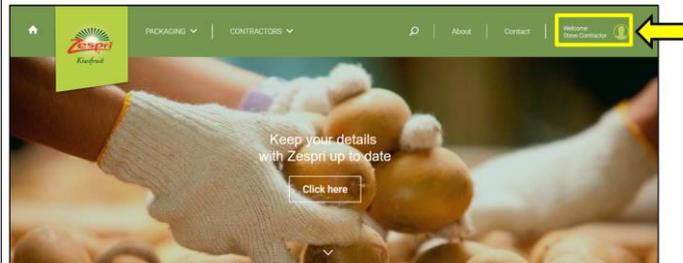
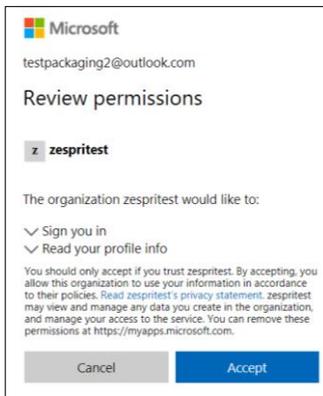
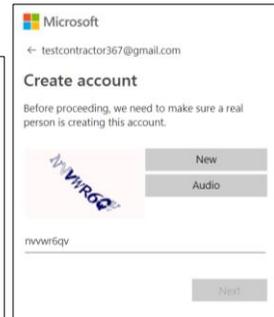
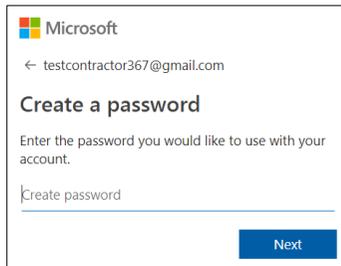
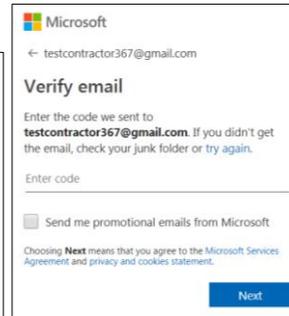
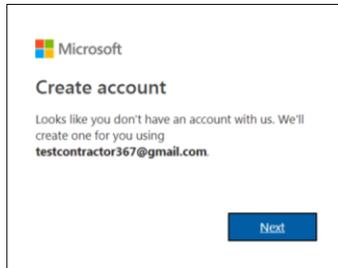
## 1.1 First Time Login (continued)

The Zespri Industry Site will have some important information that is available publicly, and some information that is only available to you after you have logged into the site.

◀ Before you can begin the steps below, you must have either received an e-mail from [Industry@Zespri.com](mailto:Industry@Zespri.com) inviting you to login to the Industry Site, or if you are a brand-new packaging supplier, you must first have completed the Request Access steps (above).

Example	Instructions
	<ol style="list-style-type: none"> <li>1. You will receive an e-mail from <a href="mailto:Industry@Zespri.com">Industry@Zespri.com</a> with the subject "Welcome to the Zespri Industry Site."</li> <li>2. Click "Set Your Password." This will open a new browser window to complete the Microsoft access process. The next few steps will vary depending on what type of e-mail account you have (e.g. Outlook, Gmail, etc.)</li> </ol>
 	<p>Because this is a Microsoft-hosted website, you will need a Microsoft account to login. You might already have one, (if you have @hotmail or @outlook, for example). If you have any other e-mail provider, that's ok, you'll just have to create a Microsoft account. Follow the steps below based on what type of e-mail account you have.</p> <p>3a. Login for the first time with a <b>Microsoft e-mail account</b> (@hotmail, @live, @outlook, @passport, or @msn):</p> <ol style="list-style-type: none"> <li>i. Review the permissions, which include Zespri's privacy statement. Click "Accept."</li> <li>ii. You will be redirected to the Industry Site, where you should automatically be signed in. Your name will be in the top right corner to show you are signed in.</li> </ol> <p>❓ If you reset your Microsoft e-mail password from the Industry Site, it will reset your e-mail password everywhere else, as this is a Microsoft-managed site. We do not recommend resetting your Microsoft password from here!</p>

## Example



## Instructions

3b. Login for the first time with **all other e-mail accounts** (@gmail, @yahoo, @iCloud, etc.):

- i. Because this is a Microsoft-hosted website, you will have to create a Microsoft account to login. When the “Create account” screen pops up, click “Next.”
- ii. Create a password to use with this account.
- iii. To verify this account, Microsoft will send a code to your e-mail. Check your junk or spam folder if you do not receive a code within a few minutes. Enter the code and click “Next.”
- iv. If you do not want promotional e-mails from Microsoft, ensure the box “Send me promotional e-mails from Microsoft” is unticked.
- v. Complete the test designed to ensure you are a real person. If you cannot read the code, click “New” for a new code that might be easier to read, or click “Audio” to have it read the code to you out loud, and you can type what you hear. Press “Next.”
- vi. Review the permissions, which include Zespri’s privacy statement. Click “Accept.”
- vii. You will be redirected to the Industry Site, where you should be automatically signed in. Your name will be in the top right corner to show you are signed in.

 If you have any issues logging in, including issues with your password, see the [FAQs](#).

## 2.0 Basic Navigation

The screenshot shows the Zespri Industry website interface. At the top left is a home icon and the Zespri Kiwifruit logo. The main navigation bar includes 'INDUSTRY', 'CONTRACTORS' (with a dropdown arrow), and 'PACKAGING' (with a dropdown arrow). On the right, there are links for 'About' and 'Contact', and a user profile section that says 'Welcome Ashley Smith' next to a profile icon. Below the navigation is a large banner image of a hand holding a kiwifruit. The banner text reads 'Keep your details with Zespri up to date' and features a 'Click here' button. A dashed line with the word 'OR' connects this button to a callout box. Below the banner are three columns of content: 'CONTRACTORS' with links for 'Contractors List', 'News & Updates', and 'Resources & Help'; 'PACKAGING' with links for 'Registration Requirements', 'New Suppliers', and 'Resources'; and a third column with a 'Request now' button. Callout boxes provide additional context: one points to the 'PACKAGING' dropdown, another to the 'Click here' button, a third to a 'Click here to manage your details' link in the top right, and a fourth to the 'Request now' button.

Home

Zespri  
Kiwifruit

INDUSTRY

CONTRACTORS ▾

PACKAGING ▾

About | Contact

Welcome Ashley Smith

Keep your details with Zespri up to date

Click here

OR

Click here to manage your details

Click here to manage your details

CONTRACTORS

Contractors List

News & Updates

Resources & Help

PACKAGING

Registration Requirements

New Suppliers

Resources

Only request access if you are brand new to supplying for the kiwifruit industry

Request now

### 3.0 Manage Your Details

**Zespri**  
Kiwifruit

CONTACT US Ashley Smith

Welcome Ashley

“Organisations” has all the packaging details for your company.

From My Details, you can update your contact info at any time of year.

Industry Site takes you back to Industry.zespri.com

MY DETAILS ORGANISATIONS CONTRACTOR REGISTRATION INDUSTRY SITE

My Details has information about you as an individual, not your Organisation.

MY DETAILS ORGANISATIONS Ashley Smith

GENERAL ROLES & RELATIONSHIPS PORTAL ACCESS COMMUNICATIONS REQUESTS DOCUMENTS

General Information

Name

Preferred Name

Email

Mobile Phone

Home Phone

Work Phone

Mailing Address 8 Clark Road  
RD 8  
Te Puke  
3188  
New Zealand

Physical Address

REQUEST UPDATE

Click into each tab to get more info and follow the prompts. For example, in the Communications tab, you can choose to get updates from the Zespri Chairman or invites to orchard events.

Click here to update your general info.

General: your contact info.

## 4.0 Manage Your Organisation Details

**Organisations tab**

**A Smith Packaging**

GENERAL | ROLES & RELATIONSHIPS | COMMUNICATIONS | REQUESTS | DOCUMENTS | **PACKAGING**

**Packaging Arrangements**  
You've got nothing to display here.

**Packhouses Supplied To**

**Annual Registrations**

**1 FIRST, Request Packaging Arrangement**

**2 SECOND, Add Packhouses Supplied To**

**3 THIRD, complete Packaging Registration**

These tabs are the same as in My Details, but relate to your Organisation.

The Packaging tab has the bulk of what you'll need to keep updated.

Supply Year	Product	Facility	Packaging Manager	Packaging Manager Email	Packaging Manager Phone	Status
2019	Prepacks	Apata - Mends Lane			0120 345 6789	Deleted
2019	Prepacks	Apata - Turntable			01 234 5678	Deleted
2019	Prepacks	Birchwood			01 234 5678	Completed
2019	Cardboard Cornerboards	Apata - Mends Lane			0120 345 6789	Completed
2019	Cardboard Cornerboards	Birchwood			01 234 5678	Completed

Supply Year	T&Cs Accepted	Company Detail Confirmed	Packaging Arrangement Confirmed	Packhouses Supplied To Confirmed	Status
2019	✓	✓	✓	✓	Received

## 5.0 Request Packaging Arrangement

Before you get started, open the Resource tab, select “Required Registration Documents per packaging product”. Ensure you have all the relevant documents for each product supplied that are compulsory and name them with the correct document name. Save as a PDF file. You need to ensure that everything is save before you move onto the next step.

**Organisations tab**

**Packaging tab**

**1 FIRST, Request Packaging Arrangement**

**This step should be done once a year as part of registration, or anytime throughout the year if you add new products.**

### Request New Packaging Arrangement

Supply Year \*  
2019

I manufacturer my own products

I distribute products from another manufacturer

Choose whether you are the manufacturer or are distributing on behalf of another manufacturer

Please fill in the detail below for each product you supply to Zespri. A different packaging arrangement is required for each manufacturer. You'll need to have all your documentation ready to upload BEFORE you start to complete this form.

A "primary distributor" is the organisation with the main relationship with the manufacturer of the product (in the instance where multiple distributors are working with the same product manufacturer). If you're unsure if that's you, select the option anyway.

If you need help completing the form or experience technical difficulty, contact the packaging team on <insert number>.

Product	Primary Distributor	Stored in Warehouse	Warehouse Name	Warehouse Address
Cardboard Cornerboards	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Prepacks	<input type="checkbox"/>	<input checked="" type="checkbox"/>	DL Limited	100 Cameron Road, Taur

**Select supply year**

**Select products**

**If you ticked "stored in warehouse" for any product, provide the warehouse and address**

**Tick whether you are the primary distributor of the product, and/or if products are stored in a warehouse.**

**Click Add Product for as many products as you want to register**

**ADD PRODUCT**

**NEXT** **CANCEL**

Once you've added all the products you want to register, click Next. You'll have to provide documentation for each product on the next

## 5.0 Request Packaging Arrangement (continued)

### Request New Packaging Arrangement

Upload the below documents which are required as evidence to support your packaging arrangement. Please ensure each document is scanned as its own separate document and named appropriately. If you don't have a specific document, you'll need to provide a reason why.

Note that some of these documents will be required for both you – as the distributor – and the manufacturer of the product. So 2 documents should be uploaded.

If you need help completing the form or experience technical difficulty, contact the packaging team.

Documentation	Required For	No	Upload
Cardboard Cornerboards Specification Sheet	Manufacturer	<input type="checkbox"/>	<input type="checkbox"/> Enter date <input type="checkbox"/>

There will be a list of documents required for each product. You must upload a **PDF** of the document and the expiration date for each document.

Pest Control provided by Distributor, ABC Limited

Pest Control	<input checked="" type="checkbox"/>	49 / 500
Traceability	<input type="checkbox"/>	14/02/2020 A S Pack_Traceability workflow 2.pdf <input type="checkbox"/>

**SUBMIT** **DISCARD DOCUMENTS & RETURN TO STEP 1** **CANCEL**

Once you have uploaded all documents, click Submit. A Zespri representative will review, and either accept or decline. If we decline your request, we will inform you what is missing. If you do not have all the documents or you need to update any info, click Discard & Return to Step 1. **Note:** you cannot save documents and return later, this must all be done at once.

Alternatively, you can tick "Not Provided" and give a reason. Your reason will be reviewed by Zespri and may or may not be deemed acceptable. **Note:** all Food Safety documents must be provided.

Click the trash icon to remove an uploaded document, if needed.

## 6.0 Add Packhouses Supplied To

The screenshot shows the 'Organisations' tab selected in the top navigation bar. Below it, the 'Packaging' sub-tab is active. The main content area shows 'Packaging Arrangements' and 'Packhouses Supplied To' sections. A yellow star with the number '2' is placed over the 'ADD PACKHOUSES SUPPLIED TO' button.

Organisations tab

Packaging tab

2 SECOND, Add Packhouses Supplied To

ADD PACKHOUSES SUPPLIED TO

### Add New Packhouses Supplied To

Supply Year \*  
2019

Select supply year

#### Products

- Cardboard Cornerboards    Coupon Labels    EAN Labels    Fruit Labels    General Labels    Pallet Cards    Pallets
- Paperboard Packaging    Plastic Pocket Packs    Polybags    Polyliners    Prepacks    Strapping & Seals

Tick the products you supply to packhouses (you can tick multiple)

#### Add Packhouses

Search

Scroll through the packhouses, or use the Search field to narrow down by name or location

Birchwood	Birchwood Packhouse Limited	23 Rea Road, RD 2, Katikati, 3178, Bay of Plenty,	New Zealand	23 Rea Road, RD 2, Katikati, 3178,	New Zealand	<input checked="" type="checkbox"/>
Cooper Coolpac	Cooper Coolpac Limited	24 Riverbank Road, RD 3, Wanganui, 4573, Sth North Island,	New Zealand	24 Riverbank Road, RD 3, Wanganui, 4573,	New Zealand	<input type="checkbox"/>
Copam	Cosenza, Italy,		Italy	Italy,	Italy	<input type="checkbox"/>
DMS - Pukepack	DMS Progrowers Limited	318 Te Matai Road, RD 8, Te Puke, 3188, Bay of Plenty,	New Zealand	PO Box 13210, Tauranga Central, Tauranga, 3141,	New Zealand	<input checked="" type="checkbox"/>
DMS - Te Puna	DMS Progrowers Limited	22 Te Puna Road, RD 6, Tauranga, 3176, Bay of Plenty,	New Zealand	PO Box 13210, Tauranga Central, Tauranga, 3141,	New Zealand	<input checked="" type="checkbox"/>
EastPack - Collins Lane	EastPack Entity Trust	2 Collins Lane, RD 7, Te Puke, 3187, Bay of Plenty,	New Zealand	PO Box 243, Te Puke, 3153,	New Zealand	<input type="checkbox"/>
EastPack - Edgecumbe	EastPack Entity Trust	678 East Bank Road, RD 3, Whakatane, 3193, Bay of Plenty,	New Zealand	PO Box 45, Edgecumbe, 3160,	New Zealand	<input type="checkbox"/>

Tick the boxes next to the packhouses that you supply these products to. You can select multiple packhouses across multiple geographies.

Click Review when done.

REVIEW

## 6.0 Add Packhouses Supplied To (continued)

### Add New Packhouses Supplied To

Supply Year \*  
2019

**Products**

Cardboard Cornerboards  Coupon Labels  EAN Labels  Fruit Labels  General Labels  Pallet Cards  Pallets

Paperboard Packaging  Plastic Pocket Packs  Polybags  Polyliners  Prepacks  Strapping & Seals

**Review Packhouses** +

Facility ↑	Facility Group ↑	Physical Address ↑	Physical Country ↑	Mailing Address ↑	Mailing Country ↑	
Apata - Mends Lane	Apata Group Limited	15 Mends Lane, RD 6, Te Puke, 3186, Bay of Plenty,	New Zealand	15 Mends Lane, RD 6, Te Puke, 3186,	New Zealand	✕
Apata - Turntable	Apata Group Limited	Turntable Hill Road, RD 4, Katikati, 3181, Bay of Plenty,	New Zealand	Turntable Hill Road, RD 4, Katikati, 3181,	New Zealand	✕
Birchwood		katikati, 3178, Bay of Plenty,	New Zealand	23 Rea Road, RD 2, Katikati, 3178,	New Zealand	✕
DMS - Pukep		3, Te Puke, 3188, Bay of Plenty,	New Zealand	PO Box 13210, Tauranga Central, Tauranga, 3141,	New Zealand	✕
DMS - Te		Tauranga, 3176, Bay of Plenty,	New Zealand	PO Box 13210, Tauranga Central, Tauranga, 3141,	New Zealand	✕

**SUBMIT** **CANCEL**

Click the plus sign to add more packhouses after you have clicked Review, if needed.

Once all packhouses have been selected, click Submit.

### Packhouses Supplied Submitted Successfully

Thanks for letting us know about the packhouses you supply. The Zespri team will now process the information over the next 3-5 business days and contact you if there are any issues

**CLOSE**

You will receive a message saying we have received your submission. Click "Close" and move to the final step to complete your registration.

## 7.0 Complete Your Packaging Registration

The screenshot shows the Zespri website interface. At the top, there is a navigation bar with 'ORGANISATIONS' highlighted. A callout box labeled 'Organisations tab' points to this menu item. Below the navigation bar, the user's profile 'Ashley' is visible. The main content area shows 'A Smith Packaging' with several tabs: 'GENERAL', 'ROLES & RELATIONSHIPS', 'COMMUNICATIONS', 'REQUESTS', 'DOCUMENTS', and 'PACKAGING'. The 'PACKAGING' tab is selected and highlighted with a callout box labeled 'Packaging tab'. On the right side of the 'PACKAGING' section, there are three buttons: 'PACKAGING REGISTRATION' (yellow), 'REQUEST PACKAGING ARRANGEMENT' (green), and 'ADD PACKHOUSES SUPPLIED TO' (green).

**3** **THIRD**, complete Packaging Registration. You will need to do this when prompted once a year, or after you make changes to any other sections.

The screenshot shows the 'Packaging Registration' form. It has a title bar with a close button (X). The form is divided into several sections, each with a red line on the right side: 'Company Details', 'Packaging Arrangements', 'Packhouses Supplied To', 'Additional Details', and 'Registration Terms and Conditions'. At the bottom left, there is a green 'SUBMIT' button. A callout box points to the 'SUBMIT' button with the text: 'Once all sections are filled out, click Submit.'

Fill out each section of the Packaging Registration by clicking the dropdown on the right of the screen. Once you have filled out all required information, the line will turn from red to gray.

The screenshot shows a confirmation message: 'Annual Registration Submitted Successfully'. Below the title, it says 'Your registration has been submitted successfully. We will process the information over the next 3-5 business days and contact you with any updates.' There is a green 'CLOSE' button on the left. A callout box points to the message with the text: 'You will receive a message saying your registration has been submitted and will be reviewed by Zespri.'

Your annual registration is complete! You'll be notified when it opens again next year.

If any of your information changes throughout the year, you can login and update it anytime by following the Manage Details steps above.

If you have any questions, contact the Packaging team for your geography, listed above.