INDUSTRY.ZESPRI.COM TRAINING GUIDE

For Kiwifruit Packaging Vendors

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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

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	Packaging@zespri.com
Europe	PackagingEur@zespri.com
Zeebrugge	PackagingZeeb@zespri.com
United States	PackagingUSA@zespri.com

PACKAGING SUPPLIER QUICK REFERENCE GUIDE

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

Before you contact Zespri to supply packaging products, go to Packaging and click New Suppliers.

New Suppliers

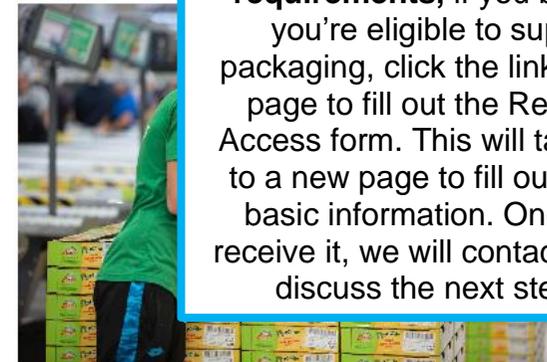Before approaching Zespri to supply packaging, you'll need to be able to demonstrate that:

- 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

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.
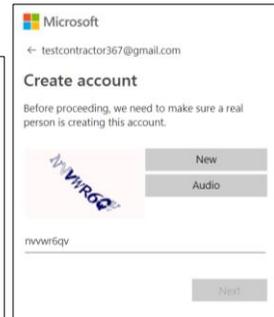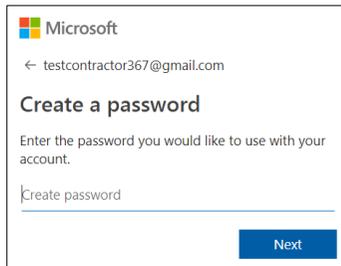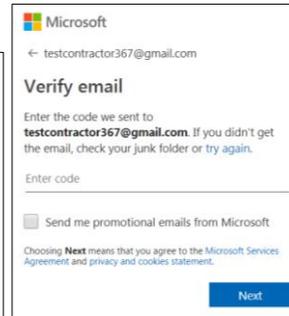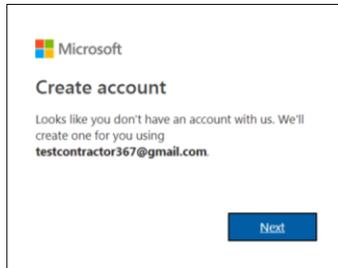
1.1 First Time Login

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 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
Welcome to industry.zespri.com Thanks for requesting access to the Zespri Industry Site. A Zespri representative has reviewed your details and initiated the process to grant you access. Please click on the link below to set up your account and password. **Set Your Password** If you have any problems completing the registration, please contact the Zespri Helpdesk on 0800 155 355.	1. You will receive an e-mail from Industry@zespri.com with the subject "Welcome to the Zespri Industry Site." 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.)
■ Microsoft testpackaging2@outlook.com Review permissions z zespritest The organization zespritest would like to: ∨ Sign you in ∨ Read your profile info You should only accept if you trust zespritest. By accepting, you allow this organization to use your information in accordance to their policies. Read zespritest's privacy statement. zespritest may view and manage any data you create in the organization, and manage your access to the service. You can remove these permissions at https://myapps.microsoft.com. Cancel Accept	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. 3a. Login for the first time with **a Microsoft e-mail account** (@hotmail, @live, @outlook, @passport, or @msn): i. Review the permissions, which include Zespri's privacy statement. Click "Accept." 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. ❓ 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!
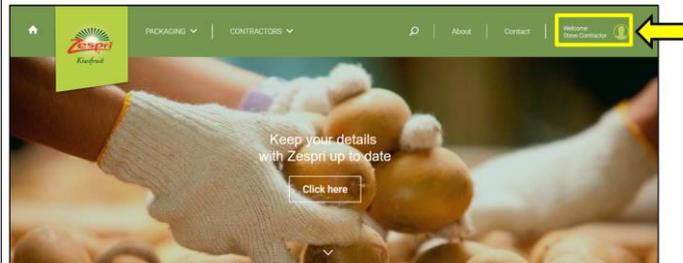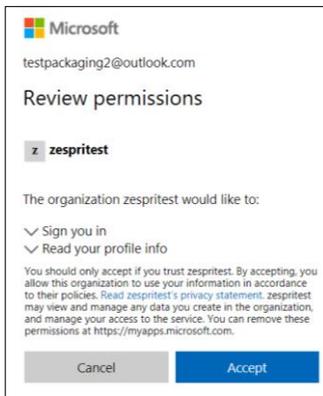
Example	Instructions

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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.

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2.0 Basic Navigation

3.0 Manage Your Details

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

"Organisations" has all the packaging details for your company.

Industry Site takes you back to Industry.zespri.com

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

General: your contact info.

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

4.0 Manage Your Organisation Details

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

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.

Packaging tab

Request New Packaging Arrangement

Select supply year

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

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

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 packag

Documentation	Required For	Not				Upload
Cardboard Cornerboards Specification Sheet	Manufacturer	☐	📅	Enter date	▼	☁

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

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.

Pest Control ☑

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.

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| Traceabilit | | ☐ | 📅 | 14/02/2020 | ▼ | A S Pack_Traceability workflow 2.pdf | 🗑 |

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

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

6.0 Add Packhouses Supplied To

Organisations tab

SECOND, Add Packhouses Supplied To

Packaging tab

Select supply year

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

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

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.

6.0   Add Packhouses Supplied To (continued)

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

Once all packhouses have been selected, click Submit.

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

A Smith Packaging

GENERAL   ROLES & RELATIONSHIPS   COMMUNICATIONS   REQUESTS   DOCUMENTS   PACKAGING

PACKAGING REGISTRATION

REQUEST PACKAGING ARRANGEMENT

Packaging Arrangements
You've got nothing to display here.

Packhouses Supplied To

ADD PACKHOUSES SUPPLIED TO

Organisations tab

Packaging tab

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

Packaging Registration   ✕

Company Details   ›

Packaging Arrangements

Packhouses Supplied To

Additional Details

Registration Terms and Conditions

SUBMIT

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.

Annual Registration Submitted Successfully   ✕

Your registration has bee   ocess the information over the next 3-5 business days and contact

CLOSE

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.

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