



H-E-B PALLET SPECIFICATIONS

A supplier guide for pallet requirements for H-E-B warehouse facilities.

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Introduction

This document outlines H-E-B's pallet requirements, which are established to ensure compliance for our automated & non-automated facilities with quality standards, efficient handling, transportation, and warehousing of products. Non-compliance with these requirements may result in product or load rejection.

Ensure that all requirements for pallet quality, packaging, and case and pallet labels are followed. Navigate to <https://supplier.heb.com/home> > select **Documentation > Warehouse & Transportation > General** to learn more about these requirements.

All questions should be directed to supplier@supplier.heb.com.

General Pallet Requirements

- Approved Pallet Types:



CHEP



PECO



iGPS



Grade A White Wood

- All pallets must be a four-way entry pallet and meet or exceed the GMA Grade-A specifications.
- Ensure all pallets are damage-free. If using whitewood for our facilities, ensure they are Grade A White Wood.
- All pallets should be 48" x 40" with the following exceptions:
 - 48" x 20" half pallets
 - 52" x 40" milk and egg pallets
- Maximum weight capacity must not exceed 2,500 lbs.
- Maximum delivery height should not be above 96" from the base of the pallet to the top of the stack. Pallets are still subject to breakdown if deemed necessary by the warehouse.

Pallet Condition

- Pallets must be clean, dry, and entirely free of odor, debris, bug/rodent remnants, grease, or chemicals.
- Pallet boards:
 - No missing, broken, cracked, or partially missing boards.
 - Metal repairs are not allowed.
 - All boards should be secured in place.
 - All boards should be secured with at least 3 nails to each block.
- Blocks:
 - No split, cracked, or partial missing (no less than 2/3 of original block surface remaining).
 - All blocks must be secured and not twisted.
- Nails:
 - Pallets must be free from any protruding nails and must be fully seated or flush to the surface.

Case Packaging Condition

- Case Quality:
 - Must not be crushed, bulging, or damaged.
 - Must not have external straps or bands and all case flaps must be secured using glue or tape rated for the storage temperature.
- Labeling:
 - Each master outer case must have a compliant GS1-128 or ITF-14 case label that includes a scannable barcode on each case along with the required information.

Packaging Change Notifications: If you intend to modify the packaging dimensions or alter the orientation of the cases, it is essential to inform your H-E-B Buying Team in advance. Timely communication regarding these changes helps ensure a smooth transition and allows the team to make any necessary adjustments in inventory management and logistics to accommodate automation.

Load Condition

- Overhang:
 - Product overhang from the standard 48x40 pallet footprint is limited to a maximum of 60mm (2.36 inches) in any direction, including height, and any pallet tilting or leaning.
 - Exceptions to this overhang requirement require H-E-B approval.
- Stacking:
 - Chimney stacking (middle gap) is prohibited.
 - Layers of products must not be glued, waxed, or taped together.
 - Use of pallet covers, shrouds, or film hoods over palletized product are no longer permitted.
 - Multiple Purchase Orders cannot be mixed on the same pallet.
 - Plastic straps or tape around the palletized product are no longer permitted.
- Stretch Wrap:
 - Must be transparent and at a minimum of 80 gauge, 15" wrap.
 - Wrap from the top pallet board and extend upwards in an overlapping pattern to the top of the stack.
 - The end of the stretch wrap must be firmly pressed against the load or tucked in and should not have any loose ends.
 - Should not obstruct any of the four-way pallet entry points.
 - Must completely hold the product to the pallet to prevent shifting during transit.
 - The stretch wrap should not be used to stabilize the load on the pallet; the contents should be stable once the stretch wrap is removed.
- Slip Sheets:
 - For best recyclability, slip sheets should be made from cardboard or paperboard.
 - To prevent puncturing or damage, slip sheets should be used between bagged food items and the pallet, and/or on top when double-stacked to separate pallets.
 - Must be suitable for refrigerated/frozen environments and demonstrate tear-resistance.
 - Must not extend beyond or overhang past cases.
 - Can be used to separate multiple SKUs layer by layer on a pallet.
- Corner Boards:
 - For optimal recyclability, all corner boards (edge protectors) must be constructed of cardboard material.
 - Use of plastic or composite corner boards is not allowed.
 - Ensure corner boards are designed to the proper dimensions (length, width, and thickness) to protect and support the product effectively.
- Labeling:
 - Each logistic unit (pallet) must have a compliant Pallet/ASN label that includes a scannable SSCC (Serial Shipping Container Code) barcode with the required information.