



# INDUSTRY.ZESPRI.COM TRAINING GUIDE

For Kiwifruit Packaging Vendors

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Maintained by: Packaging Specialist

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

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# 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?

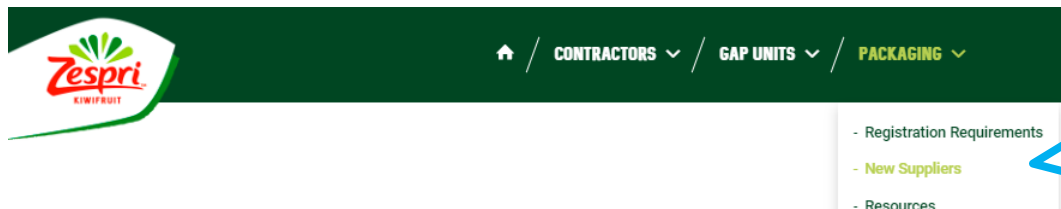
Contact us at any time if you have any questions or need help by emailing the following for your country:

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)

### 1.1 First Time Login



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.
- Check all required certificates before contacting Zespri ["Certificates required by packaging product"](#)

#### NEW PACKAGING SUPPLIER ENQUIRY

If you'd like to be considered as a packaging supplier, you can submit your details through this form and we will be in contact about the next steps.

[Request now](#)



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 (continued)

The screenshot shows the Zespri Industry Site homepage. The background is a close-up of kiwifruit. The top navigation bar is dark green with the Zespri logo on the left and links for Home, Contractors, GAP Units, Packaging, About, Contact, and Login on the right. The main heading is 'WELCOME TO OUR INDUSTRY SITE'. Below this are three yellow and white striped boxes with links to COVID-19 guidelines, an important message for contractors, and MPI registration. A link to 'See what our wider industry is doing under Covid-19 protocols...' is also present. A paragraph explains the site's purpose for contractors and packaging vendors. At the bottom are three white boxes for 'CONTRACTORS', 'CONTRACTORS LIST', and 'PACKAGING', each with a brief description and a link.

**Zespri**  
KIWIFRUIT

Home / **CONTRACTORS** / **GAP UNITS** / **PACKAGING** / About / Contact / Login

# WELCOME TO OUR INDUSTRY SITE

Guideline for minimising spread of COVID-19 On Kiwifruit Orchards [Read More](#)

IMPORTANT message to contractors operating on orchard [Read More](#)

Registering your business as an essential service with MPI [Register Now](#)

[See what our wider industry is doing under Covid-19 protocols...](#)

This site provides registration management and resources for Zespri on-orchard contractors and packaging vendors. You can use it to view and manage all your Zespri registration details, and find out all you need to know about working in the industry.

### CONTRACTORS

To work in the kiwifruit industry as an on-orchard contractor or sub-contractor you will need a Zespri CAV. Click here...

### CONTRACTORS LIST

To check whether a contractor or sub-contractor you're using has an up-to-date Zespri CAV, click here...

### PACKAGING

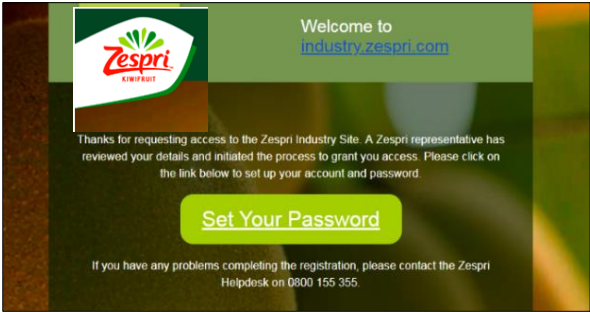
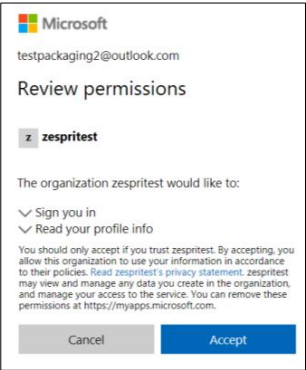
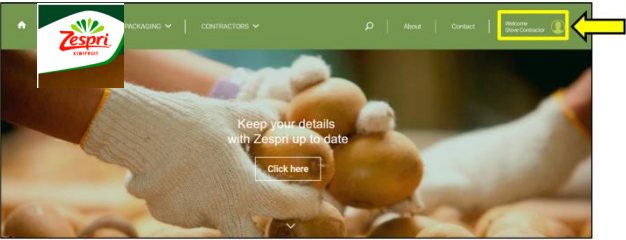
If you're a new or existing Zespri packaging supplier, click here to find out more...

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)

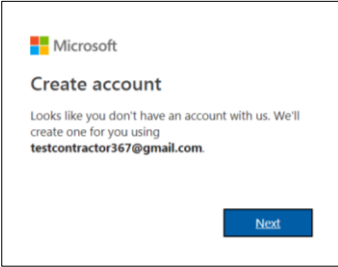
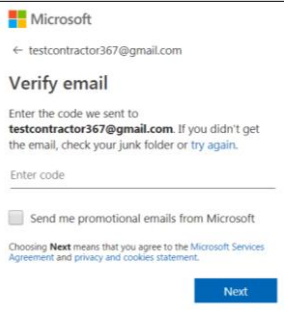
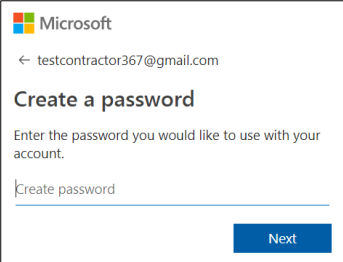

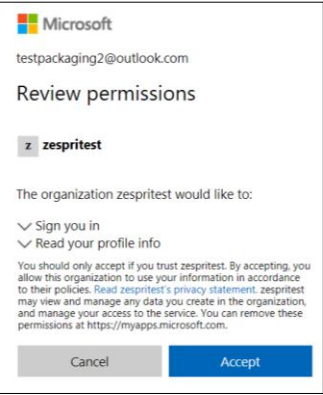
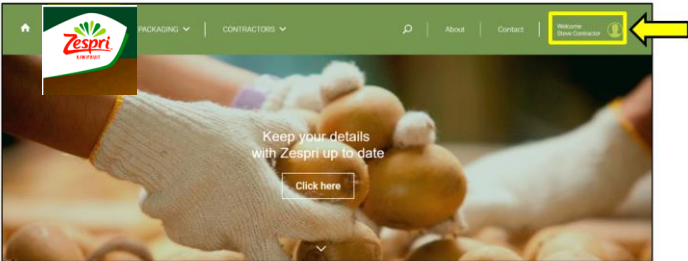

# 1.1 First Time Login (continued)

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.

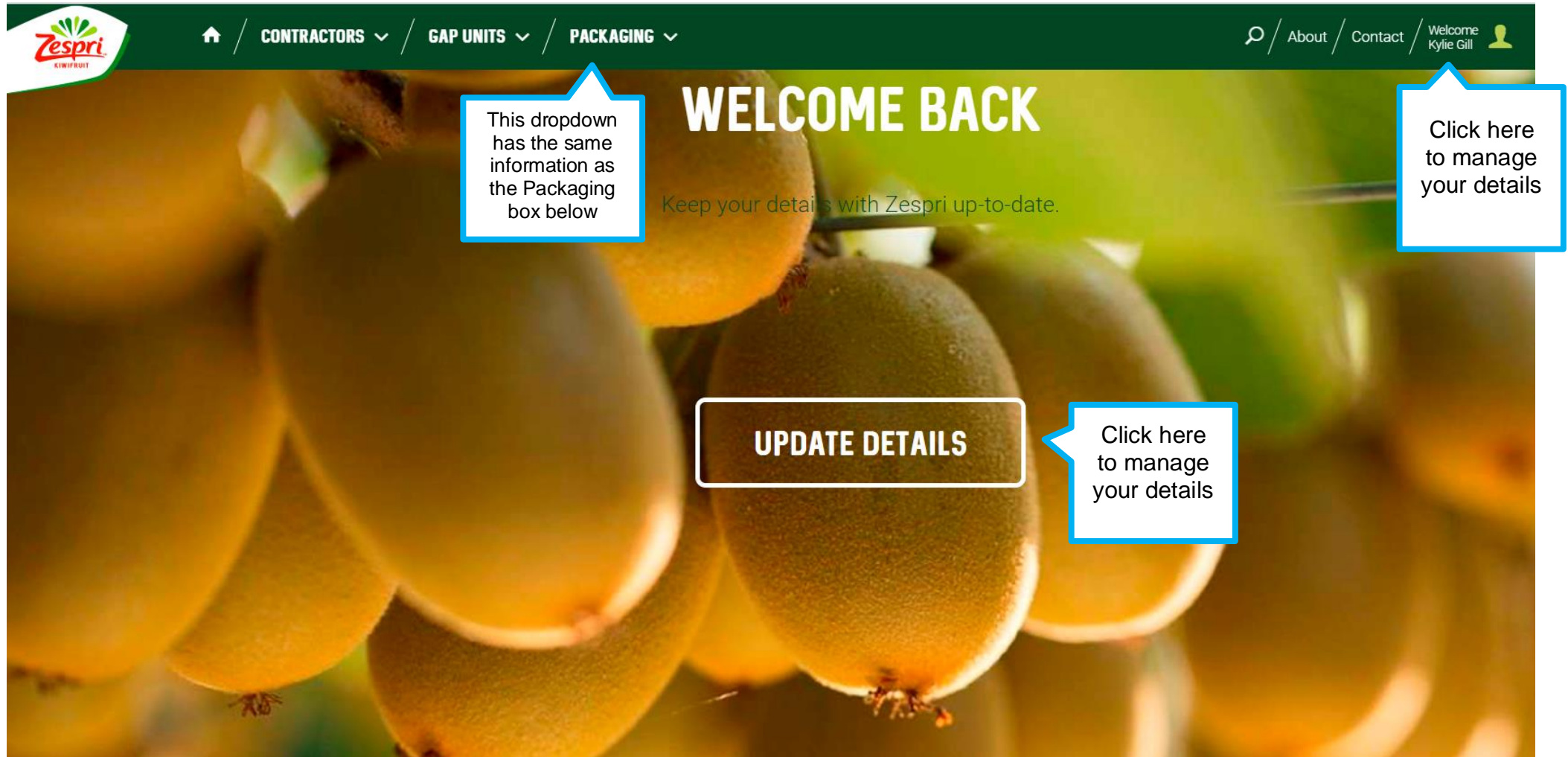
Before you can begin the steps below, you must have either received an e-mail from [Industry@Zespri.com](mailto:Industry@Zespri.com) inviting you to login to the Industry Site, or if you are a brand-new packaging supplier, you must first have completed the Request Access steps (above).

Example	Instructions
	<p>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."</p> <p>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.)</p>
 	<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> <ul 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></ul> <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
<div data-bbox="315 197 651 464"></div> <div data-bbox="667 148 949 461"></div> <div data-bbox="322 541 663 804"></div> <div data-bbox="669 488 943 804"></div> <div data-bbox="127 828 448 1224"></div> <div data-bbox="456 951 1142 1212"></div>	<p>3b. Login for the first time with <b>all other e-mail accounts</b> (@gmail, @yahoo, @iCloud, etc.):</p> <ul style="list-style-type: none"><li>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.”</li><li>ii. Create a password to use with this account.</li><li>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.”</li><li>iv. If you do not want promotional e-mails from Microsoft, ensure the box “Send me promotional e-mails from Microsoft” is unticked.</li><li>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.”</li><li>vi. Review the permissions, which include Zespri’s privacy statement. Click “Accept.”</li><li>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.</li></ul> <p> If you have any issues logging in, including issues with your password, see the <a href="#">FAQs</a>.</p>

## 2.0 Basic Navigation





### 3.0 Manage Your Details

The screenshot displays the Zespri 'Manage Your Details' web interface. At the top, a green header bar contains the Zespri logo, a 'Welcome Ashley' message, a 'CONTACT US' link, and a user profile icon for 'Ashley Smith'. Below this, a row of four circular icons represents the main navigation options: 'MY DETAILS' (person icon), 'ORGANISATIONS' (network icon), 'CONTRACTOR REGISTRATION' (briefcase icon), and 'INDUSTRY SITE' (leaf icon). Callouts explain these options: 'From My Details, you can update your contact info at any time of year.' points to 'MY DETAILS'; '"Organisations" has all the packaging details for your company.' points to 'ORGANISATIONS'; and 'Industry Site takes you back to Industry.zespri.com' points to 'INDUSTRY SITE'. Below the navigation bar, a secondary bar shows 'MY DETAILS' and 'ORGANISATIONS' with a dropdown arrow. The main content area is titled 'Ashley Smith' and features a tabbed interface with tabs for 'GENERAL', 'ROLES & RELATIONSHIPS', 'PORTAL ACCESS', 'COMMUNICATIONS', 'REQUESTS', and 'DOCUMENTS'. The 'GENERAL' tab is active, showing a 'General Information' form with fields for Name, Preferred Name, Email, Mobile Phone, Home Phone, Work Phone, Mailing Address (8 Clark Road, RD 8, Te Puke, 3188, New Zealand), and Physical Address. Callouts provide further guidance: 'My Details has information about you as an individual, not your Organisation.' points to the 'MY DETAILS' tab; 'General: your contact info.' points to the 'GENERAL' tab; '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.' points to the other tabs; and 'Click here to update your general info' points to a 'REQUEST UPDATE' button in the top right corner of the 'GENERAL' tab.

**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

The screenshot shows the 'Organisations tab' in the Zespri system. The top navigation bar includes the Zespri logo, a home icon, 'MY DETAILS', 'ORGANISATIONS' (highlighted), 'CONTACT US', and the user 'Ashley Smith'. The main header for the organisation is 'A Smith Packaging'.

The 'PACKAGING' tab is selected, showing a sub-header with tabs: GENERAL, ROLES & RELATIONSHIPS, COMMUNICATIONS, REQUESTS, DOCUMENTS, and PACKAGING. A callout box states: 'These tabs are the same as in My Details, but relate to your Organisation.' Another callout box says: 'The Packaging tab has the bulk of what you'll need to keep updated.'

On the right side, there are three numbered steps:

- 1 FIRST, Request Packaging Arrangement** (indicated by a yellow star and a callout box pointing to the 'REQUEST PACKAGING ARRANGEMENT' button).
- 2 SECOND, Add Packhouses Supplied To** (indicated by a yellow star and a callout box pointing to the 'ADD PACKHOUSES SUPPLIED TO' button).
- 3 THIRD, complete Packaging Registration** (indicated by a yellow star and a callout box pointing to the 'PACKAGING REGISTRATION' button).

The main content area displays two tables:

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

**Packhouses Supplied To**

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 ●

**Annual Registrations**

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.

The screenshot displays the Zespri system interface. At the top, the 'Organisations tab' is highlighted. Below it, the 'Packaging tab' is selected. A red star with the number '1' indicates the 'REQUEST PACKAGING ARRANGEMENT' button. A callout box explains that this step should be done once a year as part of registration, or anytime throughout the year if new products are added.

The main form is titled 'Request New Packaging Arrangement'. It includes a 'Supply Year' dropdown set to '2019'. Two radio buttons allow users to select 'I manufacturer my own products' (selected) or 'I distribute products from another manufacturer'. A callout explains that users should choose whether they are the manufacturer or distributing on behalf of another manufacturer.

Below the radio buttons is a table with columns: Product, Primary Distributor, Stored in Warehouse, Warehouse Name, and Warehouse Address. The first row shows 'Cardboard Cornerboards' with 'Primary Distributor' checked. The second row shows 'Prepacks' with 'Stored in Warehouse' checked, and provides 'DL Limited' as the warehouse name and '100 Cameron Road, Taur' as the address. A callout explains that if 'stored in warehouse' is ticked, the warehouse name and address must be provided. Another callout explains that users should tick whether they are the primary distributor of the product, and/or if products are stored in a warehouse.

At the bottom of the table is an 'ADD PRODUCT' button. A callout explains that users should click 'Add Product' for as many products as they want to register. At the bottom of the form are 'NEXT' and 'CANCEL' buttons. A callout explains that once all products are added, users should click 'Next' and provide documentation for each product on the next step.

## 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.

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.

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

Pest Control provided by Distributor, ABC Limited

Pest Control	<input checked="" type="checkbox"/>	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. <b>Note:</b> all Food Safety documents must be provided.
Traceability	<input type="checkbox"/>	14/02/2020 A S Pack_Traceability workflow 2.pdf

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

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

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.

## 6.0 Add Packhouses Supplied To

The screenshot shows the 'Add Packhouses Supplied To' form in the 'A Smith Packaging' system. The form is divided into two main sections: 'Products' and 'Add Packhouses'.

**Products Section:** This section allows users to select the products they supply to packhouses. It includes a 'Supply Year' dropdown (set to 2019) and a list of products with checkboxes. The products are: Cardboard Cornerboards (checked), Coupon Labels, EAN Labels, Fruit Labels, General Labels, Pallet Cards, Pallets, Paperboard Packaging, Plastic Pocket Packs, Polybags, Polyliners, Prepacks (checked), and Strapping & Seals.

**Add Packhouses Section:** This section contains a table of packhouses with columns for Name, Address, and Location. A search field is available to narrow down the list. The table lists several packhouses, including Birchwood, Cooper Coolpac, Copam, DMS - Pukepack, DMS - Te Puna, EastPack - Collins Lane, and EastPack - Edgecumbe. Each row has a checkbox in the rightmost column to indicate if the user supplies products to that packhouse.

**Annotations:**

- Organisations tab:** Points to the 'ORGANISATIONS' tab in the top navigation bar.
- Packaging tab:** Points to the 'PACKAGING' tab in the sub-navigation bar.
- SECOND, Add Packhouses Supplied To:** A red star with the number '2' points to the 'ADD PACKHOUSES SUPPLIED TO' button.
- Select supply year:** Points to the 'Supply Year' dropdown menu.
- Tick the products you supply to packhouses (you can tick multiple):** Points to the product checkboxes.
- Scroll through the packhouses, or use the Search field to narrow down by name or location:** Points to the search field and the packhouse table.
- Tick the boxes next to the packhouses that you supply these products to. You can select multiple packhouses across multiple geographies.** Points to the checkboxes in the packhouse table.
- Click Review when done.** Points to the 'REVIEW' button at the bottom right.

Name	Address	Location	Supply
Birchwood	Birchwood Packhouse Limited, 23 Rea Road, RD 2, Katikati, 3178, Bay of Plenty, New Zealand	New Zealand	<input checked="" type="checkbox"/>
Cooper Coolpac	Cooper Coolpac Limited, 24 Riverbank Road, RD 3, Wanganui, 4573, Sth North Island, New Zealand	New Zealand	<input type="checkbox"/>
Copam	Cosenza, Italy, Italy	Italy	<input type="checkbox"/>
DMS - Pukepack	DMS Pro growers Limited, 318 Te Matai Road, RD 8, Te Puke, 3188, Bay of Plenty, New Zealand	New Zealand	<input checked="" type="checkbox"/>
DMS - Te Puna	DMS Pro growers Limited, 22 Te Puna Road, RD 6, Tauranga, 3176, Bay of Plenty, New Zealand	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	New Zealand	<input type="checkbox"/>
EastPack - Edgecumbe	EastPack Entity Trust, 678 East Bank Road, RD 3, Whakatane, 3193, Bay of Plenty, New Zealand	New Zealand	<input type="checkbox"/>



## 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

**Organisations tab**

**Packaging tab**

**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.

**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 been submitted and will be reviewed by Zespri.

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.