TRADING PARTNER FORUM

One Page Reference Guide

Common requirements for all deliveries into Woolworths, Coles & Metcash DCs

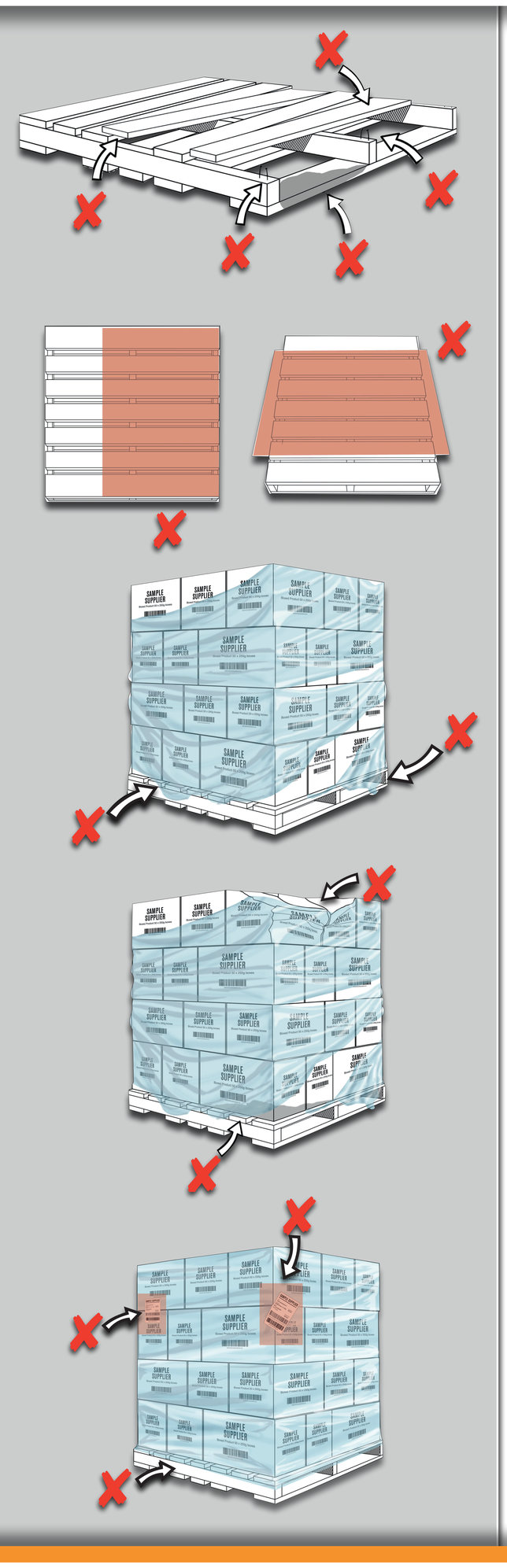
One Page Guide for Pallet Despatch into Major Australian Retailers

The Trading Partner Forum's *Perfect Delivery Project* focuses on what is required to ensure the seamless physical flow of goods from Suppliers into Retailer DCs (including automated DCs) without impediments and rework caused by product, process and equipment. This 'One Page Guide' aims to assist in getting the basics of pallet despatch 'right first time', through simple pre-despatch checking points.

The following guidelines have been endorsed by Woolworths, Coles and Metcash, who are working through the Trading Partner Forum (TPF) to align requirements wherever practical - to assist Suppliers in ensuring deliveries can be receipted without issue.

Please note: this document is intended as a high-level, quick reference guide only. Suppliers should note that:

- The following guidance is not exhaustive and Suppliers should reference Retailer guidelines where more-detailed information on requirements is appropriate.
- Chain of Responsibility (CoR) requirements are paramount and the advice here is subordinate to any CoR outcomes and obligations. Suppliers should discuss any potential CoR issues with trading partners prior to adopting the advice below.



Pallet Quality, Utilisation & Wrapping

When checking pre-despatch, ensure that the Chep or Loscam pallet has all boards and bearers correctly in place per pallet quality specifications, that boards are undamaged and uncontaminated by dirt or debris, and that all boards are within standard accepted tolerances *(note that a maximum of 15mm pushback of lead boards is acceptable)*.

Ensure that stock is centred on each pallet, and that no trade units, slipsheets or layer-pads (where used) are overhanging any of the edges of the pallet; nothing should extend beyond the pallet footprint.

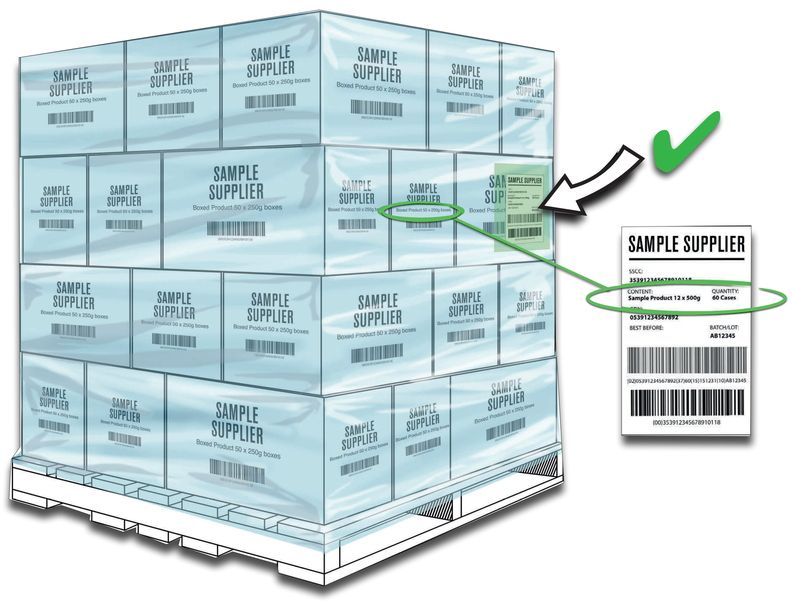
Ensure that the pallet wrap is firmly secured with sufficient passes of wrap to provide necessary level of tension to maintain load stability in transit. The pallet wrap must be bound to the top 30-50% of the wooden pallet to anchor the product, be neatly applied with no 'tails' or 'dags', and secured to avoid wrap coming loose in transit, during the receipt process, or during put-away or retrieval at the Retailer DCs.

Carton Integrity & Barcoding

Ensure that there are GTIN barcodes visible on fork-entry sides of each pallet (for at least some of the cartons) to allow scanning by receipt checkers and forklift drivers.

Ensure that no cartons are damaged, crushed, leaking, moisture-affected or at risk of spilling product.

SSCC Pallet Labels



Ensure that SSCC pallet labels are applied correctly:

- on the right hand edge of both fork-entry sides of the pallet
- at a height of between 400-800mm from ground level

Ensure that the pair of SSCC pallet labels on each pallet:

- match each other exactly
- correspond exactly with the product contained on the pallet
- are clearly visible to receiving staff and forklift drivers
- are not wrinkled, damaged, dirty or rendered unscannable by print defects
- are unique to this physical pallet, with an SSCC number that has not been used within the past 12 months

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