WORKING TOGETHER FOR OUR CUSTOMERS

Supplier Capability Information Session
MSRDC will deliver

- Improved product availability for our **Customers**
- Tailored **Service** for our stores
- Unparalleled **Safety** levels
- **Value** across the supply chain
Our delivery and packaging requirements remain the same ……are you compliant today?

- ✓ Pallet quality
- ✓ Labelling
- ✓ Packaging quality
- ✓ Product dimensions
- ✓ Layer patterns
Getting products to our customers

We’re building pallets that are:

- Safe
- Stable
- Family grouped
- Dense
Collaboration for MSRDC

Packaging and delivery requirements (VQC)  →  SCoRe - Collaboration and visibility  →  EDI
What is VQC and why the focus?

Vendor quality compliance is the way we measure suppliers delivery standards against Woolworths packaging and barcode requirements.

- Safety
- Faster truck turn around
- Reduce re-work
- MSRDC
- EDI
- Serving our customers, right product, right time.
Where does the focus need to be?

- Pallet Quality
- SSCC labels
- Carton Quality
- Pallet configuration
- Inbound stock
Where to get help

Supplier Video

Available on WOWLink

Quick reference guides
How to access
How to access

Woolworths Supply Chain operates Distribution Centres, Primary Freight and the Packaging and Barcode requirements to ensure smooth service between our Trade Partners and our Stores.

Vendor Capability
Woolworths has developed Essential Enablers to help more effectively conduct supply.
- New Melbourne Distribution Centre
- One Point Lessons
- VOC Newsletters
- Woolworths Distribution Centre Equipment Control Procedures
- Woolworths How to Order
- Woolworths Express Return Guidelines
- Woolworths Consignment Store Terms
- Woolworths Express Reverse Voucher

Packaging and Barcodes
Woolworths Packaging and Barcode Specification documents provide a comprehensive source of information for business teams and Trade Partners to jointly design effective labels and graphics – as well as to create valid, readable barcode labels.
- Overseas Packaging Video
- Supplier Packaging and Requirements Video
- Packaging and Barcode Specification Documents

Primary Freight
Woolworths Primary Freight is a reliable and convenient transport service from your facilities to Woolworths Distribution Centres.
- Fuel Data
- Transport Management Systems (TMS)
How we manage non-conformances today

- Manual
- Relies on suppliers to download data from Wowlink or Supply Managers to email and follow up
- Difficult to monitor trends for both Woolworths and suppliers
- No photos
- No feedback loop
SCoRe - Supplier collaboration and reporting tool
SCoRe, a better way of working with suppliers

- Supplier collaboration and reporting tool
- Aim to improve delivery standards
- The way a message of non-conformances is delivered
- Centralised feedback and conversation for suppliers and Woolworths
- It’s free for suppliers
- Photo Capture
Early indications are positive

Results of Implementation of new non conformance notification process 2016.
SCoRe Contacts

Why is it important that we have the right contact details for each supplier?
SCoRe will automatically notify and escalate non-conformance cases with suppliers. We need to ensure that we are contacting the right people for actioning the cases otherwise the case may be escalated within WOW.

How will SCoRe use the contact details?
Details of any outstanding non-conformance instances will be emailed to the key contacts for your business for action. SCoRe will also be how we communicate important supply chain & replenishment updates to suppliers.

Keeping the contacts updated
You will be able to review and update the contact details for your business at any time within SCoRe. We will also send a reminder out twice a year asking you to review and update the contact details for your business.

Primary & Secondary contacts
All non-conformance issues will be grouped by Supplier & non-conformance sub category. Primary contacts will receive an initial notification. If the case is not actioned within 6 business days the case will be escalated to the secondary contact.

Additional users
We have also provisioned for additional users other than Primary & Secondary contacts if required by the supplier. Additional users have full access to SCoRe however will not receive conformance notifications.
SCoRe standard notification timeline

**Week 1**
Non-conformance occurs

**Week 2**
**Monday**
Unresolved notification of non-conformances from prior week

**Week 3**
**Tuesday**
2nd notification sent

**Week 4**
**Tuesday**
3rd notification sent
Escalation

**SCoRe**
**SCoRe Primary Contact**
**SCoRe Secondary Contact**
**VQC Team**
SCoRe recurring issue timeline

Week 1
- Non-conformance occurs
- System identifies as recurring
- Immediate notification

Week 2
Tuesday
2nd notification sent
Escalated

SCoRe Primary Contact
SCoRe Secondary Contact

VQC Team
The following preview has been approved for all audiences by Woolworths Group Supply Chain.

<table>
<thead>
<tr>
<th>G</th>
<th>General Audiences</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>All Suppliers Admitted</td>
</tr>
</tbody>
</table>
Dashboard - Easier way to view non-conformances

Welcome to the SCoRe Dashboard! The dashboard page is your one stop destination for managing the non-conformance instances that have been recorded against your business by our distribution centres. The page is broken down into three main segments:

1) Non-conformances to action
   There are 6 easy to read tables that show you what non-conformance cases are awaiting a response. They also identify the status that each case is currently at.
2) Dashboard reporting
   We have included some charts to the dashboard to allow you to see a quick snapshot of how you are tracking and identify areas that may need some additional focus
3) Announcements
   We will be using SCoRe to communicate important updates to our supplier community. The dashboard will show the two most recent announcements that we have posted to all supply partners.

### Escalated Action Forms to Complete

<table>
<thead>
<tr>
<th>NC TYPE</th>
<th>NC ISSUE</th>
<th>STATUS</th>
<th>ISSUES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carton Barcode</td>
<td>Damaged Barcode</td>
<td>Escalated</td>
<td>1</td>
</tr>
</tbody>
</table>

### Action Forms to Complete

<table>
<thead>
<tr>
<th>NC TYPE</th>
<th>NC ISSUE</th>
<th>STATUS</th>
<th>ISSUES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inbound Stock</td>
<td>Min Date / Too Old</td>
<td>New</td>
<td>1</td>
</tr>
</tbody>
</table>

### SupportRequested (Assigned to Vendor Capability)

<table>
<thead>
<tr>
<th>NC TYPE</th>
<th>NC ISSUE</th>
<th>PARENT CASE</th>
<th>ISSUES</th>
</tr>
</thead>
</table>

### Support requested feedback from VQC (Assigned to you)

<table>
<thead>
<tr>
<th>NC TYPE</th>
<th>NC ISSUE</th>
<th>PARENT CASE</th>
<th>ISSUES</th>
</tr>
</thead>
</table>

Great work! You have no cases to action for this status.

Great work! You have no cases to action for this status.
Dashboard charts provide an easy way to view your current performance.

- Ability to filter results by Vendor GS Code
- Multiple date filters available
  - Current Week
  - Last Week
  - Last 4 Weeks
  - Last 13 Weeks
  - Year to date
  - Last 2 years
Dashboard - Stay informed with recent announcements

Announcements

**Important supplier update**

SCoRe will be the way that we communicate important Supply Chain or Replenishment updates. The two latest updates will be shown at the bottom of the dashboard page. We also have the option to share important updates to all contacts in SCoRe via email, even if the contact is not a SCoRe user.

**Reminder: Please join us for a special supplier event hosted by Woolworths Group Supply Chain**

Sessions will be held in Sydney and Melbourne in June. Please click on the registration link below to confirm your attendance. Once registered you will receive an email confirmation of your session time.
Completing a non-conformance

Details of non-conformance issue type and current status shown at the top of the page.

Option to respond to all cases in the group at once or respond individually.

All conformance cases belonging to the same non-conformance sub category are shown at the bottom of the page.
Targeted support material provided when completing cases

Documents

Videos
Monitor your progress with a suite of reports

Based on feedback from the pilot supplier session we have developed a range of reports.

Reports can be viewed within SCoRe or downloaded in Excel or PDF format.

The most valuable reports for suppliers will be the:

- Case Lifecycle report
- Non Conformance Instances report
Here you will find a range of support documents for managing non-conformances, understanding the Woolworths delivery requirements and help documents on how to use SCoRe. For ease of use, this page has been broken down into 2 main tabs.

1) Delivery Requirements
Here is where you will find our Quick Reference Guides, Packaging & Barcode specification documents and training videos on the Woolworths delivery requirements. These are all great tools to share with your teams to assist them with understanding our specifications.

2) SCoRe help
Here we will have a range of user guides, Quick Reference guides and training videos on how to navigate and use the SCoRe tool.

Quick Reference Guides by Category and Subcategory

Select Category: --None--

Select Sub Category:
Quick reference guides and specification videos available

Quick Reference Guides by Category and Subcategory

Select Category:  SSCC Label

Select Sub Category: Damaged Label

Documents

Videos

Woolworths Group
Manage your contacts

Here you can view each of the SCoRe users that are registered for your company. This screen also identifies who your primary and secondary contacts are. Check out the quick reference guide on how to update your supplier contacts by clicking here.

<table>
<thead>
<tr>
<th>CONTACT NAME</th>
<th>ACCOUNT NAME</th>
<th>PRIMARY CONTACT</th>
<th>SECONDARY CONTACT</th>
<th>EMAIL</th>
<th>PHONE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sean Leicester</td>
<td>WOW Supplier Capability</td>
<td>✔️</td>
<td></td>
<td><a href="mailto:email@supplier.com.au">email@supplier.com.au</a></td>
<td>09 570 3000</td>
</tr>
<tr>
<td>Douglas Skene</td>
<td>WOW Supplier Capability</td>
<td>□</td>
<td>✔️</td>
<td><a href="mailto:email@supplier.com.au">email@supplier.com.au</a></td>
<td></td>
</tr>
<tr>
<td>Andrew Whitten</td>
<td>WOW Supplier Capability</td>
<td>□</td>
<td></td>
<td><a href="mailto:email@supplier.com.au">email@supplier.com.au</a></td>
<td></td>
</tr>
<tr>
<td>Siva Shanmugam</td>
<td>WOW Supplier Capability</td>
<td>□</td>
<td></td>
<td><a href="mailto:email@supplier.com.au">email@supplier.com.au</a></td>
<td>08 8645 8155</td>
</tr>
<tr>
<td>Bob Doubalina</td>
<td>WOW Supplier Capability</td>
<td>□</td>
<td></td>
<td><a href="mailto:email@supplier.com.au">email@supplier.com.au</a></td>
<td>08 8645 8155</td>
</tr>
</tbody>
</table>
Audits - Helping you identify what is causing conformance issues

As part of the non-conformance issue resolution process, the Woolworths Vendor Capability team may occasionally assign an audit for you to complete. The audit is a simple checklist that will assist with identifying areas of your operations that could be causing non-conformance issues, allowing our team to offer suggestions on how we can work together to improve the conformance issues that are impacting our DC’s. New audits to complete will appear in the ‘Outstanding Audit’ section of this report.

### Outstanding Audit

<table>
<thead>
<tr>
<th>AUDIT INITIATED BY</th>
<th>INITIATED ON</th>
<th>ASSIGNED TO PRIMARY CONTACT</th>
<th>ASSIGNED TO SECONDARY CONTACT</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sean Leicester1</td>
<td>2017-05-26</td>
<td>Sean Leicester</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Completed Audits

No closed audits.
Accessing SCoRe

- SCoRe will be accessed on the Supplier WOWLink Platform using your existing or new login credentials.
- SCoRe link will be available once you have signed on and will direct you to the landing page as below.
- Detailed information regarding onboarding will be provided closer to go-live.
SCoRe next steps

- Collect outstanding contact details
- Onboarding Information: mid July 2017
- Supplier on-boarding: end July 2017
- Email reminder on-boarding: 1 week out
- Email reminder #2: day of onboarding
Electronic Integration with Suppliers (via EDI)
Electronic integration (EDI) with suppliers

- This is the way we want to do business
- We want to “integrate” not just “interchange” documents
- Leveraging current EDI PO, POA, POC and Invoice Documents

- Enable **MSRDC** ASN Receiving
- Leverage ASN receiving to **current DCs**

- You don’t have to wait for MSRDC
- **We can express receive your loads NOW**
Faster truck turnarounds, more capacity, greater data accuracy leads to stock to our customers faster.

**TRUCK ARRIVES at GATE HOUSE**

**UNLOAD, THEN KEYS HANDED to DRIVER**
Great news, even more functionality coming.....

The current **ASN will move to SAP** for processing, adding more functionality.

- Better auto comms back to supplier
- Better data checking
- Better audit frequency
- Updated RF guns for split deliveries
- Updated functionality for display pallets
Next steps for ASN

- See Wowlink (e-business section) for all the EDI data standards
- Start your ASN development and check your quality audits
- Let us know when you are ready to test the ASN
- We can do this without impact to production systems or deliveries
- Once all checked and passed audit, we can turn you on in DCs
E-Business/EDI contacts

**Project team** for discussing ASN implementation or new EDI documents
E - asnsupport@woolworths.com.au

**Ebusiness team** for normal EBusiness support or for any other enquires including initial EDI onboarding
E - ebusiness@woolworths.com.au
Audit Steps before Go Live

- We are able to “audit” with live data (and not impact the DC or your operation)
- We monitor ASN data vs physical shipment receipt for at least 2+ weeks
- If data matches, DCs will be advised to turn on express receiving,
- DCs will turn on express receiving and monitor shipments based on an audit process
- If data & quality compliance is poor, express receiving can be stopped
Express receiving requires EDI and VQC alignment

ASN

UNA:+,?
UNB+UNOC:3+9300624999904:14+9300
UNH+27180400001+DESADV:D:01B:UN:
BGM+351+0431132965+9
DTM+137:201703071121:203
DTM+11:201703070000:203
DTM+17:201703080600:203
RFF+ON:0097046791
RFF+CR:BW57G
NAD+ST+9300633049331::9
NAD+SU+01124026::92
CPS+1++1E
PAC+20++09::9
CPS+2+1+3
PAC+2++09::9+F:CHEP
MEA+PD+ULY+NAR:12
MEA+PD+LAY+NAR:4
PCI+33E
DTM+36:20170815:102
GIN+AW+393006756160679088
GIN+AW+393006756160679095
Learnings from Suppliers

- Data accuracy is key - the quantity and other data in the ASN must match delivery.
- Send the ASN once the truck is loaded (1 for each PO).
- ASN must arrive before the truck and for all trucks.
- VQC compliance is critical for express receiving to work.
- Duplicate SSCC labels or no labels (check your 3PL process).
- Poor Quality Labels requiring relabeling.
- Focus on the process as well as the IT.
Monitoring ASNs

Monitoring of ASNs will be summarised within SCoRe just like any other physical non-conformance

The key information will be:

- How many ASNs were not used for express receiving
- ASN had technical issues preventing it use
- Did the quantity mismatch? (Audit)

This will help both of our teams identify and rectify any issues quickly on missed opportunities
EDI messages that will be ready for go live next year

- Receiving Advice
- Remittance Advice
- Statement of Adjustment/Rebates Report
- Primary Freight Booking Document

That makes it 10 EDI documents available
SCoRe/VQC Contact Information

SCoRe tool rollout & MSRDC enquiries:
E - supplychainpartners@woolworths.com.au

VQC:
E - vendorcapability@woolworths.com.au
P - (02) 8885 3361
Update your SCoRe Details here
NPC (National Product Catalogue) contacts

Woolworths NPC Team
Onboarding enquiries
E - npc@woolworths.com.au
P - Mary Lau (03) 9550 3454

Nigel Fuller GS1
E - nigel.fuller@gs1au.org
P - (02) 9695 2210
GS1

GS1 Pallet Labelling
SSCC Label Support
E - sssc@gs1au.org
P - 1300 227 263

Andrew Steele GS1
Industry Manager - Food & Beverage
E - andrew.steele@gs1au.org
P - 0417 377 374