What’s the temperature for the confectionary room?
18°C Celsius

What stock takes will take place at MSRDC at carton level?
The WCS (Warehouse Control System) has the functionality to perform “count requests” at the carton level.
These counts can be executed at 6 different areas of the system for:
- High bay pallets (counted at pallet Clearing station)
- ACP-trays from the Microshuttle (counted at tray Clearing station)
- GtP-trays from the Microshuttle (counted at Picking station)
- Bulk locations (counted with RF-application)
- Manual Pick pallets (counted with RF-application)
- Manual Pick locations, either as floor locations or roller rack locations (counted with RF-application)

How does automatic delayering manage pallets that have been glued for stability?
So long as the glue is applied as per the delivery requirements document there won’t be any issues.

How many kilometres of conveyor is there at MSRDC?
Approximately 14kms.

Regarding pallets and totes being stacked for store configuration/layout, will this change the timeframe that planograms are due?
No.

In the event of a fire drill/fire alarm, people will leave the building but will production continue?
No. Fire alarms are linked with system controls to shut down systems in the case of an emergency.

Will tobacco be handled in a security cage?
Tobacco will be picked through the goods to person system and supporting case buffer racking. The random storage and safety fencing providing the required levels of security.
Will there be an item list on the totes with lots of items within them?
Storage totes - no, the totes will only contain 1 item.
Goods to Person totes will have the aisle and bay number where the highest quantity of items are found in the store.

What is the weight tolerance of inbound pallets?
Ambient DC’s are limited to 1300 kgs, chiller and frozen DC’s are limited to 1000 kgs.

What will the carton weight tolerance be?
16 kg and under is the maximum weight allowance, without having to complete a risk assessment and sign off from the safety teams.

Are square column stacked pallets acceptable for automated delayering?
Column stacking should be avoided where possible, this is due to the instability of a pallet that is column stacked when the stretch wrap is removed. In the case of square cartons that can only be column stacked, the automated delayering cells can delayer these cartons if the pallet is stable.

Is there temperature controlled on site?
There is an 18 degree confectionary room, all other areas are ambient for dry grocery goods

Are corner posts allowed?
Yes, corner posts are allowed for MSRDC, as long as they are 100% recyclable cardboard.

Are column and cross stack allowed on the same pallet? I.e. lower layer column, upper layers cross?
Yes, intercol pallet configuration is allowed as long as the following are adhered to;
1. Pallet remains stable with stretch wrap removed
2. Pallet remains stable with the top, interlocked layers removed
3. Pallet configuration remains consistent on all deliveries for the product

Why aren’t photos available in SCoRe with non conformances raised?
While SCoRe has enabled photos to be captured on non-conformances, photo capture is still a manual process for our DC’s. As we roll out a new WMS system across our network we will be able to look into improved technology to make it easier for our DC’s to take photos for non-conformance issues.

With products which are susceptible to crushing, can they be placed on top of the pallet?
We will identify cartons that are susceptible to crushing at the teachin stage. The system will then ensure that heavy cartons are not placed on top when building store pallets.

What happens when the SSCC label is defoiled from a pallet at the defoil station, and the rest of the pallet goes back into high bay? Is there a new label applied?
MSRDC Open Week

There is a pallet re-wrapper and labeller on the path that returns to the high bay. If the pallet requires re-wrapping or re-labelling, this can occur to the remaining stock.

Does the site have any segregation constraints in the tray storage i.e. segregation of allergen products (nuts), washing detergent etc where odours can impact other products?
There is no segregation in the case buffer based on product type, as product is only staged temporarily within the tray storage system, based upon store demand and order timing. Even slow moving SKUs (with multiple items per tray) will be reshuffled into different modules of the case buffer as store demand dictates

How would the system know if we change the cardboard integrity?
This will be flagged when the pallet weight is checked. The pallet will then be diverted to the teachin station where the carton dimensions and attributes will be reviewed

Will there be any changes to shrink wrap requirements? Especially black versus clear?
Our delivery requirements for MSRDC are the same as all other DC’s in the network. Stretch wrap must be transparent and there are no plans to change this requirement

Is the design of MSRDC based on any other DC globally?
There are over 60 of these types of facilities globally all based on the same fundamental product flow.