Melbourne South Regional Distribution Centre (MSRDC)

➢ Will Liquor, Chilled and Fresh produce be received in MSRDC?
  ○ No

➢ Are you going to change your pallets to plastic pallets in the future
  ○ There are no plans at this stage

➢ Regarding the robotic picking for stores is there a plan to periodically re-measure cartons to check if dimensions or weight have changed?
  ○ Yes - however only when we are advised of new packaging through SAP or if there is a large height or weight variance upon receipt

➢ Does MSRDC have the function to pick up online orders and send to the customer home directly like the warehouse Amazon is building?
  ○ Not at this stage

➢ For the new MSRDC Will we need slip sheets between each layer of stock?
  ○ Slip sheets are not required, however if slip sheets are used - they should be recyclable cardboard

➢ Will Liquor, Chilled and Fresh produce be received in MSRDC?
  ○ No

➢ Are you going to change your pallets to plastic pallets in the future
  ○ There are no plans at this stage

Vendor Capability & SCoRe

➢ How often will SCoRe update after the DC flags a problem?
  ○ Every 15 minutes

➢ What is the definition of re-occurring? What is the frequency?
  ○ When a SKU has the same non-conformance issue going into the same DC, and it occurs again within a 4 week period after the proposed resolution date in the Supplier's response.

➢ Will SCoRe be for all areas of all DC's? E.g. Fresh, Ambient, Chilled
  ○ SCoRe will be used for all Woolworths Ambient, Fresh, Temp Controlled, Liquor & National DC's. This includes 3PL DC’s such as Americold & Swires. Produce suppliers will not be onboarded initially however the tool has been configured to allow for produce suppliers to be added easily in the future

➢ Will suppliers have the ability to communicate back with DC's to notify them of issues at their end?
  ○ Yes, SCoRe allows for suppliers to easily contact any Woolworths user, such as a WOW DC, the VQC team or the Supply Management team

➢ When SCoRe goes live, will there be assistance on how to use?
  ○ We have developed some detailed training guides, help cards on specific tasks and also some short training videos. All training material will be accessible through SCoRe & Wowlink and will also be emailed to all users as part of the onboarding process
What if we have multiple VNs and multiple primary and secondary contacts?
- We will need a Primary & Secondary contact for each WOW Vendor number that you have with us. If you would like to have your vendor numbers grouped and have just one account for each Vendor Number please email us at supplychainpartners@woolworths.com.au

How will SCoRe deal with rejections?
- In the event of a rejection at a DC due to a non-conformance, SCoRe will identify that the delivery was rejected and will automatically send a notification to the SCoRe Primary & Secondary contacts immediately

What happens to repeat non-conformances that occur between original response and proposed resolution date?
- SCoRe will identify that the supplier is working on a resolution and will automatically group any new non-conformance issues of the same type with the current supplier response. No further action is required from suppliers and they will not be notified of the conformance. Details of the non-conformance will however be available on all reports

Will there be apps in the future for SCoRe?
- SCoRe is mobile friendly and the screen will be adjusted based on the device that you are using. Simply access SCoRe through the browser on your phone or tablet to access the mobile version of the tool

How much data will SCoRe have once its launched?
- SCoRe will have 6 months of historical non-conformance data on go live with up to two years of historical data available after go live

Can non-conformances be sent to a contact based on the type of non-conformance?
- SCoRe does not allow for individual non-conformances to be sent to a specific contact. Primary & Secondary contacts will receive all notifications regardless of the non-conformance type

Can I have my 3PL provider accessing the SCoRe tool as well?
- Suppliers have the ability to assign a licence to their 3PL or transport provider to allow them to view and action the non-conformance instances for your business. Simply list your 3PL provider as a SCoRe user

Can the contacts be distribution list email accounts?
- Yes, SCoRe primary or secondary contacts can be set up as a distribution list. Just list this as the email address for your SCoRe primary or secondary contact

Does Shelf Ready Packaging form any component of SCoRe?
- Shelf Friendly Packaging is a critical part of SCoRe and our delivery requirements. Packaging must be fit for purpose and the integrity of the cartons should not be compromised while the cartons are moving through our network. SCoRe will enable our DC team members the ability to easily report any carton integrity conformance issues within SCoRe and share them with our suppliers

With the large percentage of non-compliance issues stemming from SSCC, is there any plan for Woolworths to provide a method/facility for SSCC generation?
- We are not planning on providing a facility for the printing of SSCC labels. GS1 Australia have a free online SSCC label generator for suppliers and they can also provide information on where you can find more information on purchasing hardware that allows automated label generation.
- You can contact GS1 at sccc@gs1au.org or 1300 BARCODE
➤ Will buyers have access to the SCoRe tool?
  ○ The WOW buying team will not have direct access to SCoRe however they will have visibility of performance reporting

➤ Are the pallet labelling and sscc requirements aligned to Australian Logistics Council and GS1 guidelines?
  ○ Yes, we do not require anything over and above the Australian standard for SSCC labels. We can only accept SSCC labels that are compliant with the current Australian Standard

➤ If the primary contact is on leave but sends an automated response, does SCoRe recognize this and then email the secondary contact or does it wait until the following week (week 3)?
  ○ SCoRe cannot identify an out of office message so in this instance if there was no action taken the secondary contact will be notified the following week. We suggest that you change the Primary or Secondary contact if either user is going on annual leave. We have developed a quick reference guide on how to update contacts within SCoRe that will be available in the knowledge centre once you are onboarded to SCoRe. We will have the ability to identify when an email has failed due to the address being incorrect or if it has been deleted. The VQC team will make contact with the other users from a supplier who has had an email rejection

➤ Is there a limit on the number of contacts you can add?
  ○ There will be a restriction in the number of users that can be added to SCoRe however there is no limit to the number of contacts (non-users) that you would like to add

➤ If there are multiple products on a same pallet, when orders are bare minimum of 1-2 cartons of each product, how do you prefer SSCC labels put on?
  ○ We allow for up to 4 different items on the same pallet if 6 key rules are followed. Further details on this requirement can be found here

➤ Will the Non-Conformance reporting be more specific with SCoRe? Currently the reports come through with generic problems. This involves contacting WW after we get the report, waiting for their reply and then requesting info from our business before getting back to WW. Sometimes this means a lengthy response time
  ○ Yes, SCoRe will share additional information about the non-conformance, the reason why our team have recorded the non-conformance and in some instances there will also be photos of the issue shown. SCoRe also enables for easy communication between WOW DC's and suppliers, so you can also send a message to the DC that recorded the non-conformance if required

➤ Would it be possible to have an executive summary of the 36 non conformances?
  ○ We have created a quick reference guide that lists each of the 36 non-conformance reason codes that will be available in the knowledge centre

ED

➤ Do suppliers need to be EDI accredited for SCoRe go-live?
  ○ No, EDI accreditation does not form any part of the SCoRe go live

➤ Are you using global standards for the ASN process?
  ○ Yes. We are using GS1 standards

➤ Will Woolworths accept multiple date codes in the ASN now or in the future?
  ○ Multiple Code dates for skus are accepted. Please see ASN MIGS for details or contact asnsupport@woolworths.com.au
➢ If we are not using ASN's, will WW contact us to implement?
   ○ Woolworths is reaching out to vendors in some circumstances, however vendors can begin contacting the EDI team as of now

➢ Can ASNs be used for all fixed weight and all random weight products (chilled)
   ○ Yes

➢ What is the best method to send data to WOW?
   ○ Shipment data is through ASN, Order confirmation is thru POA, Invoices through eInvoice

➢ We use Woolworths Wownet Webforms for receiving orders and sending invoices. Will that system still be available for small suppliers going forward?
   ○ Yes, webforms will still be available. Webforms will also have ASN Capability in the future

➢ To drive MSRDC we shouldn't rely on data exchange between suppliers and woolworths via paper forms for new lines and changes. Are you looking at automating this process before MSRDC go-live?
   ○ There is a separate project on automating data exchange and reducing paper

➢ Is your ASN and label requirements for your MSRDC going to be similar to your all other DCs?
   ○ ASN requirements will be standard across all DCs

Supply Chain

➢ Which DC will be going live first with the new WMS?
   ○ Sydney Liquor Distribution Centre