Due to the high level of automation at MSRDC pallet quality is vital, with all pallets being checked for quality at the point of receipt.

The pallet boards must be free from:

- Contamination
- Offensive odours
- Loose earth (dirt)
- Chemicals
- Oils
- Powders

All pallet boards must be fixed firmly. A small amount of surface cracking in the boards is normal and accepted, if the integrity of the boards is not compromised. In all cases the boards must remain intact, with no boards missing. We allow for up to 15mm pushback on the lead boards.
What is the Perfect Delivery Project?

The Perfect Delivery Project is about ‘right first time’ delivery into retail distribution centres. Through standardising the requirements across leading retailers for the receipt of product into distribution centres all participants in the supply chain will benefit from increased efficiency and improved processes.

The clear advantages of the Perfect Delivery Approach include:

- Reduction of errors and associated reduction in resulting claims
- The elimination of costly re-work and corrective action
- Improved health and safety
- Consistent receiving practices, reducing delays

In short, the vision of the project is to align requirements for delivery across the major retailers so standards are aligned, providing suppliers with a consistent approach to delivery requirements.

Perfect Delivery in MSRDC

It's important that all of our Supply Partners have a clear understanding of the delivery requirements for our new Distribution Centre.

Our new facility incorporates state of the art technology which requires strict compliance to delivery standards outlined in the Common Dispatch Toolkit, produced & endorsed by the Australian Food & Grocery Council.

Please refer to the Common Dispatch Toolkit on the Trading Partner Forum website.

Click here to access the Toolkit
Woolworths is offering use of the refuelling facilities to suppliers, primary freight providers, linehaul and secondary freight providers. Standard diesel and AdBlue fuels are available.

Benefits of using Woolworths onsite refuelling facilities:

- **Cost saving** - ability to purchase at the Terminal Gate Price for the applicable capital city
- **Time savings** - refuel whilst on site, no need to divert to a retail outlet
- **Fleet turns/utilisation and detailed reporting**
- **Finances** - multiple ways to charge for suppliers currently doing business with Woolworths

*More information on the truck refueling facility will be available in Sept*

How fuel pricing is determined:
Woolworths sets the price of diesel based on the published Terminal Gate Price of the applicable capital city. [Click here to view the terminal gate pricing here.](#)

Driver Facilities
Relax, revive and renew yourself at the MSRDC end of trip facility. Our end of trip facilities include:

- Driver tea room
- Outdoor smoking facility
- Tea, coffee & milk
- Vending machines
- Access to showers and amenities
- TV
- Heated & air conditioned
- Lockers