Welcome to Melbourne South Regional Distribution Centre

It gives me great pleasure to welcome more than 1,000 supplier partners to Melbourne South Regional Distribution Centre (MSRDC).

MSRDC is our new state of the art facility designed to deliver ambient groceries to more than 230 Woolworths Supermarkets and Metro stores in Victoria from early 2019.

We are proud to deliver a new DC capability for our suppliers that is productive, safe and efficient. The site is a significant investment by Woolworths for our store teams and customers and, once complete, it will be the largest of its type in the southern hemisphere.

With Victoria one of the fastest growing states in Australia, we need to invest in a supply chain capability that will meet the growing needs of our customers both now and into the future.

MSRDC will leverage world leading technologies in retail supply chain to improve our ambient Supply Chain network and redefine how we operate, from our suppliers to our stores and customers.

We have worked closely with suppliers and other key stakeholders to leverage new automation, store-specific pallet building capabilities, the latest Warehouse and Transport Management Systems and supplier collaboration systems.

We are also enhancing delivery standards by partnering with the Australian Food and Grocery Council (AFGC) and other major retailers as well as collaborating with CHEP and Loscam to improve pallet quality for our suppliers.

This is a very exciting time to partner with Woolworths Group Supply Chain. With your support, our stores will receive a consistent quality of delivery standards better than ever before thus helping us maintain our customer promise.

Thank you for your support in this exciting project. Together we will set new standards for grocery retail supply chain.

Paul Graham
Chief Supply Chain Officer
Woolworths Group Supply Chain
Introduction to MSRDC

This supplier readiness booklet has been designed to give you all the information you need for a seamless transition into Melbourne South Regional Distribution Centre. We welcome your feedback on this booklet and our new Distribution Centre. Please direct all feedback and queries to supplychainpartners@woolworths.com.au

MSRDC overview

Woolworths is delivering Melbourne South Regional Distribution Centre in one of the largest and fastest growing states in Australia.

Our Victorian sales and customer base is one of the largest and most dynamic in Woolworths. We need a supply chain capability that can meet this growing need for service and availability into the future.

We will ensure our customers get the products they want when they shop with us by having an increased range delivered to stores daily with improved supply chain accuracy.

Our store teams will be able to more safely and efficiently move products from trucks to shelves for customers due to customised loads from MSRDC that are uniquely built to the aisle of each store.

There will be reduced rework, order splitting and manual handling duplication required to sort loads in the back of stores today.

Innovations in the design, automation and operation will significantly reduce manual handling dangers and safety risks of traditional distribution centres.

Our training programs, shift structures and job rotation opportunities will help our team members work safely and return home safely each day.

FAST FACT: MSRDC will range up to 11,500 articles and have a capacity for an additional 2,000 articles to support localised ranges for our customers and store teams.
About the site

Name:
Melbourne South Regional Distribution Centre (MSRDC)

DC Number:
3995

Delivery Address:
2 Portlink Drive
Dandenong South VIC 3175

GPS Coordinates:
-38.054389, 145.234565

Global Location Number (GLN):
9300633039950

Pallet Account Details:
CHEP: 4000327068
Loscam: 303926

EDI Location Number:
9300633039950
Getting there
Operating hours

Melbourne South Regional Distribution Centre has the capacity to operate 24 hours a day, 7 days a week. However, actual operating hours will be determined by business needs.

**FAST FACT:** Delivery requirements are not changing for MSRDC.

Are you MSRDC ready?

The current Woolworths packaging and barcode specifications will remain the same, even for deliveries into MSRDC.

Due to the high level of automation on site, there is a greater need for a consistent standard in the quality of deliveries made to the DC.

The following section will offer additional information and support on what you can do now to ensure that your pallets are compliant for MSRDC.

All delivery requirements are important. However, the following areas will be critical:

- Pallet (SSCC) labelling
- Carton labelling
- Carton integrity/quality
- Pallet quality
- Pallet wrapping & stability
- Consistency of packaging

Delivery windows

All deliveries will receive a delivery time and must arrive within the allocated timeslot. Woolworths allows deliveries to arrive from 60 minutes prior and up to 30 minutes after the specified delivery window.

If your delivery is not going to make the 90 minute window, please advise your Woolworths Supply Planner or Integrated Supply Planner as soon as possible to have your order rebooked.

Inbound truck unloading areas and processes have been designed to future proof developments in trailer design and to optimise truck turnaround times.
Critical delivery requirements

Pallets
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.

If there are multiple damaged pallets on a delivery, we will unfortunately have to reject the delivery as MSRDC does not have the capacity to restack or invert large numbers of pallets.

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.

The pallet boards must be free from:

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

**FAST FACT:** Automated pallet checking stations will assess pallet quality and manage unsuitable pallets at the time of unloading.
Pallet stability

All inbound pallets need to be stable and secure and confined within the pallet footprint. This is due to the need for pallets to travel a short distance with the stretch wrap removed.

There are several acceptable methods for pallet stabilisation. For example, PVA glue between layers, stretch wrap or stretch tape.

Where PVA glue is used, glue dots on the top of cartons must be 5mm or less in diameter. Any greater than this will require excess force to move the carton and may result damaging the carton or machinery.

When constructing pallets, ensure each layer of your cartons are interlocked where possible. This gives greater stability to the pallet.

Column stacking cartons on a pallet results in a lack of stability as the cartons are prone to falling when stretch wrap around the pallet is cut away.

Column stacking can cause a significant delay to our DC operations and may even result in out of stocks in our stores.

Do you need a suggested pallet configuration for optimum pallet utilisation and stability?

Email supplychainpartners@woolworths.com.au or contact us in the MSRDC Supplier community in SCoRe with details of your carton dimensions. We can assist you with identifying an optimal pallet configuration that is not column stacked.

FAST FACT: Most received pallets are transported and stored in the automated high bay warehouse which is more than 40m tall and has a capacity of more than 60,000 pallets. The highbay has more than 200km of steel reinforcement in the slab.
Pallet wrapping

The put away process of pallets is fully automated. Therefore, it is vital that pallets are secure and stock cannot become loose when pallets are travelling to and from the highbay storage.

Pallet wrapping is a great way to achieve this. However, it is vital that the pallets are wrapped correctly. Something as simple as a plastic dag or loose end of the wrap can get caught in cranes and conveyors and cause a significant delay to the DC operations.

Many supplier partners nominate plastic wrapping/dags as the non-conformance that is the most difficult to eliminate. This may be due to the fact that plastic wrapping/dags can occur in transit or can occur after the pallet has been wrapped and has left the site. However, they are preventable!

Most plastic dags are caused by the forklift tines piercing the stretch wrap, creating a dag.

This is why our specifications state that if you are wrapping pallets, the stretch wrap is to cover the top 30% to 50% of the pallet only.

This enables forklifts to access the pallet without creating dags but still secures the wrapped cartons to the pallet.

Most automated stretch wrap machines can be set to extend over the top 30% to 50% of the pallet.

If your wrapping machine does not have this setting, a simple roller bar device can be installed at the base of your wrapping machine.

When the stretch wrap moves over the roller, it delivers the additional benefit of roping the stock to the pallet. This adds strength to the base of the wrap and prevents the wrapping extending down more than the top 50%.

**IMPORTANT:** Ensure the plastic wrap extends to the top 30% to 50% of the pallet wood and loose ends are taped, heat-sealed or tucked in.
Pallet SSCC labels

SSCC pallet labels are required on all inbound deliveries across our Supply Chain network and must be in-line with the current industry standard. SSCC label issues are the most common non-conformance issues identified across the network.

Below are the most common issues across our DC network.

Duplicated SSCC label
The 18 digit SSCC number has already been received into a Woolworths DC at some point in time in the previous 12 months.

This could be due to your SSCC label software incorrectly duplicating numbers or reverting back to the start of a previously issued number sequence in the event of a power outage.

Mismatched SSCC label
Mismatched labels occur during the manual application of SSCC labels to your pallets. The labels are mistakenly applied to separate pallets instead of the two forklift entry sides of the same pallet.

Multiple SSCC labels
More than one SSCC label on forklift entry side of a pallet is confusing for receiving staff and disrupts high-bay warehouse infeed of pallets. When fixed scanners at high bay infeed points detect multiple SSCC numbers, the pallet is rejected from the high bay infeed point. This results in the pallet having to be re-worked.

Missing or incorrect information
It is important that your SSCC labels include the correct information. The following information is a minimum requirement for SSCC labels coming into our network.

Top Barcode:
(02) Item number
(37) Carton quantity
(17) Use By/ Best Before date (if applicable)
(10) Batch (if applicable)

Bottom Barcode:
(00) SSCC number

Don’t know if your SSCC label is correct? Scan and email a sample to us and we’ll test it for you. If your SSCC label isn’t correct, we can give you the details on how to get it right. Email us at supplychainpartners@woolworths.com.au. The team at GS1 Australia can also assist you with SSCC label queries at sscc@gs1au.org

Position incorrect
With the high level of automation at MSRDC, it is imperative that SSCC labels are printed clearly and are placed in the correct location on each pallet.

These eight points will assist you with resolving any SSCC label position non-conformances that you may be experiencing.

1. A pallet must have a minimum of two pallet (SSCC) labels, one on each forklift access sides of the pallet.
2. Ensure SSCC numbers on both pallet labels are the same on each fork entry side of the same pallet. The number should be unique from all other pallets.
3. Ensure the pallet label is placed in a vertical position, not crooked or on an angle more than 5 degrees from the vertical.
4. Ensure the pallet label is placed at least 50mm and no more than 100mm in from the right-hand edge of the vertical sides.
5. Ensure the bottom of the lower code is no lower than 400mm from the ground level. In the case of a pallet with stock on it that is not 400mm high, place the label as high on a vertical side as possible.
6. The top of the bar code should be no higher than 800mm from ground level.
7. The target placement of the label should be 600mm from ground level.
8. The SSCC label should not bridge across two cartons.
Pallet SSCC labels - printer maintenance

Print quality
Every day our DCs receive hundreds of SSCC labels that are unable to be scanned due to poor print quality or defects. Almost all of these cases could have been avoided if a regular maintenance schedule was in place for label printers.

Regular preventative maintenance is vital to ensuring the quality of SSCC labels are maintained.

The below information will help you understand what you could be doing now to improve the quality of your SSCC labels.

IMPORTANT: Ensure you have a daily or weekly maintenance schedule in place to clean your printers, especially if your printers are located on the warehouse floor.

Thermal direct printers (without ribbon)

Most premature wear is through poor print head pressure, low quality labels causing adhesive bleed or the heat on the print head is too high.

Example: If a printer heat is from (1-30) the print head should print comfortably at (10-12). This calibration is found under the printer settings menu in most common printers.

Print quality defects are very common. Fine line breaks running down the label indicates a damaged or obstructed print head and immediate maintenance should be carried out. This label will not scan.

Thermal transfer printers (wax or resin ribbons)

Most cases from blown pixels are caused by the ribbon tearing or sticking to the print head. This should be cleaned immediately as a build up will result in the wax/ribbon temperature building up over time causing a pixel out. Thermal direct print head faults may also apply.

We recommend using Isopropyl cleaning wipes to wipe down the print head, ribbon, label area, rollers and LDC screens. Using cleaning wipes will prolong the life of the print head twice the expected one year warranty period.
Carton requirements

As with our current automated sites, carton barcodes are critical to the operation of MSRDC. The below carton requirements will assist you in understanding what information, including the types of barcodes, we require on all cartons coming into the DC.

**FAST FACT:** Ensure at least 10% of cartons have a GTIN visible from both forklift entry sides of the pallet.

<table>
<thead>
<tr>
<th><strong>Brown corrugate</strong></th>
<th><strong>White lined</strong></th>
<th><strong>Print and apply</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Bar codes</td>
<td>Min of 4 Vertical Sides</td>
<td>Min of 2 Vertical Sides</td>
</tr>
<tr>
<td>Vendor Brand/Name</td>
<td>Min of 4 Vertical Sides</td>
<td>Min of 4 Vertical Sides</td>
</tr>
<tr>
<td>Product Description</td>
<td>Min of 4 Vertical Sides</td>
<td>Min of 4 Vertical Sides</td>
</tr>
<tr>
<td>Quantity of Consumer Units Within</td>
<td>Min of 4 Vertical Sides</td>
<td>Min of 4 Vertical Sides</td>
</tr>
<tr>
<td>Consumer Unit Size</td>
<td>Min of 4 Vertical Sides</td>
<td>Min of 4 Vertical Sides</td>
</tr>
<tr>
<td>Flavour</td>
<td>Min of 4 Vertical Sides</td>
<td>Min of 4 Vertical Sides</td>
</tr>
<tr>
<td>Gross Weight (to nearest 250g)</td>
<td>Min of 4 Vertical Sides</td>
<td>Min of 4 Vertical Sides</td>
</tr>
<tr>
<td>Use by/Best before date</td>
<td>Min of 4 Vertical Sides</td>
<td>Min of 4 Vertical Sides</td>
</tr>
<tr>
<td>Batch Number</td>
<td>Min of 4 Vertical Sides</td>
<td>Min of 4 Vertical Sides</td>
</tr>
<tr>
<td>Temperature Marking</td>
<td>Min of 4 Vertical Sides</td>
<td>Min of 4 Vertical Sides</td>
</tr>
<tr>
<td>Caution lift symbology (10 - 16kg)</td>
<td>Min of 4 Vertical Sides</td>
<td>Min of 4 Vertical Sides</td>
</tr>
<tr>
<td>Heavy lift symbology (16 to 50kg)</td>
<td>Min of 4 Vertical Sides</td>
<td>Min of 4 Vertical Sides</td>
</tr>
<tr>
<td>Dangerous goods symbol/warning</td>
<td>Min of 4 Vertical Sides</td>
<td>Min of 4 Vertical Sides</td>
</tr>
<tr>
<td>Recycling logo</td>
<td>Min of 1 Vertical Side</td>
<td>Min of 1 Vertical Side</td>
</tr>
</tbody>
</table>

- Brown corrugate: 6 Sides
- White lined: Min of 2 Vertical Sides
- Print and apply: Magnification of GTIN

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Carton integrity

Cartons will be handled automatically at MSRDC, including being lifted vertically. This means all cartons must be fit for purpose to ensure they do not break apart while being picked and packed at the DC.

One of the most common causes for open or damaged cartons in our network is shelf friendly packaging. Ensure any perforations on your cartons are not weak enough where they could break apart while being handled at the DC.

As such, we expect cartons will be:

1. Fit for purpose (design appropriate to the product type).
2. The amount of glue between layers maintained to ensure that excessive force to break the seal is not required as this could damage cartons or machinery.
3. Sealed effectively to prevent product damage or loss (no open flaps, torn perforations, unsecured hoods etc).
4. Sufficiently robust to withstand automated and manual handling (lifting, stacking, conveyor travel etc) and stacking with other products on outbound store pallets (potentially as a base layer where product type and weight dictates).
5. Easy to open/replenish by store team members.

**FAST FACT:** Shelf friendly packaging must adhere to the industry guidelines. You can view the guidelines here: http://tiny.cc/SRP-guidelines
Mixed items on a pallet

If the Woolworths Replenishment team has ordered products from you in less than full layer quantities, you can combine up to four of these products onto one pallet for more efficient and less costly transport.

To ensure receipt accuracy and efficiency, there are six rules that must be followed otherwise the mixed pallet will be deemed non-compliant and may be rejected.

1. Each product on the mixed pallet needs to be less than a full layer quantity (if we have ordered a full layer or greater of an item, that item needs to be on a separate pallet). Total cartons on the pallet must not exceed one layer high.

2. Each product needs to be from the same Purchase Order.

3. Each product needs to be clearly segregated for easy identification and counting by the Receiving checker.

4. No more than four products can be combined on one pallet.

5. Each product needs to have pallet labels applied directly to cartons at the front and back of each group: one front, one back.

6. Mixed pallets need to be wrapped after pallet labelling (not beforehand) as the wrap will be cut away and pallet labels need to stay with their relevant group of cartons.
Consistency

Every item will go through a ‘teach in’ process before we can pick the stock. All cartons will be weighed and measured and pallet configurations will be checked.

It is very important that all deliveries are consistent and you notify us in advance of any changes to cartons or pallet configuration so we can update the system values. This will avoid delays or rejections at any of the automation stations in the DC.

Please notify us of any changes to the below metrics prior to the new stock arriving at MSRDC:

• Carton dimension changes
• Carton gross weight changes
• TixHi changes
• Layer configuration changes

FAST FACT: Notify us of any changes via email at supplychainpartners@woolworths.com.au

Mixed date coded pallets

To assist with pallet and transport efficiency, we allow pallets to be delivered with multiple date codes as long as the following industry guidelines are followed. The six key principles for mixed date code pallets are:

1. The oldest date code (first to expire) product is at the top of the pallet.

2. The youngest date code (last to expire) product is at the bottom of the pallet.

3. Only one SSCC label needs to be applied to each of the two forklift entry sides of the pallet.

4. The SSCC must state the oldest date code against the total quantity on the pallet.

5. MLOR requirements remain the same and are as per what has been agreed between Woolworths and our supplier partners.

6. ASN requirements regarding quantity and use-by date must be followed.

For further information, refer to the packaging and barcode specifications on WOWLink.
ASN Express Receiving

What is Express Receiving?
Express Receiving is a faster way of receiving a delivery. Receiving team members are only required to scan a single pallet label containing the SSCC (Serial Shipping Container Code) to receive the entire Purchase Order.

Our WMS process of Express Receiving relies on the receipt of an Advanced Shipping Notice (ASN) via Electronic Data Interchange (EDI).

The ASN is an electronic message containing the Purchase Order information specific to that delivery.

Supplier benefits:
- Faster truck turnaround time at Woolworths DCs
- Potential reduction of administration times
- Speed of information flow
- No changes to the current PO process or time slot allocation

For suppliers new to EDI, other benefits include:
- Accurate information exchange
- Accurate data with less labour required
- Getting end-to-end process right

The challenges:
Suppliers are doing a fantastic job with their EDI/Gateway messaging. However, the following physical issues can also have a significant impact to Express Receiving:
- SSCC labelling errors/mismatch
- TixHi issues
- ASN information not matching the paperwork
- ASN arriving too late after the truck has arrived at the DC

FAST FACT: Contact supplychainpartners@woolwoths.com.au if you have any questions about using Express Receiving for your deliveries or if you would like more information about SCoRe.

Non-conformance and delivery rejection notifications to suppliers

We recently implemented a new tool called SCoRe (Supplier Collaboration & Reporting) to communicate delivery non-conformances and rejection notification to our supplier partners.

Benefits of SCoRe for suppliers
- Real time information on how your products are performing across our entire Supply Chain network.
- More detailed information on what non-conformance issues our DCs are facing.
- Support material (posters and videos) you can share with your teams to improve delivery standards for all of your customers.
- Allows suppliers to ask the Woolworths Supplier Capability Team and DCs for additional support or guidance with resolving non-conformance instances.
- Track and monitor your performance and identify any spikes in issues early before they become a major problem.
- Real-time notification of any delivery rejections, including details as to why it was rejected and suggestions on what you need to do to ensure future deliveries are able to be accepted in our DCs.
- Improved delivery standards will result in a faster truck turnaround times and improved on shelf availability for our customers.
- It’s free for suppliers!
Carrier related critical delivery requirements

Pallet wrapping

If pallets need to have additional wrap applied for transport, there must not be any tails or dags, ends taped or heat sealed back to the pallet. The wrap must also extend to the top 30% to 50% of the pallet wood.

Pallets must be to Australian standard and of good quality. Pallets cannot be used if there are missing pallet boards and the dimensions of tunnel and runners are not to specification.

Any deterioration of quality in your pallets supplied will cause major issues with our automation that may result in the rejection of your order and re-delivery at your cost.

It is advisable that in advance of your deliveries coming into MSRDC, you discuss these requirements with your pallet provider so as to ensure there are no issues from your first receipt.

Pallet quality

Pallet quality is paramount for MSRDC. All pallets are scanned for defects to the baseboard on receipt and any damaged pallets may be rejected.

Paperwork

We only require the following documents:

- Two copies of the Invoice or Delivery docket (one for the DC, one for the driver)
- Two copies of the Pallet/Crate Transfer docket (one for the DC, one for the driver)

The DC will not accept or sign the following documents:

- Manifests
- Run sheets
- Pick slips
- Consignment notes

What you need to know about Unit Loading Devices (ULDs)

- **Pallet delay days** – ambient 30 days from DC receipt date
- **Transfer docket** - sender must provide a CHEP and/or Loscam Equipment Transfer Docket accompanied with the pallets (not combined).
- **Woolworths will accept only one** equipment Transfer Docket per load.
- **Correct accepted date** on the Equipment Transfer Docket – Receipt date into the Woolworths DC.
- **Sender declares account** - it is the sender’s responsibility to ensure the Equipment Transfer Docket is administered with the Supplier (CHEP/ Loscam).

To avoid rejection or correction of your transfers, ensure:

- **CHEP:** the movement/shipment date on the transfer is recorded and administered (processed) as the receipt date into the Woolworths Distribution Centre.
- **Loscam:** that the movement/shipment date is the receipt date into Woolworths Distribution Centre. The Effective Date on the transfer is recorded and administered as the amount of delay days from the receipt date into the Woolworths Distribution Centre as listed at Pallet Delay Days.

The primary reference on all equipment transfers must be all Woolworths Purchase Order Numbers.

**CHEP ACCOUNT:** 4000327068      **LOSCAM ACCOUNT:** 303926

Melbourne South Regional Distribution Centre ULD Contacts:
Bet Quin – (03) 9263 2780 & Sharyn Alger (03) 9263 2659
Email: vicpalletcontrol@woolworths.com.au
Primary Connect, formerly known as Primary Freight, is passionate about moving products to our customers in the safest, freshest way possible.

Our vision is to deliver outstanding service and to be the preferred Supply Chain partner for our customers.

Primary Connect manages around 45% of inbound deliveries into Woolworths DCs across temperature control, ambient, produce and liquor.

Throughout F18, Primary Connect delivered 6 million pallets with an on-day delivery performance of 99.4%.

Adopting an innovative, creative approach enables Primary Connect to offer tailored solutions for our customers through partnerships, collaboration, transparency and best in class systems.

The relationships Primary Connect develops with our supplier customers is extremely important. Primary Connect’s value proposition is to:

- Build strategic, long-term partnerships through transparency and collaboration to deliver mutual value.
- Develop optimised network solutions and efficiencies, leveraging Australia’s largest retail supply chain to minimise movements.
- Offer a safe and sustainable service for all, providing unequalled reliability and value to our partners.
- Demonstrate creativity, urgency, transparency and agility. We deliver first class communication and outstanding customer service.
- Support our team of passionate, capable experts who put our customers at the heart of everything we do.
- Deliver our growth aspiration of moving more than 60% of the total Woolworths volume into our DC network within the next five years.

Contact us:

Phone: 1800 701 889
Email: primaryfreight@woolworths.com.au

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A brief overview of Primary Connect


Since then, Primary Connect has grown to be a successful ‘business within a business’ and an integral part of our Supply Chain delivering value to more than 1,000 supplier customers.

Primary Connect delivers more than 110,000 pallets per week from the point of origin of a product to its final destination, wherever that may be.

Primary Connect works closely with Replenishment, DC teams and Carrier partners to manage flow and inbound service levels.

Primary Connect plays a significant role in reducing our Supply Chain costs and improving efficiencies. This is achieved by working with our suppliers to plan and implement smarter supply chain and transport solutions which provides mutual benefits to all parties.

Our national network

The extensive national presence of the Woolworths Group and its supply chain partners allows suppliers to benefit from an existing freight service operated under a name they can trust.

Primary Connect uses store delivery trucks and contracted transport services with carriers we consider best in class in their focused regions and corridors.

These contracts ensure our transport partners can invest in the most up-to-date transport equipment and technology to provide safe and sustainable transport solutions across road and rail.

The transport network is connected to all our distribution centres and operates freight consolidation hubs in all capital cities. These services add value to both our small and large supply partners.

With a network that includes 20+ DCs and 900+ stores receiving daily deliveries nationally, the opportunity for suppliers to benefit from Woolworths’ operations is significant.

For those looking abroad, our International Logistics team is highly experienced in import and export services, enabling suppliers to link their products to global markets.

Our Supply Chain solutions

<table>
<thead>
<tr>
<th>International shipping</th>
<th>Inbound freight</th>
<th>Unloading/receipt</th>
<th>Warehousing</th>
<th>Distribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pick up from international port (FOB) and deliver to nominated Australian port and/or directly from bonded warehouse to Woolworths DC.</td>
<td>Local pick-up from production/storage facility. International pick-up imported product from Australian port.</td>
<td>Unloading of local freight and de-stuffing and palletising of international freight.</td>
<td>Co-located ambient storage and/or temperature controlled storage of supplier freight.</td>
<td>Distribution to Woolworths supermarkets and beyond.</td>
</tr>
</tbody>
</table>
How Primary Connect supports our supplier partners

Business development
- Transport Network Development
- Network & Order Optimisation
- Strategic Relationship Management

Business operations
- Transport Planning & Load Building
- Account Management
- Customer Service

1. We review how frequently we order products, in what quantities and to which locations. In conjunction with moving goods, this can reduce costs and make orders more efficient.

2. We help reduce order lead times and take unnecessary product movements out of the supply chain. This can help our suppliers to maximise product shelf life and deliver fresher products to our stores.

3. In addition to domestic transport, we support off-site storage and International Logistics. This delivers the most efficient supply chain possible, from the point of production to the final product destination. We can even handle internal product transfers and deliveries to non-Woolworths entities.

4. Due to the scale and breadth of our operation, we are able to offer unparalleled agility and flexibility, particularly during seasonal peaks. This provides additional confidence that we will be able to find the transport to service your needs during peak times or when you encounter unanticipated volume spikes.

5. In conjunction with longer-term contracts, we commission specialised equipment tailored to exact needs. This gives suppliers certainty that their product is moving in the most time and cost efficient manner every time.

Primary Connect Frequently Asked Questions

Is Primary Connect part of the Woolworths Group?
Yes, Primary Connect sits within the Woolworths Supply Chain structure in Woolworths Group.

Why should I join Primary Connect?
As a member of the Woolworths Group, Primary Connect is in the unique position to work with the Woolworths Replenishment team and DCs to develop efficient supply chain solutions.

In addition, Primary Connect can leverage off its existing Supply Chain network which delivers daily loads to more than 900 stores nationally.

Does Primary Connect own the transport fleet?
No, Primary Connect works with leading Transport Carriers who own the transport fleet to develop the best transport solutions for our customers.

Will Primary Connect deliver to locations other than Woolworths Distribution Centres?
Yes, Woolworths will deliver to any location requested by our customers. This includes internal product transfers, city produce markets and the distribution centres of other retailers.

How do I pay Primary Connect?
If you are an existing Woolworths vendor, the transport fee will be deducted via remittance from the commercial goods order. If you are not a Woolworths vendor, payment can be performed via direct debit.

How does your claims process work?
In the rare event of damages to the product, an investigation will be performed. If Primary Connect is found to be at fault, the customer will be reimbursed to the value of the losses determined.
Information for drivers

Truck refuelling facility

Woolworths is offering use of refuelling facilities to suppliers, Primary Connect providers, linehaul and secondary freight providers. Standard diesel and AdBlue fuels are available at MSRDC.

What you will need to use our refuelling facilities

Key FOB

- Individual FOBs monitored and reported
- Lowest cost option
- PIN number for pump activation for added security
- Transferable between vehicles and trailers

Vehicle ring

- Permanently fitted to vehicles
- Multiple rings required for dual tanks or belly tanks on trailing fleet
- PIN and odometer required to activate pump and provided to carriers at ring level for auditability

Benefits of using Woolworths' onsite refuelling facilities

Cost saving - ability to purchase at a competitive market rate.

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

Refuelling procedure at MSRDC

1. Drive to the refuelling station.
   a) Park the vehicle at Diesel/Ad-Blue pump, switch the engine off and exist vehicle.
   b) Put on the PPE safety gloves (Safety Rule: Safety gloves must be worn whilst refuelling vehicle.)
   c) Remove cap from the vehicle tank.

2. Remove the nozzle from the bowser for Diesel or Ad-Blue.
   a) Insert the nozzle into the tank.
   b) Check if the display screen is reset and illuminated.

3. Squeeze the trigger to start the registration activity.
   a) Wait for 20-30 seconds for the nozzle to register
   b) Enter the odometer reading in the terminal on the centre island.

4. Wait for the automatic cut off, do not attempt to overfill.
   a) Replace nozzle in the bowser for Diesel or Ad-Blue.
   b) Replace filler cap on vehicle.
   c) Remove PPE safety glove.
   d) Enter the vehicle and leave the station.

For more information or to apply, email fuelsupply@woolworths.com.au or phone the Fuel Management team on (02) 8885 6555.
End of trip 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 and milk
- Vending machines
- Access to showers and amenities
- Free to air TV
- Heating and air conditioning
- Lockers

When you arrive onsite

At MSRDC, all of our loads need to arrive in excellent condition. That means sticking to the industry checklist:

- Pallets need to arrive in one strong piece. The condition of the wood should be good, the product on the pallet needs to be undamaged and it should be well wrapped.
- Cartons should arrive undamaged with GTINs visible on the fork-entry side.
- SSCC labels should be undamaged and visible on both fork entry sides of the pallet.

As a driver, you will need appropriate PPE when entering the site. This means a high vis shirt and safety-toed boots. Cameras will monitor all vehicles and visitors from the moment you enter the site.

As you pull up, please push the intercom button to speak to our gatehouse security team and advise them that you’re here to deliver stock. You’ll be asked to park and then return to the gatehouse with your paperwork.
You’ll need to give the following information to the gatehouse:

- Your driver’s license number
- Your mobile number
- All purchase order numbers for the load
- The invoice
- A pallet transfer document with the number of pallets

At the gatehouse, your site induction status will be checked by the gatehouse operator. If it’s not current or hasn’t been completed, you’ll need to go to the driver facility building to complete the induction.

You’ll be asked to fill out a driver declaration form. This form is to make sure you’re fit for duty and have enough driving hours to make your delivery safely.

The Gatehouse Operator will enter your purchase order numbers to make sure you’re within your delivery window. If you’re outside your delivery window, you may be asked to wait, or possibly to leave the site.

You’ll receive an SMS when you’re good to go to the second boom gate at the end of the chevron parking. Part of this message will notify you of where you need to go next. This will be to either a short queue or to a dock number.

You’ll need to wait at the boom gate while the Gatehouse Operator checks that your vehicle is right to pass onto site. You won’t need to use the intercom here.

For inbound deliveries, all traffic is one way in a clockwise direction around site. Please follow the line marking and signage, including sticking to speed limits. All reversing vehicles have right of way.

Park in the next available short queue or to the dock you were told to go to. The lights on the dock will change from green to red and a stop sign will be placed in front of your vehicle.

For safety, our receiving team will ask you for your keys along with your purchase orders. Your keys will be locked in a box until receiving is finished.

You will be needed to help with pulling back curtains on the trailer and also removing any restraints.

You’ll then be asked to wait in a driver safety zone or in the driver amenities located near the receiving dock.

If the delivery is for a supplier set up for Advanced Shipping Notice or ASN express receipt, the process of unloading and turn around will be much faster. Otherwise, each pallet will be manually received.

**Leaving the site**

After receiving is complete, you’ll be asked to prepare your vehicle for departure.

- You’ll need to sign a proof of delivery.
- The stop sign in front of your vehicle will be removed.
- Paperwork and keys will be given back to you.
- The Receiving Area Specialist may ask you to go over the weighbridge as you leave the site.
- The dock light will be changed to green, letting you know you’re safe to leave the dock.

After exiting the first boom gate you’ll be able to use the weighbridge as instructed. The gatehouse team will check that paperwork is signed, documentation for the remaining pallets on the vehicle is complete, pallet transfer dockets are in order and the vehicle’s weight checked.

They’ll also check that you have the right number of pallets left on the trailer. Once all checks are passed, you can safely leave MSRDC. Drive safely and remember...

*Think safe. Work safe. Home safe.*
Frequently asked questions

Will the delivery requirements be changing for MSRDC?
Our packaging and barcode requirements will not be changing for MSRDC. However, due to the high level of automation in the DC, it is more important than ever before that suppliers adhere to the delivery requirements.

Where can I find the full list of delivery requirements?
You can find the detailed Woolworths packaging and barcode specification requirements on WOWLink. We also have other tools available to assist you and your team understand the delivery requirements for all Woolworths’ DCs including MSRDC. These include a delivery requirements video and AFGC perfect delivery documents.

Where do I go for support with resolving SSCC label non-conformance issues?
Should you have any questions or concerns regarding your SSCC pallet labels, the first point of call should be your label software provider. The team at GS1 Australia can also offer assistance, they can be contacted via sccc@gs1au.org or 1300 BARCODE.

The supplier capability team are also happy to provide assistance and guidance. You can reach the team at supplychainpartners@woolworths.com.au

How do I know my barcodes will scan?
Should our DCs have any issues with scanning your barcodes, you will receive a non-conformance notification via SCoRe.

We suggest that you obtain a barcode verification report from either GS1 or another accredited barcode verification provider to ensure your barcodes are constructed correctly and are free from any printing errors.

The Supplier Capability team is also happy to provide assistance and guidance. You can reach the team at supplychainpartners@woolworths.com.au

When will I have visibility of my orders for MSRDC?
More information on the visibility of your orders for MSRDC will be provided in the October 2018 edition of the MSRDC Supplier Readiness newsletter.

My delivery is going to be late. Do I need to contact anybody?
If you are the transport carrier, please contact the supplier to advise them of the delay. Suppliers are asked to contact their Woolworths Supply Planner or Integrated Supply Planner as soon as possible so the delivery can be booked in for another time.

My company receives pallets from CHEP or Loscam. How can I ensure I deliver quality pallets to MSRDC?
There are a few steps that suppliers can take to ensure that quality pallets that are inline with the Australian standard are delivered to us.

Inspect your pallet deliveries from CHEP or Loscam for quality before receiving them into your site. Train your team on the correct pallet handling techniques. CHEP have developed a useful video on pallet handling.

MSRDC is not in my GPS. How do I find the site?
Please refer to the map and GPS coordinates for MSRDC on page 4 of this booklet.

Will any other DCs be closing due to MSRDC?
Yes, our Melbourne Regional Distribution Centre (MRDC) in Hume will be closing.

Will Liquor be going into MSRDC?
No, MSRDC will be an ambient only DC. This includes confectionery products.
## Pre-Despatch Checklist

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

<table>
<thead>
<tr>
<th>Date of Despatch:</th>
<th>PO Number:</th>
<th>Number of Pallets:</th>
<th>Checked By:</th>
</tr>
</thead>
</table>

### Pallet Checks
- All boards and bearers are within tolerances of pallet quality specifications
- Lead boards are square with bearer, or at no greater than 15mm pushback?
- All stock is centred on the pallets and no product or slipsheets overhang the pallet edge
- All pallets are wrapped securely with sufficient passes to maintain load stability in transit
- Stretch wrap is securely bound to the top 30-50% of the wooden pallet
- Stretch wrap is applied neatly, with no “tails” or “dags” at risk of becoming loose
- No loose sheets of paper have been placed between wrap and product

### Carton Checks
- GTIN barcodes are visible on fork-entry sides of the pallet (for at least some cartons)
- No cartons are damaged, crushed, leaking, moisture-affected or spilling product

### SSCC Label Checks
- SSCC labels are in place on both of the pallet’s fork-entry sides
- SSCC labels are on the right hand side of the pallet face, at 400-800mm from ground level
- Both SSCC labels - on the front and back fork-entry sides of each pallet - are identical
- Both SSCC labels on each pallet match the actual product contained within that pallet
- Both SSCC labels are clearly visible, are not wrinkled, damaged, dirty or poorly printed

### Checked By Team Leader:

### Other Issues Identified:

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**NOTE:** This document is intended as a support tool 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 above.

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Proudly developed and endorsed by:

[Australian Food & Grocery Council](#)

[ Woolworths Group ]

[ Coles ]

[ Metcash ]
Support and further information

Delivering into MSRDC

Perfect delivery documents:  
http://tiny.cc/MSRDC-perfect-delivery

Delivering to MSRDC video:  
http://tiny.cc/MSRDC-delivery-standards

Support and contact details

Replenishment and allocations - speak to your Woolworths Supply Planner or your Integrated Supplier Planner (ISP).

MSRDC & SCoRe System - email the Supplier Capability Team at supplychainpartners@woolworths.com.au

Further information is available on:

WOWLink  
http://tiny.cc/MSRDC-WOWLINK

Melbourne South Regional Distribution Centre  
ULD Contacts:  
Bet Quin (03) 9263 2780  
Sharyn Alger (03) 9263 2659  
Email: vicpalletcontrol@woolworths.com.au
Melbourne South Regional Distribution Centre

Servicing our Victorian stores with ambient groceries from early 2019