



01/08/2020

## WOOLWORTHS DISTRIBUTION CENTRE EQUIPMENT CONTROL POLICY & PROCEDURES

### Attention: Transport Providers & Vendor Equipment Controllers:

As a part of ongoing improvements to the Woolworths Group Supply Chain, please find below updated equipment control policy and procedures. By supplying or carrying product to the Woolworths Group (Woolworths) you agree to be bound by the terms of this policy, as amended from time to time.

### Pallet Delay Days:

Woolworths have standard pallet transfer delay days across their Network as below;

AMBIENT	30 days from Receipt Date
CHILLER/FROZEN	15 days from Receipt Date
PRODUCE	7 days from Receipt Date

### Note to Vendors:

If you are transferring pallets to your transport provider, it is your responsibility to ensure your Carrier agrees to this policy, including Woolworths Query Process.

### Woolworths Delivery Sites:

ARDC	-	Adelaide Regional Distribution Centre – Gepps Cross
BLDC	-	Brisbane Liquor Distribution Centre – Staplyton
BRDC	-	Brisbane Regional Distribution Centre – Larapinta
MFDC	-	Melbourne Fresh Distribution Centre - Truganina
MRDC	-	Melbourne Regional Distribution Centre – Hume Broadmeadows
MLDC	-	Melbourne Liquor Distribution Centre – Laverton
MNDC	-	Melbourne National Distribution Centre – Mulgrave
MSRDC	-	Melbourne South Regional Distribution Centre – Dandenong South
PRDC	-	Perth Regional Distribution Centre – Perth Airport
SLDC	-	Sydney Liquor Distribution Centre – Erskine Park
SRDC	-	Sydney Regional Distribution Centre – Minchinbury
SNDC	-	Sydney National Distribution Centre – Yennora
TRDC	-	Townsville Distribution Centre - Bohle
TasRDC	-	Tasmania Regional Distribution Centre (SIW) Produce - Western Junction
WoRDC	-	Wodonga Regional Distribution Centre – Barnawartha
WyRDC	-	Wyong Regional Distribution Centre – Warnervale

## All Woolworths Distribution Centres

- At all Woolworths Distribution Centres the Sender must provide the CHEP, Loscam and/or VPS Equipment transfer docket.
- Upon delivery of goods a CHEP, Loscam and or VPS Equipment Transfer Docket is to be supplied by Vendor/Transport Company.
- If you require a copy of the receipted transfer you are to supply two copies of the transfer (photocopies will not be provided).
- If only one transfer is supplied, then this will remain with Woolworths.
- Woolworths will not accept a transfer of equipment unless the request is accompanied by the CHEP, Loscam and/or VPS equipment transfer docket. However, if the load does not have a CHEP, Loscam and/or VPS Equipment Transfer, a Non-Transfer of Equipment Advice will be completed and provided to the driver.

To avoid rejection or correction of your transfers please 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.
- **VPS:** the Actual WOW Receipt date on the transfer is recorded and administered (processed) as the receipt date into the Woolworths Distribution Centre.
- The primary reference on all equipment transfers **must be all Woolworths Purchase Order Numbers.**

## Non-Transfer of Equipment Advice

A Non-Transfer of Equipment advice will be provided to the driver if they fail to provide a CHEP, Loscam and/or VPS Equipment Transfer. The Non-Transfer of Equipment Advice will provide the date of receipt, related purchase order numbers, commodity (Amb/Chil/Prod) and contact details for the site representative ULD Team. It is the drivers' responsibility to ensure the Non-Transfer Advice is sent to the relevant Trading Partner.

## Woolworths Supermarkets

### **Direct Store Deliveries (DSD)** (excluding Victorian Stores)

- Direct store deliveries must be accompanied with 2 copies of delivery paperwork clearly outlining type and quantity of hire equipment.
- **Pallets** – Exchange of CHEP and Loscam pallets must take place at the time of delivery noting exchange is like for like (CHEP for CHEP / Loscam for Loscam).
- Exchange of other CHEP/Loscam hire equipment not available at stores.
- Both copies of delivery paperwork must be clearly **signed** by both parties inclusive of **store stamp** to verify exchange has taken place. Original to be retained at store and copy to be retained by Vendor/Carrier.
- Should an exchange not take place at the time of delivery, IOU/s must be noted on the delivery paperwork. Vendor/Carrier must attempt to redeem outstanding IOU equipment on the next delivery to store.
- All IOU pallets must be claimed within 6 months from the date of delivery.
- **VPS Black Crates** – Are not to be exchanged. Vendor must email a copy of the VPS Equipment transfer docket to the ULD Team and provide POD as noted above within 72 hours.

### **Direct Store Deliveries (DSD)** (Only Victorian Stores)

- Vendor must create Equipment Transfer onto Woolworths Account Number: CHEP 4000475231 / Loscam 308875. Transfers to be sent to store with Invoice and Goods.
- Driver must have Equipment Transfer **store stamped and signed**. Woolworths will not accept any Equipment Transfer without the store stamp.
- Vendor must send a copy of the stamped transfer to Vic Pallet Control, in a timely manner, preference within 72 hours of delivery.

### 3PL (Third Party) Warehouses

All deliveries to Non-Woolworths sites (3PL) are not subject to the same delay days as noted within this Policy. It is the Trading Partners responsibility to understand the correct delay days when delivering into any 3PL site.

### IWT's – Interwarehouse Transfers (Woolworths Replenishment)

Woolworths IWT pallets are not transferable onto any carrier. ULD's are transferred as follows:

- Woolworths to Woolworths
- 3PL warehouse to Woolworths

For mixed loads (IWT's and Non IWT's); Equipment Transfer Dockets are to be raised separately.

### Woolworths Primary Connect

#### Vendor's Responsibility

- It is expected that the Vendor writes the pallet transfer paperwork (CHEP or Loscam docket), transferring pallets to the Primary Connect Carrier.
- As the Woolworths pallet delay days is a Vendor expense, the Vendor needs to apply the correct future delay date, based on the receipt/delivery date into the Woolworths DC.
- To supply a transfer of pallets onto the carriers account. Despatch Date/Movement Date/Shipment Date should reflect the date of receipt into the Woolworths DC. **The Effective Date is the amount of delay days from the DC Receipt Date** as listed at Pallet Delay Days.
- The primary reference on all equipment transfers **must be ALL Woolworths Purchase Order Numbers**.
- It is the Vendors responsibility to ensure that this transfer has been accepted by the receiving trading party, (that is the Carrier).
- The CHEP/Loscam account number should be requested from the Carrier prior or upon pickup.

#### Produce Deliveries

- It is expected that the Vendor writes the pallet transfer paperwork (CHEP, Loscam, and/or VPS docket), transferring pallets/crates/bins to the receiving Woolworths DC.
- The primary reference on all equipment transfers **must be ALL Woolworths Purchase Order Numbers**.
- As the Woolworths pallet delay days is a Vendor expense, the Vendor needs to apply the correct future delay date, based on the receipt/delivery date into the Woolworths DC.

#### Primary Connect Carriers

- It is expected that the Carrier writes the pallet transfer paperwork (CHEP or Loscam docket), transferring pallets to the receiving Woolworths DC.
  - **Woolworths will only accept one equipment transfer docket per load per Supplier (CHEP/Loscam)**
- Carrier is required to complete the pallet transfer paperwork (CHEP Movement Docket or Loscam docket) onto the receiving Woolworths DC with all fields completed correctly.
- The primary reference on all equipment transfers **must be ALL Woolworths Purchase Order Numbers**.
- All deliveries into Woolworths DC's must be accompanied by the CHEP and/or Loscam equipment transfer docket.
- The Carrier needs to apply the correct future delay date, based on the **receipt date into the Woolworths DC**.

#### Carrier's Responsibility

- To supply a transfer of pallets onto the receiving Woolworths DC account.  
**CHEP:** that the Movement/Shipment date is the date of receipt into Woolworths DC.  
**Loscam:** that the Movement/Shipment date is the receipt date into Woolworths DC, effective date is the amount of delay days from receipt date reflective of the applicable standard delay days.
- The primary reference on all equipment transfers **must be ALL Woolworths Purchase Order Numbers**.
- Carrier's responsibility to ensure that this transfer has been accepted by the receiving trading party (that is the Woolworths Distribution Centre).

## Victoria only DC Local Deliveries (ATT Logistics)

### **Vendor's Responsibility**

- It is expected that the Vendor writes the pallet transfer paperwork (CHEP or Loscam docket), transferring pallets to the Woolworths Distribution Centre (MLDC, MFDC, MNDC, MSRDC).
  - Note: For interstate deliveries not itemised above, the Vendor must write the pallet transfer paperwork, transferring to the Carrier.

### **Primary Connect Hub Sites (3PL only)**

3PL Primary Connect Hubs are not managed by Woolworths. The details below are to assist Vendors identify hub locations and contact details only. Any ULD queries must be directed to the 3PL site and ULD deliveries are bound by the sites ULD terms of transfer. Vendor and Carrier responsibilities on page 3 of this document apply. Note; delay days are calculated from the date of receipt.

<b>3PL Hub Name / Address</b>	<b>Commodity</b>	<b>ULD Contact</b>	<b>Delay Days</b>	<b>CHEP Account</b>	<b>Loscam Account</b>
<b>GTS Freight</b> 3 Gidgie Court Edinburgh Park SA 5113	Ambient	Brad Steer Email: brad@gtsfreight.com.au	30	1610518580	548940
<b>Jim Pearson Transport</b> 57 Logistics Pl, Larapinta QLD 50 Huntingwood Dr, Huntingwood NSW	Ambient	Vicky Nardo Email: pallets@jimpearson.com.au	30	1610251352	254760
<b>Americold Sydney</b> 560 Reservoir Road Prospect NSW 2148	Temp Control	Suzan Kaldas Email: Suzan.Kaldas@americold.com.au	30	4000188065	212630
<b>Americold Perth</b> 1 Quarimor Road Spearwood WA 6163	Temp Control	Saley Bowyer Email: sally.bowyer@americold.com.au	30	1610608649	676730
<b>Don Watson Transport</b> Coldstore 3, Lagos Coldstore, 1235 Lytton Rd, Hemmant QLD 4174	Temp Control (For delivery into Americold sites)	Pallet Department Email: pallets@donwatson.com.au	30	1610343839	305367
<b>Don Watson Transport</b> 213-217 Newton Road, Wetherill Park, NSW 22164	Temp Control (For delivery into Americold sites)	Pallet Department Email: pallets@donwatson.com.au	30	1610343839	305367
<b>Fernhurst</b> 24-34 Jessica Way, Truganina Vic 3029	Temp Control	Wilma Warnock Email: wilma@palletcontrolsolutions.com.au	15	4000330565	303921

### **Woolworths Query Process**

- If you have not provided a docket upon delivery, please contact the site ULD Officer to provide proof of delivery prior to forwarding an Equipment Transfer Docket.
- It is the responsibility of the Sender to ensure that their transfer has been accepted by Woolworths.
- If the transfer has not been transacted off your account, please contact Woolworths Site ULD Officer within 3 months of delivery date to avoid penalty. Woolworths will not investigate claims over 6 months from delivery date ("the claim period") and disclaims all liability for loss or expense related to transfer of equipment after the Claim Period.

Woolworths will accept equipment claims as follows:

- All enquiries for transactions must be made in writing with relevant supporting documentation for consideration by Woolworths.
- Within 1 to 3 months from delivery date without penalty; and
- Within 4 to 6 months from delivery into the Distribution Centre, the transfer/effective date will be advised by Woolworths.
- Woolworths will not back date the transaction equipment hire date. Woolworths will not incur backdated hire days.

To avoid correction/rejections of your transfers please ensure the following

- Movement and Effective dates are correctly recorded and administered on the transfer; movement/despatch/shipment/actual wow receipt date must be the date of receipt into the Woolworths DC.
- Correct receiving account number is used.
- Correct type of equipment and quantity on transfer docket.
- **ALL** the Woolworths Purchase Order number(s) listed as the Primary Reference.

Where a rejection of a transaction has been advised on your equipment transactions from equipment provider companies, please ensure you contact the Woolworth's site ULD Officer.

Rejected receipted stock:

- Hire equipment associated with rejected receipted stock (returns) will be transferred at the date the equipment is collected from the Distribution Centre.
- The vendor/transport provider will be responsible for collecting the rejected stock on the agreed date, as dates on transfer dockets will not be adjusted.

To maintain accurate records within Woolworths Pallet Management system, provide your equipment controllers email address and account number to the Woolworths ULD Officer.

Regards

National ULD

Woolworths Group

E [nationaluld@woolworths.com.au](mailto:nationaluld@woolworths.com.au)

**Attached;**

- Woolworths Transfer Matrix
- Woolworths ULD Officer Contacts

## **Woolworths Transfer Matrix: (Excluding VPS Black Crates)**

Customer responsibility.

- to ensure that the transfer is accepted by the receiving party
- to notify the equipment pooling hire company (CHEP or Loscam) of the transfer

Location	Type	DC #	Notify Supplier of Transfer	CHEP	Loscam
Adelaide RDC	Ambient	5910 / 5911 5913 / 5915	Sender notifies CHEP	1610523258	596722
			Woolworths notifies Loscam		
Adelaide RDC	Chiller	5937 / 5938 / 5939	Sender notifies CHEP	1610502222	596722
			Woolworths notifies Loscam		
Adelaide RDC	Produce	5936	Sender notifies CHEP	1610502224	596722
			Woolworths notifies Loscam		
Brisbane LDC	Ambient	2983 / 2984	Sender notifies CHEP and Loscam	4000182694	410207
Brisbane RDC	Ambient	2990 / 2991 / 2993	Sender notifies CHEP and Loscam	1610440698	496220
Brisbane RDC	Chiller	2987	Sender notifies CHEP and Loscam	1610403283	496220
Brisbane RDC	Produce	2986	Sender notifies CHEP and Loscam	1610402902	496220
Townsville RDC	Ambient	2995 / 2926	Sender notifies CHEP and Loscam	4000471582	407381
Townsville RDC	Chiller	2988	Sender notifies CHEP and Loscam	4000471583	407381
Townsville RDC	Produce	2996	Sender notifies CHEP and Loscam	1610402919	407381
Melbourne FDC	Chiller	3958 / 3930 / 3947 / 3948/ 3978	Sender notifies CHEP and Loscam	4000475229	312976
Melbourne FDC	Produce	3953	Sender notifies CHEP and Loscam	4000475231	308875
Melbourne LDC	Ambient	3979 / 3981/ 3991 / 3985	Sender notifies CHEP and Loscam	1610333902	314144
Melbourne NDC	Ambient	3911	Sender notifies CHEP and Loscam	1610337308	328660
Melbourne NDC	Produce	3986	Sender notifies CHEP and Loscam	1610333919	328660
Melbourne South RDC	Ambient	3995	Sender notifies CHEP and Loscam	4000327068	303926
Perth RDC	Ambient	4933 / 4930	Sender notifies CHEP	1610625713	696653
			Woolworths notifies Loscam		
Perth RDC	Chiller	4939 / 4937 / 4938	Sender notifies CHEP	1610600932	696653
			Woolworths notifies Loscam		
Perth RDC	Produce	4936	Sender notifies CHEP	1610600280	696653
			Woolworths notifies Loscam		
Sydney LDC	Ambient	1951 / 1954 1973 / 1953	Sender notifies CHEP and Loscam	1610263236	274740
Sydney RDC	Ambient	1979 / 1983	Sender notifies CHEP and Loscam	1610263233	296930
Sydney RDC	Chiller	1947 / 1987 1988 / 1948	Sender notifies CHEP and Loscam	1610203731	207522
Sydney RDC	Produce	1986	Sender notifies CHEP and Loscam	1610263245	279350
Sydney NDC	Ambient	1944	Sender notifies CHEP and Loscam	4000271835	201967
Tasmania DC	Produce	7191	Sender notifies CHEP <b>(Contact TasRDC prior to raising Docket)</b>	4000165664	N/A
Wodonga RDC	Ambient	3933 / 3943	Sender notifies CHEP and Loscam	1610301880	218959
Wodonga RDC	Chiller	3939 / 3937 / 3950	Sender notifies CHEP and Loscam	1610301881	316659
Wodonga RDC	Produce	3936	Sender notifies CHEP and Loscam	1610301882	319892
Wyong RDC	Ambient	1931 / 1933 1930 / 1943	Sender notifies CHEP and Loscam	1610203209	218927
Wyong RDC	Chiller	1959 / 1937 / 1938	Sender notifies CHEP and Loscam	1610203210	216659
Wyong RDC	Produce	1946	Sender notifies CHEP and Loscam	1610203212	219866
Primary Connect Hub Sydney (SRDC)	Ambient	NA	Sender notifies CHEP and Loscam	1610263233	296930
Primary Connect Hub Melbourne (MSRDC)	Ambient	NA	Sender notifies CHEP and Loscam	4000327068	303926

## **VPS BLACK CRATES TRANSFER MATRIX**

Customer responsibility:

- to ensure that the transfer is accepted by the receiving party
- to notify Viscount Pooling Systems (VPS) of the transfer

<b>Location</b>	<b>Type</b>	<b>DC #</b>	<b>Notify Supplier of Transfer</b>	<b>VPS A/C</b>
Adelaide RDC	Produce	5936	Sender notifies VPS	<b>235982</b>
Brisbane RDC	Produce	2986	Sender notifies VPS	<b>235972</b>
Melbourne FDC	Produce	3953	Sender notifies VPS	<b>241840</b>
Melbourne NDC	Produce	3986	Sender notifies VPS	<b>235980</b>
Perth RDC	Produce	4936	Sender notifies VPS	<b>235981</b>
Sydney RDC	Produce	1986	Sender notifies VPS	<b>235971</b>
Tasmania DC	Produce	7986	Sender notifies VPS	<b>235983</b>
Townsville DC	Produce	2996	Sender notifies VPS	<b>235978</b>
Wodonga RDC	Produce	3936	Sender notifies VPS	<b>235979</b>
Wyong RDC	Produce	1946	Sender notifies VPS	<b>235970</b>

### **VPS BLACK CRATE RECEIPT DATES**

To minimise the quantity of date corrections, ensure the date provided on the VPS Docket (Portal and Manual docket) is the date received into the Woolworths Warehouse. This is the booking date.

## WOOLWORTHS ULD OFFICER CONTACTS

Locations	Contact Name	Phone	Email
Adelaide RDC	Glenda Thompson	08 8206 5533	ardc-ulds@woolworths.com.au
Brisbane LDC	Leighton Nies	07 3380 9405	bldc_uld@woolworths.com.au
Brisbane RDC- <i>Team Leader</i> <i>General Enquiries</i> <i>VPS &amp; Produce</i> <i>Ambient / Chiller</i> <i>Loscam Accounts</i> Townsville RDC	Alanah Cassidy BRDC Team Email Annie Dove Fia Masina Portia Katene Trudi Foelz	07 3809 1879  07 3809 1773 07 3809 1893 07 3809 1881 07 3809 1743	acassidy@woolworths.com.au  brdctransportuld@woolworths.com.au
Melbourne NDC Melbourne South RDC Melbourne LDC Melbourne FDC	Jessie Xu and/or Yiota Micallef	03 9263 2780 / 03 9263 2504 03 9263 2659	vicpalletcontrol@woolworths.com.au
Wodonga RDC	Jessie Xu and/or Yiota Micallef	03 9263 2780/ 03 9263 2504 03 9263 2659	wodongapalletcontrol@woolworths.com.au
Perth RDC	Trudy Sims	08 9334 6361	prdcpalletcontrol@woolworths.com.au
Sydney RDC <i>Produce</i> <i>Chiller/Ambient</i> Sydney LDC & NDC	Elinor Whitcher Mina Saysanavongphet Gemma Angchangco	02 9675 8229 02 9675 8244 02 9675 8225	srdcproducepallets@woolworths.com.au nswuldshared@woolworths.com.au sydbasinuld@woolworths.com.au
Tasmania RDC	Mark Gartside and/or Brett Shakespeare	03 6391 0819	siwpallets@woolworths.com.au
Wyong RDC	Aidan Everson	02 4350 3883	wyongrdc-ulds@woolworths.com.au