

MYER

Supply Chain – Receiving Standards



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Receiving Standards – Supplier Guide

1. Purpose

Sets requirements for receiving packaging, labelling, palletising, and delivery to Myer Distribution Centres and stores.

Key Requirements

Suppliers must ensure valid POs, accurate ASNs, compliant SSCC labels, and safe, scan-ready deliveries.

Objectives

- **Safety:** Protect all staff and transport personnel
- **Product Protection:** Prevent damage during transit and handling
- **Efficiency:** Support smooth supply chain operations
- **Sustainability:** Reduce transit packaging waste

2. Packaging Standards

All cartons must be new, durable, and suitable for transport and handling.

Minimum carton standards:

- Soft goods – minimum 5-layer corrugated cardboard
- Fragile goods – minimum 7-layer corrugated cardboard

Second-hand cartons are not permitted.

3. Carton Size & Weight

Cartons should support safe stacking and manual handling.

Cartons should be kept under 12kg where possible, and any carton which is over 16kg must be clearly labelled as heavy with the weight marked.

Carton dimensions:

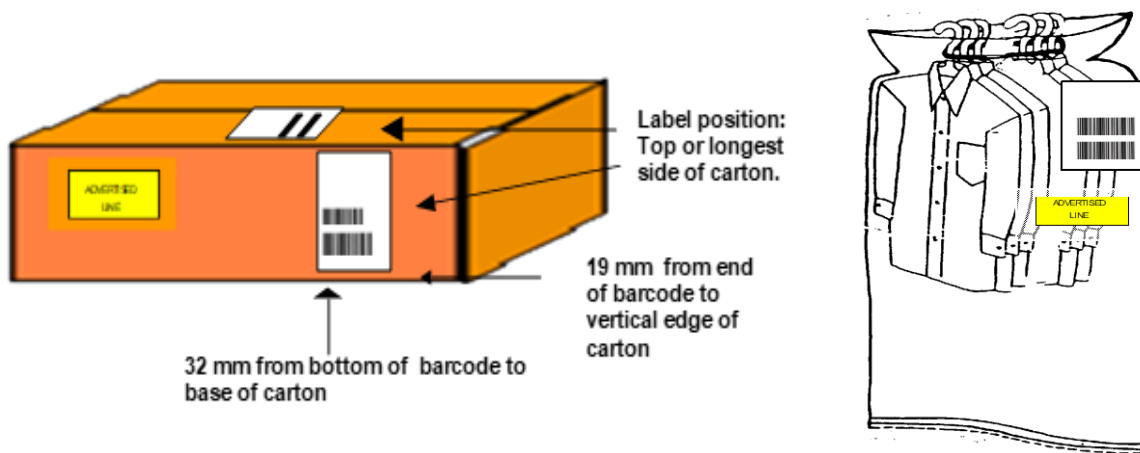
	Minimum	Maximum
Weight	1kg	16kg
Height	3.5cm	45cm
Width	22.5cm	50cm
Depth	22.5cm	70cm

4. SSCC Labelling Requirements

Every carton, hang bag, satchel, bulky item, or store-ready pallet must contain ONE valid SSCC label only.

Labels must:

- Match ASN and carton contents
- Be scannable and unobstructed
- Not be damaged, folded, or duplicated
- Be positioned on the top or longest side of the carton (SIDE PREFERRED)
- Be at least 19mm from carton edge and 32mm from carton base
- Labels must not be placed over seams or flaps.
- Incorrect or poor-quality SSCC labels may result in delivery rejection.
- Each ASN must be unique
- NO DUPLICATE SSCC
- 1 SSCC PER CARTON
- Carrier label and SSCC must not be on the same side of the carton



5. Hanging Garment Bags

Hang bags must be strong enough to withstand transport and handling.

Requirements:

- Maximum weight per bag is 7kg, with a limit of 8 garments per bag
- Maximum dimensions: 170cm length and 70cm width
- Garments must hang freely without crushing
- Only lightweight cable ties permitted
- Metal wire and heavy-duty ties are prohibited

6. Pallet & Loading Standards

- Accepted pallets: **Loscam**, or standard plain (1165 x 1165) pallets.
- Effective 8 August 2026, deliveries on CHEP pallets will no longer be accepted at any Myer Distribution Centre (DC) or Myer store.
- Plastic or damaged pallets are not permitted.
- Pallets must be stable, shrink-wrapped, and safe for unloading.
- Maximum pallet height: 1.8 meters from the floor to the top
- Deliveries exceeding 10 cartons or 1 cubic meter must be palletized unless otherwise approved.

7. Plastic Satchels & Store-Ready Pallets

- Plastic satchels may only be used for small-volume items.
- Each satchel requires one SSCC label and must be packed by purchase order and store.
- Satchels must be consolidated into an outer carton marked 'Mixed Stores Inside'.

- Outer cartons containing satchels must not carry SSCC labels.
- Store-ready pallets must contain goods for one store and one ASN only, with one consolidated SSCC label per pallet.

8. Carrier Bookings & Deliveries

All deliveries to Myer Distribution Centres must be booked through InFAST prior to arrival.

Required booking information includes:

- Carrier name
- Supplier name
- ASN or purchase order number
- Vehicle/load type
- Number of pallets

Vehicles arriving more than 15 minutes late or without a booking may be turned away.

Next-day bookings must be submitted before 2pm on the prior day.

For queries or assistance with specific bookings, the carrier can contact the DCs directly:

NSW	Eastern Creek RDC	02 8882 0134
WA	Kewdale RDC	08 9453 8127
VIC	Ravenhall NDC	03 8667 6239
QLD	Wacol	07 3718 0905

9. Consignment Documentation

- Consignment notes must accompany every delivery.
- Documentation must clearly display purchase order numbers and carton/pallet quantities.
- Purchase order numbers must be typed, not handwritten.
- Only one consignment note is permitted per purchase order.

10. Delivery Acceptance & Split Deliveries

- Deliveries are accepted subject to scan verification against ASN and SSCC data.
- Split deliveries must be communicated to the receiving Distribution Centre in advance where possible.
- All split deliveries must be completed within the agreed timeframe and before the 'not after' delivery date.

- Please ensure that each central delivery location is packed on a separate pallet for central stock locations, and that cross-dock stock is packed on a different pallet. **Do not consolidate central stock and cross-dock stock together on a single pallet.**

11. Delivery Rejections & Returns

Deliveries may be rejected for:

- Invalid or missing ASN
- Late or duplicate deliveries
- Damaged packaging
- Incorrect or multiple SSCC labels
- Unsafe or unstable loads
- Non-compliant packaging or loading
- Pallet height is over 1.8m
- No InFAST bookings

Rejected deliveries remain the responsibility of the supplier and carrier, including all freight costs.

Goods may also be returned after acceptance if ASN, labelling, or compliance issues are identified later.

12. Safety & Compliance

Suppliers/carriers must comply with all relevant OH&S laws, regulations, and codes.

- **Suppliers and carriers must comply with all applicable Occupational Health & Safety (OH&S) laws, regulations, and codes; failure to do so will result in denied entry and potential driver suspension.**
- **Drivers are required to adhere to all Distribution Centre (DC) operational rules and complete mandatory site inductions.**
- **All personnel must always follow site safety requirements.**
- **Site rules must be strictly observed by all visitors and staff.**
- **Professional and appropriate behaviour is always expected while on site.**

Driver Welfare (Supplier responsibility)

- Have systems to ensure drivers are safe to operate vehicles.
- A safe driver must be:
 - **Competent** – skilled and experienced
 - **Fit for duty** – healthy, well-rested, not under drugs/alcohol.

- **Authorised** – holds correct licence and approvals.
- **Alert** – not fatigued or distracted.
- **Operating safely** – drives to conditions and maintains safe speed.

Incident Observation

- If unsafe driving (fatigue, distraction, unsafe speed) is observed:
 - Report to Site Manager.
 - Site Manager follows up with driver/transport company

Dangerous/Hazardous Goods

- Suppliers/carriers must comply with all laws and codes for:
 - Marking
 - Loading/unloading
 - Transport
 - Storage