

MYER

Supply Chain – Receiving Standards



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Receiving Standards

Introduction

This guide is intended to provide Suppliers with the necessary information for making deliveries to the Myer Distribution Centres (RDC & NDC locations)

The following receiving standards are part of the framework upon which Myer builds its strategic partnerships with suppliers. The standards are based on the assumptions that:

- An electronic order will be provided to the supplier
- The supplier will provide a valid Advance Ship Note (ASN) that details the Serial Shipping Container Code (SSCCs) and EAN contents scan packed against the allocated purchase order
- The cartons/hangwear bags/bulky items will be labelled with Myer “standardised” SSCC labels as above. There will be a single label only on each carton/hangwear bag or bulky item contain the items for a single purchase and store.
- The SSCC labels barcodes can be scanned and are not marked or covered by other labels
- The SSCC labels should be placed on the carton side with the largest flat surface.
- The ASNs are received / validated by Myer prior to the delivery of the merchandise to the Myer Distribution Centre’s or store.
- The supplier will provide a single, timely, accurate delivery against the ASN.

For more detailed information on carton marking, ASNs, other Myer ECommerce requirements, the Myer Standard for managing heavy and Bulky items or Store Ready pallets, refer to the Myer Supplier website: myersupplier.myer.com.au

Packaging / Loading Standards

General

The following packaging and loading standards are designed to:

- Protect the health and safety of supplier, transport, Myer Regional Distribution Centre and Store staff
- Protect merchandise during transit and handling
- Aid efficient materials handling at all stages of the supply chain, and
- Contribute to a reduction in the total weight of industrial waste created from transit packaging

Outer carton Materials

- Outer cartons must be of a suitable standard & quality to remain intact and protect merchandise from damage under typical conditions of transport and handling
- For soft goods, where damage of merchandise through dropping and falling is unlikely (e.g. apparel) – a 5-layered / 2-core-corrugated cardboard is the expected minimum standard
- For merchandise where damage of merchandise through dropping and falling is more likely (e.g. ceramic dinnerware) – a 7-layered / 3-core-corrugated cardboard is the expected minimum standard
- Second hand cartons create a potential hazard for team members handling the carton and for the contents of the carton. All deliveries to a store or a distribution centre must be made in new cartons

Outer carton/hang bag marking and delivery labels

Each carton/hangwear bag/bulky item in the delivery is to be identified with the following package labels:

- A valid SSCC label meeting the compliance standards detailed on the Myer Supplier website. The SSCC (Serial Shipping Container Code) label details amongst other information - the Order Number, the DC & Store details and has a unique SSCC number that identifies what is within the carton, hangwear bag or bulky item
- Weight, if over 16 kg.
- There must be only one single SSCC label only per carton/ hangwear bag/bulky item
- Cartons or hangwear bags must be packed with only the EAN contents for a single purchase order and store. Carton or hangwear bags with multiple SSCC logistics labels or containing multiple purchase orders or stores will be rejected by the Myer Distribution Centre.
- The EAN contents of the carton or hangwear bag need to match the EAN contents of the SSCC label attached. Random contents checking are conducted by Myer.
- Refer to document “Logistics (SSCC) Label Specifications” found at the following link: https://myersupplier.myer.com.au/web/ecommerce_documents.shtml

Labelling quality control

Suppliers or their 3rd party providers need to ensure that regular quality control checks are performed on the label printers producing the SSCC labels for Myer deliveries. The printing on the labels needs to be complete, clear and crisp. Barcodes must be scannable and without defects. The SSCC labels must not be covered by other labels or obscured in any other way.

Purchase Orders containing unscannable barcode (SSCC) labels will be rejected by the Myer Distribution Centre.

Carton Size and Weight

All carton measurements should be designed for efficient, safe and stable stacking/handling. Carton width and length should be a multiple of the width and length of a standard pallet.

To protect Myer team members from potential injury, where ever possible, cartons containing more than one unit should be kept below 12 kilograms. Where this is not possible (eg single units weighing 17 kilos plus, cartons must be marked with the carton weight and with appropriate symbols to indicate heavy and bulky items. This can reduce work place related injuries as team members can assess the risk of moving the load

To ensure that manual handling is kept to a minimum cartons/packages suppliers are requested to ensure that cartons/packages are above the minimum carton specifications detailed below.

Carton size and weight specifications

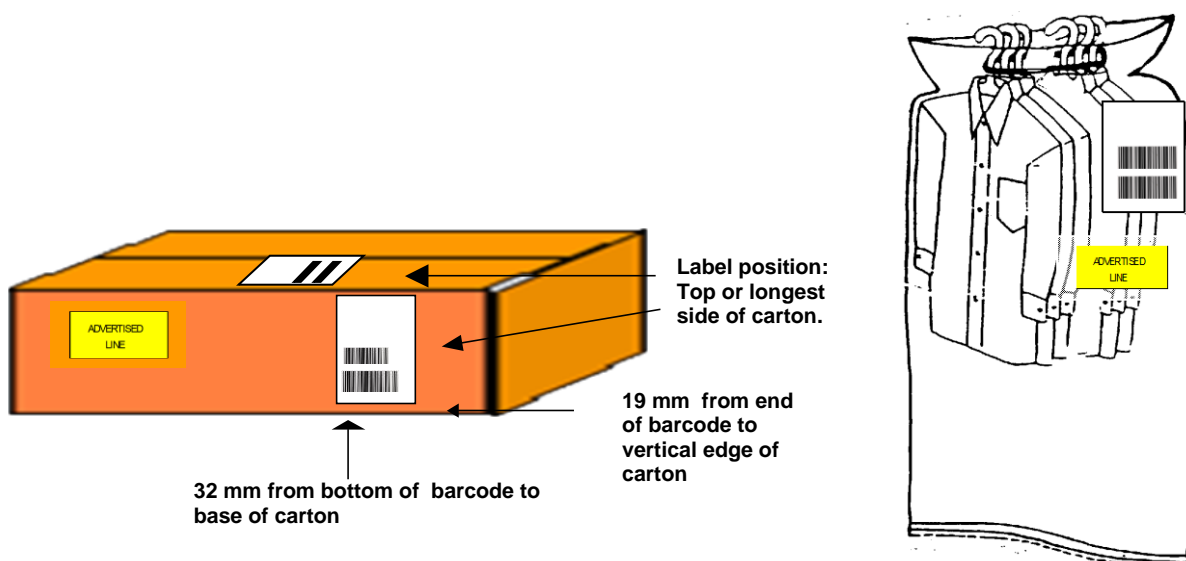
	Minimum	Maximum
Weight	1kg	16kg
Height	3.5cm	45cm
Width	22.5cm	50cm
Depth	22.5cm	70cm

Hangwear bags

- The bags must be sturdy & robust enough to withstand the normal rigors of transport and handling
- Bags of hanging fashion are not to exceed 7 kg in weight and have no more than a maximum of 8 units per bag – heavy or bulky garments may need to be less
- The bag is to allow garments to hang to their full length to avoid crushing.
- No longer than 170cm and no wider than 70cm so that goods may be processed on slip rails without dragging or being caught
- When tying hangers together at the neck of the bag use lightweight cable ties, the use of wire and heavy-duty cable ties is not acceptable.
- Securely sealed at one end so that the bag may be sealed at the other end using a cable tie of maximum 4mm width

SSCC label position

The Logistics label must be affixed to the top (Myer preferred option) or longest side of the carton. No less than 19 mm from the bar code to the vertical edge of the carton, and no less than 32 mm from the bottom of the bar code symbol to the natural base of the carton. For hanging fashion, the Logistics label should be affixed as close as possible to the side of the upper right shoulder of the bag



Strapping/Staples

Metal strapping and large metal staples in any form must not be used on deliveries to Myer Distribution Centres or Myer Stores.

Consignments over 10 cartons or over 1 Cubic Metre

Other than furniture and hanging fashion, any delivery that is greater than 10 cartons or 1 cubic metre, must be delivered on pallets. Where more than one order is packed on a single pallet, each order is to be grouped together. Truck/container loads of loose cartons will not be accepted at Myer Distribution Centres unless by prior arrangement.

Pallets

Deliveries can be made on Chep or Loscam pallets or plain standard size (1165x1165) pallets. Pallet transfers can be arranged. Pallets must be stable and safe to ensure that they can be unloaded safely. Pallets must be of good quality and not be broken or damaged. Unsafe loads may be rejected by the RDCs. Plastic or Skid pallets are not acceptable.

Pallets must be stabilised by shrink/stretch wrapping. Maximum acceptable pallet height is 1.6 metres.

Plastic Satchels

While cardboard cartons are the preferred option for flat packed deliveries, where the order is for a small volume and the item is small – plastic satchels can be utilised instead of cartons. Each satchel must have a single SSCC label and be packed by purchase order and store.

The satchels must be packed into a larger outer carton for delivery. The outer carton needs to be marked as 'mixed stores inside'. The outer carton must not have any SSCC labels attached.

Store Ready pallets

'Store Ready' pallets are pallets of cartons containing merchandise for a single store for a single ASN, shrink wrapped and destined for single individual stores.

Store Ready pallets are an effective way of managing bulk orders or large volume merchandise to stores via Myer Distribution Centres.

Suppliers or their 3rd part provider would pick and consolidate under one SSCC label per pallet per ASN/Store rather than an SSCC label on every carton.

Each 'store ready' pallet needs to have one single consolidated SSCC label that covers the entire contents of the cartons on the pallet.

For more detailed information on Store Ready pallets refer the Myer Supplier website.

Myersupplier.myer.com.au

Carrier Bookings/Deliveries

Carrier Bookings / Appointments

All truck deliveries to Myer Distribution Centres must be booked in via the self service Dock Appointments website (InFAST) by the carrier (or by exception the supplier) prior to arrival.

InFAST allocates docks and time slots for deliveries to Myer RDCs. *Refer: InFAST Quick Reference Manual*

The majority of bookings are made by the supplier's carrier as they will know the truck type and their own truck availability. They are also likely to be delivering orders for other suppliers at the same time.

To enable a booking to be made in the self-serve website:

- The carrier must be linked to the supplier in the InFAST website to enable the carrier to view and select the suppliers' Advance Shipping Notes (ASN)
- A valid Advance Shipping Note(ASN) must exist in the Myer systems To avoid significant delays for deliveries, ensure that the following is adhered to:
- A valid electronic Advance Shipping Note (ASN) has been sent for the order
- That a carrier booking is processed in the Myer InFAST dock appointments application, some of the details required are
 - Carrier name
 - Supplier name
 - Order numbers or ASNs
 - Truck and load type (eg semi rear or side unload)
 - Number of pallets
 - A booking applies to a single vehicle
- Should a vehicle miss the appointment time by more than 15 minutes, the appointment will be cancelled and the vehicle will be turned away. A new booking will need to be made.
- Vehicles arriving without a booking will be turned away.

Appointment times offered will vary by Myer Distribution Centre. Booking requests for the following day must be made no later than 2pm of the day prior.

If a carrier is not able to meet the booking time the carrier should update their booking in the dock appointments website or if after the cut off time, then contact the Myer Distribution Centre to assist.

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

NSW	Eastern Creek RDC	02 8882 0112
WA	Kewdale RDC	08 9453 8127
VIC	Ravenhall NDC	03 8667 6239
QLD	Wacol	07 3718 0905

Acceptance of Bookings

The InFAST website will automatically accept bookings that meet the required criteria. If the booking is submitted but is missing some of the criteria the DC team will review the booking and either confirm the booking or contact the carrier if there is an issue

The driver should bring the Booking confirmation sheet when the vehicle arrives for the delivery.

Consignment Notes

Fully completed consignment notes must accompany all deliveries, clearly printed showing the purchase order number/s and the quantity of pallets, units/cartons/hangwear bags. Purchase order numbers must be printed on the Consignment note and not handwritten.

There must be no more than one consignment note for a purchase order.

Acceptance of Delivery

Each delivery, which meets the Myer receiving disciplines, will be accepted and signed for. The acknowledgment of receipt will be signed as 'Subject to Scan Check' of the inners. This indicates that the full delivery of inners (eg cartons) against the ASN will be checked as part of the SSCC scan processing.

Split Delivery

A split delivery is one where the total quantity on the ASN does not arrive at the Myer Distribution Centre at the same time. The split delivery may be planned (because of the size of the delivery, more than one truck load), or unplanned (accidental separation during transit).

Split deliveries will be accepted subject to the balance of the delivery being completed as agreed with the receiving Myer Distribution Centre. Delivery of the entire ASN must be completed prior to, or on the 'not after' date and no later.

Details of planned split deliveries need to be advised to the Myer Distribution Centre to enable them to plan the receipt. All parts of the split delivery should be delivered within 24 hours of the initial delivery, unless prior agreements are made with the receiving Myer Distribution Centre.

Rejection of Delivery

A delivery may be rejected at the point of receipt for any of the following reasons:

- Advanced Ship Note not valid in the Myer systems
- Late delivery – after the 'not after' date when the ASN is not available or the order has closed
- Duplicate delivery or cancelled order. Late orders are cancelled.
- Significant damage to outer packaging
- Packaging or loading specifications not met – eg carton labels do not show the critical information to process the order, multiple SSCC labels on carton, or poor quality SSCC labels.
- Loads are unsafe or unstable eg Pallets stacked over safe handling height of 1.6m

Where a delivery is rejected by the destination Myer Distribution Centre/store, there is no prior consultation with, or advice to, the supplier.

- The consignment note will not be signed by the destination Myer Distribution Centre or Myer store. As the delivery has not been accepted, a claim is not raised and the Myer Regional Distribution Centre or Myer store does not raise a returns consignment note.
- Control of the return is the responsibility of the carrier and supplier.
- All freight costs for rejected deliveries are the responsibility of the supplier.

Returns – Departure from Order Conditions

A consignment may be accepted at the point of delivery, but all or part of the consignment may subsequently be returned to the supplier for any reasons listed for rejection of delivery **if the reason was not obvious at point of receipt**. In addition, merchandise may be returned to the supplier after initial acceptance by the Myer Distribution Centre/store for any of the following reasons:

- Goods received after order closed
- Advanced Ship Note not valid in the Myer systems
- Cartons/hangwear bags received not covered by the ASN
- Cartons without identification labels (Myer standardised SSCC labels)
- Care labels or mandatory markings not correct

The reasons listed above for return of merchandise are a departure from the order terms and conditions, a return for these reasons will be made without prior consultation, at the supplier's expense.

Carriers

It is the supplier's responsibility to ensure that your selected carrier understands and abides by the Myer delivery policy and procedures.

Occupational Health and Safety

Suppliers and their carriers are to ensure compliance at all times with the relevant occupational health and safety regulations and codes of practice.

Driver welfare

It is the Supplier's responsibility to have a system in place to manage and ensure drivers are safe to drive and if not, that necessary actions are taken to manage driver welfare. A safe driver is a driver who is competent, fit for duty, authorised, alert and operating safely.

- A competent driver has the knowledge and skill to perform the heavy vehicle driving task, and particularly safety-sensitive aspects of the task. Competency develops with behind-the-wheel experience.
- A driver who is fit for duty is fit to drive at the start of the heavy vehicle journey and for the duration of the journey. This covers underlying health and medical fitness, and readiness for work. A driver is ready for work if he or she is well rested, focused on the task and not affected by drugs or alcohol.
- An authorised driver holds the relevant class of licence. He or she has been assessed and authorised for competence and underlying medical fitness in their relevant state or territory. An authorised driver is also ready for work before he or she starts a shift.
- An alert driver is not unacceptably fatigued and not distracted from the task of driving.
- A driver operating safely drives to the conditions, including maintaining a safe speed. He or she drives smoothly, predictably and attentively.

If Myer team members observe the driver is significantly fatigued and distracted, and/or not driving at a safe speed this will be reported to the Site Manager. The Site Manager will follow-up with the driver (if possible) and the relevant transport company/driver's employer to advise of the specific observations and provide driver and delivery details to enable follow-up actions to be taken.

Dangerous/Hazardous Goods

Suppliers and their carriers are to ensure compliance at all times with the relevant legislation, regulations and codes of practice relating to the marking, loading, unloading, transportation and storage of defined dangerous/hazardous goods.