

**B2B &  
Electronic  
Trading**

**Purchase  
Orders &  
Scheduling**

**Driver &  
Vehicle**

**Pallets &  
Logistics Units**

**Cartons &  
Trade Units**

**Product Life  
Management**

**Reporting &  
Rejections**

**International  
Supply Chain**

**Supplementary  
Information**

**Contacts &  
Network Map**

coles

Welcome to our  
Supply Standards



Use the tabs and arrows to navigate through the document.



# Welcome



Click here to play message

## On behalf of the Coles team, we are excited to introduce our updated Supply Standards.

Coles has been providing Australians with outstanding quality, great service and value for over 100 years. We do so with the support of our many partnerships, including collaborative relationships with our trusted suppliers.

In our journey to introduce technology-led innovation and integrate it within our existing network, we have partnered with automation leading companies such as Witron and Ocado. Simultaneously, we have several key transformational projects which will further enhance our supply chain and, as a result the delivery of Fresh Produce is now included in our supply standards for the first time.

Modernising our operations is how we improve efficiency and availability in our stores and deliver higher service levels across all our channels for our customers. The investment we are making in this technology is expected to lower supply chain costs, provide safer working environments and enhance our business competitiveness.

To ensure the success of our latest supply chain developments, delivery of great on shelf availability and amazing service for our customers across all channels, the quality and conformance of deliveries into our network is critical.

We are committed to providing our supply partners with the best and latest information to conduct business together, starting with our new updated and interactive supply standards document which is designed to take you on a journey through our supply chain.

To champion our industry cooperation and alignment, we are including the Industry Alignment Mark throughout our supply standards for the first time. As they have been developed in partnership with the Trading Partner Forum.

We are confident the supply standards are key to building a more efficient end to end supply chain and ask that you take the opportunity to share them with your teams.

If you have any questions, please feel free to email: [colessupplierconformance@coles.com.au](mailto:colessupplierconformance@coles.com.au)

Thank you in advance and we look forward to many more years of our continued partnership.

**Kevin Gunn**  
Executive General Manager  
Central Operations and Transformation





# Coles wishes to acknowledge the Traditional Custodians of this land

We recognise their strength and  
resilience and pay our respects to  
their Elders past and present.

Coles extends that respect to all  
Aboriginal and Torres Strait Islander  
people, and recognises their rich  
cultures and continuing connection  
to land and waters.

About the artwork

The design portrays a bush tomato uniquely arranged to represent the Coles national community, aspiring towards greater confidence, welcoming pathways and respectful self-pride. The circular rings radiate expressing our ambitions, development and success in our life cycle and beyond.

This original artwork design was created for Coles by Marcus Lee Design, a creative agency accredited by Supply Nation.



# Corporate Coles Strategy and Values

## Our strategy.

**Our vision** is to become the most trusted retailer in Australia and grow long-term shareholder value.



## Our behaviours.

### LEaD



**Look ahead**



**Energise everyone**



**Deliver with pride**

## Our values.



**Customer obsession**



**Pride & passion**



**Responsibility**



**Health & happiness**



[For more information visit Coles Group](#)





# Sustainability Strategy

Our ambition is to become Australia’s most sustainable supermarket. Our sustainability strategy focusses on the two pillars of **‘Together to Zero’** and **‘Better Together’** and encompasses the key sustainability issues relevant to Coles.



**Together to zero emissions**  
**Together to zero waste**  
**Together to zero hunger**

**Together to Zero** sets our ambitions across key sustainability areas including climate change, waste and hunger. It highlights that we will work together with our stakeholders to drive change in these areas, with high expectations for ourselves and the broader community.

**A team that is better together**  
**A community that is better together**  
**Sourcing that is better together**  
**Farming that is better together**

**Better Together** recognises that when we work together, we can make a real different to our team, our suppliers, our customers and to the communities in which we live and work That we really are better together.

Under each pillar we have set our aspirations and the pathway to meet the many sustainability challenges and opportunities we all face. As one of Australia’s largest retailers, we understand the importance of working together to find a more sustainable future. We want to work together with our suppliers to reduce our impact on the environment and promote social sustainability. By acting together now, we can leave a better place for future Australians. More information about Coles sustainability strategy and sustainability performance can be found on the Coles Group website.





# Sustainable Packaging Guidelines

## Coles Brand Packaging Commitments

As part of our Together Towards Zero strategy we have aligned our Coles Brand Packaging Framework to the Federal Government's 2025 National Packaging Targets and the ANZPAC Plastics Pact (ANZPAC).

We are committed to the below targets for all Coles Brand packaging by 2025. These targets apply to all primary, secondary and tertiary packaging.

- **100% recyclable, reusable or compostable packaging;**
- **70% of plastic packaging being recycled or composted;**
- **50% of average recycled content included in packaging;**
- **25% of average recycled content in plastics packaging; and**
- **The phase out of problematic and unnecessary single-use plastics packaging.**

We also encourage our proprietary suppliers to support the 2025 National Packaging Targets.

### 100% recyclable packaging

All primary, secondary and tertiary packaging should be 100% recyclable where possible.

Please see [Coles Supplier Preferred Packaging Materials Guide here](#) for guidance on primary packaging materials.

For secondary and tertiary preferred packaging materials cardboard and LDPE shrink wrap are preferred as these can be collected for recycling from our stores.

### Recycled content

We encourage all suppliers to include as much recycled content in their packaging as feasibly possible (including LDPE shrink wrap material).

For secondary and tertiary cardboard packaging, we encourage 100% recycled content.

### Sustainable paper and pulp

Coles supports the sourcing of certified sustainable paper and pulp. Please use FSC certified cardboard packaging.

### Minimising packaging

Please remember that packaging and palletisation materials create additional waste that requires disposal. For environmental and efficiency reasons, use only what is strictly needed to ensure safe and stable transport.

### SSCC Labels on pallet shrink wrap

For sustainability and recycling purposes please ensure SSCC labels are white background with black writing as this will allow for the pallet wrap to be recycled.



[Click to view examples of the different types of packaging](#)





# For over 100 years Coles has been part of the Australian retail environment.

**From a single store in 1914, the Coles Group has now grown to include more than 800 supermarkets, over 900 liquor stores and more than 700 convenience stores.**

We employ over 120,000 team members, and serve millions of customers each week, all with the same quality, service and trusted value the business was built upon.

Coles is supported by a network of 19 distribution centres. Every year they supply millions of pallets, hundreds of millions of cartons, and billions of consumer units to our stores and customers across the country.

Our supplier community is integral to our service, and we depend on our trading partners to share our commitment to consistent and high standards of supply.

But to be successful we need to collaborate. This will ensure our processes are as efficient, accurate, safe, and cost-effective as possible so we can continue to provide our shared customers with low prices, outstanding quality, and trusted value every day.





# Everything you need in one place.

**It took a massive team effort, many months, a few sleepless nights and too many coffees to count, but we finally have our updated Coles Supply Standards.**

Packed with valuable information and graphics, these 130 pages detail everything our suppliers need to know to ensure their products can safely and efficiently flow through the network all the way to our customers in store. That includes how suppliers and Coles can proactively work together to avoid issues, prevent costly rejections, reduce end-to-end costs and improve the availability and freshness of products.

We know it's long, so the document navigation is simple and intuitive. The information is presented in sections, with visual tabs located on the left hand side and each chapter is introduced by a short video. We have also introduced tabs and arrows to make navigation easy, and included pop-up windows to explain key topics in an easy-to-digest way. Section tabs and other external references are hyper-linked. You will also find icons through the document to illustrate our industry alignment, sustainability, major and minor call outs for key information.

**Here's to building even better partnerships for the future!**





# Legal Notice

This guide is intended as a helpful central reference, but it should be viewed in tandem with existing agreements, trading terms, product specifications and any applicable legislative or regulatory requirements: the Supply Standards pack is intended to support, not override or supersede, this existing material. If you have any questions about how any aspect of this document relates to your own commercial supply agreements, please discuss with your Coles Category Manager.

# Scope of Document

The scope of this document is primarily related to the safe and efficient flow of Vehicles, Purchase Orders, Pallets/Logistics Units, Cartons/Trade Units - and B2B Data - through the Coles Supply Chain. Broader requirements - such as those relating to Retail Units/Consumer Units, Food Manufacturing Standards, Product Quality etc. are outside of the scope of this document, and are covered in separate documentation please refer **Section 10 (Supplementary Information)** for links to existing information in many of those areas).

Information relating to product technical specifications, category management, ranging, pricing and promotion and trading terms can be obtained contacting the relevant Category Management Team through the contacts in **Section 11.0 Contacts**.



To champion our industry cooperation and alignment, we are including the Industry Alignment Mark throughout our supply standards for the first time, as they have been developed in partnership with the Trading Partner Forum.



# Summary of Updates in Document

NEW TO STANDARDS
<u>3.8 Fresh Produce</u>
<u>3.11 Coles Collect</u>
<u>5.3.2 Pallet Chimney, Gaps &amp; Layer Height</u>
<u>5.14 Fresh Produce Pallets &amp; Wrapping Standards</u>
<u>6.1.1 Trade Unit Dimensions</u>
<u>6.6 Shelf-Ready Packaging (SRP) 6.6.1 Five Benefits of SRP</u>
<u>6.6 Shelf-Ready Packaging (SRP) 6.6.2 Supply Chain Considerations for SRP</u>
<u>6.6 Shelf-Ready Packaging (SRP) 6.6.3 SRP Specific Types</u>
<u>6.7 Fresh Produce &amp; Meat Crate Guide</u>
<u>6.8 Pooling Equipment</u>
<u>8.3 Common Conformance Issues</u>
<u>9.1 Global Trade Platform, Infor Nexus</u>
<u>9.2 Origin Processes and Order Compliance</u>
<u>9.3 Order Management and Performance</u>
<u>9.5 Documentation</u>
<u>9.6 Container Packing</u>
<u>10.4 AFGC</u>
<u>10.5 GS1 Australia</u>



Please note, unless otherwise stated in the document all changes will come into effect from the 1st of October 2021.

	UPDATED CONTENT
●	<u>2.1 B2B-Compliant</u>
●	<u>2.3 Global Trade Item Number (GTIN)</u>
●	<u>2.4 GTIN Barcoding - Trade Units</u>
●	<u>3.1 Inbound Booking Process</u>
	<u>3.5 Paperwork Requirements</u>
●	<u>3.7 Delivered as Ordered</u>
	<u>4.0 Induction &amp; Conduct On Site</u>
	<u>4.1 Accepted Vehicle Types, Vehicle Heights</u>
	<u>5.2 Pallet Weights</u>
	<u>5.4 Pallet Stacking</u>
●	<u>5.6 Pallet Slip Sheets, Pallet Pads &amp; Corner Posts</u>
	<u>5.7 Pallet Stabilisation</u>
●	<u>5.8 Pallet Wrapping</u>
●	<u>5.9 SSCC Pallet Labelling 5.9.1 Quality</u>
	<u>5.9 SSCC Pallet Labelling 5.9.2 Format &amp; Encoding</u>
	<u>5.10 Display Pallets &amp; Pre-Pack Units</u>
	<u>5.11 D-Pallets</u>
●	<u>5.12 Multi-SKU Pallets</u>
●	<u>6.0 Trade Unit Condition &amp; Suitability</u>
	<u>6.1 Trade Unit Construction, Sealing &amp; Forming</u>
	<u>6.6 Shelf-Ready Packaging (SRP)</u>
	<u>7.4 Cold Chain Management - Coles Collect Pick Up</u>
●	<u>8.0 Overview</u>
●	<u>8.2 Rejections</u>
	<u>9.0 Overview (International Supply Chain)</u>
	<u>9.4 Charges &amp; Payment</u>
●	<u>10.3 Cross-Dock (XD or X-Dock)</u>
●	<u>10.6 Further Support &amp; Resources</u>
	<u>11.0 Contacts</u>



Fresh Produce



Sustainability





Welcome

Section 2

B2B & Electronic Trading

Purchase  
Orders &  
Scheduling

Driver &  
Vehicle

Pallets &  
Logistics Units

Cartons &  
Trade Units

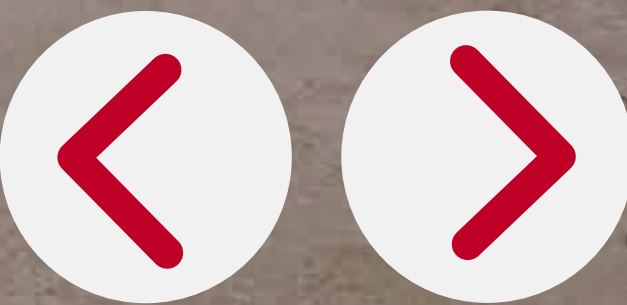
Product Life  
Management

Reporting &  
Rejections

International  
Supply Chain

Supplementary  
Information

Contacts &  
Network Map





# B2B & Electronic Trading



Navigate your way through this chapter with the links and arrows below.

- [2.0 B2B Overview](#)
- [2.1 B2B-Compliant](#)
- [2.2 Performance Classes A & B](#)
- [2.3 Global Trade Item Number \(GTIN\)](#)
- [2.4 GTIN Barcoding - Trade Units](#)
- [2.5 Serial Shipping Container Code \(SSCC\)](#)
- [2.6 Advance Shipping Notice \(ASN\)](#)
- [2.7 Data Synchronisation](#)
- [2.8 Product Recall & Withdrawal](#)
- [2.9 Further Guidance](#)



Click here for an introduction to B2B & Electronic Trading





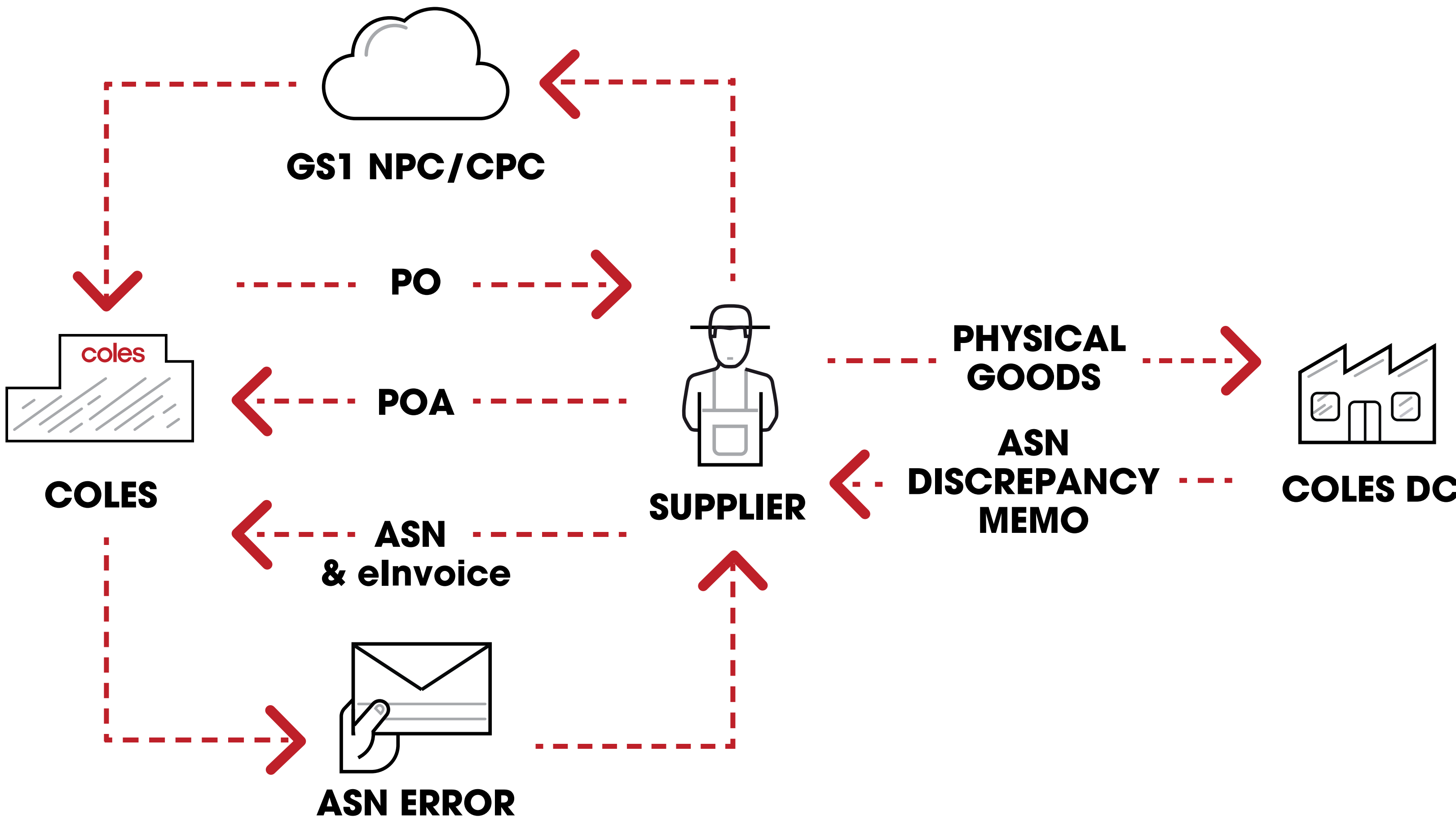
# 2.0 B2B Overview

Business-to-Business (B2B) is an essential part of Coles' Supply Chain and distribution strategy. It is fundamental to the way Coles interacts and exchanges timely and accurate information with our supply partners.

**B2B implementation with Coles typically involves:**

- Electronic transmission (and perpetual synchronisation) of structured product details/data.
- Electronic transmission of Purchase Orders (PO) via Electronic Data Interchange (EDI).
- Electronic responses/Purchase Order Acknowledgments (POAs) via EDI.
- Electronic despatch advice through Advance Shipping Notices (ASNs).
- Electronic Invoicing (EI) and Remittance (including variance and error messages).
- Supporting tools and enablers such as GTIN barcoding, SSCC pallet labelling etc.

B2B is likely to further expand and develop in the future, both in areas of the business which are currently out of scope (see note) and potentially into advanced functionality, such as Express Receiving and EPCIS (where product movements are centrally tracked and reported at significant points of the supply chain). Adoption of B2B fundamentals is encouraged.



Within Coles, the term B2B refers to the various processes, documents, tools, and systems related to electronic trading between Coles and our supply partners.

These components include:

- Electronic Data Interchange (EDI)
- Purchase Order Acknowledgment (POA)
- Serial Shipping Container Code (SSCC)
- Global Trade Item Number (GTIN)
- Advance Shipping Notice (ASN)
- Scan receiving
- eInvoicing (EI)
- GS1 National Product Catalogue (NPC)
- Coles Product Catalogue (CPC)
- Product Recall and Withdrawal

Coles relies heavily on electronic B2B trading for easier, more accurate and more efficient transactions.



B2B trading is not currently deployed for Direct-To-Store (DTS) supply, Cross-Dock (XD) supply or Coles Express.





UPDATED

# 2.1 B2B-Compliant

For the purposes of ordering, receipt and payment Coles classifies suppliers as either:

- **B2B-Compliant**
- **Non-Compliant**

This classification determines the requirements for both the supplier and Coles and how they interact. It has a direct impact on how the supplier receives, prepares, and despatches purchase orders, how goods are receipted by the DC team, and how claims and payments are made against orders.

The process and efficiency of reconciling receipts against invoiced goods, examining claims, and processing payment also differs between B2B-Compliant suppliers.



It is compulsory to provide a Purchase Order Acknowledgment (POA) on the same day a PO is received, which confirms what will be delivered for each item.

## Coles Fresh Produce B2B

Fresh produce is in a phased planned deployment of B2B trading across Integration and Coles Axis Portal.

For suppliers that have opted to move to B2B, the phased deployment plan will be through an Integrated or Coles Portal option.

Coles provides two options for suppliers to enable B2B eCommerce:

- Integrated - the supplier integrates directly with Coles via Electronic Data Interface (EDI) messaging using an accredited network and solution provider.
- Coles Portal - the supplier accesses a web-based portal to view purchase orders, amend, ship, and submit invoices.

# 2.2 Performance Classes A & B

Coles Warehouse Management System (WMS) incorporates a flag for each type of supplier delivery. This flag indicates whether the supplier is B2B compliant and the degree to which B2B enablers (ASNs, SSCCs etc) have been consistently error-free over time.

## Performance Classes within WMS are:

- Compliant A - vendors which have little to no issues with ASNs, SSCCs and stock being delivered into the DC.
- Compliant B - new vendors or suppliers that have experienced errors have a 2-step verification process. Issues can involve: ASN, SSCC labels, or stock delivered.
- Non-compliant - vendors go through the full WMS receipt validation checks which include SKU, UBD, Pack Size etc.

Coles WMS references supplier performance class during the receipt process and directs DC team members accordingly.

This Performance Class is maintained in Coles systems. It will change in response to the accuracy and consistency of recent supply.



Performance Classes do not apply to Coles Express suppliers.





UPDATED

# 2.3 Global Trade Item Number (GTIN)

The GTIN is one of the fundamental components of FMCG retailing and it is essential for trading with Coles.

Unique numbering of retail units (for point of sale) and trade units is used for:

- Ranging
- Pricing
- Ordering
- Receiving
- Sale of your products at store level
- Payment for goods received

The GTIN is comprised of your company prefix, item number, and a check digit.

All products submitted for ranging and sale within Coles need a valid and unique GTIN linked to the appropriate company prefix.

GS1 Australia assigns and administers all GS1 prefixes for Australian brand owners.

**Contact GS1 Australia for more information about GS1 Prefix allocation: 1300 227 263**



[Click here to visit the GS1 Website.](#)

GTINs are typically represented and processed as barcodes within the Coles Supply Chain. Radio Frequency Identification (RFID) tags can be encoded with GTIN information but are not currently supported.

Please see **Section 2.4 (GTIN Barcoding - Trade Units)** and **Section 6.4 (Trade Unit Numbering & Barcoding)** for guidance on GTIN barcoding.



[Click here for the GS1 Technical Fact Sheets.](#)



[Click here for GS1 Education & Training.](#)

## Impact of Product Changes

Certain product changes can be made while retaining the existing GTIN, others will require a new GTIN to be assigned to the item and any associated trade units.



[Click here for GS1 decision support tool.](#)

## For Fresh Produce Suppliers

GTINs are not mandatory as fresh produce operates using a Coles unique order ID.



[For more information please refer to the Fresh Produce Supplier Guides.](#)





UPDATED

# 2.4 GTIN Barcoding - Trade Units

Barcoding of retail units and trade units (cartons, crates) is a core requirement of trading with Coles.

This is an extension of the unique numbering of products outlined in [Section 2.3 Global Trade Item Number \(GTIN\)](#).

All retail and trade units entering the Coles Supply Chain must have high quality, correctly-encoded barcodes as per specification. Detailed information on barcoding requirements including symbology can be found in [Section 6.0 \(Cartons & Trade Units\)](#).

All new line submissions need to be accompanied by a current Barcode Verification Report with a pass mark from an approved testing service provider (Australia or New Zealand based). This ensures the barcodes are technically compliant, of a sufficient ISO grade, and readily-decodable etc.

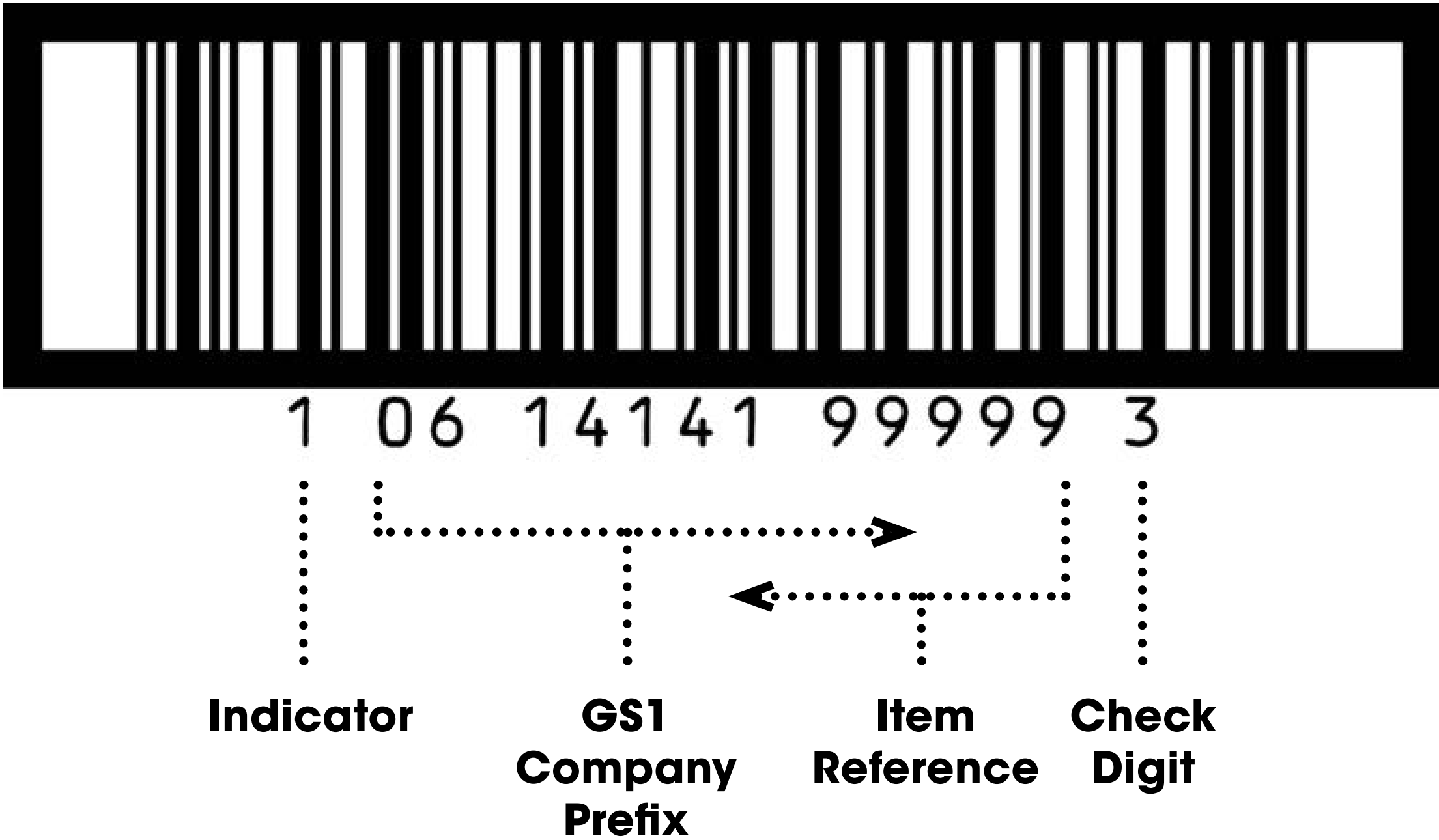
For more details on trade unit barcoding, see [Section 6.4 \(Trade Unit Numbering & Barcoding\)](#).



Trade Unit GTINs are a core requirement within Grocery, General Merchandise, Chilled, Frozen and Liquor DCs. They are required whether or not a supplier is B2B-Compliant.



As fresh produce operates using Coles unique code IDs it does not require GTINs for the time being.





# 2.5 Serial Shipping Container Code (SSCC)

SSCC labelling for pallets and logistics units is a key component of the wider B2B framework and essential for Coles to trade effectively.

The SSCC acts as a unique license plate for every pallet in the supply chain. It enables the efficient and accurate identification, management, and processing of pallets in high-volume DC environments.

SSCC labelling allows Coles to replace manual, repetitive, time-consuming and error-prone tasks with fast, accurate, and traceable electronic processes. It delivers an optimised end-to-end path that benefits suppliers, Coles, and our shared customers.

While SSCC pallet labelling is often linked to a full ERP B2B solution, it can also be generated independently using a computer, software, connected printer and roll of labels. This delivers a significant benefit without a wider B2B implementation.

SAMPLE COLES SUPPLIER

Sample Company Address

SSCC:  
12345678912345678

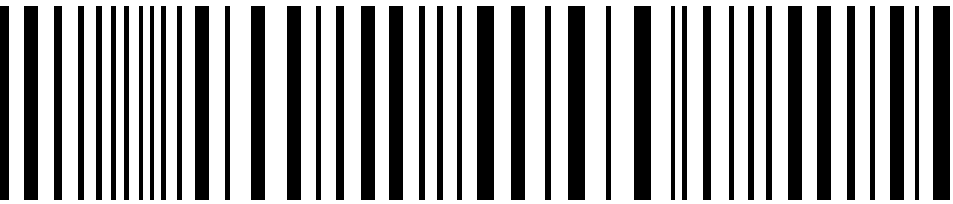
CONTENT:  
Sample Products 12 x 500g

QUANTITY:  
60 Cases

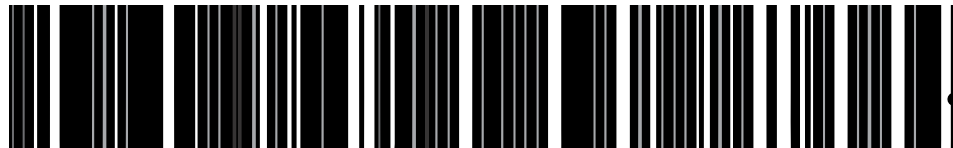
GTIN  
93391234567892

BEST BEFORE:  
01/01/2021

BATCH/LOT  
AB12345



(02)93391234567892(37)60(15)210101(10)AB12345



(00) 12345678912345678

For SSCC pallet labelling requirements, see [Section 5 \(Pallets & Logistics Units\)](#).



(00) 12345678912345678





# 2.6 Advance Shipping Notice (ASN)



An ASN is an electronic message sent between two parties in the supply chain to notify that a shipment is being despatched. The party who is scheduled to receive the goods will use the ASN to plan for and validate the receipt upon arrival.

The ASN contains a full record of all relevant details of the consignment including products, quantities, and SSCC numbers attached to the load.

ASNs are typically sent from a supplier to Coles, but they can be used at other points of the supply chain (e.g. between a Coles DC and a Coles store).

As part of Coles B2B process, B2B-compliant suppliers send ASNs to Coles advising the items being delivered against a specific purchase order.

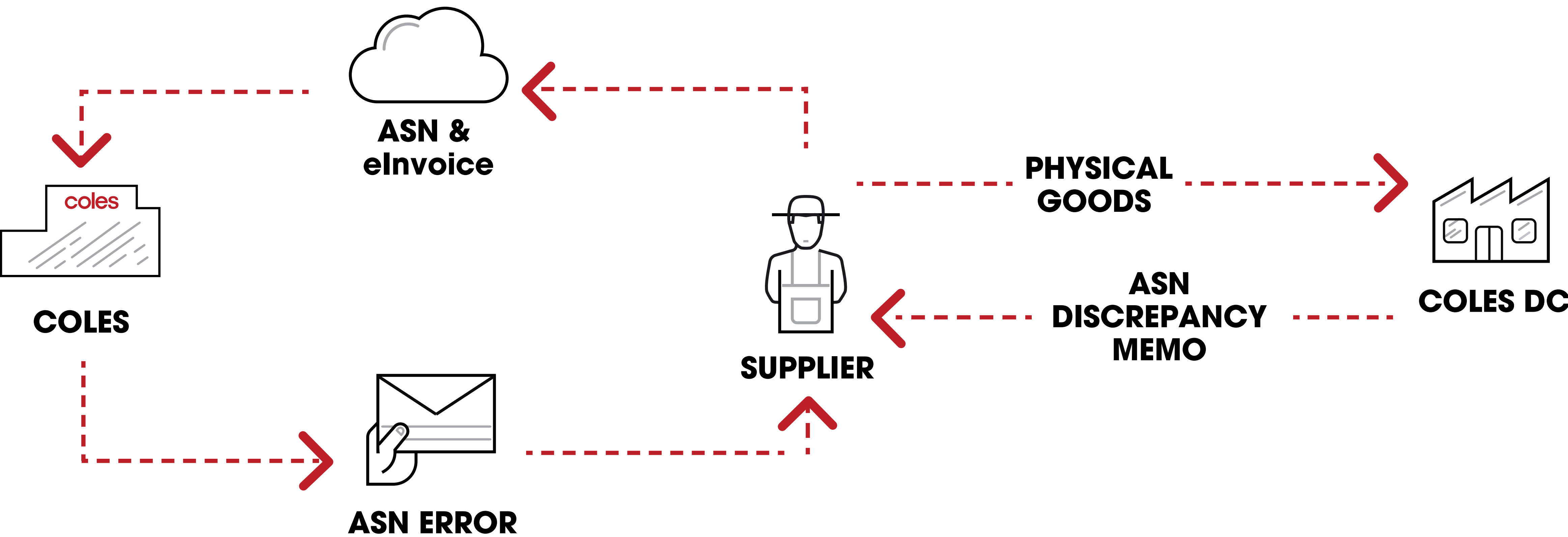
ASNs must contain all the mandatory information and be in the correct format. If these requirements are not met, the ASN will fail. An email requesting correction and resubmission of the ASN will then be sent to the supplier.

**The eCommerce Implementation Team**

**(eCIT) ([eCIT@coles.com.au](mailto:eCIT@coles.com.au))** will work with you to test and validate your capabilities for sending and receiving ASNs during B2B accreditation testing. They will also help resolve any Coles-related issues prior to B2B Go Live. For issues not related to the Coles system, please talk to your individual B2B service provider.



If a valid ASN is not received before the delivery of goods, it will impact the DC receiving process and may result in the delivery being rejected.





# 2.7 Data Synchronisation

Data synchronisation allows for efficient and accurate exchange of product information with suppliers (e.g. new lines, item or dimension changes, etc).

Coles supports and encourages data synchronisation via approved providers. Currently these are the GS1 National Product Catalogue (NPC)/Coles Product Catalogue (CPC). These services allow for perpetual, structured data alignment between suppliers and retailers. Suppliers and manufacturers can upload their item catalogue and pricing files, or publish changes, and Coles (and others) will be informed about the changed data.

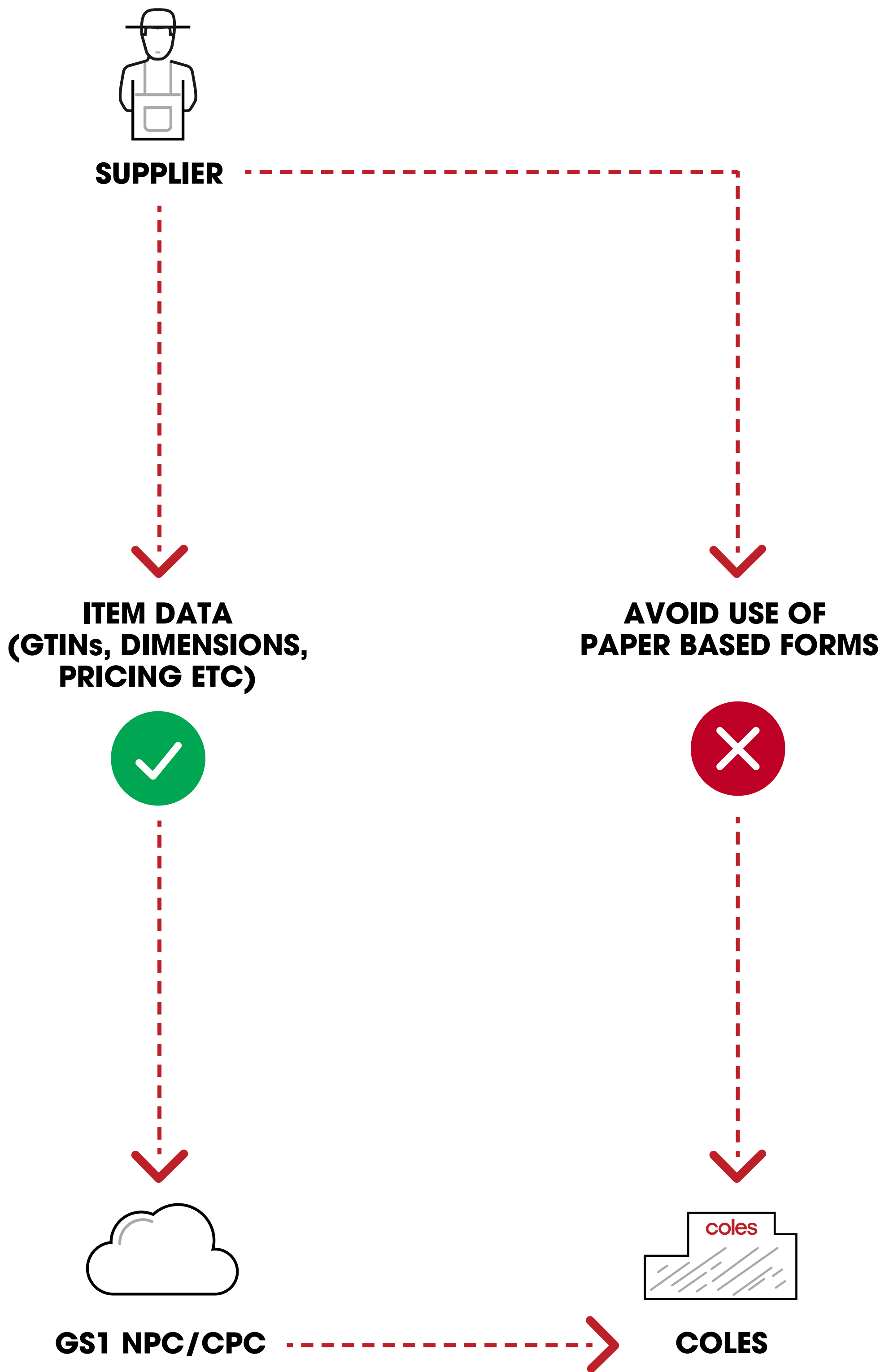
If a supplier is not linked to a data synchronisation service, manual item submission forms can still be used. New forms are to be submitted to the relevant Category Manager if and when item details change.

For NPC applications or queries please contact  
**GS1 NPC Customer Support**  
[ColesGS1netSupport@coles.com.au](mailto:ColesGS1netSupport@coles.com.au)

For CPC applications or queries please contact  
**CPC Customer Support**  
[CPCCustomerSupport@gs1au.org](mailto:CPCCustomerSupport@gs1au.org)



The NPC/CPC is supported within our supermarket's business (excluding fresh produce) but is not currently supported within Liquor or Coles Express.





# 2.8 Product Recall & Withdrawal

In the event of a product needing to be withdrawn or recalled, it is necessary to quickly inform all the appropriate stakeholders.

**In these situations, Coles can be notified by:**

- Contacting your Category Manager or Product Technologist to advise of the issue. Your Coles commercial and technical contacts should be kept up to date as part of your recall plan. Serious issues, including product recalls, can also be advised via the **Coles Product Safety Hotline: 1300 093 733**.
- Completing and emailing the Australia/New Zealand Product Recall and Withdrawal form to the Coles contacts listed on the form.
- Completing and submitting withdrawals and recalls via GS1 Recall.

GS1 Recall allows suppliers and manufacturers to initiate an online recall and withdrawal notification. This ensures fast and efficient removal of unsafe or unsuitable products from the supply chain.

The Australian Competition and Consumer Commission (ACCC) and Food Standards Australia and New Zealand (FSANZ) are also connected to GS1 Recall and receive direct recall notifications from the service.



[For more information about the ANZ Withdrawal and Recall.](#)



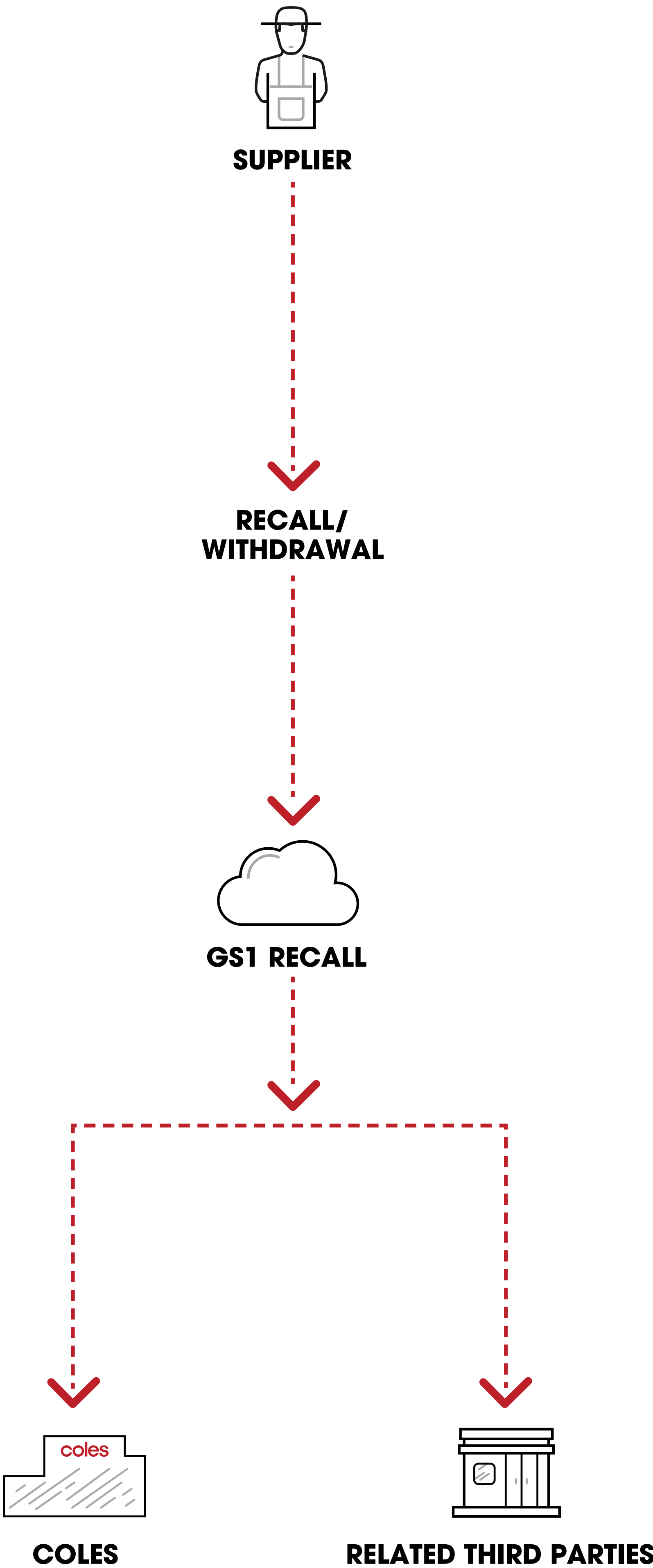
[For more information about GS1 Recall.](#)



[For more information refer to Coles Recall & Withdrawals Policy and Procedure](#)



Coles Express does not use GS1 Recall, hence a Recall/Withdrawal form must be sent if a recall is required. The GS1 Recall is a subscription service, with annual fees applying. Coles fully supports any supplier who uses GS1 Recall to notify of recalls or withdrawals; however, suppliers are not required to subscribe to GS1 Recall in order to trade with Coles.





# 2.9 Further Guidance

To learn more about B2B and electronic trading with Coles, please refer to the **Electronic Trading** section of the Coles Supplier Portal starting with the 'Implementing B2B' guide.

**To discuss B2B Implementation with Coles, please contact:**

eCommerce B2B Implementation Team  
[eCIT@coles.com.au](mailto:eCIT@coles.com.au)

Tina Gardiner  
Ecommerce Implementation Lead  
[tina.gardiner@coles.com.au](mailto:tina.gardiner@coles.com.au)  
(+61) 3 9804 1932

Yence Arlianto  
Ecommerce Implementation Specialist  
[yence.arlianto@coles.com.au](mailto:yence.arlianto@coles.com.au)  
(+61) 3 9829 6173



[For implementation of B2B with Coles Express.](#)

**To discuss issues post B2B implementation or Non-Compliant support please contact:**

eCommerce Support Team  
[Coles.eCommerce@coles.com.au](mailto:Coles.eCommerce@coles.com.au)

External Customers  
1300 558 246

International/Internal Customers  
(+61) 3 8846 8514

The GS1 Australia website is also a valuable resource for all queries relating to numbering, barcoding, data synchronisation, and industry standards.



[For information regarding GS1, please visit GS1 Australia.](#)



[For more information and access to Barcode/Numbering Fact Sheets.](#)



[For more information and access to GS1 Solution Providers Directory.](#)

Further GS1 details/links can be found in **Section 10 (Supplementary Information)**.



[Important technical information, full contacts list, and B2B guidance can be found in the Electronic Trading section of the Coles Supplier Portal.](#)





Welcome

B2B &  
Electronic  
Trading

Section 3 Purchase Orders & Scheduling

Driver &  
Vehicle

Pallets &  
Logistics Units

Cartons &  
Trade Units

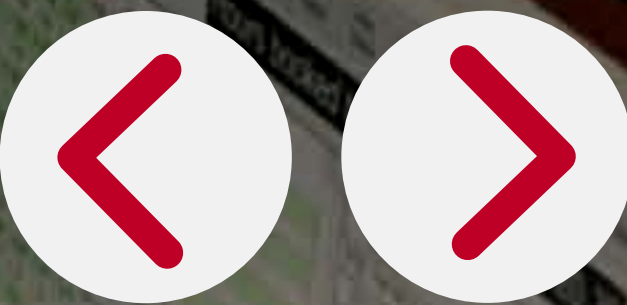
Product Life  
Management

Reporting &  
Rejections

International  
Supply Chain

Supplementary  
Information

Contacts &  
Network Map





# Purchase Orders & Scheduling



Navigate your way through this chapter with the links and arrows below.

<a href="#">3.0</a>	<a href="#">Overview</a>
<a href="#">3.1</a>	<a href="#">Inbound Booking Process</a>
<a href="#">3.2</a>	<a href="#">Booking Number/Code</a>
<a href="#">3.3</a>	<a href="#">Time Slot Adherence</a>
<a href="#">3.4</a>	<a href="#">Amendments &amp; Rebooking</a>
<a href="#">3.5</a>	<a href="#">Paperwork Requirements</a>
<a href="#">3.6</a>	<a href="#">Deliveries Per Vehicle, Vehicles Per Delivery</a>
<a href="#">3.7</a>	<a href="#">Deliveries as Ordered</a>
<a href="#">3.8</a>	<a href="#">Fresh Produce</a>
<a href="#">3.9</a>	<a href="#">Under Bond Goods</a>
<a href="#">3.10</a>	<a href="#">Dangerous Goods</a>
<a href="#">3.11</a>	<a href="#">Coles Collect</a>



Click here for an introduction to Purchase Orders & Scheduling





# 3.0 Overview

Our ability to process DC deliveries safely, efficiently, and cost-effectively is reliant on our suppliers’ commitment to supporting the network’s replenishment. Suppliers delivering the correct products at the right time/date, and in the quantities ordered, is how we maintain great availability in our stores for our customers.



We rely on our supply partners to consistently deliver product in the correct quantities, to high standards, and at the time we are scheduled to receive them.





UPDATED

# 3.1 Inbound Booking Process

Our inbound booking processes are managed by an online reservation portal powered by C3 Solutions. This is available 24/7 to our suppliers and their transport partners. Purchase Order (PO) information either:

**Flows automatically to the C3 system, including:**

- Coles DC name
- PO Due date
- Number of pallets on the PO

**Needs to be manually entered at the time of booking, including:**

- PO Number
- Number of pallets for the booking
- Vehicle type



It is crucial that all PO information entered in the C3 system at time of booking is correct and up to date prior to delivery.

**The reservation portal allows you to:**

- Make or amend delivery reservations until 7:00pm the day prior to delivery.
- Select the most suitable delivery time slot available at each DC.
- View all future bookings and POs to be booked in one location.
- Receive up-to-date notifications about delivery reservations and check the status of on site deliveries. If a delivery arrives 'Late' to its booked time slot, no notification email will be sent. Instead a 'Late' alert will appear on the booking in C3.
- Obtain Vehicle Turnaround Time (VTT) in C3.

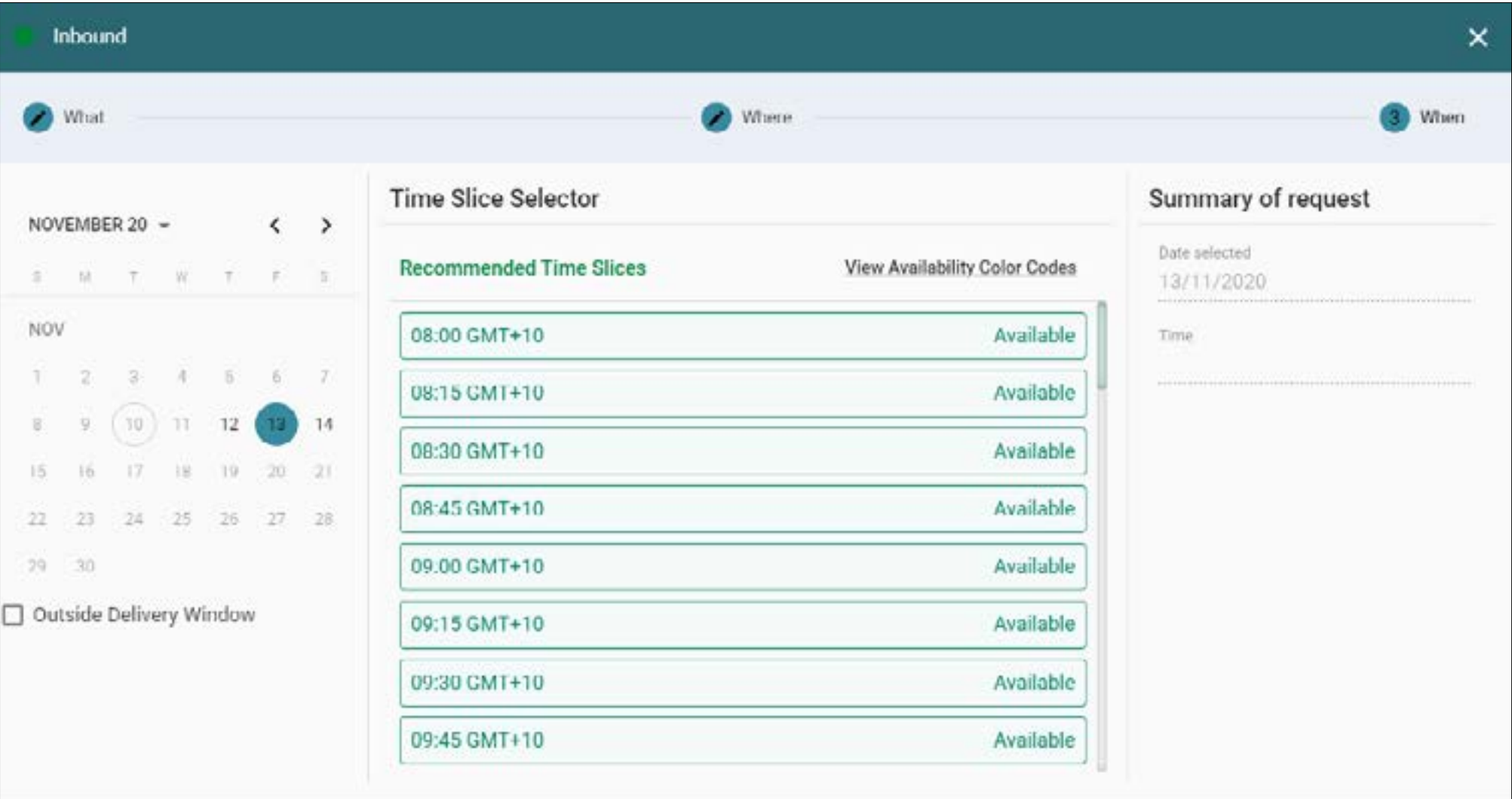
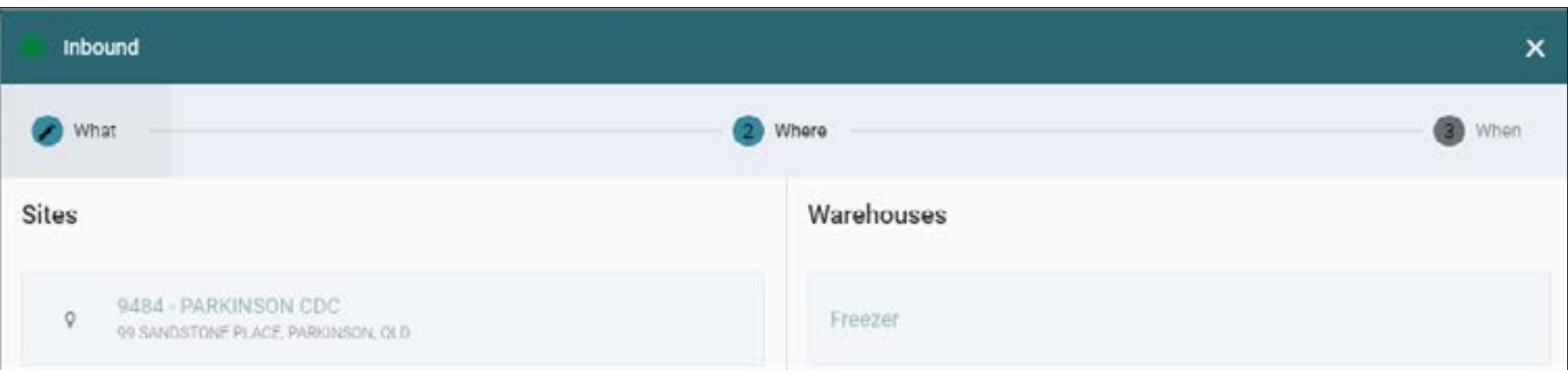
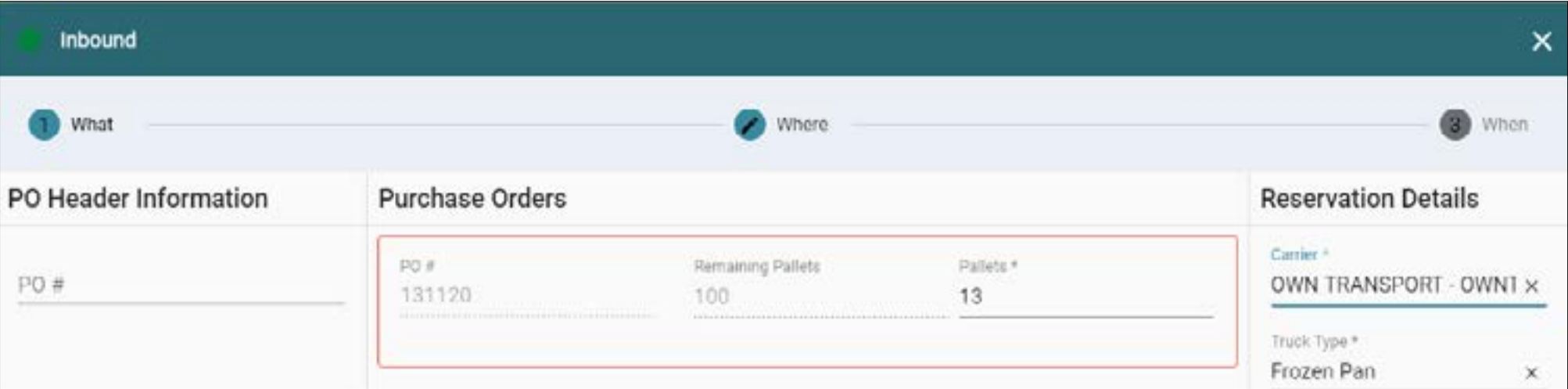


[Click here to access the C3 reservation portal.](#)



[Additional C3 requirements apply to sites with self serve check-in and check-out kiosks. More information can be found on the Coles Supplier Portal.](#)

**Reservation Portal**





UPDATED

# 3.1 Inbound Booking Process

## Fresh Produce Deliveries

Deliveries to Jandakot WA, Burton SA, Quoiba TAS and Townsville QLD are not organised through the Coles IFS/C3 reservation portal. Delivery time slots should be arranged directly with the DC.



Suitable time slots must be determined by the supplier/ carrier and account for the safe passage of freight so that the transport carrier will not breach any road safety or chain of responsibility legislation in meeting the booking.



All bookings should be made as early as possible. Coles recommends booking a time slot the same day a Purchase Order is received.

## Coles Express Deliveries

Deliveries for Coles Express are not organised through the Coles web-based reservation portal.

A regular delivery schedule should be arranged in advance through the Coles Express Supply Chain team.



[Further information on Coles' booking system can be found on the Coles Supplier Portal.](#)

# 3.2 Booking Number/Code

After a booking is made through the Coles IFS/ C3 reservation portal, suppliers will receive a booking code associated with the time slot details. Booking codes must be quoted when arriving at the DC.

To avoid delays please ensure your drivers have this information ready when they arrive on site.



Vehicles will not be permitted entry to site without a valid booking code. Booking codes can only be used for single vehicle delivery. Single deliveries must not reference multiple booking codes.





# 3.3 Time Slot Adherence

Booked time slots are to be adhered to. Any vehicles arriving outside of their scheduled time slot for the associated POs may be turned away and will need to be rebooked and redelivered.

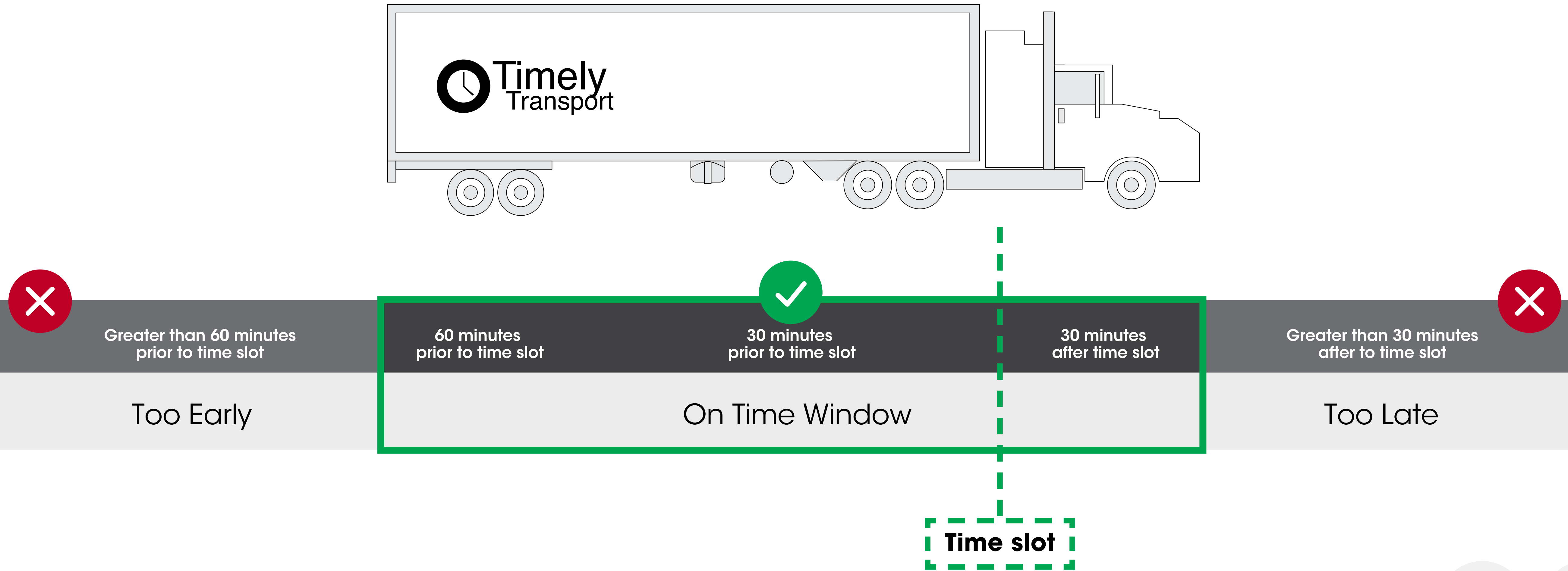
We require suppliers and transport companies to closely adhere to booked time slots and quantities as, like any facility with very high inbound volumes, Coles endeavours to align the available resources and planned deliveries in advance to ensure efficient and safe unloading of products.

As store despatch schedules are increasingly linked to just-in-time arrival of goods, (e.g. Flow-Through) any changes to expected deliveries will affect our ability to service stores and customers with your products.

For both DC operations and supplier performance calculations, a vehicle is classed as "On Time" when it arrives:

- **No earlier than 60 minutes before the scheduled time slot.**
- **No later than 30 minutes after the scheduled time slot.**

Vehicles must present at the DC within this 90 minute delivery window. A site's capacity to accept vehicles outside of this window cannot be guaranteed and decisions on whether or not loads can be accommodated are made at the discretion of the DC Receiving/Operations team.





# 3.4 Amendments & Rebooking

While Coles DCs will attempt to accommodate time slot variation requests, the availability of specific time slots cannot be guaranteed.

Coles Supply Chain understands that delays may be encountered by suppliers and carriers. Any delays are to be communicated to Coles at the earliest available opportunity. This allows for remediation and possible accommodation of delayed vehicles so far as it is reasonably practicable.

## Coles Express

Any changes to delivery should be discussed with the Coles Express Supply Chain team.



Your Coles Supply Chain contact must also be directly informed of any delivery amendments that will likely impact supply to stores.





UPDATED

# 3.5 Paperwork Requirements

Deliveries into the Coles Supply Chain network must always be accompanied by the appropriate paperwork.

For the vast majority of products and channel types, DCs require only the following:

**B2B-compliant suppliers are required to provide:**

- Two (2) copies of the Delivery Docket (also known as a consignment note).
- Two (2) copies of the Pallet Docket (with applicable Coles DC listed as the receiver).

**Non-compliant suppliers are required to provide:**

- Two (2) copies of the un-costed Delivery Docket.
- Two (2) copies of the Pallet Docket (with applicable Coles DC listed as the receiver).



Pallets containing trade units of variable-weight products (like meat or poultry) must have net weight stated on the invoice.



B2B suppliers are also required to provide a valid ASN as per **Section 2.6 (Advanced Shipping Notice)**.

Refer to **Section 6.8 (Pooling Equipment)** for further details regarding the equipment transfer process.

Additional paperwork (e.g. driver’s run sheets, manifests, pick/pack lists) is generally not required and can delay the receiving process. Please limit paperwork to the essential items and do not seal envelopes, where used.

For under bond goods, dangerous goods, international containers, and cross-dock loads some additional documentation is required.

Please see **Sections 3.9 (Under Bond Goods), Section 3.10 (Dangerous Goods), Section 9.5 (Documentation) and Section 10.3 (Cross-Dock)** for details on addition documentation requirements.

# 3.6 Deliveries Per Vehicle, Vehicles Per Delivery

Multiple POs can be delivered within one vehicle provided that each PO has been associated with the same booking code. Larger order volumes may require multiple deliveries against one PO number.

Deliveries for Coles should be organised so they can be unloaded from the vehicle without the need to reload, manually touch, or disturb another order on the same vehicle.

Damage caused to any non-Coles goods during delivery and unloading of Coles goods is at the supplier’s risk.



For B2B-Compliant suppliers, an ASN cannot be spread across multiple deliveries or multiple vehicles. Each ASN must directly correspond to a single delivery and single vehicle.





UPDATED

# 3.7 Delivered as Ordered

To ensure efficiencies in transport, receipt, put-away, replenishment and picking, it is essential that product is delivered as per the configuration specified in the Purchase Order (PO).

For example, product ordered as a full pallet should be delivered as a full pallet and not as multiple part pallets.

The delivered TlxHI or pallet configuration must reflect the ordered TlxHI. For more information please see [5.3 \(Pallet Configuration\)](#).



Please contact your Coles Supply Planner if any product details in the received purchase order are incorrect.



In the past, date code variations may have forced delivery of multiple part pallets for a single SKU. However, Coles now permits Multi-Coded Pallets (MCPs) when prepared as per the guidelines in [Section 5.13 \(Multi-Coded Pallets\)](#).

## Fresh Produce TlxHI

To closely represent the physical reality of our fresh produce supply chain, fresh produce TlxHI data can now be set at Supplier/DC/Order item.

If the current TlxHI does not reflect your current pallet configuration, please contact your Coles State Buyer.

NEW

# 3.8 Fresh Produce

## Fresh Produce Quoting and PO Guide (Coles Fresh Produce Purchase Order Management)

Please follow the link for a consolidated guide explaining the process for entering and managing quotes and POs on the fresh produce supplier portal. This covers suppliers that are B2B and non-B2B.



[Fresh Produce Quoting and PO Management.](#)





# 3.9 Under Bond Goods

When delivering under bond stock into a Coles DC, please ensure that:

- The product moves under permission (a Continuing Movement Permission is required).
- The appropriate Customs and/or Australian Taxation Office documentation is provided.
- A “Nature 20” warehouse declaration is provided for all imported products.
- The driver has sufficient driving hours to remain at the DC until the checking process is complete.

# 3.10 Dangerous Goods

Suppliers (or their transport partners) are responsible for compiling and providing any required dangerous goods information and documentation for each inbound delivery.

The first delivery of any new dangerous goods product must be accompanied by a Safety Data Sheet (SDS).

The DC will keep the SDS on file for future reference.



Only one class of dangerous goods can be supplied on each pallet. Refer to **Section 6 (Carton & Trade Units)** for dangerous goods labelling requirements.





**NEW** 3.11 Coles Collect

Coles Collect is the single largest transport provider in the Coles network and it is the preferred service to manage transportation of suppliers' goods to our DCs nationally. As part of Coles, Coles Collect works closely with suppliers, carrier partners, DCs, Supply Chain team and Category Managers to efficiently manage the flow of supplier goods, from pick up to delivery, maintaining a high level of safety, service and availability.

When a Coles Collect agreement is in operation, the responsibility for transporting freight transfers from the supplier to Coles, so the supplier no longer needs to arrange independent transportation of their Coles purchase orders.

After consignments are collected from the supplier's premises, the responsibility for On Time delivery (DOT/DOD) also rests with Coles Collect. However, this is provisional on the supplier following the relevant procedures and time frames regarding preparation, collection, availability etc. The supplier remains responsible for all documentation, invoicing, labelling, packaging, data integrity and order fill.

**Coles Collect provides:**

- A national transport network delivering ambient, temperature controlled, fresh and liquor services to small medium and large volume suppliers.
- Consolidation of smaller orders into fewer, fuller trucks on our roads and at our DCs, reducing our environmental impact.
- Service delivery that is fully compliant with Coles' required standards and strict carrier compliance to Chain of Responsibility and other regulatory requirements.
- Strong and consistent year-round service performance, with proven contingency planning capability and quick recovery to unforeseen events (rail outages, natural disasters, etc).
- Accountability for any transport related inbound service performance issues, demurrage, damages, and losses.
- Proactive planning, 35-day demand forecasting and permanent bookings to minimise vehicle and DC capacity constraints. We also manage all DC time slot booking requirements, so you don't have to.
- Support of suppliers' transport requirements to non-Coles DC locations, including internal transfers and customer deliveries.

**For queries or further information about Coles Collect, please contact:**

**Aaron Dowling,**  
Senior Business Development Manager  
[aaron.dowling@coles.com.au](mailto:aaron.dowling@coles.com.au)  
(03) 9829 4232

**Douglas Robertson,**  
Head of Coles Collect  
[douglas.robertson@coles.com.au](mailto:douglas.robertson@coles.com.au)  
0448 559 450





Welcome

B2B &  
Electronic  
Trading

Purchase  
Orders &  
Scheduling

Section 4

Driver & Vehicle

Pallets &  
Logistics Units

Cartons &  
Trade Units

Product Life  
Management

Reporting &  
Rejections

International  
Supply Chain

Supplementary  
Information

Contacts &  
Network Map





# Driver & Vehicle



Navigate your way through this chapter with the links and arrows below.

- [4.0 Induction & Conduct On Site](#)
- [4.1 Accepted Vehicle Types, Vehicle Heights](#)
- [4.2 Drug & Alcohol Policy and Procedures](#)
- [4.3 Personal Protective Equipment \(PPE\)](#)
- [4.4 Driving Hours, Rest Breaks & Fatigue Management](#)
- [4.5 Over Mass, Over Dimension](#)
- [4.6 Vehicle & Trailer Condition](#)
- [4.7 Load Stability](#)



Click here for an introduction to Driver & Vehicle





UPDATED

# 4.0 Induction & Conduct On Site

**For their own safety and the safety of others, all visitors, contractors and drivers entering a Coles Distribution Centre (DC) are required to:**

- Complete a Coles induction followed by site induction prior to arrival on site.
- Present as required their electronic and paper based induction number (i.e. white card).
- Observe all site speed limits.
- Observe traffic management, flow paths, and designated unloading zones.
- Ensure vehicles are parked in designated areas and immobilised when required (e.g. during unloading).
- Wear appropriate safety PPE.
- Adhere to designated driver safety zones (where applicable).
- Observe designated pedestrian walkways.
- Abide by all site policies including drug/alcohol procedure, mobile/personal devices procedure, health, safety and wellbeing policy, media and social media policies etc.
- Follow reasonable instructions given by authorised DC team members in relation to policies and procedures.
- Report all identified hazards, incidents and near-misses to DC team members as soon as reasonably practicable. As a minimum this needs to be completed prior to leaving site.
- Be trained and competent in all driving activities (e.g. coupling/uncoupling and load restraint).
- Demonstrate compliance to Heavy Vehicle National Law requirements or applicable state/territory legislation.

Drivers operating vehicles under accreditation such as Concessional Mass Limits (CML) or Higher Mass Limits (HML) must produce the applicable documentation if asked to do so.



Abusive or uncooperative behaviour toward team members or other drivers/contractors on site will not be tolerated.

In the rare event that a driver's behaviour is unacceptable and does not meet our standards, the relevant carrier or transport company will be advised, and the driver may not be permitted to remain on, or return to, a Coles site. Any associated receipt in progress will likely be abandoned and the vehicle directed from site, or alternative arrangements will be initiated between the DC, supplier and carrier.

Passengers are generally not permitted, with the exception of authorised drivers-in-training. All site and safety requirements, including safety clothing, footwear, conduct and behaviour, apply to both passengers and drivers. Children under 15 years are not permitted on DC premises.



[Sites with self serve check-in and check-out kiosks have additional requirements more information can be found on the Coles Supplier Portal.](#)



[Access induction or via QR Code provided.](#)





UPDATED

# 4.1 Accepted Vehicle Types, Vehicle Heights

With some variation across sites/chambers, Coles DCs can accept deliveries on the following vehicle types:

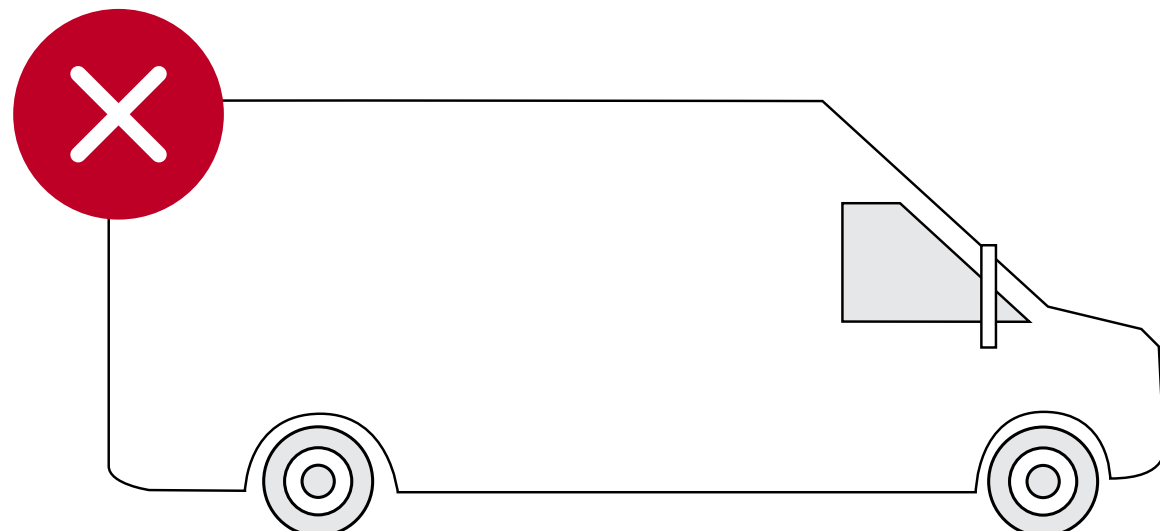
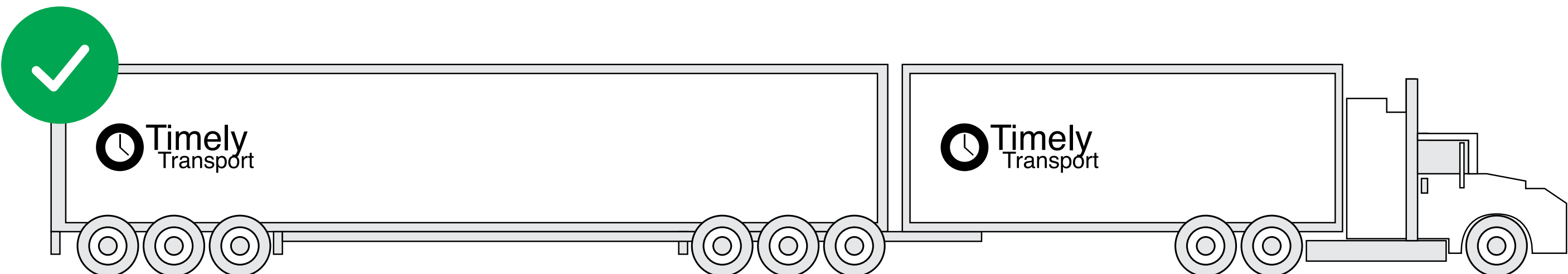
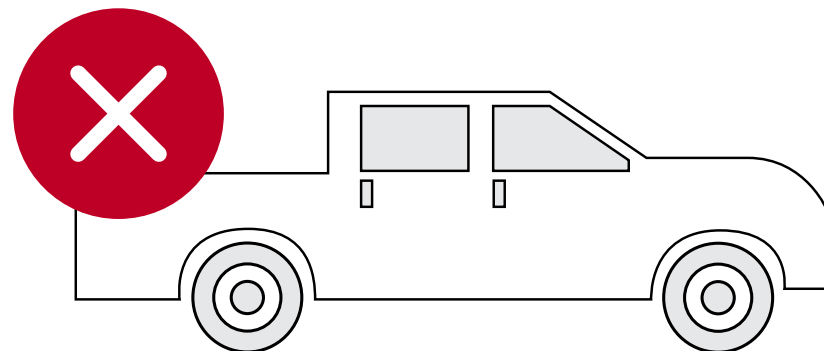
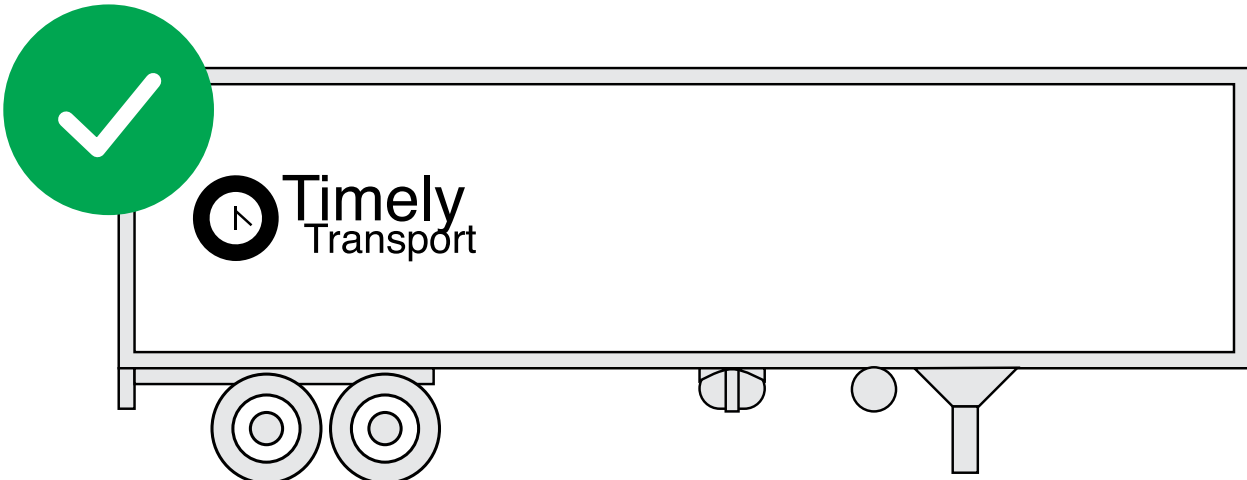
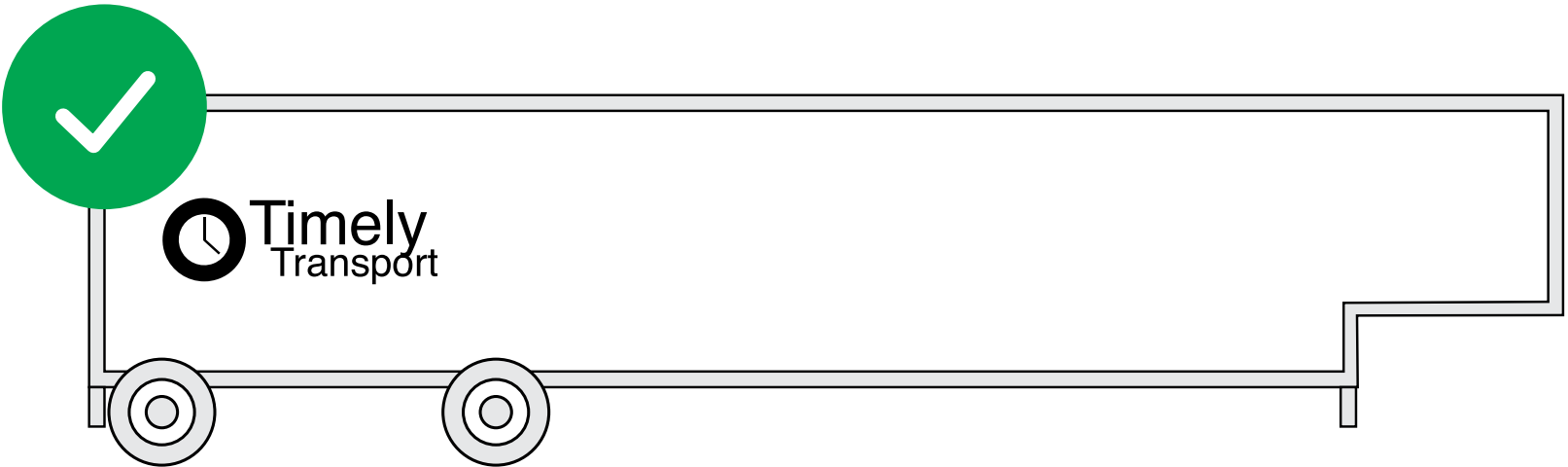
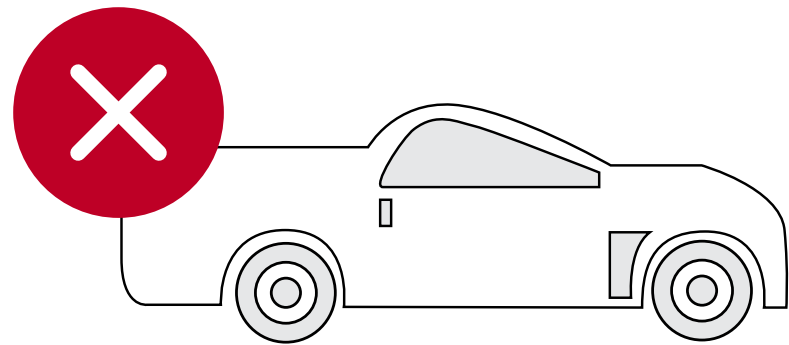
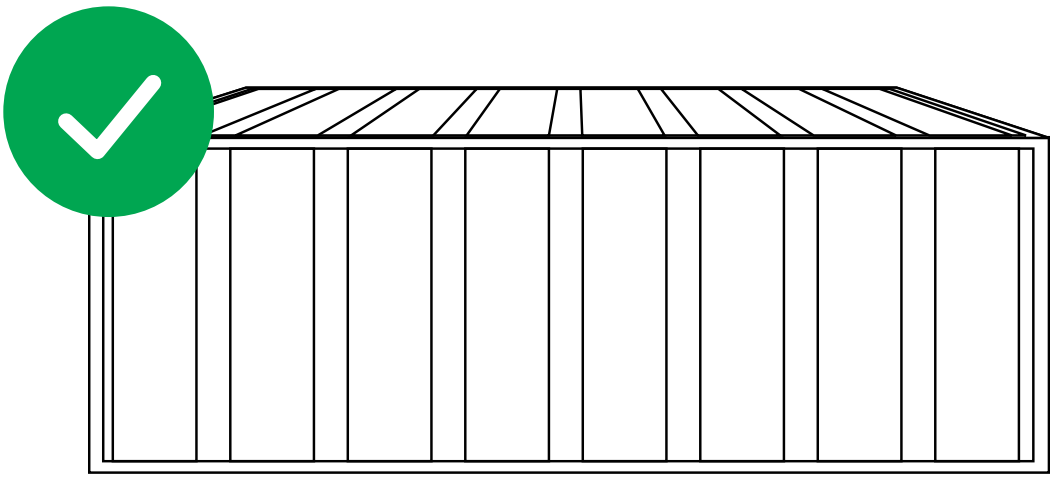
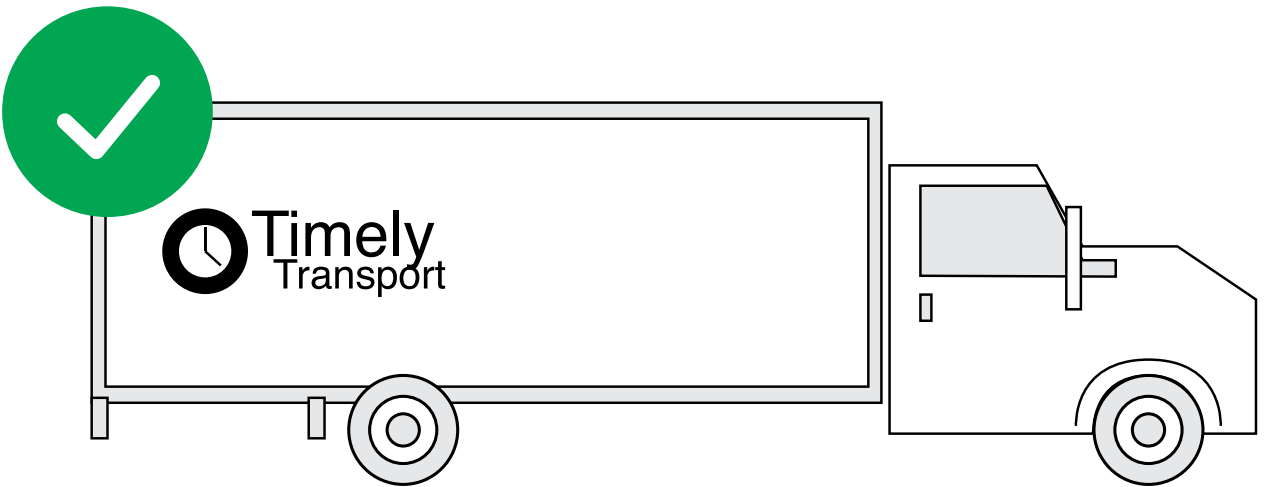
- Rigid
- Semi Tautliner
- Drop Deck Tautliner
- Ambient or Chilled Pantech
- Freezer Pantech
- Container
- B-Double
- B-Double Drop Deck

It is not acceptable to deliver product into Coles DCs in utes, vans, cars, or any other vehicles not listed. For Coles Express and Coles Local deliveries may be accepted in utes or vans by pre-approval only.

Accepted vehicle heights vary based on individual site capabilities. Please liaise directly with the relevant site, see **Section 11 (Contacts & Network Map)** or for site-specific information contact: [colessupplierconformance@coles.com.au](mailto:colessupplierconformance@coles.com.au)



Correct vehicle types are to be selected when booking through the IFS/C3 reservation portal, to ensure the appropriate dock is assigned at arrival and will also be required for sites where self serve check-out is available.



From February 2022, all vehicles entering Coles DCs in QLD must be fitted with broadband scrubber type reversing alarms.





# 4.2 Drug & Alcohol Policy & Procedures

Coles Distribution Centres (including those managed by our 3PL partners) have a strict policy and procedure on drugs and alcohol within the workplace. To support this, Coles reserves the right to conduct random and causal drug and alcohol testing of employees, contractors, and visitors to Coles DCs.



The Supply Chain Drug and Alcohol Procedures can be viewed at any Coles DC.

# 4.3 Personal Protective Equipment (PPE)

To manage the risk of serious injury, it is a condition of entry to all Coles Distribution Centres that drivers, contractors, and visitors wear appropriate Personal Protective Equipment (PPE) at all times.

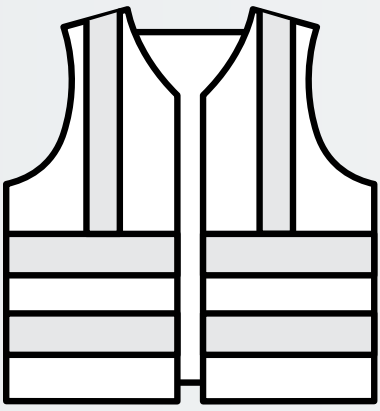
Drivers without appropriate PPE will not be permitted entry and any associated purchase orders will need to be rescheduled through IFS/C3 reservation portal and the Coles Supply Chain team.



PPE must include a high-visibility safety vest or jacket fastened for 360 visibility.

At minimum, PPE must include a:

- High-visibility safety vest (or jacket), fastened for 360° visibility.
- Flat-soled, fully-enclosed, steel-capped safety shoes/boots to be worn within operational areas - including all driver areas.
- Flat-soled, fully-enclosed, non-steel-capped shoes/boots are permitted for non-operational areas and designated, internal walkways only.



Safety vest



Safety shoes/boots





# 4.4 Driving Hours, Rest Breaks & Fatigue Management

Transport safety is important to Coles. The Coles Supply Chain and Distribution team endorses and supports the Heavy Vehicle National Law (HVNL), which aims to ensure road safety. Coles is committed to taking all reasonable steps - from consignment to receiving - to ensure we do not cause, encourage or contribute to a breach of Chain Of Responsibility (COR).

**In line with these joint commitments regarding chain of responsibility, Coles expects that:**

- All inbound heavy vehicle drivers are required to complete a Chain of Responsibility Declaration form upon arrival to a DC.
- All inbound heavy vehicle drivers delivering to Coles must have heavy vehicle fatigue related work hours remaining to complete the transport activities on site.
- All drivers have been provided their scheduled rest breaks (when appropriate) and heavy vehicle fatigue related work hours remaining to complete the transport activities on site.
- Carriers must have fatigue management practices in place (standard, basic, or advanced).
- Drivers have not been asked, instructed, encouraged, or coerced to breach any part of the HVNL.



Coles DC team members will ask drivers to confirm remaining driving hours. If insufficient hours remain, remedial steps will be taken, which may include driver changeover or delivery reschedule.





# 4.5 Over Mass, Over Dimension

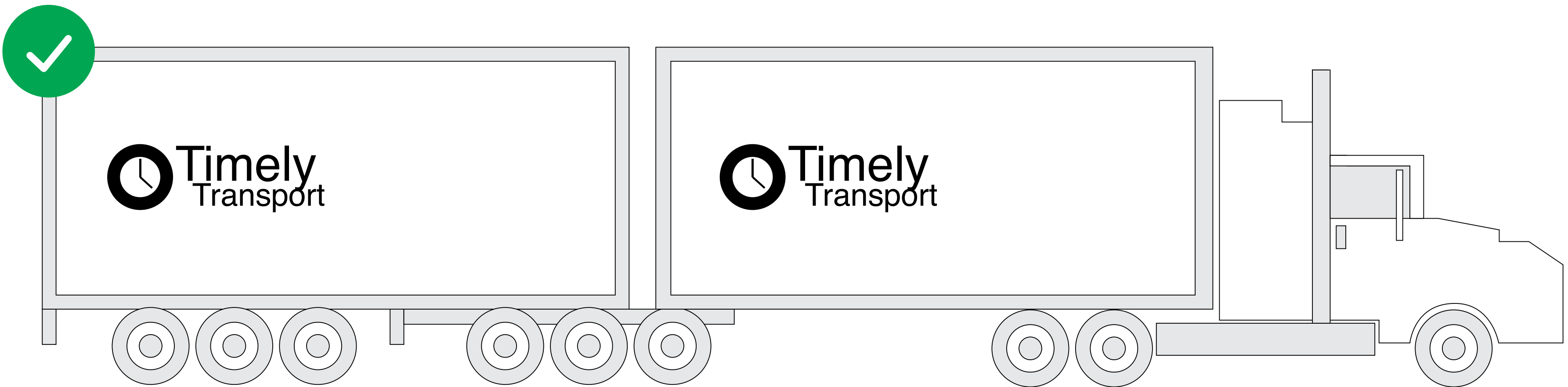
For the safety of team members, drivers, and the general public - and to ensure compliance to Heavy Vehicle National Law (HVNL) or applicable state/territory legislation, Coles requires that suppliers and carriers:

- Do not exceed safe and legal limits for weight of the trailer/ vehicle.
- Do not exceed safe and legal limits for mass, cube or dimensions of the trailer/vehicle.
- Provide accurate declarations and documentation regarding weight and capacities etc.
- Containers require a Container Weight Declaration form.

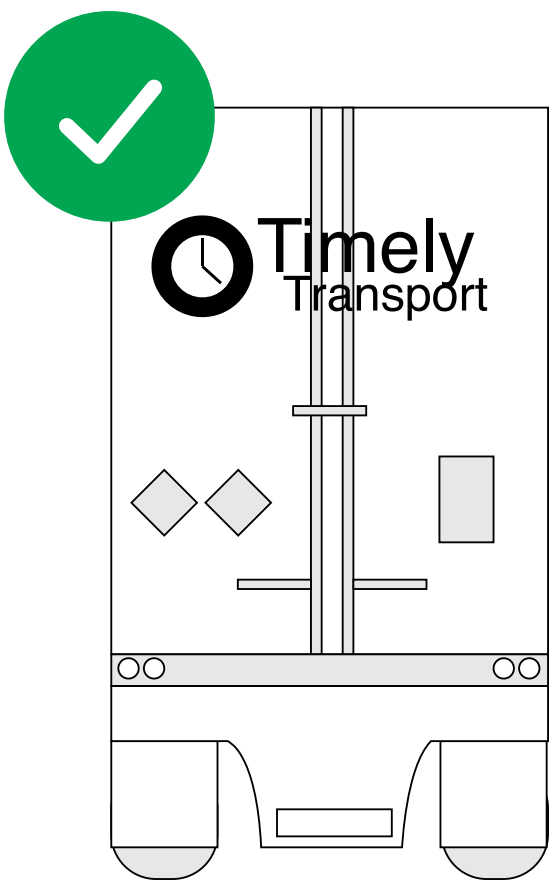
# 4.6 Vehicle & Trailer Condition

All vehicles and trailers delivering into Coles DCs must be:

- Safe and roadworthy.
- Cleanliness of trailer must meet required Hazard Analysis and Critical Control Point (HACCP) or food safety legislation requirements. (i.e. product must not be exposed to contamination, soil or water damage etc. and DC team members must not be exposed to unsanitary or hazardous conditions when unloading).
- Compliant with all relevant legal and statutory requirements.
- All combinations with prime movers and trailers that are EBS enabled, must have leads connected.
- Fit for purpose (i.e. no major damage allowing exposure, floor in good condition etc).
- Fitted with all required equipment including lock-in gates, boards, and restraints as required.



Compliant with all relevant legal and statutory requirements



Safe and roadworthy





# 4.7 Load Stability

The safety of product being transported to a Coles DC should be properly managed to ensure risks are mitigated, road users are protected, and product is received without incident.

**Suppliers and carriers can help ensure load stability through:**

- Safe load planning with proper weight distribution across the trailer.
- Management of mass and dimensions in line with vehicle limitations.
- The use of side gates (or load-restrained curtains) at all times for curtain-sided vehicles.
- The use of approved manual restraints (e.g. webbing, angles and strapping).
- The use of plywood boards positioned vertically between pallets (or inflatable dunnage).
- The use of mezzanine floors where available.
- The use of load restraint bars where available and appropriate (for rear unload vehicles).
- Appropriate double-stacking where weight and trade unit design allows.
- Appropriate carton/trade unit design.
- Appropriate palletisation including pallet utilisation, wrap, pallet configuration etc.
- A sufficient gap between stock and mezzanine shelf for safe unload of freight from vehicle.

For detailed information on pallet stability see **Section 5 (Pallets & Logistics Units)**.

For detailed information on carton stability see **Section 6 (Cartons & Trade Units)**.

**Dangerous Goods**

Loads containing Dangerous Goods must have side gates or decking beams for rear unload equipment to avoid crushing. Metal angles are not permitted due to safety risks to team members during checking and unloading. Please use plastic where necessary.

For detailed information on Dangerous Goods see **Section 3.10 (Dangerous Goods)**.



All loads must meet the Performance Standards listed in the National Transport Commission Load Restraint Guideline.



Load shift of inbound deliveries is a safety hazard that may lead to rejection.



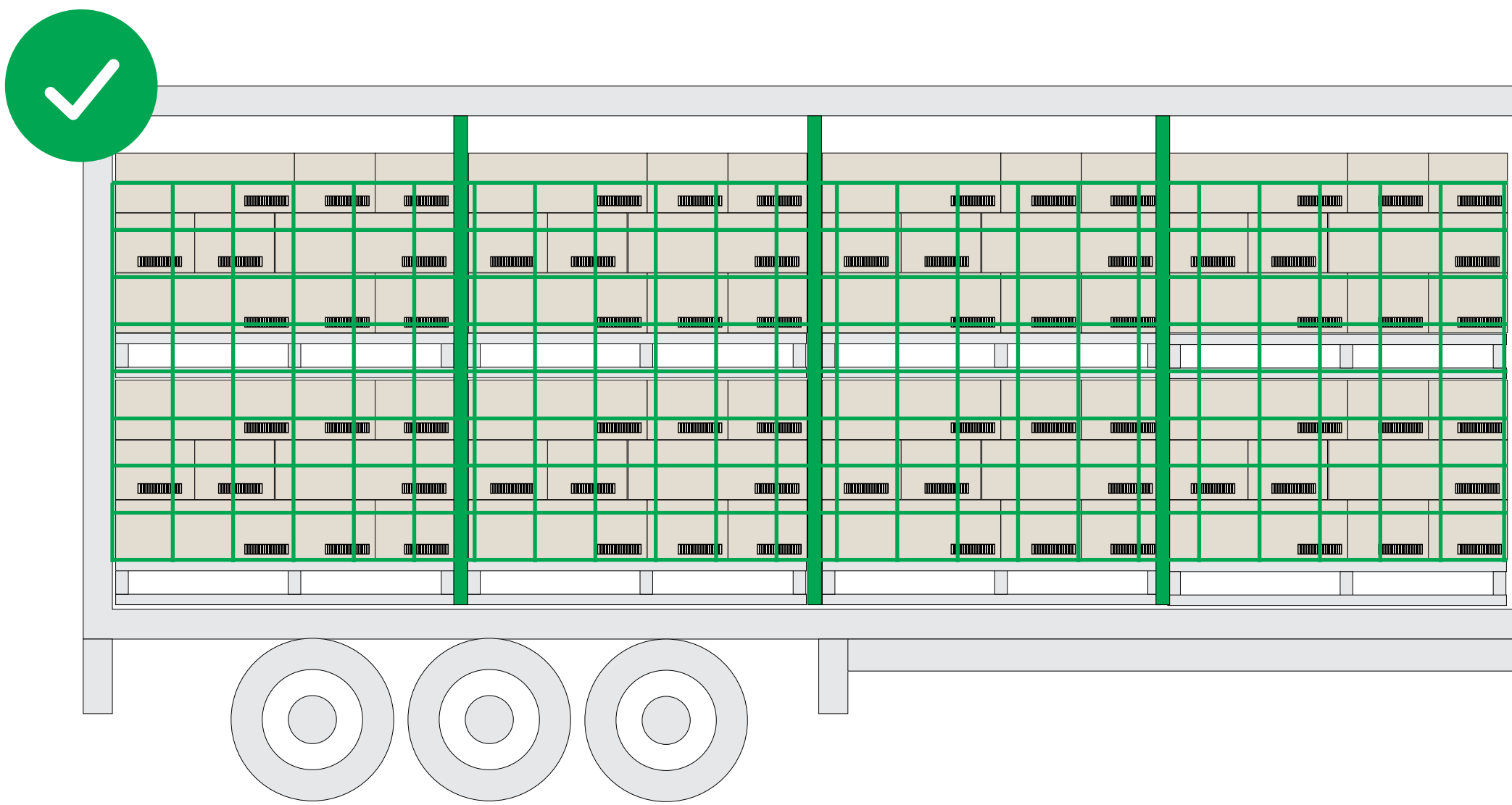


# 4.7 Load Stability

All loads must meet the Performance Standards listed in the National Transport Commission Load Restraint Guideline. All vehicles entering a Coles Distribution Centre (DC) are required to adhere to below load restraints:



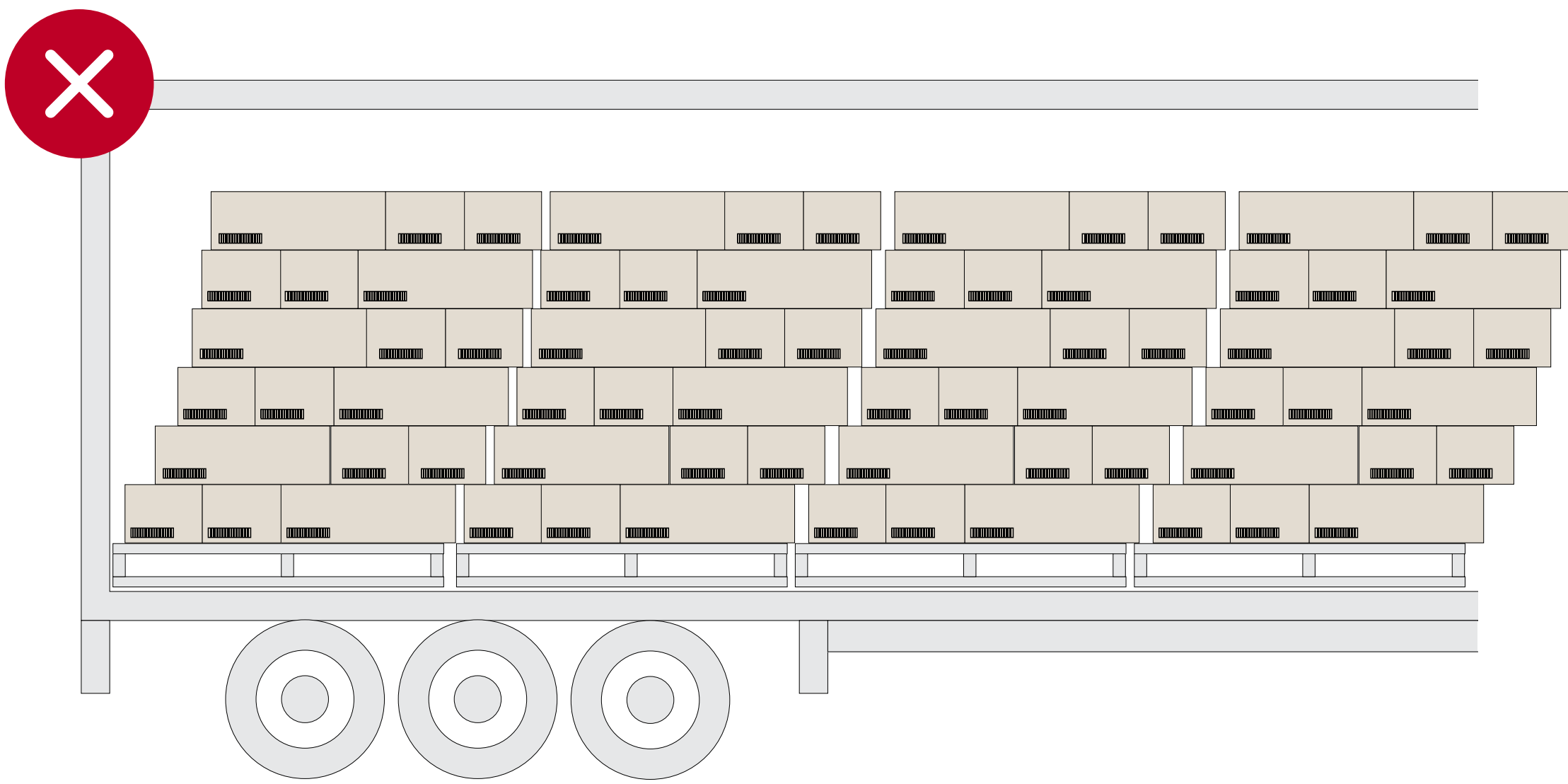
The proper stabilisation of pallets and loads, including the use of plywood boards vertically between pallets, can help reduce the likelihood and severity of load shift.



All curtain-sided trailers must have side gates fitted and in use, or use load-restrained, load-bearing curtains. Standard curtains in isolation will not prevent movement of product during transportation. Drivers must undo curtains and remove gates at the start of the receiving process.



Pallets may also be secured with a combination of plastic pallet angles and webbing/straps to anchor the pallet to the vehicle and protect the top row of cartons.



Loads that have not been adequately stabilised frequently suffer from load shift during transit (due to vehicle acceleration, braking, and turning), and cannot be unloaded safely and may be rejected.



Metal angles are not permitted due to safety risks.





Welcome

B2B &  
Electronic  
Trading

Purchase  
Orders &  
Scheduling

Driver &  
Vehicle

Section 5

Pallets & Logistics Units

Cartons &  
Trade Units

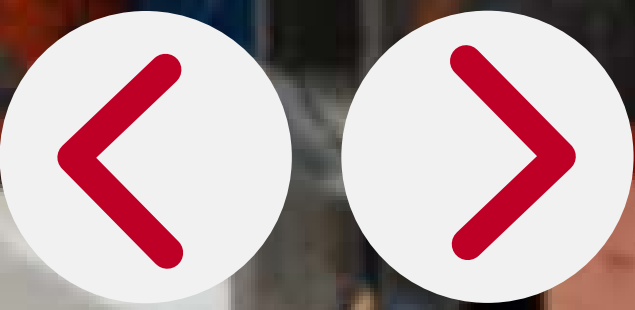
Product Life  
Management

Reporting &  
Rejections

International  
Supply Chain

Supplementary  
Information

Contacts &  
Network Map





# Pallets & Logistics Units



Navigate your way through this chapter with the links and arrows below.

<a href="#">5.0</a>	<a href="#">Pallet Quality</a>
<a href="#">5.1</a>	<a href="#">Pallet Heights</a>
<a href="#">5.2</a>	<a href="#">Pallet Weights</a>
<a href="#">5.3</a>	<a href="#">Pallet Configuration</a>
<a href="#">5.3.1</a>	<a href="#"><i>TlxHI Configuration</i></a>
<a href="#">5.3.2</a>	<a href="#"><i>Pallet Chimney, Gaps &amp; Layer Height</i></a>
<a href="#">5.4</a>	<a href="#">Pallet Stacking</a>
<a href="#">5.5</a>	<a href="#">Pallet Utilisation &amp; Overhang</a>
<a href="#">5.6</a>	<a href="#">Pallet Slip Sheets, Pallet Pads &amp; Corner Posts</a>
<a href="#">5.7</a>	<a href="#">Pallet Stabilisation</a>
<a href="#">5.8</a>	<a href="#">Pallet Wrapping</a>
<a href="#">5.9</a>	<a href="#">SSCC Pallet Labelling</a>
<a href="#">5.9.1</a>	<a href="#"><i>Quality</i></a>
<a href="#">5.9.2</a>	<a href="#"><i>Format &amp; Encoding</i></a>
<a href="#">5.9.3</a>	<a href="#"><i>Elements</i></a>
<a href="#">5.9.4</a>	<a href="#"><i>Position</i></a>
<a href="#">5.10</a>	<a href="#">Display Pallets &amp; Pre-Pack Units</a>
<a href="#">5.11</a>	<a href="#">D-Pallets</a>
<a href="#">5.12</a>	<a href="#">Multi-SKU Pallets (Fresh Produce, Flow-Through, Faster, Fresh Flows &amp; Liquor Only)</a>
<a href="#">5.13</a>	<a href="#">Multi-Coded Pallets (MCPs)</a>
<a href="#">5.14</a>	<a href="#">Fresh Produce Pallets &amp; Wrapping Standards</a>



Click here for an introduction to Pallets & Logistics Units





# 5.0 Pallet Quality

The quality of wooden pallets Coles receives can have a direct impact on the safety of our team members. It may also affect the condition and saleability of trade units and our ability to process pallets through the supply chain.



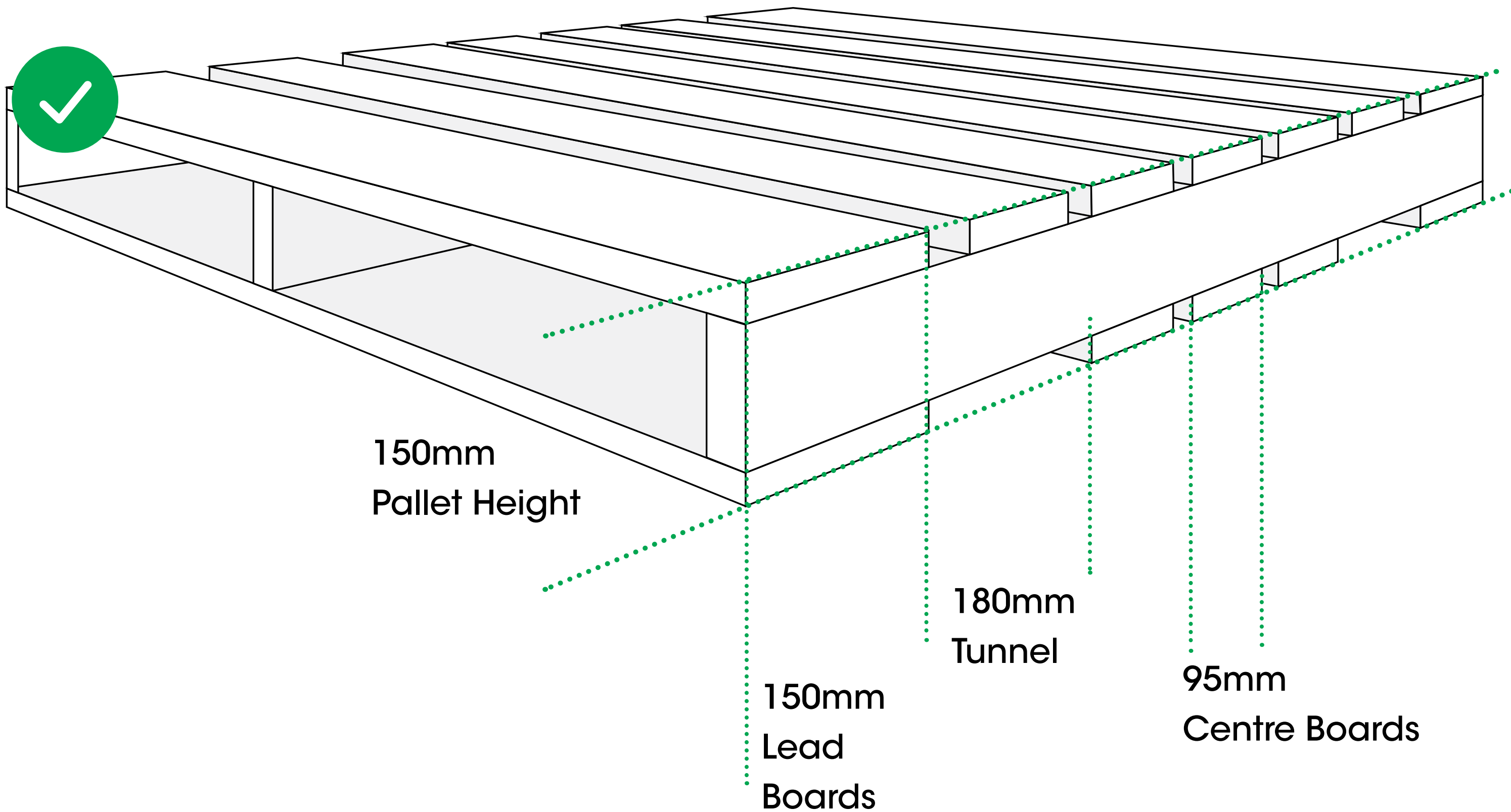
Defective pallets are often linked to high-risk, object fall from height events. Pallets can cause serious injury if loose boards become dislodged or they fail to lock into racking beams. Damaged pallets may be rejected.

### Wooden pallets must:

- Be compliant to Australian Standard AS4068.
- Be square with dimensions of 1165mm x 1165mm x 150mm.
- Have lead boards that must be flush with the bearer end (max tolerance allowed of 15mm).
- Have lead boards that should be 150mm wide.
- Have centre boards that should be 95mm wide.
- Be CHEP or Loscam (only these pallets can be transferred or exchanged).
- Be intact and secure.
- Have clear and unobstructed fork entry.

### Do not use pallets:

- With international dimension/formats or skids.
- Made of cardboard (cardboard display pallets must be securely nested on a CHEP or Loscam pallet).
- With missing, loose or unsecured boards.
- With damaged bearers or split boards.
- With loose, unsecured or misaligned centre board.
- With missing, loose or unsecured baseboard.
- With foreign objects, dirt, oils, chemicals or other debris.
- With exposed and protruding nails.



Talk to your pallet provider to make sure the pallets you receive are good quality, regularly serviced and inspected for defects. Unsafe or out-of-spec pallets should be returned to the provider for repair or removed from the network. For more information about Coles pallet transfer and exchange process, see **Section 6.8 (Pooling Equipment)**.





# 5.1 Pallet Heights

Maximum pallet heights vary by chamber and are dependant on the gross weight of the trade unit.



DC teams need advance notification of any physical changes to pallet heights as they can cause serious issues if not properly communicated. Alterations in pallet heights due to trade units dimension or pallet configuration changes must be clearly communicated and agreed upon with your Category Manager and Coles Supply Chain team (and updated in GS1 NPC/CPC where applicable).

Maximum pallet heights range between:

- 1300 - 1800mm in Grocery, General Merchandise (GM), Chilled and freezer sites (depending on trade unit gross weight).
- 1300 - 1500mm in Liquor DCs.
- 1800 - 2400mm for Fresh Produce (depending on where it is sourced).



All default pallet height limits include the 150mm wooden pallet.

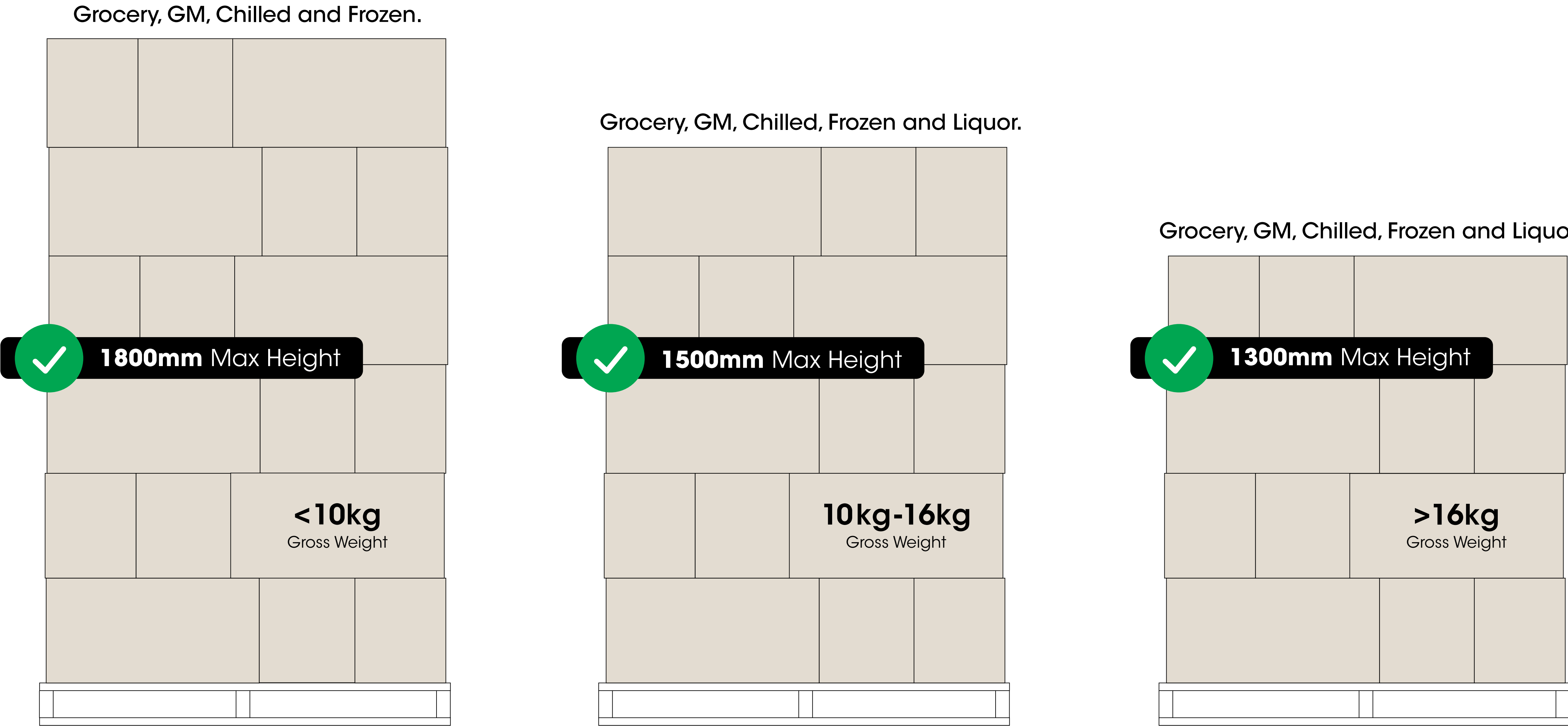
Chamber	Trade Unit Gross Weight <10 KG	Trade Unit Gross Weight 10-16 KG	Trade Unit Gross Weight >16 KG
Grocery, GM, Chilled and Freezer	1800mm	1500mm	1300mm
Liquor	1500mm		1300mm
Fresh Produce (Locally Sourced)	1800mm		
Fresh Produce (Interstate Sourced)	2400mm		



Any exceptions to these default height limits need to be evaluated and managed through a review and risk assessment process with your Coles Supply Chain team and Coles National Safety team. Controls and risk mitigation may permit limited exceptions to the general standard. This assessment and evaluation is to be conducted prior to despatching product to Coles in this new pallet height, weight and configuration.




# 5.1 Pallet Heights



UPDATED

# 5.2 Pallet Weights

For the safe handling, transportation and storage of inbound deliveries, please ensure your pallet does not exceed the following weights.

 Overall weight includes the weight of the product and the wooden pallet combined.

- Maximum overall weight:**
- 1250kg for Grocery, GM, Chilled, Frozen & Liquor.
- Maximum overall weight:**
- 1000kg for Fresh Produce.
- Maximum individual layer weight:**
- 310kg for Grocery and GM.



# 5.3 Pallet Configuration

## 5.3.1 TlxHI Configuration



Every pallet that enters the Coles Supply Chain network has a specific TlxHI, which defines how it will be configured for delivery.

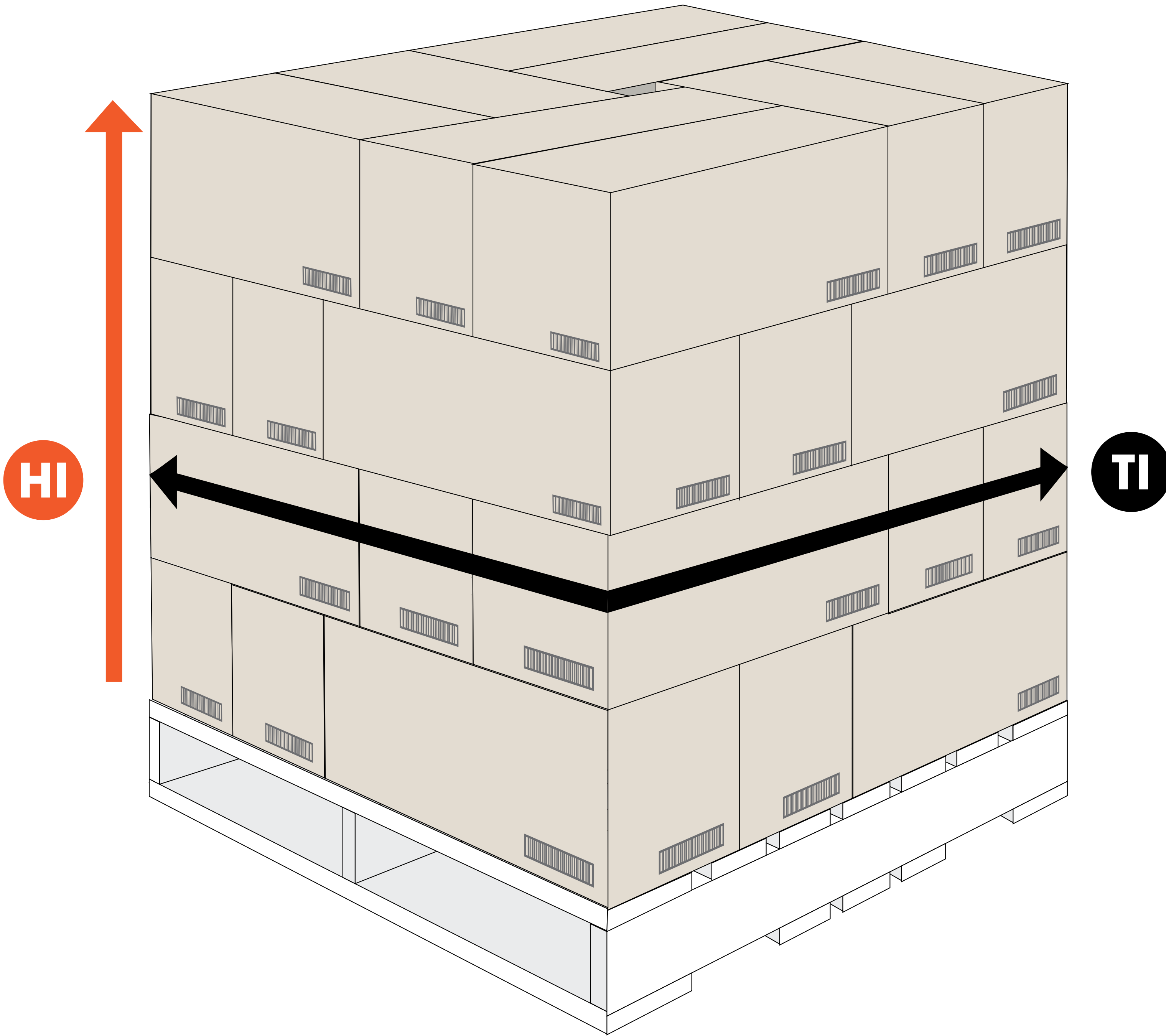
TlxHI reflects the number of trade units that are stacked on each layer or tier (TI), and how many layers are stacked on the pallet (HI). DC systems use this information to determine how and where the pallet can be handled and stored safely and efficiently.



It is crucial for suppliers to maintain a consistent TlxHI across all deliveries, to ensure it reflects the TlxHI expectations.

Changing or modifying a TlxHI without prior agreement can have serious safety implications for our team. If an inbound pallet is taller than our system is expecting, it could be put-away to an unsuitable storage location, causing product to fall from height and endanger the team members on the ground.

Deliveries received with a different TlxHI to the defined master TlxHI may be rejected. Approved TlxHI changes will also need to be updated in the GS1 NPC/CPC.



**TlxHI of 8x4:**

**TI** = Number of cartons per layer **(8)**

**HI** = Number of layers per pallet **(4)**





# 5.3 Pallet Configuration

NEW

## 5.3.2 Pallet Chimney, Gaps & Layer Height

### Chimneys within pallet configuration

A chimney is defined as a void in the centre of the pallet formation. Coles preference is that the pallet formation does not contain a chimney. If a chimney cannot be eliminated, and the carton is of good quality and robust manufacture, a chimney can be included in the layer formation. In this case the chimney must be minimised to ensure effective automatic depalletising.

### Gaps within layers

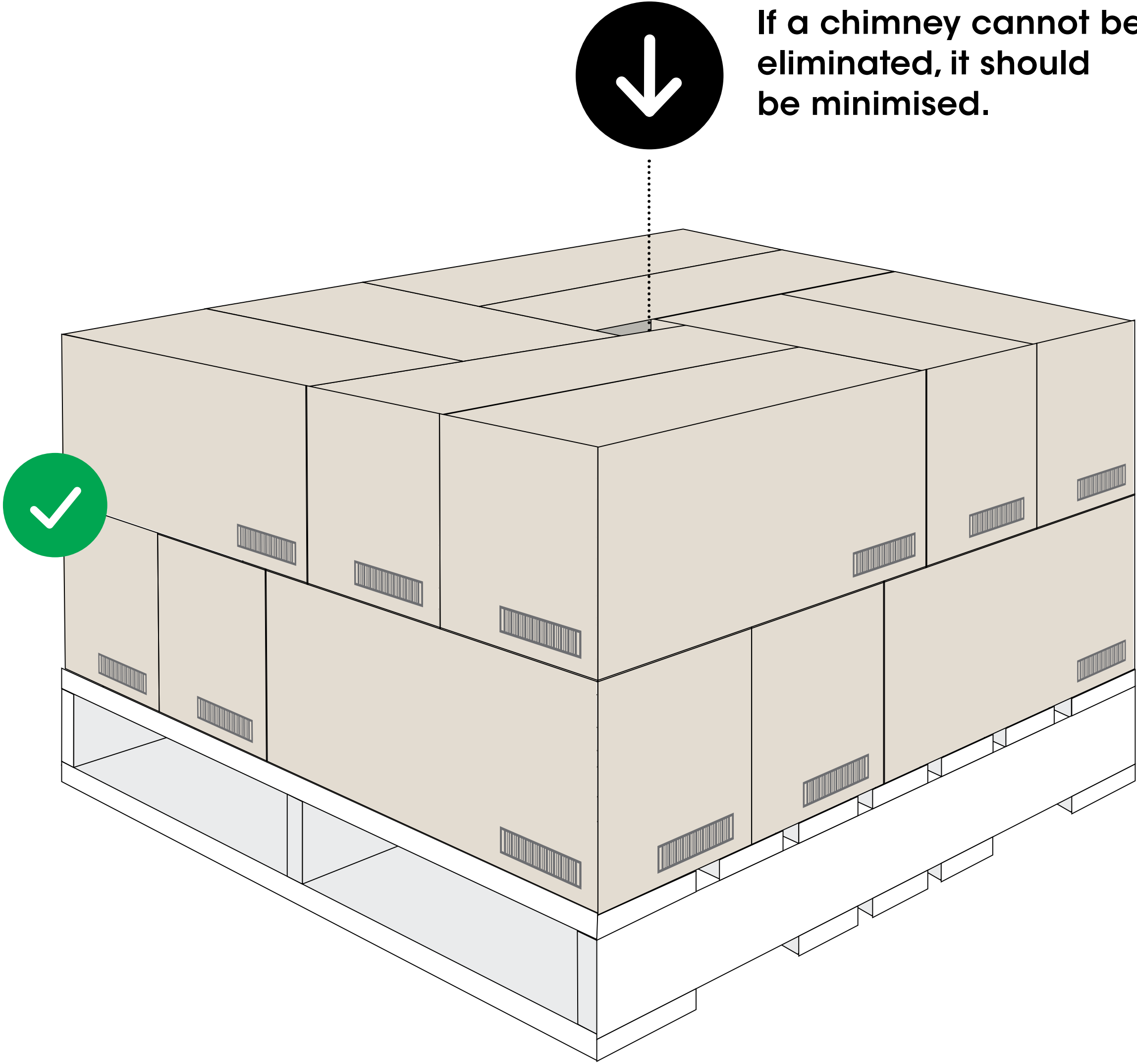
It is necessary that the cartons on each layer are placed alongside each other (touching) and do not include gaps between cartons. This will support the effective and safe automatic depalletising of pallets.

### Layer height requirement

Each full layer must contain the same number of cartons. The cartons must also be placed in a manner that maintains an identical carton height for each carton and for each layer.



[Click to view visual examples of incorrect pallet configurations.](#)





UPDATED

# 5.4 Pallet Stacking



Correct and safe stacking patterns are crucial when moving pallets through the supply chain. Consistent and effective stacking allows the pallets to remain stable in transit and prevents the top layer of trade units from falling or crushing the trade units below.

All pallets delivered into the Coles Supply Chain network must be stacked in an interlocking or hybrid pattern.

### Interlocking

An interlocking pattern is achieved by altering the orientation of the layer or carton 90° (depending on the pattern) while maintaining a consistent layer height.

### Hybrid

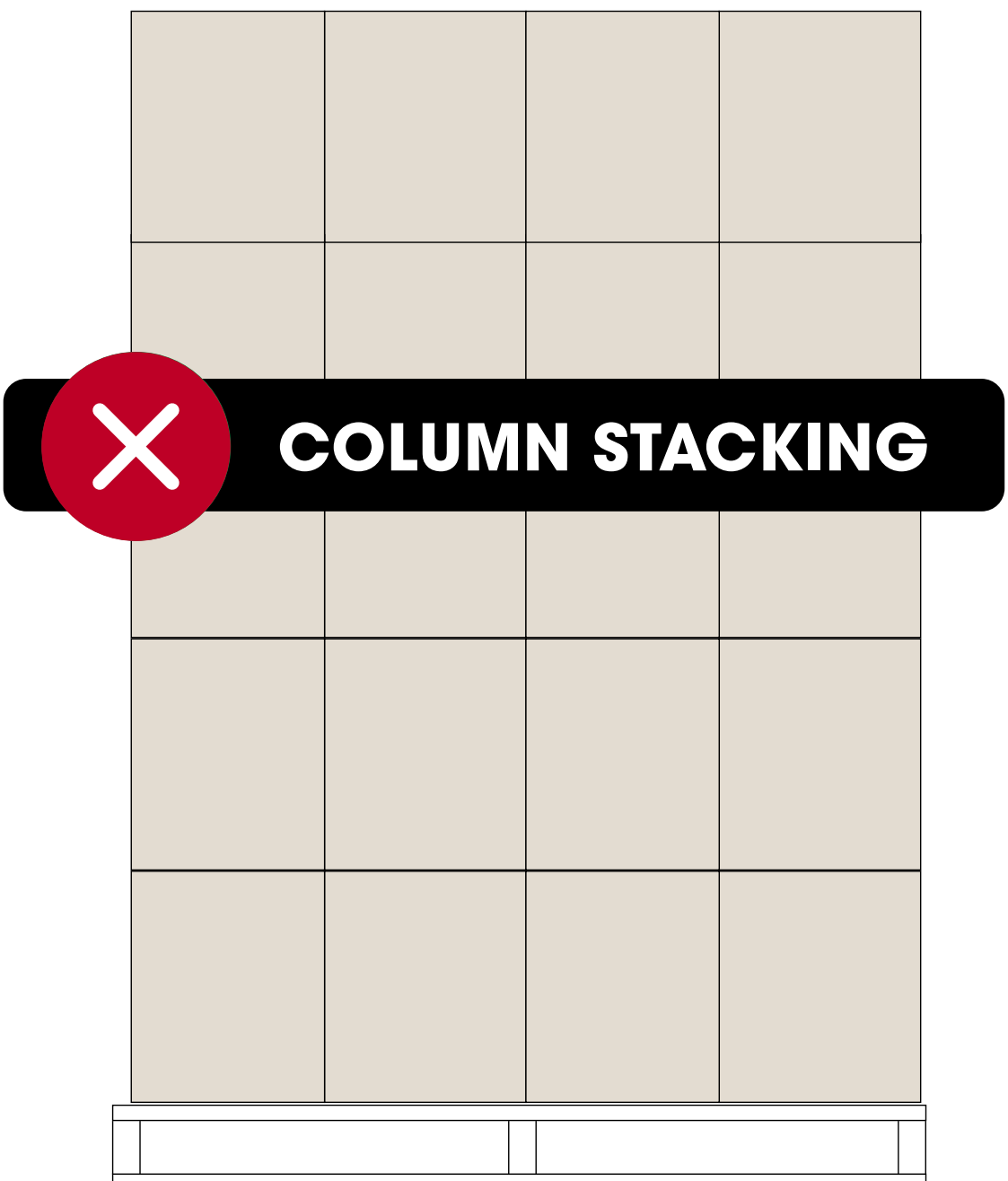
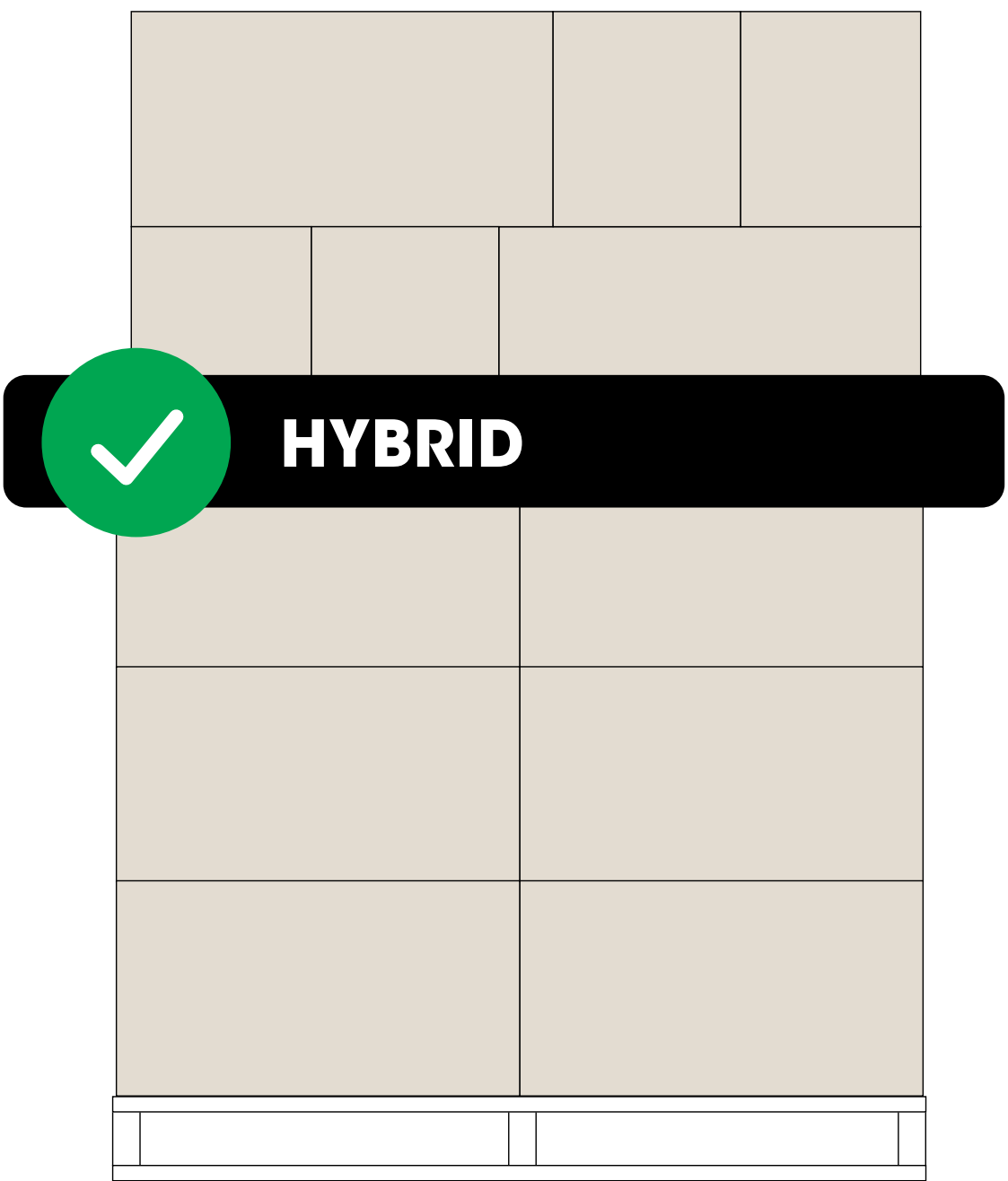
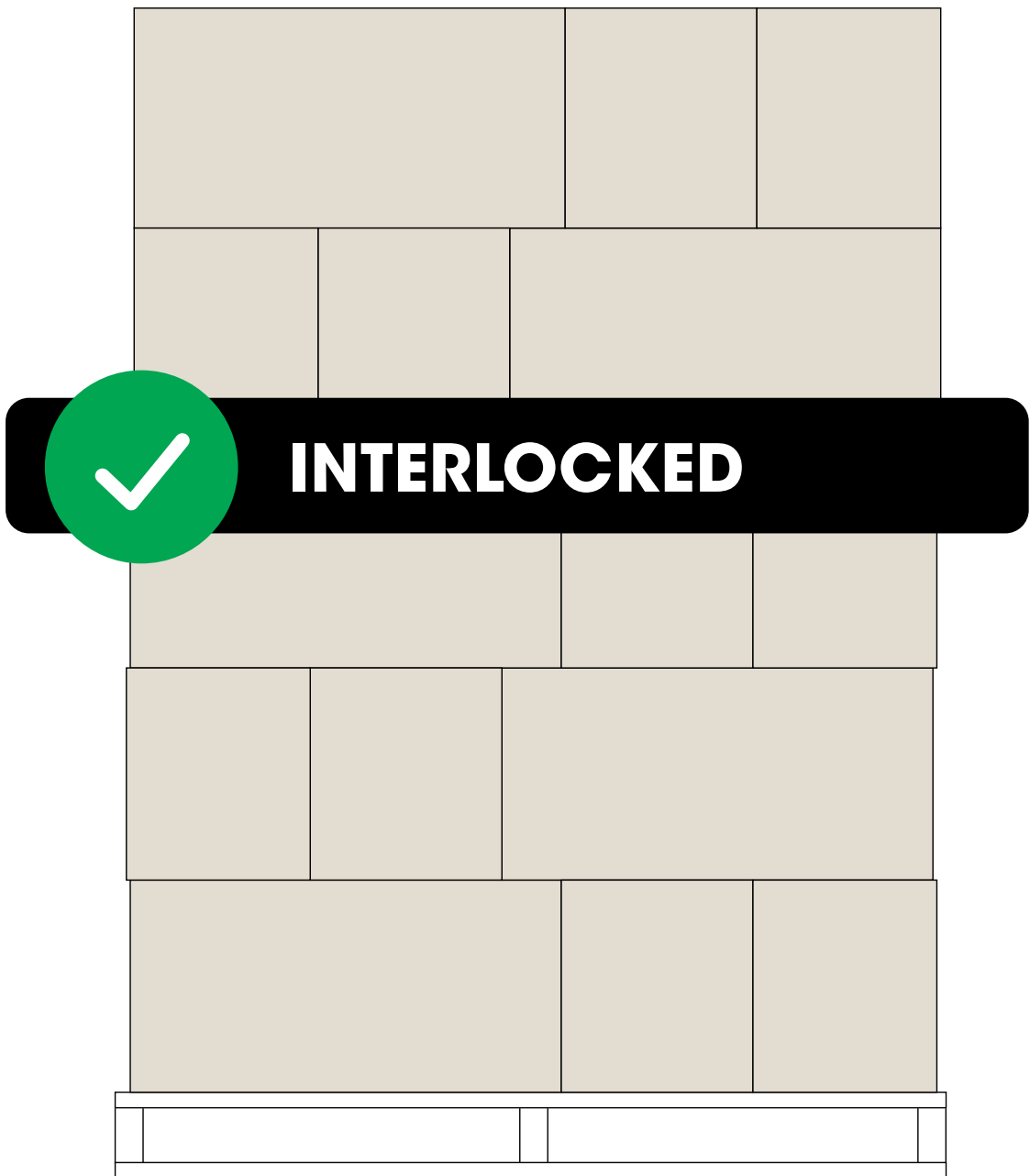
A hybrid pattern uses both column and interlocking stacking. Lower layers are column stacked and the top 1 or 2 layers are interlocked. When using the hybrid method, it is crucial that the lower column stacked layers remain stable once the top layers are removed.

### Column Stacking

Column stacking, where cartons are stacked on top of each other in towers or columns, is not recommended. This method is less stable and more prone to collapse than pallets stacked in an interlocking or hybrid pattern.



If column stacking has been explicitly recommended to support Shelf-Ready Packaging, or when using square cartons which can only be column stacked, the use of cardboard slip sheets at intervals throughout the pallet can help minimise some of these risks. **(Refer to section 5.6 for more Information).**





# 5.5 Pallet Utilisation & Overhang

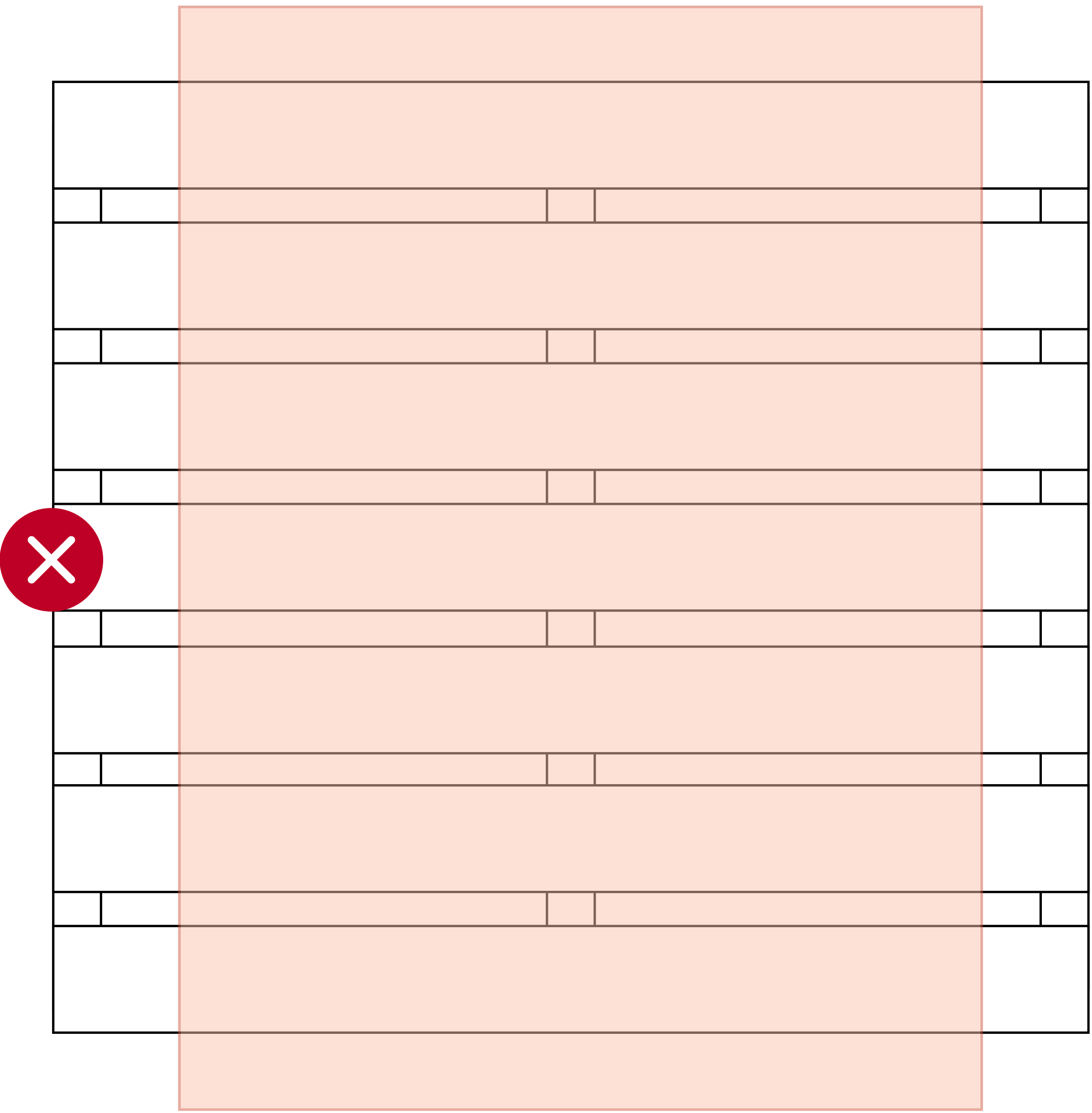
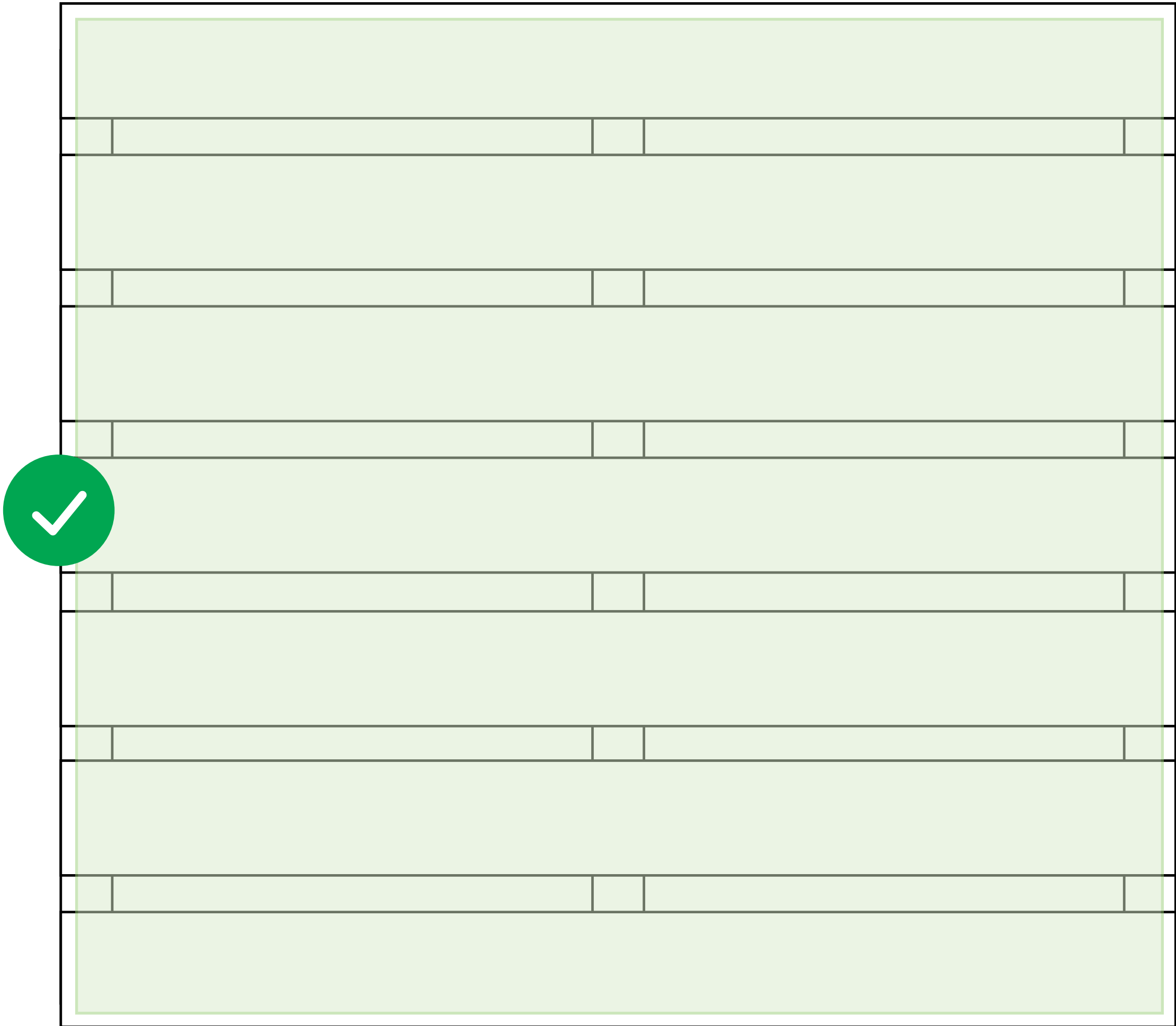


Pallets should be stacked in a way that maximises the full pallet without breaching the outer pallet footprint in any direction.

Narrow blocks of trade units that are confined to the centre of a pallet will provide poor lateral stability and are more likely to shift in transit as they cannot be supported by any surrounding pallets. This also does not allow for safe double stacking.



Blocks of trade units that are too wide or too long on a pallet creates overhang which prevents safe pallet transportation and storage through the supply chain. Pallets with trade units overhanging may be rejected.





UPDATED

# 5.6 Pallet Slip Sheets, Pallet Pads & Corner Posts

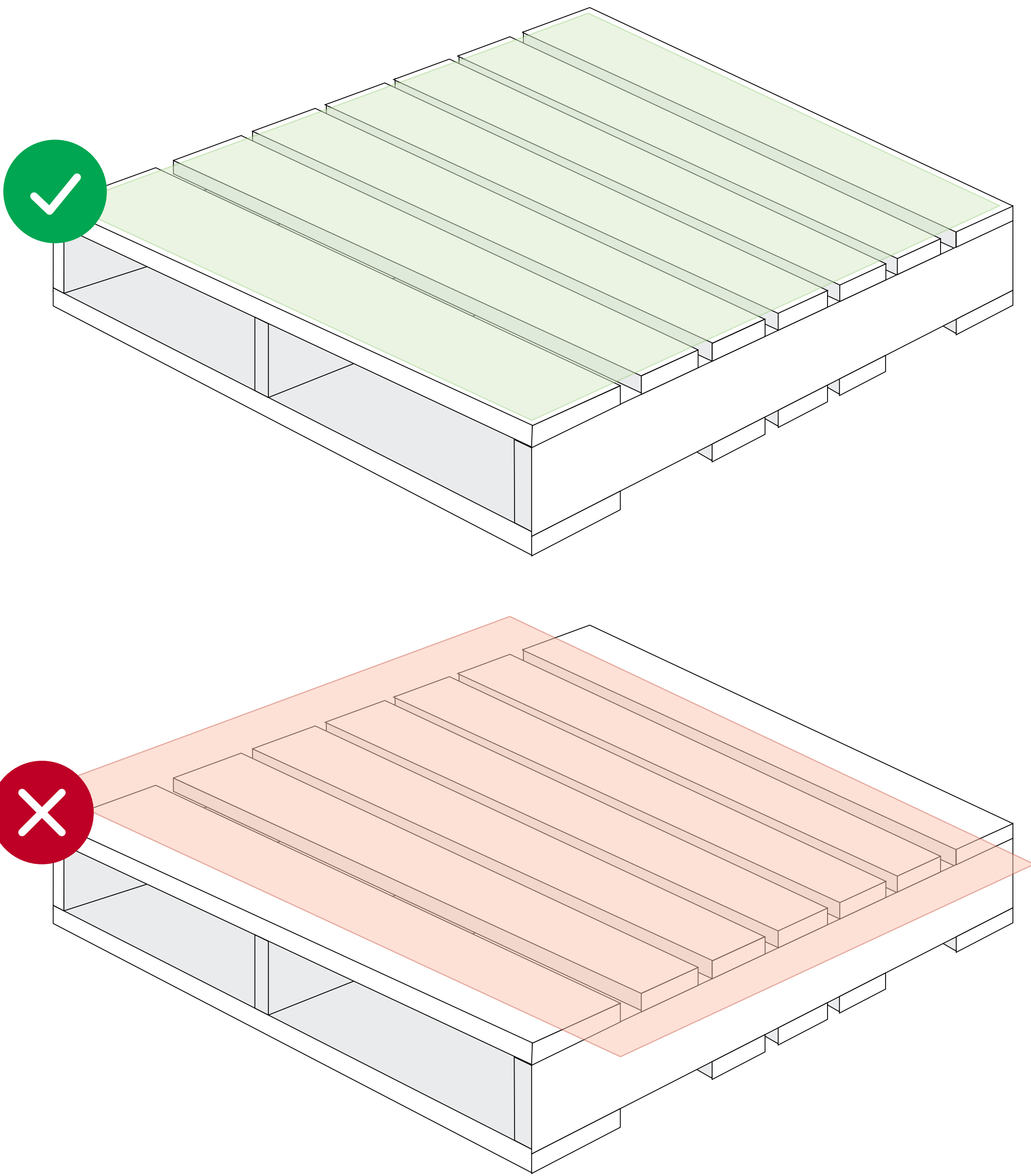
Cardboard slip sheets and pallet pads are permitted for use within the Coles Supply Chain network subject to the requirements below. These can provide valuable benefits such as preventing damage and contamination to base row cartons from nails, splinters and moisture.

**Pallet slip sheets and pallet pads must:**

- Be made from solid cardboard for safety and ease of disposal.
- Be at least the following grade:
  - ≥1mm for solid cardboard
  - ≥2mm for corrugated cardboard
- Be no larger than the pallet footprint (<1165mm x <1165mm.)  
For international dimensions please refer to **Section 9.6 (Container Packing)**
- Not be made from any non cardboard materials (i.e. paper, plastic, masonite, wood etc.)
- Not be glued to cartons.
- Not be folded.
- Not be formed to have sides, either as a base, walls or tray.
- Not be used as a formed pallet lid.
- Not consist of more than one part per layer.
- Not have any holes.
- Not be secured to pallet.

**Do not use:**

- Plastic straps.
- Horizontal edge protectors.



As they pose health and safety concerns for our team members as well as create additional waste, where possible refrain from utilising:

- Plastic film and cardboard pallet hoods. If used, they must sit flat on top of the pallet.
- Corner Posts. If used, it can only be made of cardboard and not glued or taped in place or secured to the pallet.



Please remember that packaging and palletisation materials such as plastic film and cardboard create additional waste that requires disposal. In line with our sustainability strategy, for environmental and efficiency reasons, we encourage our suppliers to use only what is strictly necessary to ensure safe and stable transport within the guidelines above.



**Click to view visual examples of incorrect use of pallet pads and slip sheet applications.**





UPDATED

# 5.7 Pallet Stabilisation

It is critical all pallets remain safe and stable throughout every stage of the Coles Supply Chain. This includes in transit, during the picking process and when placed into storage, which is at a significant height.



Pallets must remain square and secure, and show no evidence of collapse or load shift lateral movement. Load shift is consistently among the top five reasons for load/pallet rejection at our DCs.

### Good pallet stabilisation is achieved through:

- Appropriate trade unit design, manufacture and forming/gluing.
- An interlocked/hybrid pallet configuration that utilises the full pallet space.
- The use of interlayer stabilisation glue (PVA-based) or polymer during palletisation where necessary, subject to the requirement below.
- Proper use of stretch-wrap or perforated stretch-wrap, where required.
- Adequate support in transit using proper loading and restraints. Refer to **Section 4 (Driver and Vehicle)**.
- Ensuring available pallet space is used effectively.

### Do not use:

- Any tape.
- Wax.
- Excessive amounts of interlayer stabilisation glue/polymer.
- Glue that will cause damage to trade units.
- Narrow blocks of trade units.



Where interlayer stabilisation glue/polymer is used, the amount of adhesive cannot be excessive. For team member safety, a trade unit must not require greater than 20kg rolling force to detach/lift from the layer below. For automated depalletising, glue should not cause trade units from the layer below to be lifted or damaged in the process.





UPDATED

# 5.8 Pallet Wrapping



To ensure all inbound pallets are safe, stable and secure, they should be wrapped in a compliant and consistent manner.

Standard, clear stretch-wrap can be used for most applications. Where airflow needs to be maintained, use a perforated stretch-wrap. Coles does not prescribe the number of wrap passes or the wrap tension, it is the responsibility of the supplier to determine this based on specific product type and pallet configuration.

## Pallet Wrapping Level

To ensure pallets remain stable when flowing through the supply chain, it is fundamental that the pallet wrapping binds the block of trade units to the wooden pallet

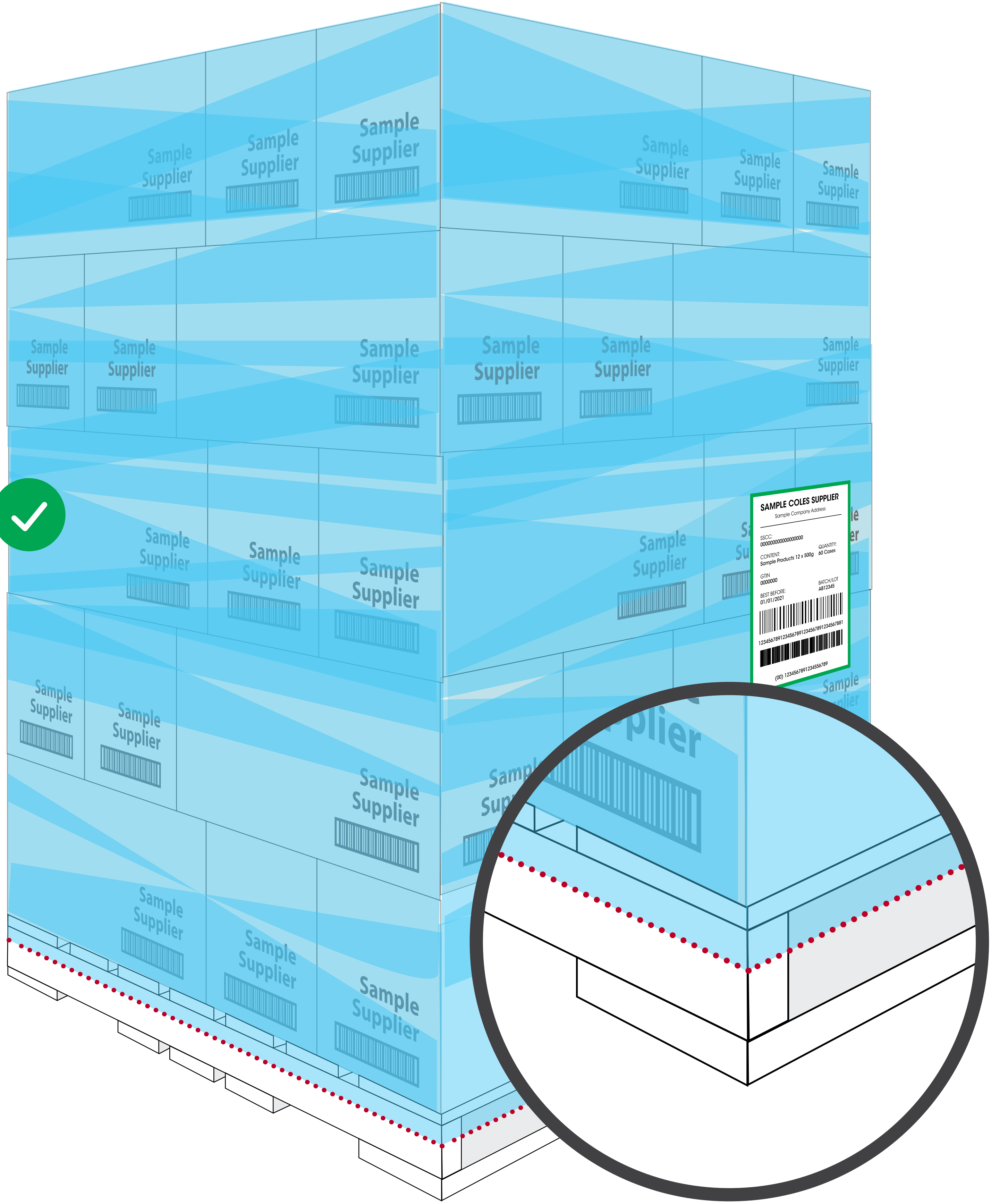
Whilst the industry standard allows for wrapping to cover 30%-50% of the wooden pallet, following an independent review, Coles prefers wrapping to cover no more than 33% of the wooden pallet. This has both benefits from a sustainability and health and safety perspective.

We encourage suppliers to utilise the National Transport Commission Restraint Guidelines and the below friction table to assess their optimal pallet wrapping level.

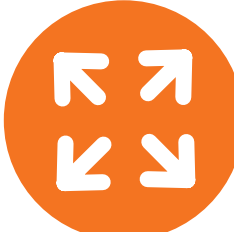
## Conforming to the National Transport Commission Load Restraint Guideline

To ensure stability during transit and to minimise handling risks in our DCs, maximising friction between palletised product is vital. Maximising friction may also provide opportunities for suppliers to minimise the quantity of pallet wrapping layers or passes required.

It is recommended suppliers look to achieve a static coefficient of friction of 0.5 between product layers as well as between the product and pallet. This may assist with meeting the Performance Standards listed in the National Transport Commission Load Restraint Guideline.



Pallet wrapping must bind the block of the trade units to the wooden pallet, anchoring to preferably a maximum of 33% (50mm).



[Click here for more information on conforming to the National Transport Commission Load Restraint Guidelines](#)





UPDATED

# 5.8 Pallet Wrapping



**All pallet wrapping must be:**

- Firmly secured with no loose, unsecured wrap, or trailing wrap 'tails' or 'dags'.
- Applied with a sufficient number of passes to hold all trade units to the pallet and help to prevent lateral movement, load shift or collapse.
- Applied so that trade units are anchored to preferably a maximum of 33% of the wooden pallet.
- At the correct tension to maintain stability without damaging product.
- Applied before pallets are labelled to ensure SSCC labels are over the wrapping and clearly visible.
- Preferably wrapped individually for part/sandwich pallets, not as a combined stack. If sandwich pallets are wrapped as one unit, SSCC labels need to be applied under the wrapping.

**Do not use:**

- Black or opaque film/wrap as this prevents visual identification of the product, scanning of the trade unit GTIN barcodes, and verification of packaging quality and supplied quantities.
- Other materials like nylon netting, string, plastic or rubber pallet bands.
- Tape or low adhesion stretch tape.

**Pallet Wrapping Consistency**

A simple T-bar attachment beside a wrap station (between the roll of wrap and the pallet) can improve the consistency of pallet wrapping.

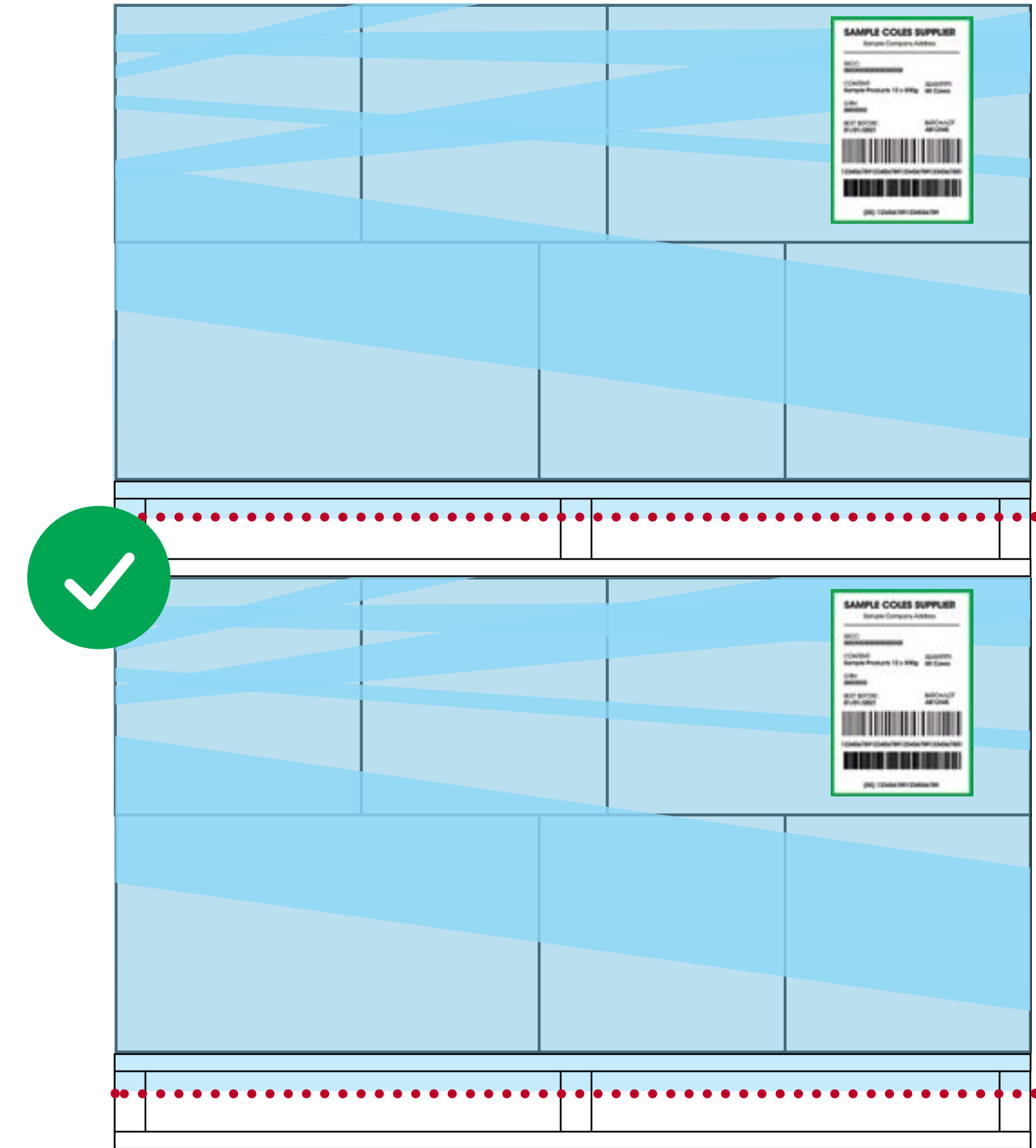
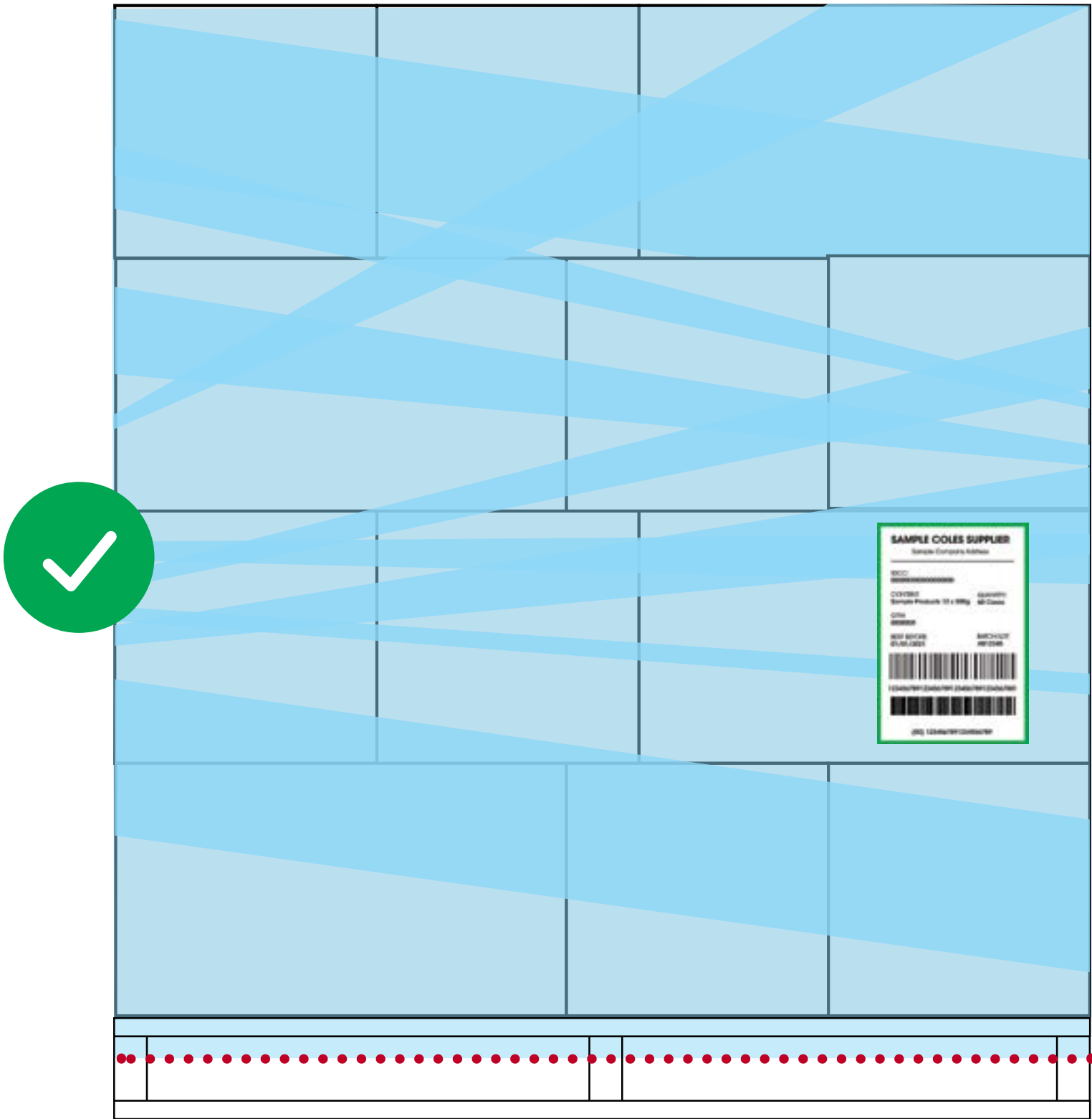
The T-bar gathers the wrap and creates a stronger anchor point that is less likely to dislodge or snag on pallet corners. This ensures the wrap is uniformly applied at exactly the right height.



Clear Low-Density Polyethylene (LDPE) wrap is preferred for sustainability and recycling purposes.



**Click to view visual examples of incorrect use of pallet wrapping.**



Sandwich pallets wrapped individually.

For more information about fresh produce specific requirements refer to **Section 5.14 Fresh Produce Pallets & Wrapping Standards.**





# 5.9 SSCC Pallet Labelling

UPDATED

## 5.9.1 Quality



SSCC Pallet Labels should be prepared in a consistent, structured format as shown in the examples.

**SSCC labels must:**

- Clearly show the relevant supplier details.
- Clearly identify all the required information about the product within the pallet (GTIN, Quantity, Date Code, unique SSCC etc).
- Use human-readable text and scannable barcodes.
- Use GS1-128 symbology, with appropriate Application Identifiers (AIs) for product type.
- Include barcodes at correct magnification and correct height (32mm).
- Be designed and printed to allow sufficient blank, white space in the left and right margins (~10mm) for the required quiet zones/ light margins. If print extends into these areas, scanners may not be able to read the barcode information.
- Be printed on matte, non-glossy/non-reflective label stock.
- Be free from print defects (please refer to Section 5.9.2).
- Be positioned correctly (please refer to Section 5.9.4).



For sustainability and recycling purposes please ensure SSCC labels are white background with black writing as this will allow for the pallet wrap to be recycled.

**SAMPLE COLES SUPPLIER**

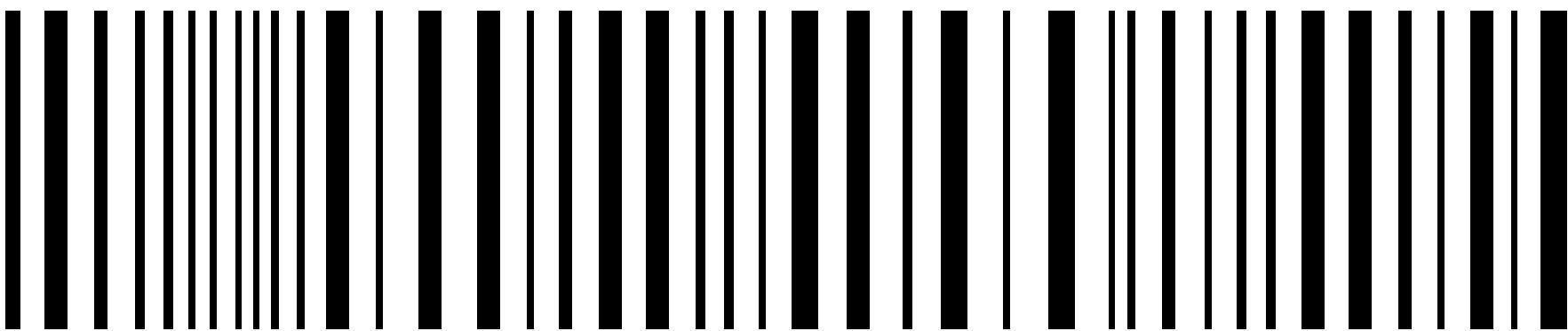
Sample Company Address

SSCC:  
123456789123455678

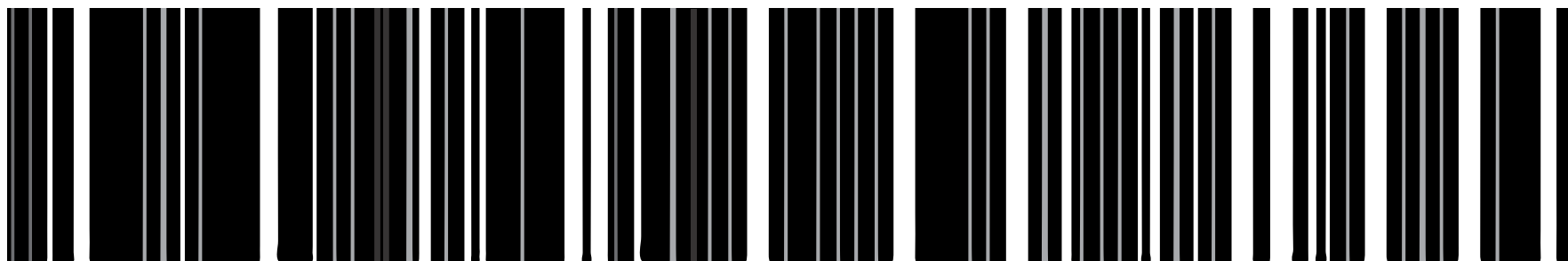
CONTENT:                      QUANTITY:  
Sample Products 12 x 500g    60 Cases

GTIN  
93391234567892

BEST BEFORE:                      BATCH/LOT  
01/01/2021                      AB12345



(02)93391234567892(37)60(15)210101(10)AB12345



(00) 123456789123455678

A6 Format (105mm x 148mm)





# 5.9 SSCC Pallet Labelling

UPDATED

## 5.9.2 Format & Encoding

### Fixed-Weight Product

Pallets containing trade units of fixed-weight product must have an SSCC label similar to the one shown in the example.

The label should provide all the key information about the product on the pallet - product description, GTIN, date code (Use By or Best Before, where applicable), quantity (of trade units), batch ID (where applicable) - and the unique SSCC (or Licence Plate/LPN) of the specific pallet.

### Variable-Weight Product

Pallets containing trade units of variable-weight product (like meat or poultry) must be labelled with the product description, GTIN, date code (Use By or Best Before, where applicable). The label must also include total net weight of product on the pallet, shown in kilograms to two (2) decimal points i.e. Net Weight: 82.45kg. Net weight must also be reflected on the invoice.

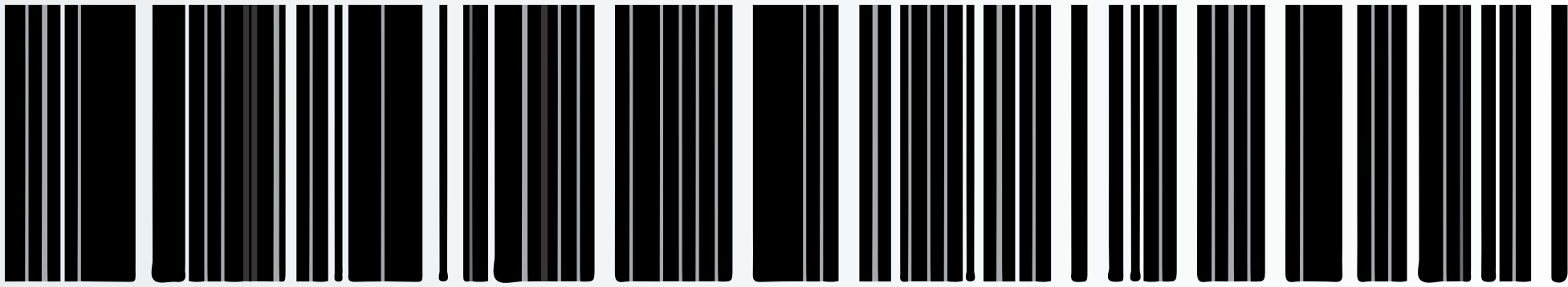
### Standard SSCC Pallet/Logistics Label

Note the information in the scannable lower section (barcode) must always be reflected in the human-readable text in the upper section.

SSCC pallet labels use GS1-128 symbology which allows multiple pieces of information to be encoded in a single barcode. The barcode is split into sequential parts by Application Identifiers (the numbers shown in brackets). For example, "(02)" for the GTIN of the item contained within a logistics unit and "(37)" for quantity.

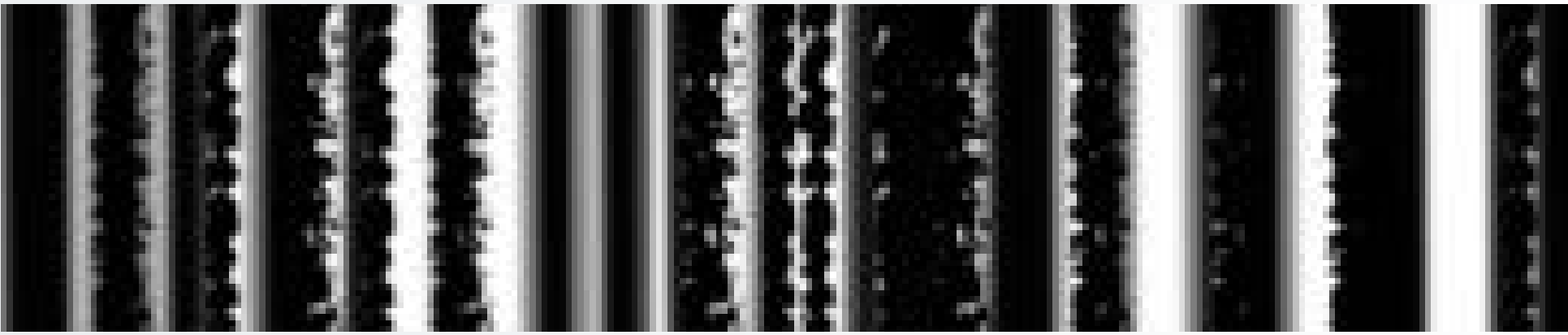
### SSCC pallet labelling

- Be sure to regularly check print quality to ensure there are no defects like split bars, edge bleed or faded and incomplete printing. Using a horizontal bearer bar on your SSCC pallet labels will allow you to quickly identify any faults, like vertical lines, which otherwise may not be immediately obvious within a barcode.
- Labels should be printed on high quality label stock that is appropriate for the temperature environment. Freezer and chilled chambers will require higher-grade label stock than ambient environments.
- When applying labels, ensure they are smooth with no warping, folding, creasing, or ripping. Avoid applying labels across two or more cartons as they can become torn and un-scannable when product moves during transit.



### Please note:

- Defective or misprinted barcodes cannot be scanned effectively at Coles DCs.



SSCC pallet labels must be of a high quality so they can be efficiently scanned at Coles DCs.





# 5.9 SSCC Pallet Labelling

## 5.9.3 Elements

**SSCC:**

Unique Serial Shipping Container Code (SSCC) of the pallet in Human-Readable and scannable (barcode) format. Within the GS1-128 barcode, SSCCs are always preceded by the “(00)” Application Identifier.

**GTIN:**

GTIN (of the Trade Unit contained on the pallet) in Human-Readable and scannable (barcode) format. GTIN barcodes within pallet labels are preceded by the “(02)” Application Identifier (where used with the “(37)” Application Identifier).

**SAMPLE COLES SUPPLIER**  
Sample Company Address

SSCC:  
123456789123455678

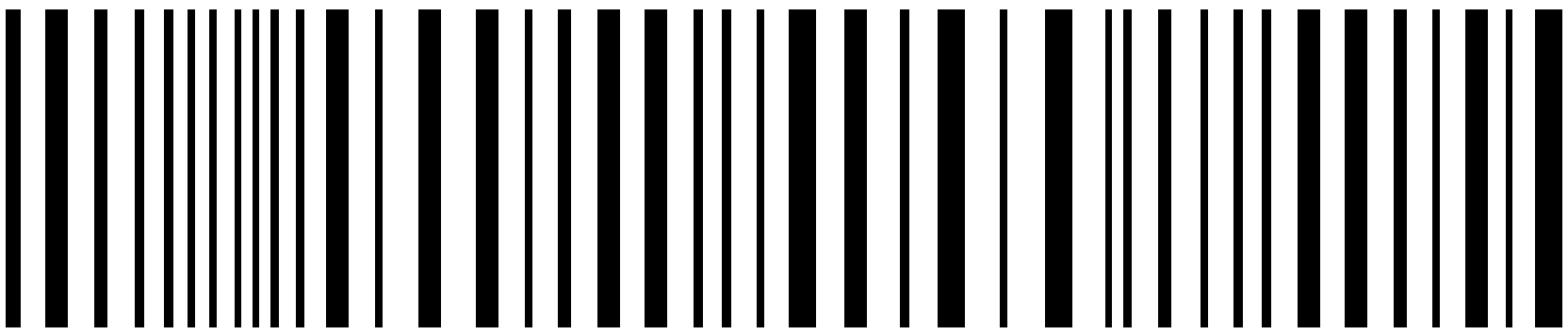
CONTENT:  
Sample Products 12 x 500g

QUANTITY:  
60 Cases

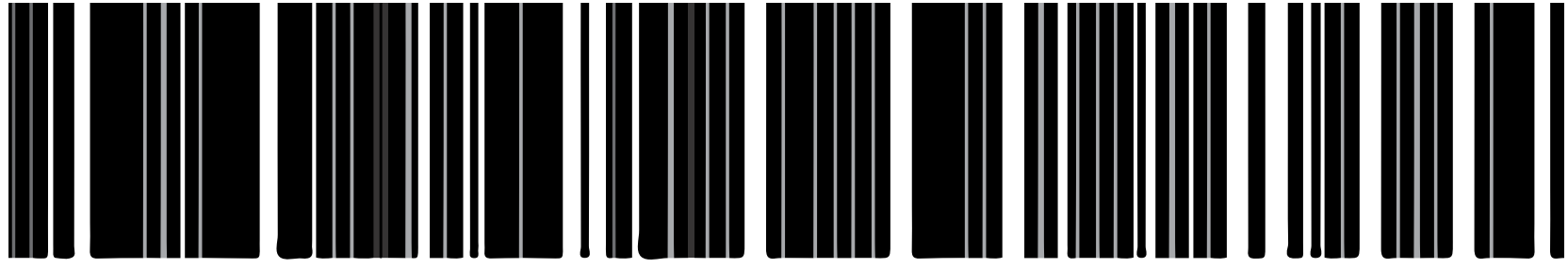
GTIN  
93391234567892

BEST BEFORE:  
01/01/2021

BATCH/LOT  
AB12345



(02)93391234567892(37)60(15)210101(10)AB12345



(00) 123456789123455678

**Quantity, Batch and Best Before:**

Quantity/Count (of trade units on pallets), Best Before (or Use By) Date and Batch Details in Human-Readable Format and scannable (barcode) Format.

**Count/Quantity:**

Count/Quantity within a GS1-128 barcode is preceded by a “(37)” Application Identifier, Best Before Dates are preceded by a “(15)” AI, Use By Dates by a “(17)” AI and Batch by a “(10)” AI. (Note that dates are in YYMMDD format within the scannable section but in DDMMYY format in the human-readable section).

<

>



# 5.9 SSCC Pallet Labelling

## 5.9.4 Position

**SSCC Pallet Labels must be applied:**

- At a height of between 400mm-800mm from ground level.
- For pallets under 400mm, please place label as high as possible.
- Indented 50mm-100mm from right hand edge of the wooden pallet.
- Only one label per fork entry.
- Reflecting total pallet contents on each label.
- Over or outside the pallet wrapping if standalone, single SKU pallets.
- Under or inside the pallet wrapping if multiple SKUs are combined on pallet.



Pallets or logistics units supplied into Coles DCs need to have two (2) SSCC pallet labels - one per side – applied to the fork entry sides of the pallets.

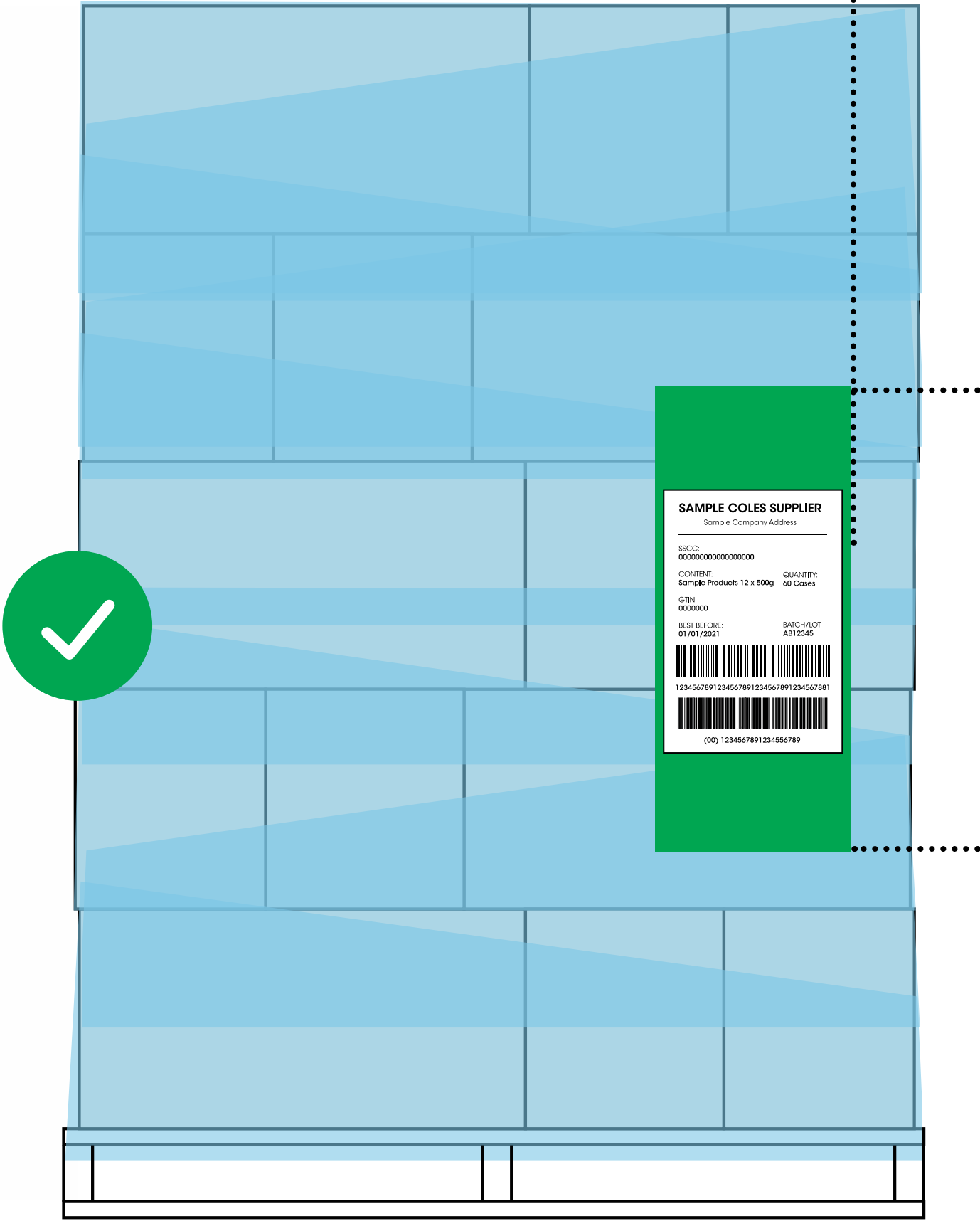
The SSCC number on each pair of labels must be identical on the front and back of the pallet. The number cannot be shared with any other pallet currently within the supply chain.

SSCC numbers must not be reused within a 12-month period. If a rejected pallet SSCC number has been associated with an ASN, a new SSCC label will need to be applied before redelivery as the same SSCC cannot be associated with multiple ASNs.



Pallets with multiple, conflicting SSCC pallet labels, or pallet labels that have been incorrectly positioned, impact our ability to scan and receive your loads and may be rejected.

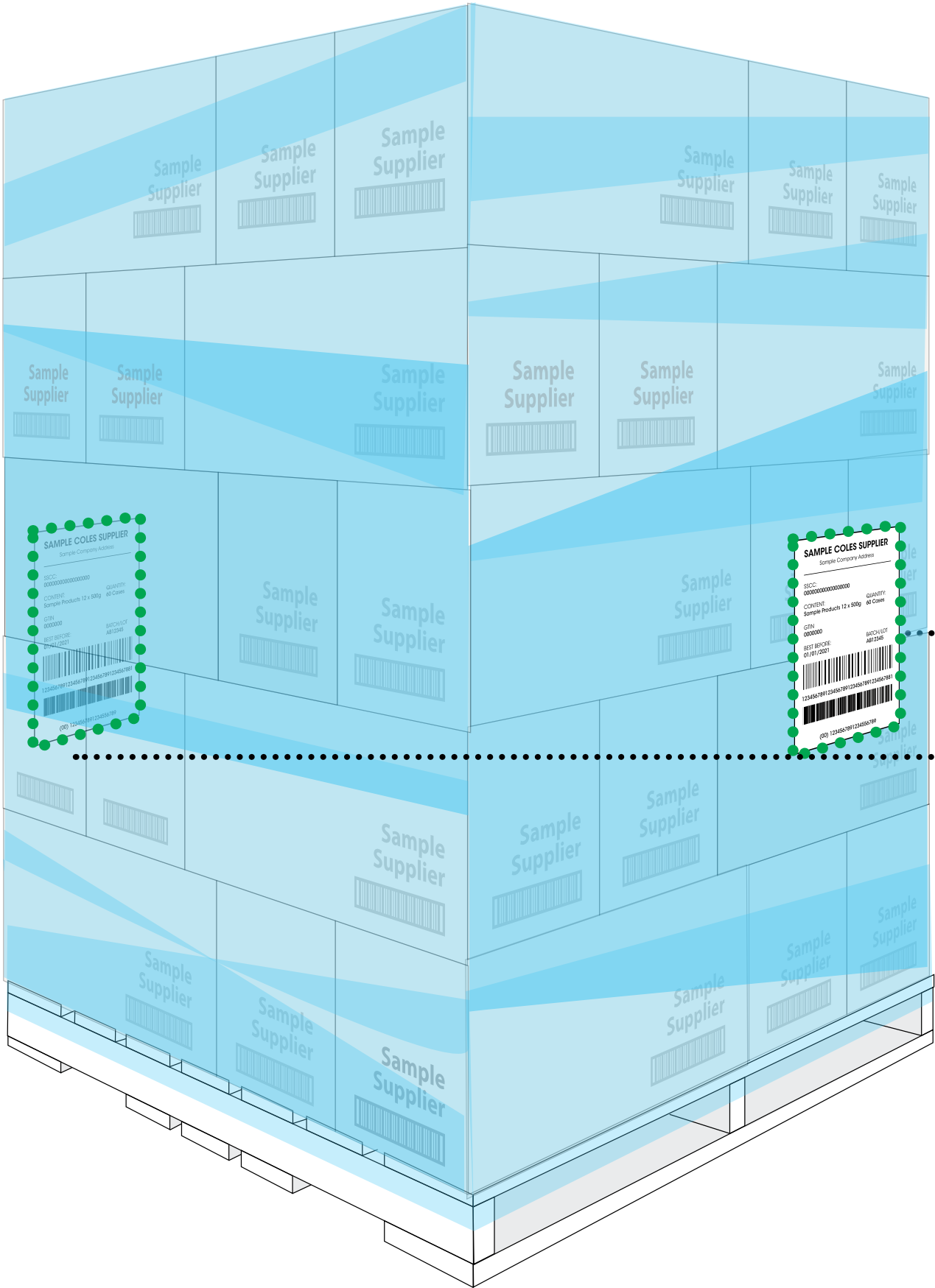
50-100mm from the right hand side of the wooden pallet footprint.



400-800mm from ground.



Do not place anywhere other than the right hand fork entry side 50-100mm indent.



1st Label fork entry point  
2nd Label fork entry point

**SSCC labels must be placed on BOTH right hand side of the pallet's forklift entries on top of the pallet wrap.**





UPDATED

# 5.10 Display Pallets & Pre-Pack Units

Off-Location Displays and Pre-packed Units can be a valuable merchandising opportunity for your products, but it is essential that the flow of these units is properly managed through the supply chain network. Quarter and half pallets should be stretch-wrapped separately.

**Pre-Pack Units must be:**

- Delivered on either CHEP or Loscam pallets, or as a nested pallet.
- No more than 16kg/unit (units will be manually picked for stores) or as per approved risk assessment via Coles Supply Chain team and Coles National Safety team.
- Supplied with a suitable outer carton, properly secured to contain the unit.
- Labelled on the outer carton and include non-standard item ID, item description, GTIN barcode, gross weight and any relevant caution labelling.

**Display Pallets must be:**

- Delivered on either CHEP or Loscam pallets, or as a nested pallet.
- No more than 16kg/unit (units will be manually picked for stores or as per approved Risk Assessment via Coles Supply Chain team and Coles National Safety team).
- Labelled and include non-standard item ID, item description, GTIN barcode, gross weight and any relevant caution labelling.

**Nested Pallets**

- Coles can only accept CHEP or Loscam pallets so cardboard display units and cardboard pallets need to be “nested” on either a standard CHEP or Loscam pallet for DC distribution.

**Nested Pallets must be:**

- Secured to the primary pallet by plastic strapping (preferably incorporating the display unit and secured by two intersecting plastic straps).
- Include the height of the additional pallet when advising Coles of dimensions (to ensure safe storage and transportation).



[For more information and to download a Display Pallet Toolkit visit the Trading Partner Forum Display Pallet Toolkit \(formerly ECRA\)](#)



Coles Express requires nested pallets to be clearly marked with their Coles Express APN barcode and total quantity.



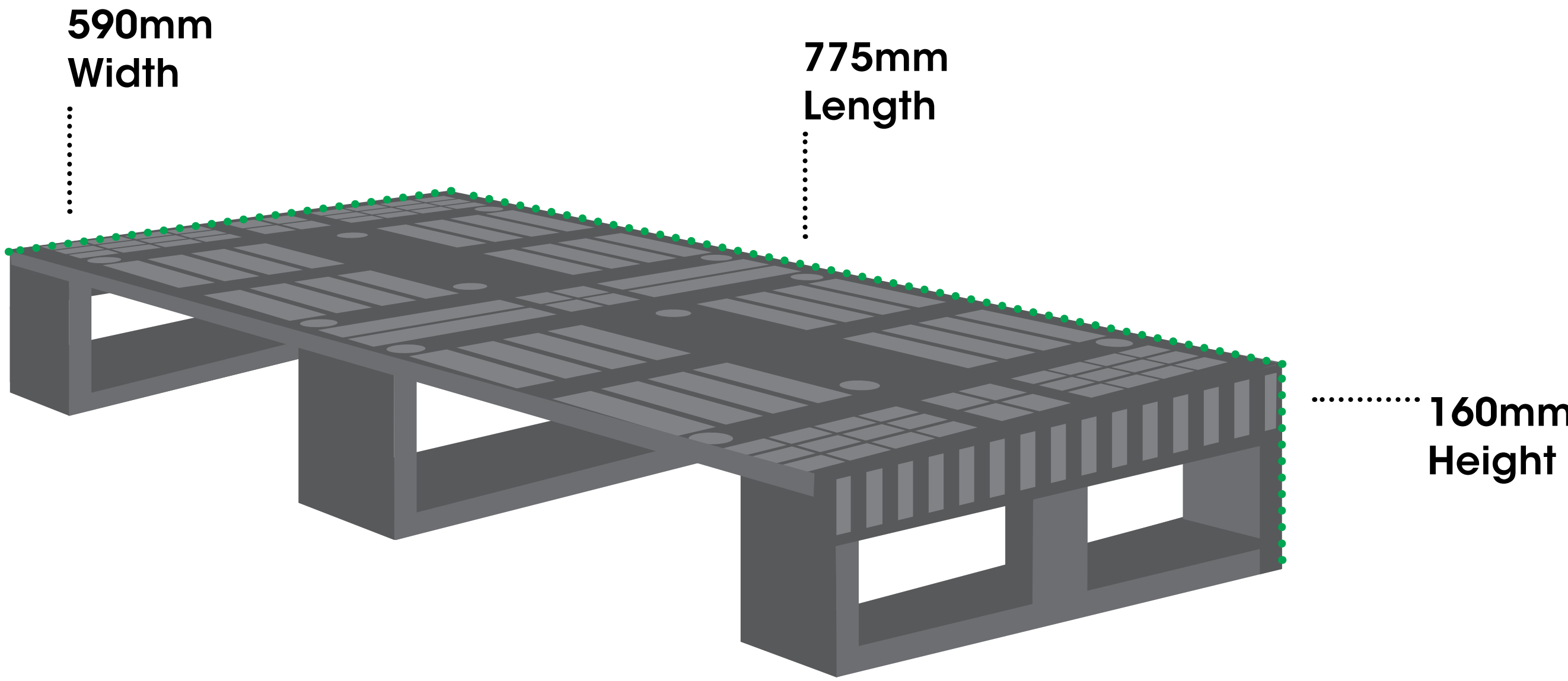
UPDATED

# 5.11 D-Pallets

CHEP Plastic Display Pallets or “D-Pallets” provide faster, more efficient store replenishment of certain high volume products.

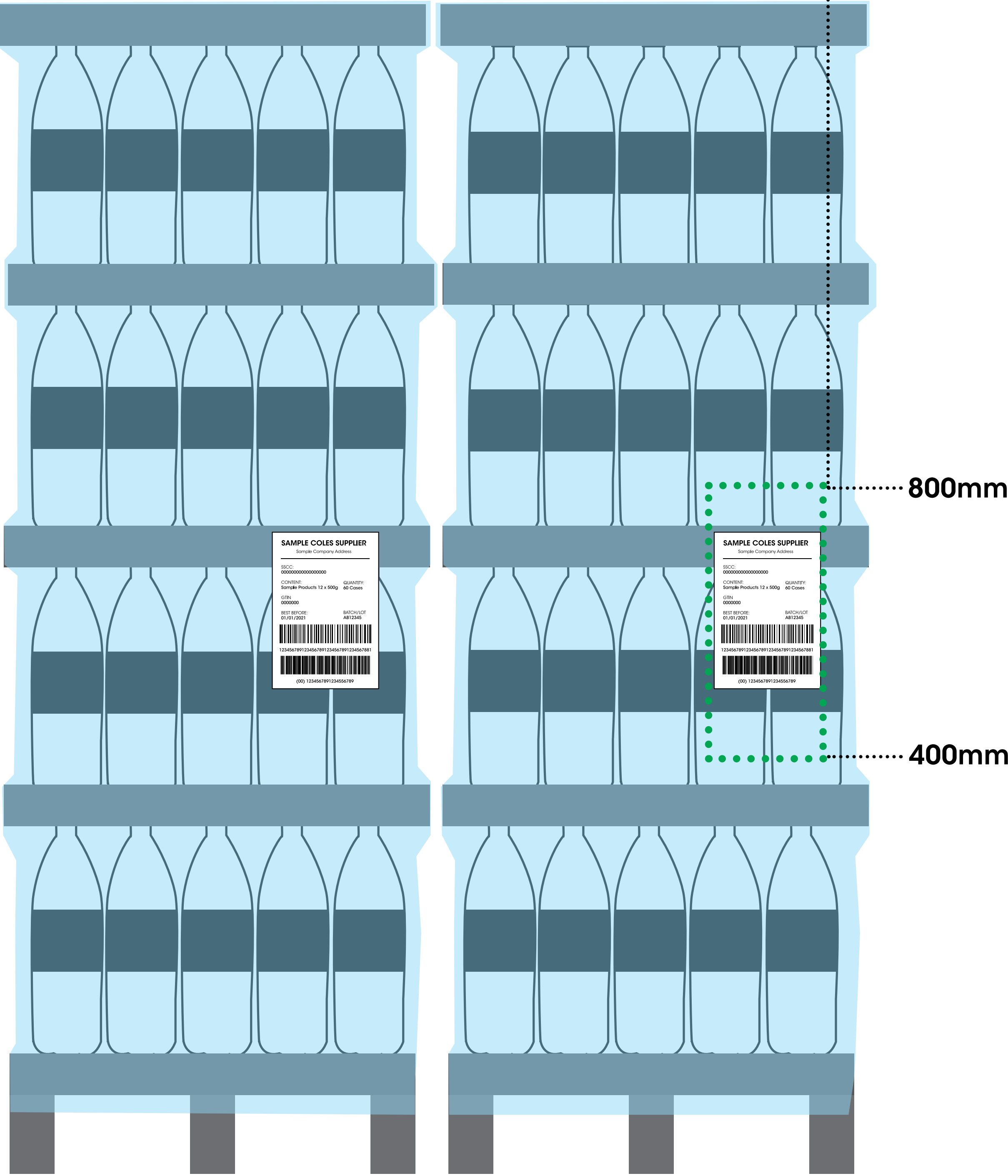
It is important that D-Pallets meet the following criteria:

- 775mm Length
- 590mm Width
- 160mm Height
- 500kg Weight/Safe Working Load
- SSCC labels applied on both fork entry sides (as per standard CHEP pallets)



The Coles Supply Chain team and your Category Manager can confirm D-Pallet suitability for your product range.

50-100mm from the right hand side of the pallet footprint.





UPDATED

# 5.12 Multi-SKU Pallets

## (Fresh Produce, Flow-Through, Faster, Fresh Flows & Liquor Only)

Products supplied into the Coles network are to be on a 'one SKU per pallet' basis. However, Coles allows up to four (4) products to be combined on a single pallet when they have been ordered in less-than-layer quantities. This is only applicable for Fresh Produce, Flow-Through, Faster, Fresh Flow, and Liquor, and provided the pallets meet the requirements outlined below.

Multi-SKU Pallets can drive significant reductions in the cost of transportation for suppliers. However, as it adds complexity to the Coles Network by manually transferring multiple products to separate pallets at the point of receipt, the requirements below are critical.

The correct use of multi-SKU pallets has numerous benefits including:

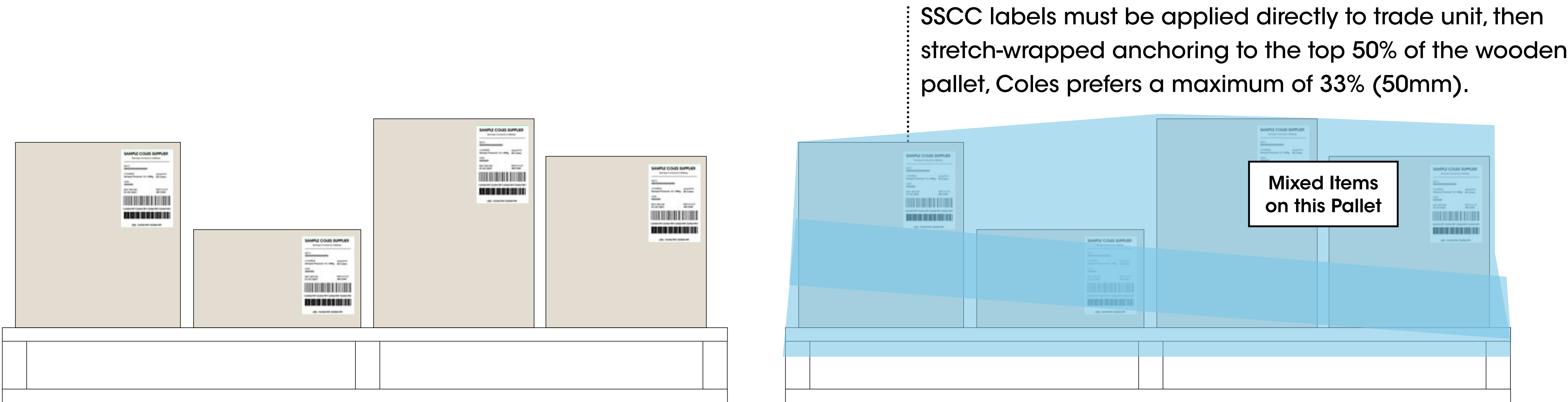
- Fewer pallets to hire, build, wrap, and prepare.
- Greater cube utilisation in transit.
- Greatly reduced per-pallet transport costs.
- Less product damage (isolated cartons on separate, stacked pallets are more likely to crush).

### Multi-SKU Pallet Requirements

In approved circumstances, multiple items per pallet can be accepted only when ALL of the following criteria are met:

- All of the products involved have been ordered in less-than-layer quantities. Any product ordered as one layer or greater warrants its own separate pallet. All of the products are part of the same Purchase Order (PO). No more than four (4) products may be consolidated to a single pallet.
- Each of the items are clearly segregated to allow for easy identification and efficient transfer. Product should be stacked either in four clear rows by SKU, or in a one SKU per corner configuration.

- Each product has its own SSCC pallet labels, applied to the front and back trade units of the relevant product block (DC team members will need to scan-receive each SKU separately, as they would for separate pallets).
- SSCC labels should be applied directly to the trade units and prior to pallet wrapping as DC team members will dispose of the wrapping and will require SSCC labels to remain intact for receiving.
- Prominent labels should be affixed to the finished pallet (fork entry sides), highlighting "Mixed Items On This Pallet".





# 5.13 Multi-Coded Pallets (MCPs)

Coles allows Multi-Coded Pallets (MCPs) deliveries in the network provided they meet the industry approved process.

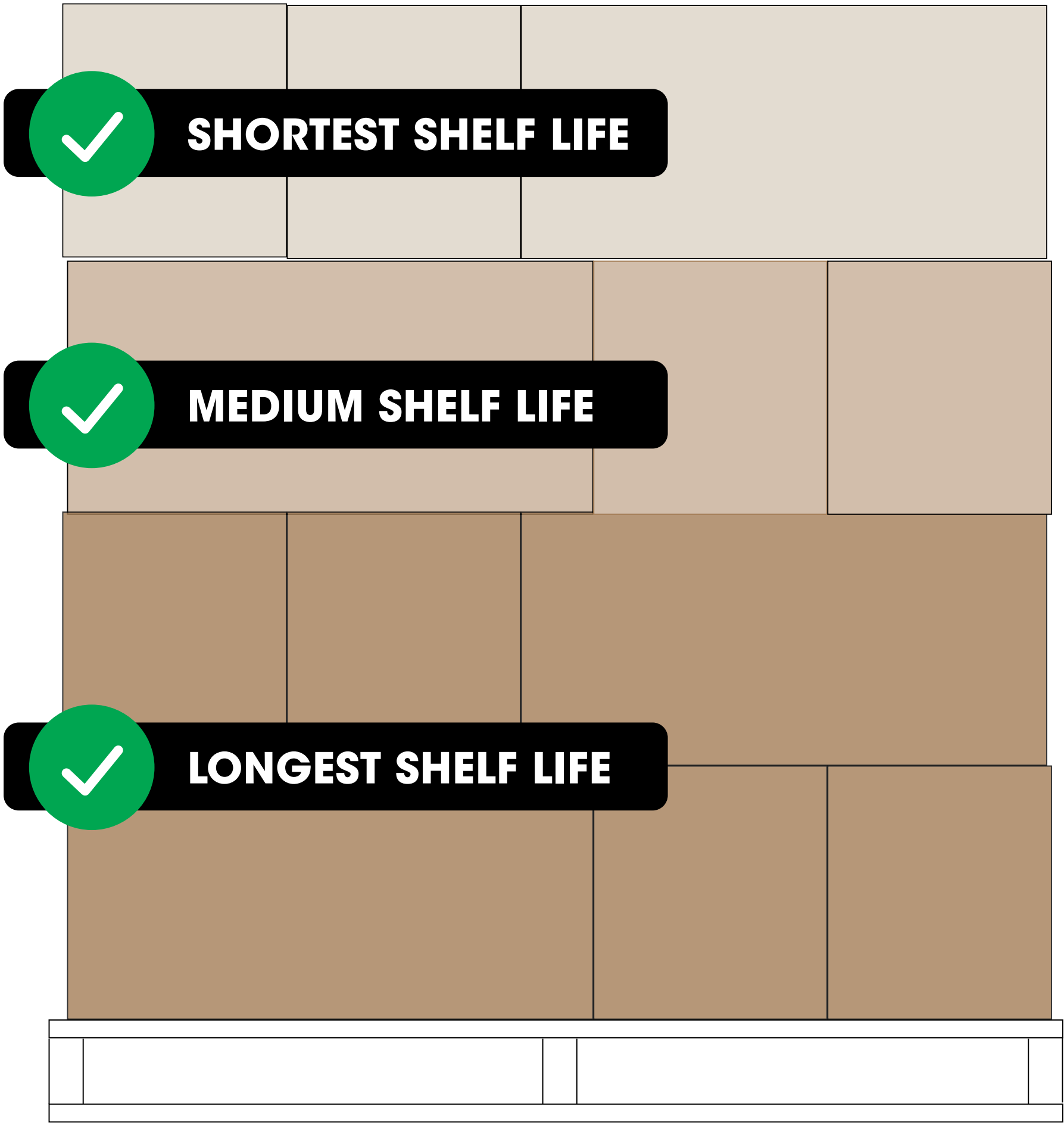
To properly consolidate two (or more) date codes of the same product on a single pallet, suppliers must:

- Build the pallet in correct date rotation with the freshest stock (longest expiry) at the base of the pallet, and oldest stock (shortest expiry) on the top. This allows product to be picked and despatched to stores with the optimal shelf-life.



Unless otherwise agreed with your Coles Supply Chain Team, where expiry dates are within 5 days of the shortest expiry date, the date rotation build is not required as store shelf-life will not be adversely impacted.

- Ensure that none of the consolidated date codes breach Minimum Life On Receipt (MLOR) requirements.
- Ensure the combined quantity of trade units supplied on the pallet is reflected in a single SSCC pallet label on each fork entry side (instead of multiple pallet labels for each part quantity).
- Ensure the shortest Use By/Best Before date (shortest expiry) is referenced on the SSCC label.
- Ensure the TlxHl of the pallet is not exceeded (i.e. no additional cartons are stacked above the ordered TlxHl).
- Affix an adhesive label (A6-A4 format) which denotes "MCP" or "Multi-Coded Pallet" next to the SSCC pallet label.
- Ensure that any ASN messages correctly capture the consolidated information.
- Ensure traceability of ALL dates can be maintained in the event of withdrawals or recalls affecting any component date or batch. This is vital since the SSCC pallet label will only reflect a single date code for the entire pallet.



A correctly rotated Multi-Coded Pallet has the freshest stock at the base and shorter shelf-life stock at the top. If expiry dates are within five (5) days of the shortest expiry date, a date rotation build is not required. Once a pallet is wrapped, a "Multi-Coded Pallet" label should be applied next to the SSCC pallet label.



For more information and to download [Trading Partnerorum Multi-Coded Pallets Guidelines \(formerly ECRA\)](#).





NEW

# 5.14 Fresh Produce Pallets & Wrapping Standards

Due to the nature of fresh produce products, pallet and wrapping standards differ from the requirements outlined in the previous sections. It is still essential for deliveries to be secure and safe during transportation and the following requirements are to be used in conjunction with the previous sections where applicable.

**All deliveries to Coles DCs must be:**

- Straight, square, stable and secure.
- Delivered safely either interlocked, hybrid or column stacked and secured to the pallet with appropriate restraints.
- Stretch-wrapped in a safe, compliant and consistent manner with no loose or trailing “tails” or “dags”.
- Fitted with cardboard corner posts on cartons where slippage is likely (if non-interlocking).
- Fitted with a pallet cap if the top of the pallet is open, this can be plastic or cardboard provided they offer adequate protection. This is to stop foreign objects from falling on trade units.
- Loaded with heavy stock on the bottom and lighter stock on the top.

**Pallet and load securing**

- The top two layers of crates and cartons must be secured with wrap.
- When travelling interstate pallets that are higher than 1.8m must have the centre of the pallet secured with wrap.
- The bottom layer of cartons and crates must be secured to the pallet with pallet wrap.
- Sandwich pallets must be individually wrapped.
- Cardboard trays that do not interlock and cross stack must be wrapped and be fitted with cardboard corner posts.

**Multi-SKU Pallets**

Fresh produce deliveries also allow for Multi-SKU Pallets, provided they comply with the requirements, please refer to [Section 5.12 \(Multi-SKU Pallets\)](#).

**Ventilation**

Where ventilation is required, use a perforated stretch-wrap or butterfly wrap to secure loads in a manner that promotes airflow. Products that do not need ventilation should be fully pallet wrapped from top to bottom and secured to the pallet. This applies to product in cartons, crates, polystyrene boxes or in any other packaging.





NEW

# 5.14 Fresh Produce Pallets & Wrapping Standards

It is critical all pallets are safe and stable at every stage of the Coles Supply Chain. This includes in transit, the picking process and when placed in storage, which is often at a significant height.

### Securing product with tape

Securing fresh produce with tape is not the preferred option and it is Coles' intention to phase this type of pallet restraint out pending a further review.

#### This approach is due to the following reasons:

- Tape is not as strong or effective at restraining loads and it can come loose causing issues for product and team member safety.
- Potential for compromised strength for effective restraint of load.
- Health and safety – tape could cause entanglement and trip hazard.

#### If you must use tape:

- Use only heavy duty, specific low-adhesion tape.
- No domestic or standard sticky tape is to be used.

#### Make sure tape is:

- Firmly secured with no loose ends.
- Not excessively used.

#### Applying tape to the pallet:

- Wrap around the top layer and the bottom layer.
- Use a criss-cross pattern to wrap the lower top and middle layers.

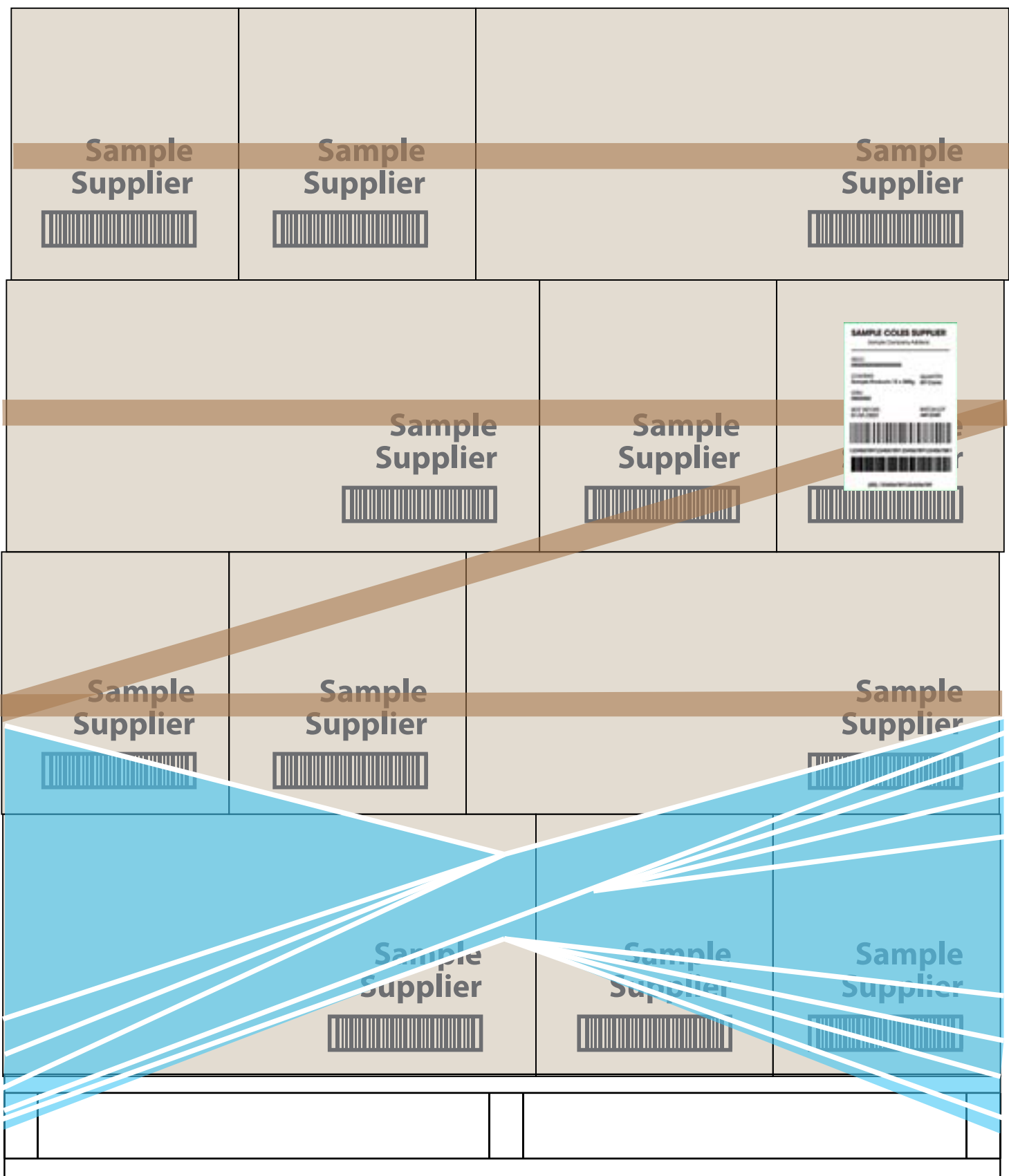
### Securing product with glue

Cartons which require ventilation must be secured with tape or stretch-wrap and are to be glued together.

#### When using glue:

- The base of the carton is glued to the lower carton.
- The bottom layer of cartons are glued to the pallet.
- Do not use excessive amounts.

Cartons must be secured to the pallet using stretch-wrap covering 30-50% of the pallet board.



Only use heavy duty, specific low adhesion tape.



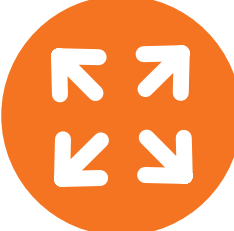




NEW

# 5.14 Fresh Produce Pallets & Wrapping Standards

## Returnable Plastic Crates Pallets



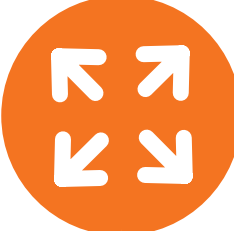
	Full Height Pallets	Standard Pallets	Sandwich Pallets (both crates and cartons)
No Ventilation	Interstate sourced greater than 1.8m and less than 2.4m	Locally sourced 1.8m and below	Must be individually wrapped
	<ul style="list-style-type: none"><li>Product wrapped from top to bottom and secured to the pallet.</li></ul>	<ul style="list-style-type: none"><li>Product wrapped from top to bottom and secured to the pallet.</li></ul>	<ul style="list-style-type: none"><li>Product wrapped from top to bottom and secured to the pallet.</li></ul>
Ventilation	<ul style="list-style-type: none"><li>Secure product with perforated stretch-wrap in a manner that promotes airflow.</li><li>Butterfly wrap method applied to:<ul style="list-style-type: none"><li>Should cover the top two layers, the centre layers, and the bottom layer secured to the wooden pallet.</li></ul></li></ul>	<ul style="list-style-type: none"><li>Butterfly wrap method applied to:<ul style="list-style-type: none"><li>Should cover the top two layers and the bottom layer secured to the pallet.</li></ul></li></ul>	<ul style="list-style-type: none"><li>Butterfly wrap method applied to:<ul style="list-style-type: none"><li>Two layers or less: one butterfly wrap per pallet.</li><li>More than 2 layers: butterfly wrap applied as per standard pallet.</li></ul></li></ul>
Example	<div><a href="#">Click to view examples</a></div>	<div><a href="#">Click to view examples</a></div>	<div><a href="#">Click to view examples</a></div>



NEW

# 5.14 Fresh Produce Pallets & Wrapping Standards

## Cardboard Carton Pallets

	Full Height Pallets	Standard Pallets with Interlocking Cartons	Standard Pallets with non-Interlocking Cartons
No Ventilation	Interstate sourced grater than 1.8m and less than 2.4m	Locally sourced less than 1.8m	Locally sourced less than 1.8m
	<ul style="list-style-type: none"><li>• Product wrapped from top to bottom and secured to pallet.</li></ul>	<ul style="list-style-type: none"><li>• Product wrapped from top to bottom and secured to pallet.</li></ul>	<ul style="list-style-type: none"><li>• Product wrapped from top to bottom and secured to pallet.</li><li>• Cardboard corner supports must be used if slippage or movement is likely to occur.</li></ul>
Ventilation	<ul style="list-style-type: none"><li>• Butterfly wrap method applied:<ul style="list-style-type: none"><li>- Every two layers</li><li>- To bottom layer secured to the pallet</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Butterfly wrap method applied to:<ul style="list-style-type: none"><li>- Top two layers</li><li>- Bottom layer secured to the pallet</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Butterfly wrap method applied to:<ul style="list-style-type: none"><li>- Top two layers</li><li>- Centre layers</li><li>- Bottom layer secured to the wooden pallet</li></ul></li><li>• Cardboard corner supports must be used if slippage or movement is likely to occur</li></ul>
Example	<div><a href="#">Click to view examples</a></div>	<div><a href="#">Click to view examples</a></div>	<div><a href="#">Click to view examples</a></div>



Welcome

B2B &  
Electronic  
Trading

Purchase  
Orders &  
Scheduling

Driver &  
Vehicle

Pallets &  
Logistics Units

Section 6

Cartons & Trade Units

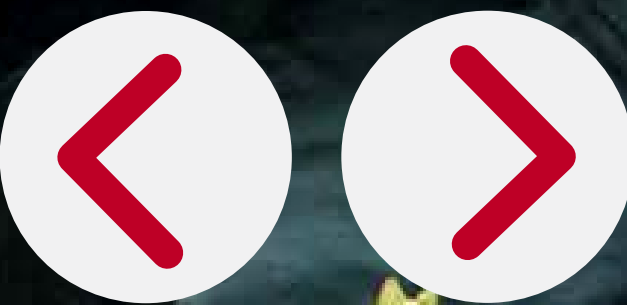
Product Life  
Management

Reporting &  
Rejections

International  
Supply Chain

Supplementary  
Information

Contacts &  
Network Map





# Cartons & Trade Units



Navigate your way through this chapter with the links and arrows below.

- [6.0 Trade Unit Condition & Suitability](#)
- [6.1 Trade Unit Construction, Sealing & Forming](#)
  - [6.1.1 Trade Unit Dimensions](#)
- [6.2 Trade Unit Gross Weight](#)
- [6.3 Production vs Presented Sample](#)
- [6.4 Trade Unit Numbering & Barcoding](#)
- [6.5 Required Trade Unit Declarations & Symbols](#)
- [6.6 Shelf-Ready Packaging \(SRP\)](#)
  - [6.6.1 Five Benefits of SRP](#)
  - [6.6.2 Supply Chain Considerations for SRP](#)
  - [6.6.3 SRP Specific Types](#)
- [6.7 Fresh Produce & Meat Crate Guide](#)
- [6.8 Pooling Equipment](#)



Click here for an introduction to Cartons & Trade Units





UPDATED

# 6.0 Trade Unit Condition & Suitability

Every trade unit supplied to Coles needs to be fit for purpose and able to flow through the supply chain network to our stores, ensuring its integrity and quality are maintained.

**All trade units must be:**

- Able to be sold.
- Clean and dry with no moisture damage.
- Able to be handled safely.
- Under weight limit of 16kg.
- Able to be identified with the correct barcode.
- Undamaged with no open flaps or perforations.
- Free from staples, nails, strapping, and metal clasps.
- Not leaking.
- Not crushed.



Coles supports the sourcing of certified sustainable paper and pulp. Where possible and without compromising the condition and suitability of the trade units, we encourage the use of recycled materials.







UPDATED

# 6.1 Trade Unit Construction, Sealing & Forming

Please consider the following when forming and sealing trade units:

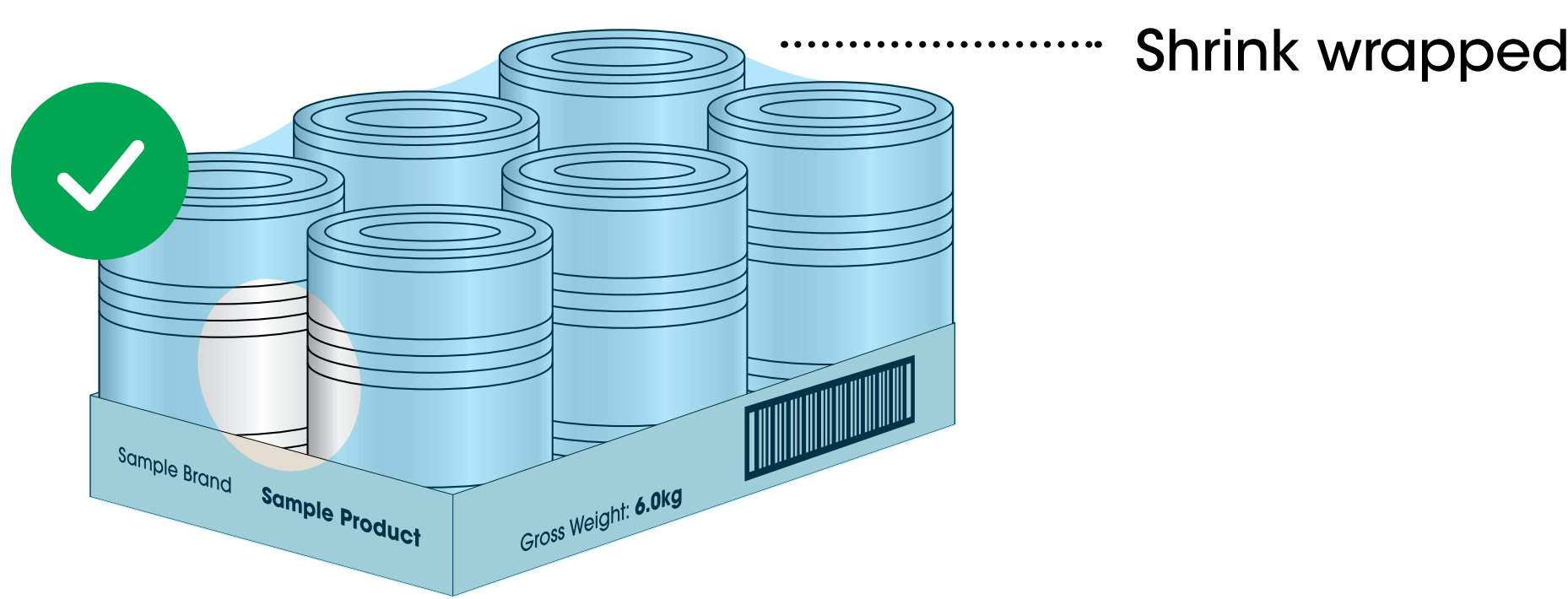
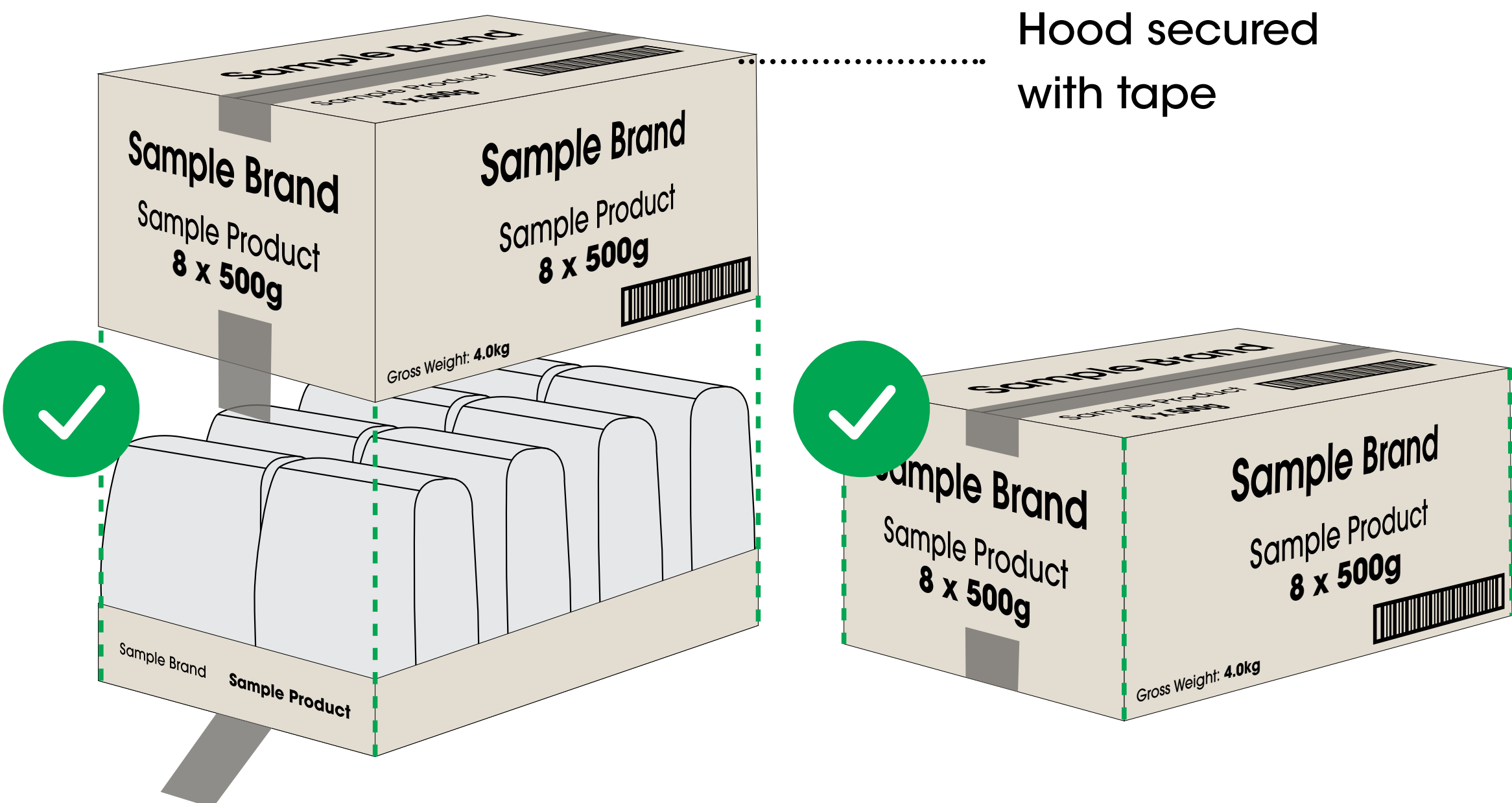
- Ensure cartons/trade units are fit for purpose to withstand the impacts of the automated supply chain, which may include conveyors, cranes, automated depalletising, automated picking and palletising.
- The carton must be able to withstand the respective conditions throughout the supply chain: ambient, chilled or frozen.
- Staples and nails are not permitted.
- Strapping and clasps are not permitted.
- Trade units other than Reusable Plastic Crates (RPCs) must not be presented as uncovered, unsealed and open trays.
- Openings in cartons must be avoided to prevent products from falling out.
- Cartons/trade units must not leak, tilt, or fall during transportation.
- Apply an appropriate safety factor to preserve product and carton integrity given the product type and chamber.

- Shrink-wrapped product must be on a cardboard tray.
- Do not leave any unnecessary empty space within the carton to avoid crushing.
- Carton lids should be stable and adequately secured with adhesive tape without obscuring barcodes, declarations or symbols.
- Gauge of trade unit material needs to be durable enough to withstand the weight of the cartons above it, as well as the primary product weight.
- Round, bulky and soft products to be packed in cartons where possible.
- All carton flaps must be secured.

Where necessary suppliers are to confirm the product packaging required based on SRP design, shelf height and depth and facing requirements with your Category Manager.

## Products in trays

- Must be secured with a hood or tightly wrapped in plastic.
- Hoods and lids should be stable and adequately secured to the base with either adhesive tape or glue.
- Bases must be solid with no holes in the bottom of trays.



[Click to view visual examples of incorrect trade unit construction, sealing and forming.](#)







# 6.1.1 Trade Unit Dimensions

The most efficient picking method in our automated DC is the fully automated trade unit picking system. Products that meet the necessary criteria to be processed in this system will be automatically depalletised into single trade units, loaded onto trays and then palletised with other trade units ready for store delivery.



**Click to view examples of minimum and maximum trade unit dimensions.**

**In order to effectively process trade units within this system, certain criteria must be met:**

- Compliance with specifications regarding geometry and weight.
- Outer packaging must be sized according to the weight of the trade unit and the occurring forces during transportation.

## 6.2 Trade Unit Gross Weight



The maximum gross weight for trade units in the Coles Supply Chain network is 16kg.

This is important for the safety of our team and so we can manage risks appropriately.

The gross weight of each trade unit should be clearly visible on at least 2 sides of the pack to allow us to quickly assess risk and identify any product that may exceed the lifting limits of our team members.

Gross weight should be shown in kilograms to one decimal point preceded by "Gross Weight" i.e. Gross Weight: 8.5kg.

Remember the gross weight of a trade unit has a direct relationship to the maximum pallet height at which those trade units can be stacked.

For more information please see **5.1 (Pallet Heights)**.



Net weight is not sufficient.

## 6.3 Production vs Presented Sample

Trade units used in production must be the same as those presented to the Coles Category Manager for approval.

It is not acceptable to supply product that has a substantially different design or configuration to the approved sample.

Any changes or significant modifications must first be approved by the Coles Category Manager. This includes modifications to the trade unit wrap, perforations, flaps, glue, dimensions, barcodes, declarations etc.





# 6.4 Trade Unit Numbering & Barcoding



Compliant GTIN barcodes are essential. Without them, your products cannot be identified with RF scanning or efficiently processed through the supply chain network.

Barcodes are typically added to the packaging in one of two ways.

1. Pre-printed barcodes or “embedded barcodes”

Pre-printed on packaging artwork.  
Pre-printed barcodes should ideally be on four (4) sides of the trade unit (as space allows, and not visible to customers when on the shelf). This allows the trade unit to be scanned in multiple orientations. As a minimum pre-printed barcodes must be on two (2) vertical sides of each trade unit.

2. Print-and-apply labels

Affixed to the packaging after construction.  
Print-and-apply labels must be attached to two (2) vertical sides of each trade unit – preferably on adjacent sides. If space is limited, labels can be applied to opposite sides.

When barcoding trade units:

- Use only accepted barcode symbols (for DC environments).
- Ensure print quality is high. Print-and-apply labels are prone to printing errors such as line breaks and bleed, so make sure your label printer is working and serviced regularly.
- Ensure barcodes are black or dark blue on a white or light background. Barcodes in light colours, especially red, will not scan.

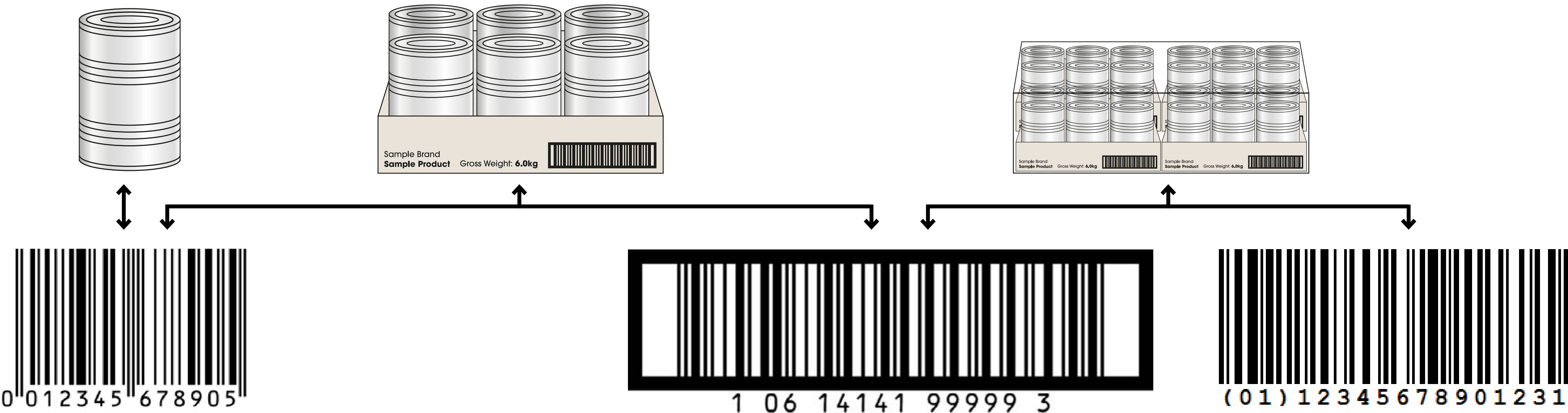




# 6.4 Trade Unit Numbering & Barcoding



## Accepted Barcode Symbols (for DCs)



### GTIN-13

- Primary barcode used for all items sold at retail point of sale.
- Can be scanned at both retail POS and in DCs.
- The only barcode that can be used on dual-use packs (i.e. 24 packs of soft drinks or 10kg bags of pet food).
- With dual-use packs the retail unit is also the trade unit which means packaging is exactly the same at the POS as it is when it travelled through the supply chain.
- Alternatives exist for very small products (GTIN-8, accepted by Coles), or for products that require additional information within the barcode such as 'use by date' (e.g. Databar, which is not currently accepted by Coles).

### ITF-14

- Most commonly used for fixed-weight trade units within the FMCG supply chain.
- Robust design and prints reliably and consistently.
- Recommended for all applications where additional information other than the GTIN is not required and when the pack does not need to be scanned at point of sale POS in retail stores.

### GS1-128

- "Smart" barcode that allows for additional information to be included through the use of Application Identifiers. This works in the same way that SSCC pallet labels incorporate GTIN, Quantity, Date Code and Batch in a single barcode.
- More versatile but less robust than other barcodes because the finer bars make it more susceptible to printing errors.
- Suitable for trade units of variable-weight where additional information can be represented alongside the GTIN.



Each level of packaging should be numbered and barcoded separately to all other levels. This means trade units must not carry the barcodes of the retail units. The retail/consumer unit must be distinct from the trade unit, which must be distinct from the logistics unit/pallet. If inners are used inside an outer or master carton, these should also be numbered and barcoded separately to both the retail unit and the outer or master trade unit.





# 6.5 Required Trade Unit Declarations & Symbols



### GTIN Barcode

ITF-14, GTIN-14 or GTIN-13 for dual-use packs.

On four (4) sides if using pre-printed barcodes.

Or, on two (2) vertical sides preferably adjacent if using print-and-apply labels.

Magnification: 80-100%  
Barcode Height: 32mm

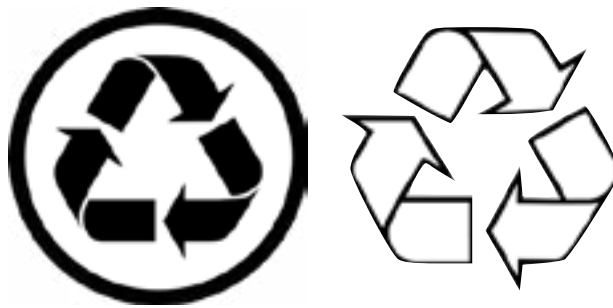
### Caution Lift Symbol

For trade units over 10kg gross weight.  
Minimum of two (2) vertical sides.



### Heavy Lift Symbol

For trade units over 16kg gross weight.  
Minimum of two (2) vertical sides.



### Recycle Logo

Where applicable.  
one (1) side.

Gross Weight: **4.0kg**

### Gross Weight

Minimum of two (2) vertical sides.

Sample Brand

### Supplier Name/Brand

Minimum of two (2) vertical sides.

Sample Product

### Product Description

Including flavour/variant.  
Minimum of two (2) vertical sides.

8 x 500g

### Consumer Unit/Retail Unit Quantity and Size

Minimum of two (2) vertical sides.

BEST BEFORE  
01/01/2022

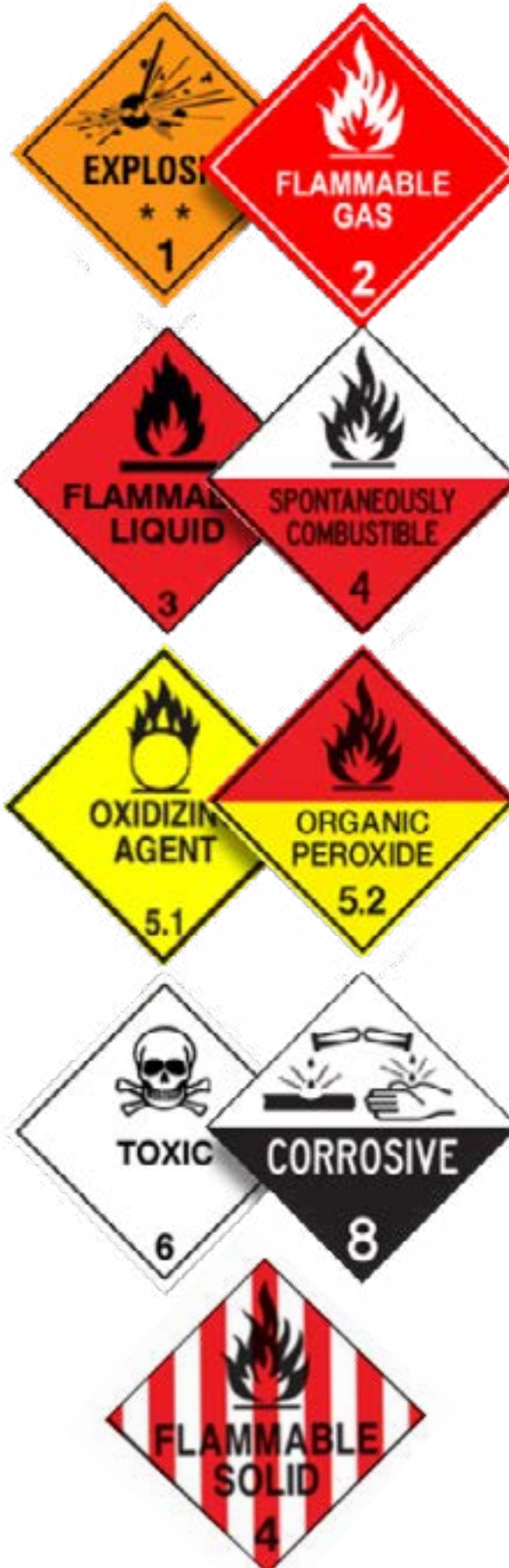
### Date Code

Use By, Best Before.  
Where applicable.  
one (1) vertical side.

KEEP REFRIGERATED  
AT OR BELOW 4°C

### Storage/Temperature Markings

Where applicable. Minimum of two (2) vertical sides.



### Dangerous Goods Declarations

Where applicable.  
Minimum of one (1) vertical side with accompanying Safety Data Sheet (SDS) for first delivery to each DC.



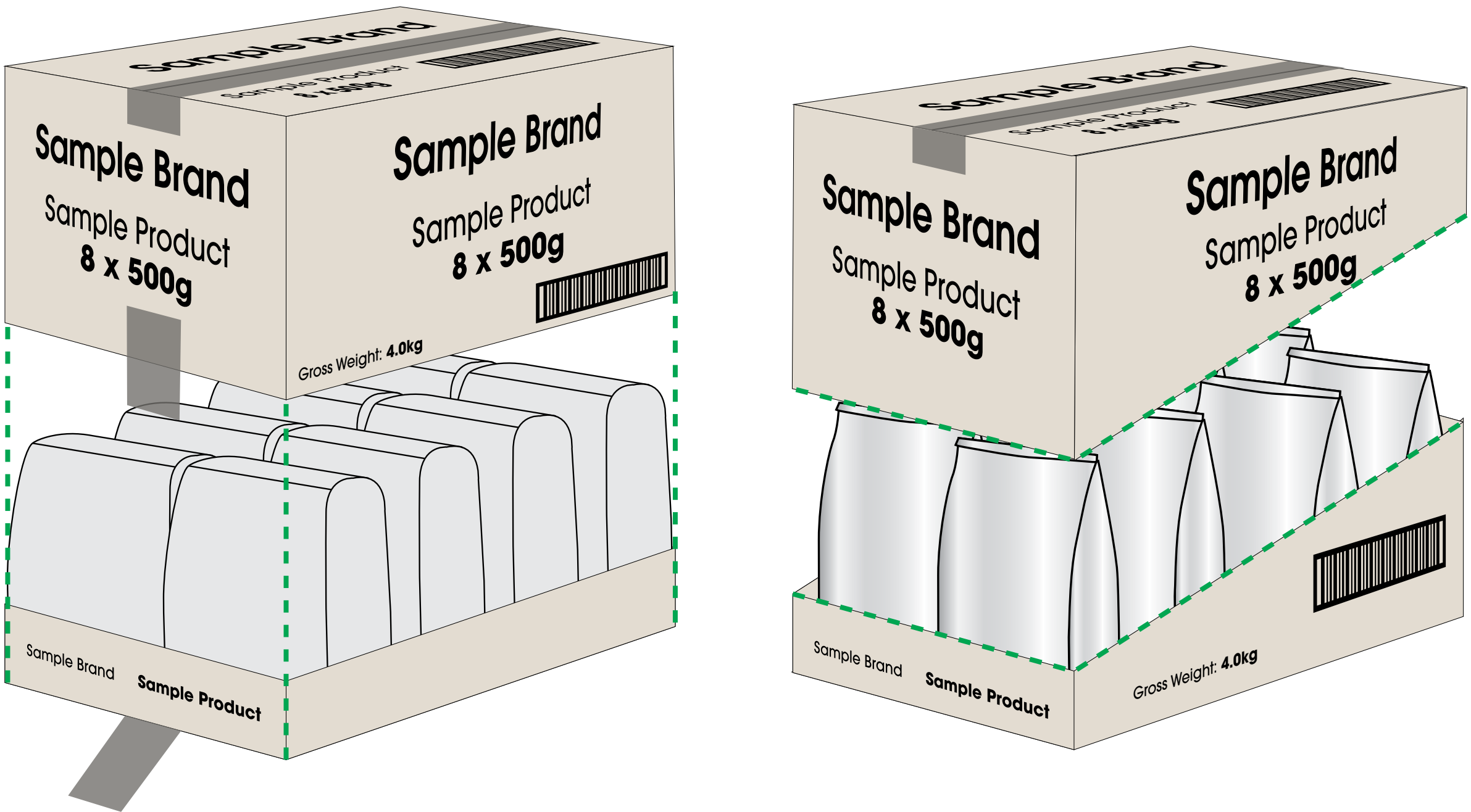


UPDATED

# 6.6 Shelf-Ready Packaging (SRP)

Shelf-Ready Packaging (SRP) also known as Shelf-Friendly Packaging (SFP) is a fundamental component of Coles’ store operations strategy and refers to fit for purpose shelf-ready product that can be replenished with minimal effort.

Unlike traditional packaging where product is individually stacked, SRP allows team members to quickly and efficiently replenish your product so it is always available to customers. Coles will be expanding the use of SRP for both new and existing products, so we recommend talking to your Coles Category Manager about using SRP for your product.



## Trading Partner Forum

Toolkits for carton identification and Shelf-Friendly Packaging can be found on the Trading Partner Forum (formerly ECRA) by following the below link.



[For more information and to download Australian Food & Grocery Council Shelf Ready Packaging Industry Guidelines.](#)



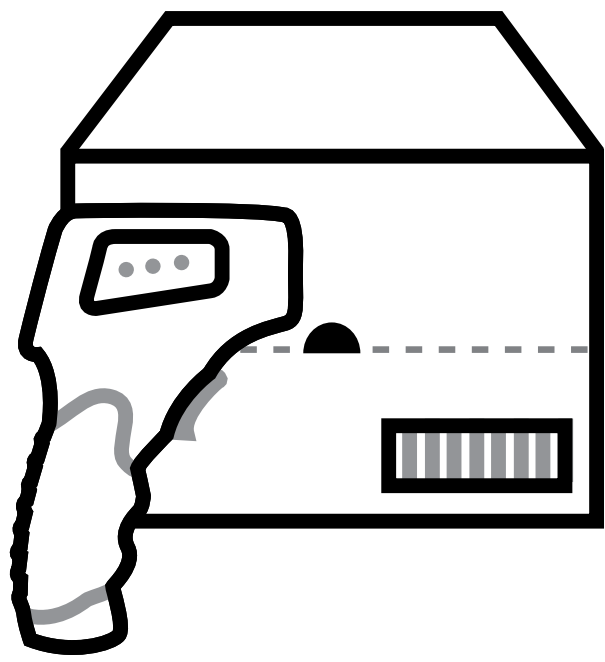


# 6.6 Shelf-Ready Packaging (SRP)

NEW

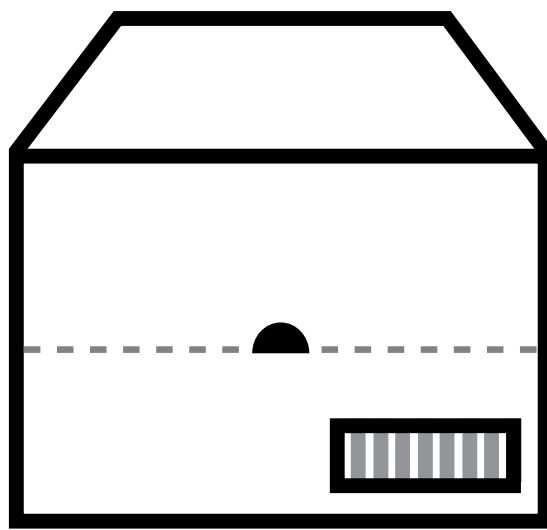
## 6.6.1 Five Benefits of SRP

Remember these key points when developing and testing Shelf-Ready Packaging.



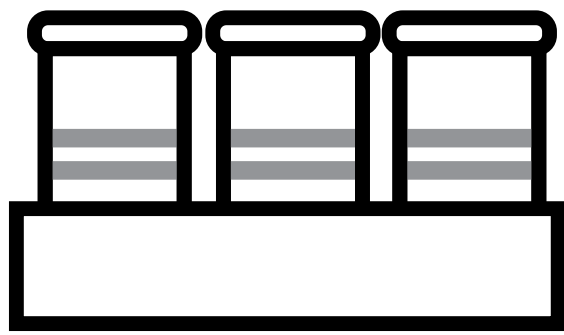
### Easy to identify

- Recognised quickly.
- Carton will not fall apart or crush through end-to-end supply chain.
- Meets barcode specifications **(refer to section 6.4)**.



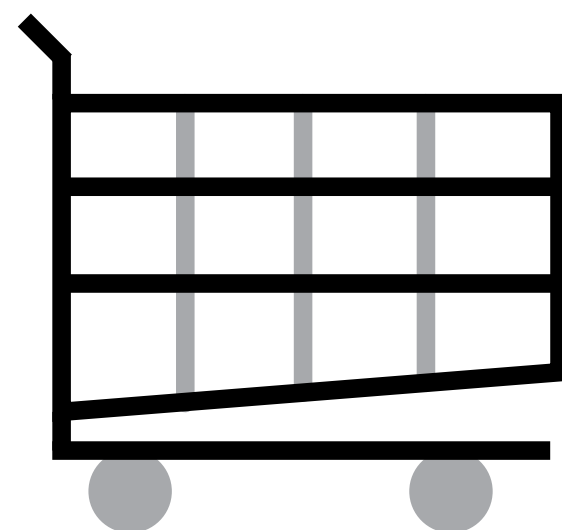
### Easy to open

- Tray and hood formats are preferred as these are the easiest to open in store.
- No carton cutter should be required (except on tray and wrap).
- No tape covering or impeding perforation, symbols and declarations.
- No strapping around the box.
- Perforation tears cleanly without damaging the front panel.
- Opening point is quick to locate and use finger holes where necessary.



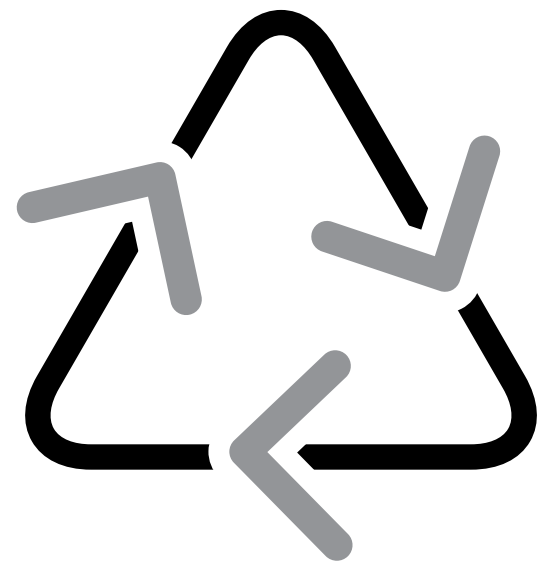
### Easy to replenish

- Transfers to shelf in one step.
- Remains stable when transferring products to shelf.
- Maximises utilisation of shelf, please check with your Coles Category Manager for relevant shelf depths.



### Easy to shop

- Product description and unit of measure on retail packaging must be clearly visible to customers on shelf.
- Allows customers to easily remove and return the product on shelf without compromising the integrity of the consumer unit.
- SRP appearance must be neat and presentable with no raw cardboard edges.
- Product to be packed within the carton in the correct orientation (forward facing).



### Easy to dispose & recycle

- Cardboard SRP are preferred to minimise the use of plastic where possible.
- Allows for easy separation of cardboard and plastic for disposal and/or recycling.
- No excessive and/or unnecessary packaging.
- Correct recycling logos printed on all trade units' packaging.
- Must meet the Australian Packaging Covenant guidelines.





# 6.6 Shelf-Ready Packaging (SRP)

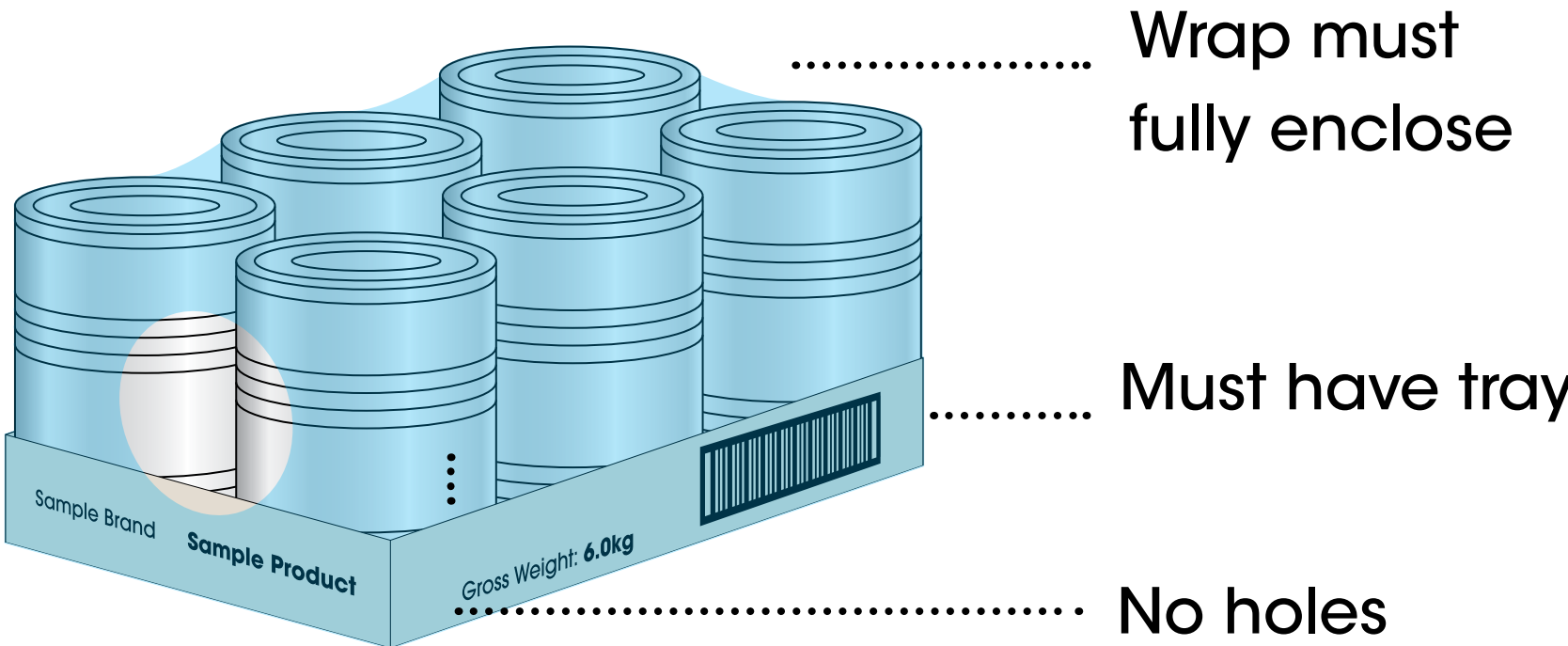
NEW

## 6.6.2 Supply Chain Considerations for SRP

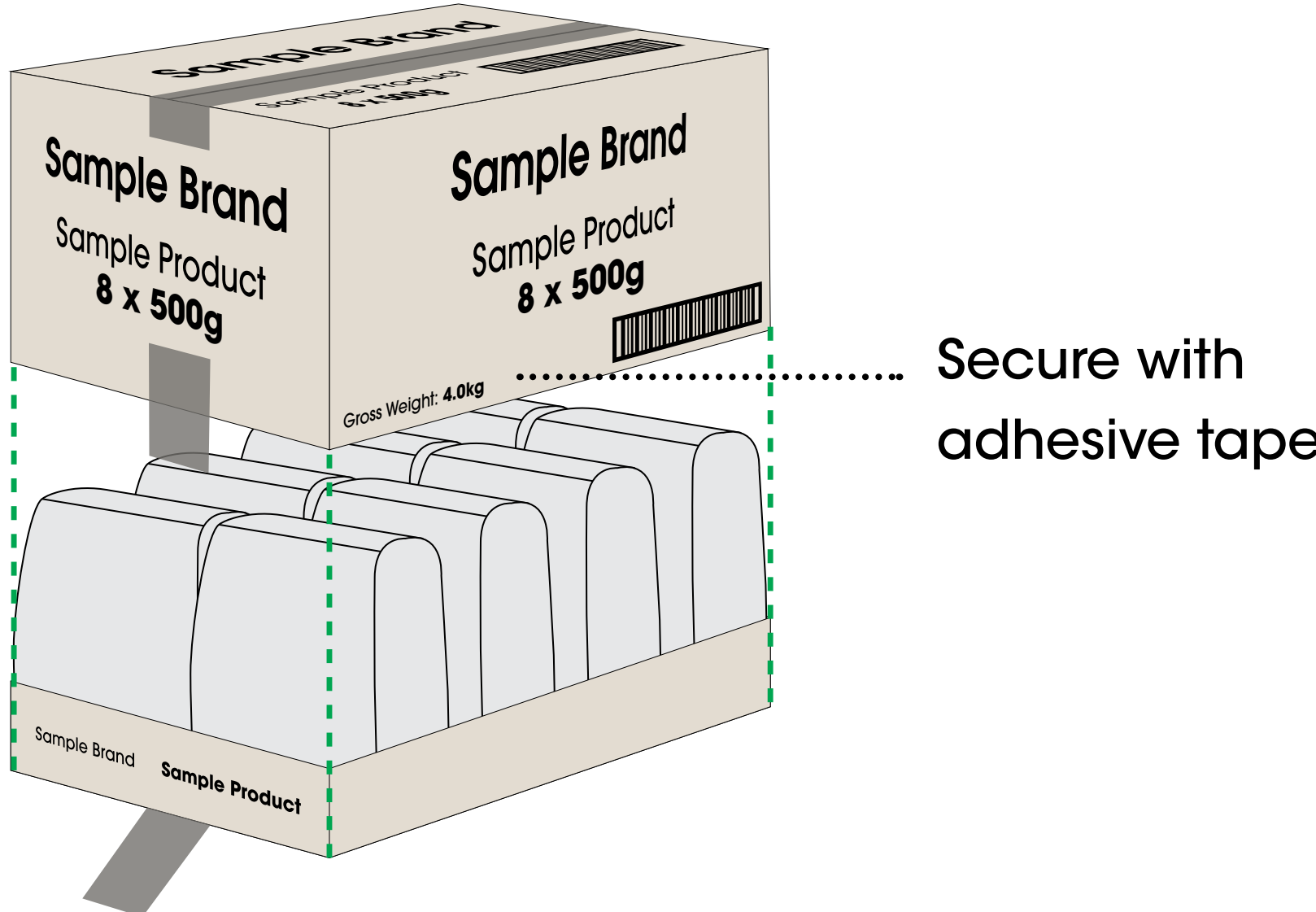
Supply chain aspects to consider when developing SRP.

### Design and Suitability

- Shrink wrapped trade units need to have a solid base (e.g. cardboard tray). For more information refer to **Section 6.1 (Trade Unit Construction, Sealing & Forming)**.
- If using a tray and wrap option, the wrapping should fully enclose the product to keep it intact.
- Trays should be solid with no holes in the base.

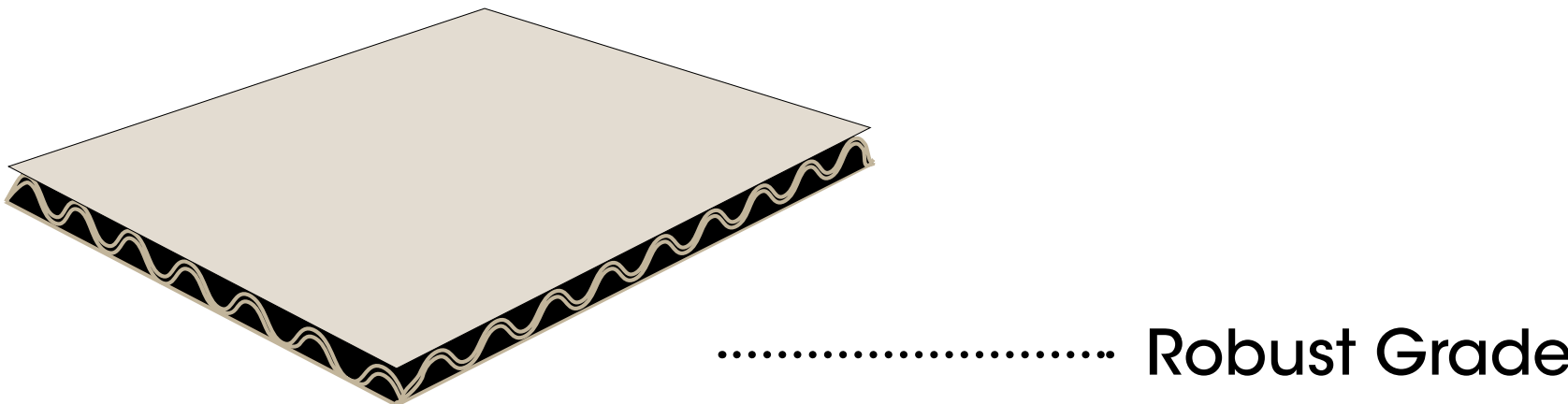


- Carton hoods need to be stable and secured with adhesive tape.
- Do not leave any unnecessary head space as cartons may crush.
- Consider the pallet/shelf footprint to maximise space utilisation to reduce logistics/handling costs.

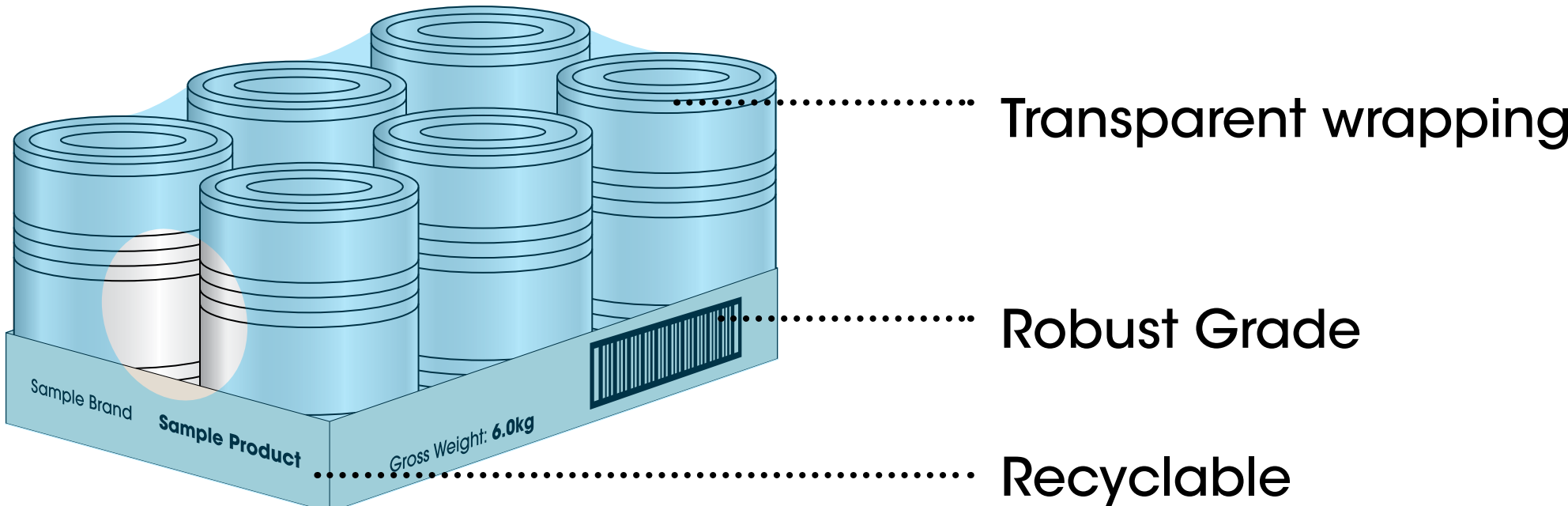


### Material Selection and Supply Chain

- Product should add stability to the SRP otherwise additional carton strength should be considered.
- Cardboard grade must be strong and robust to prevent cartons from bowing or warping. Especially consider the cartons on the lowest layer of a full pallet.
- Board grade must be fit for purpose to withstand the product and supply chain environment (ambient, chilled, frozen).
- Apply an appropriate safety factor to preserve product and carton integrity, given the product type and chamber.

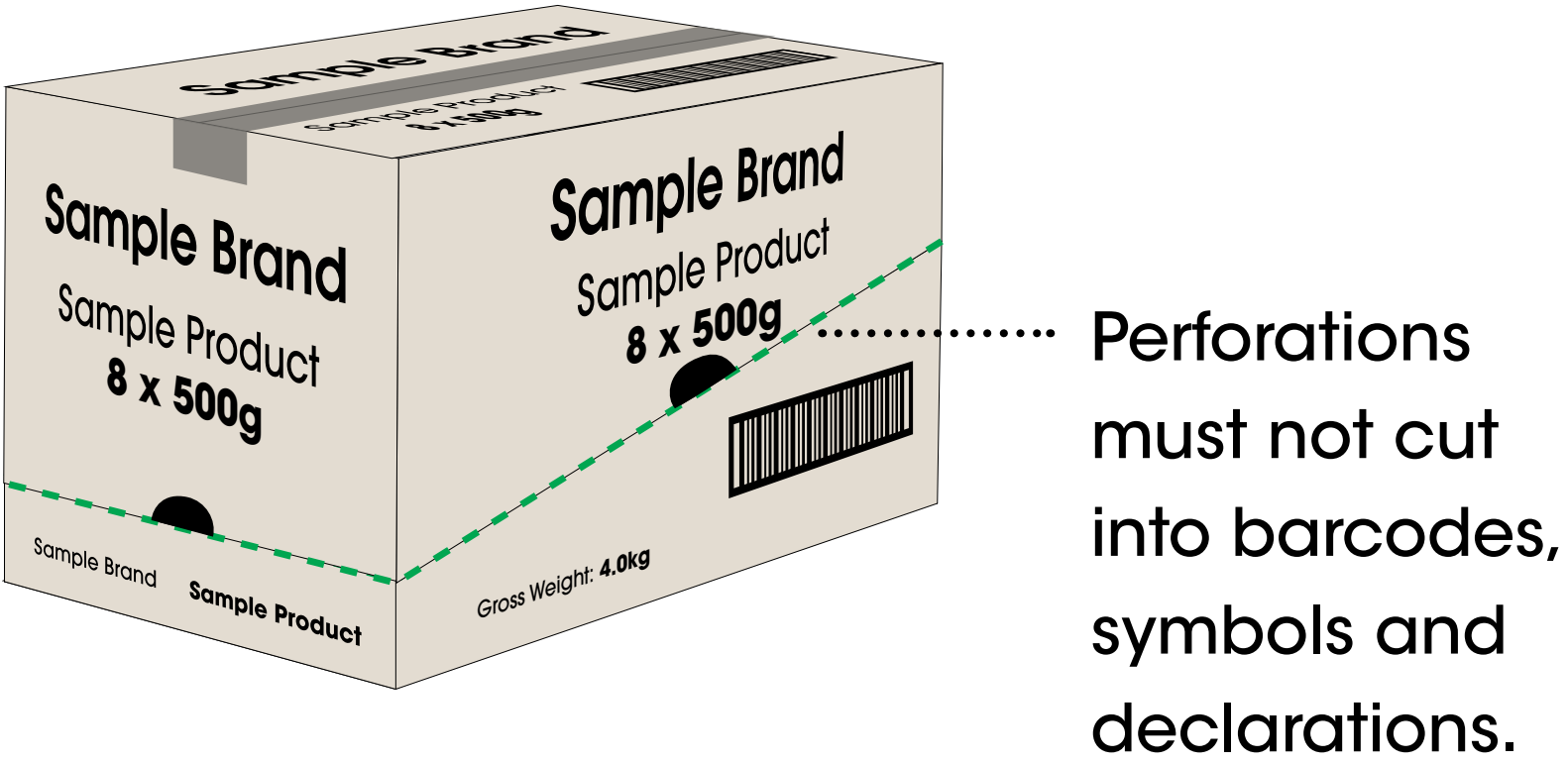


- The outer carton and lid should be strong enough to withstand shelf stacking and supply chain handling.
- Cartons should be fully recyclable where possible as long as this does not compromise carton integrity.
- Wrapping should not be pigmented for instant product recognition and for recycling purposes.



### Easy-Open Perforations

- Consider the perforation type as small variations can significantly impact carton strength and its safety factor.
- Make sure perforations do not cut into barcodes, symbols, declarations or other important information.
- Consider the use of front and side finger holes for perforated SRPs to allow for ease of opening.
- Consider product attributes in the design of the perforation (e.g. self supporting, non self supporting)





# 6.6 Shelf-Ready Packaging (SRP)

NEW

## 6.6.2 Supply Chain Considerations for SRP

Supply chain aspects to consider when developing SRP

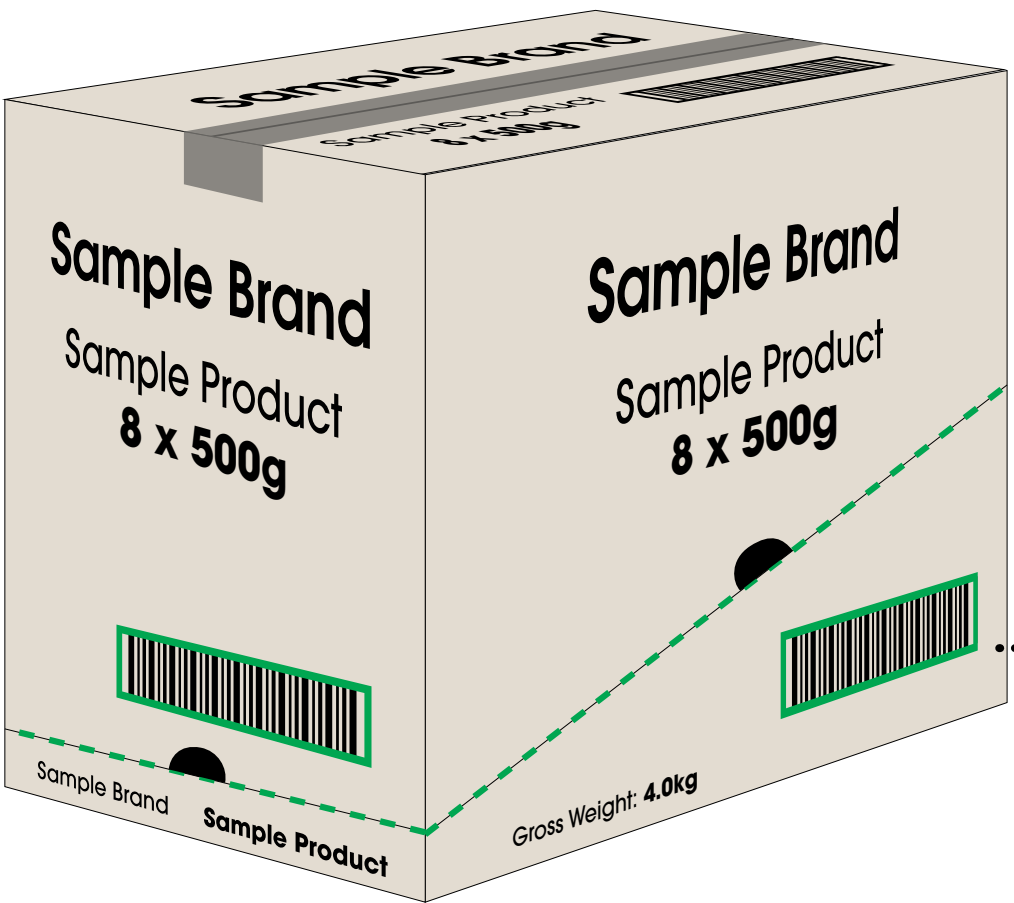
### Barcoding and Identification

- Make sure appropriate GS1 specifications are met for barcodes.
- Barcodes must be easily scannable.



..... Clear and legible for scanning

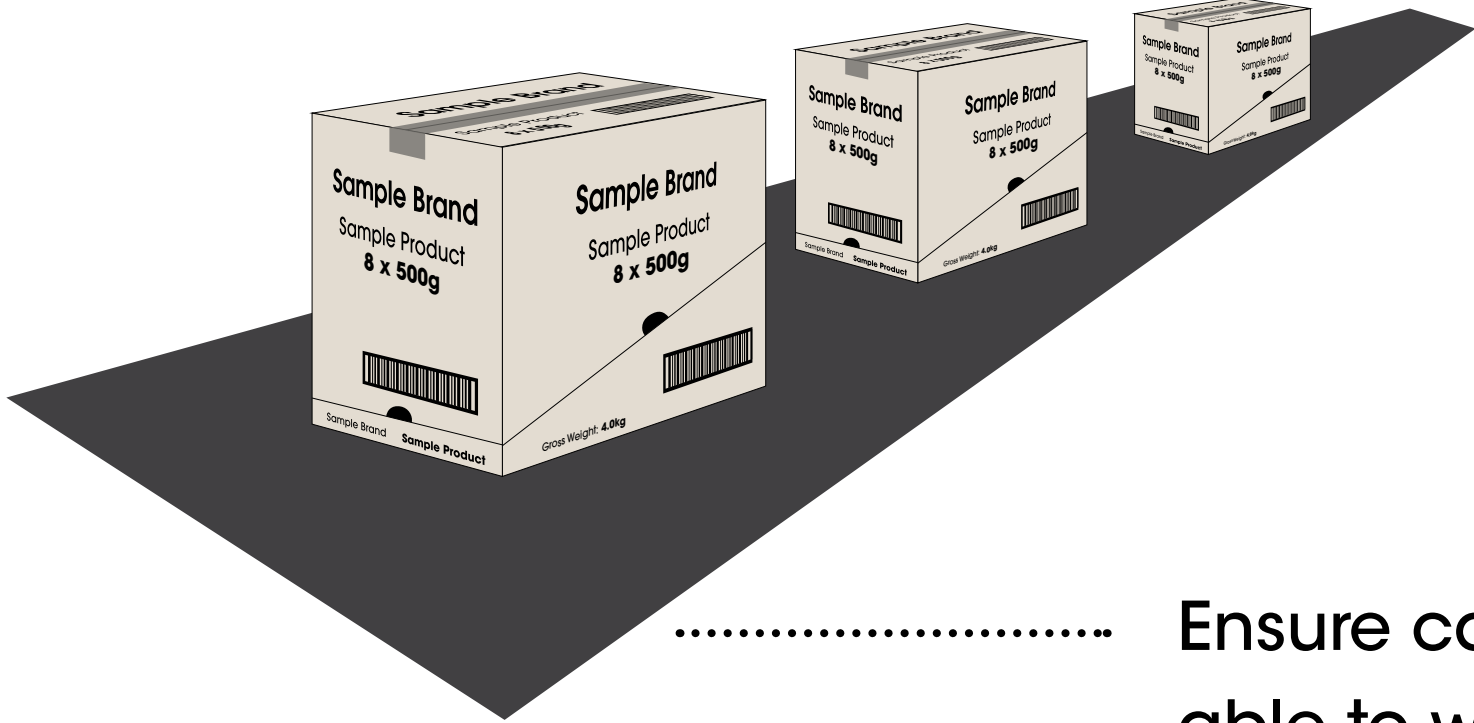
- Barcodes must not be covered by tape or perforations.
- Should have labels/barcodes applied to minimum of two (2) vertical sides preferably adjacent. For more information refer to [Section 6.4 \(Trade Unit Numbering & Barcoding\)](#).



..... Clear and legible for scanning

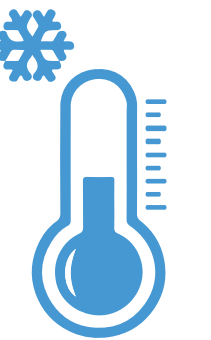
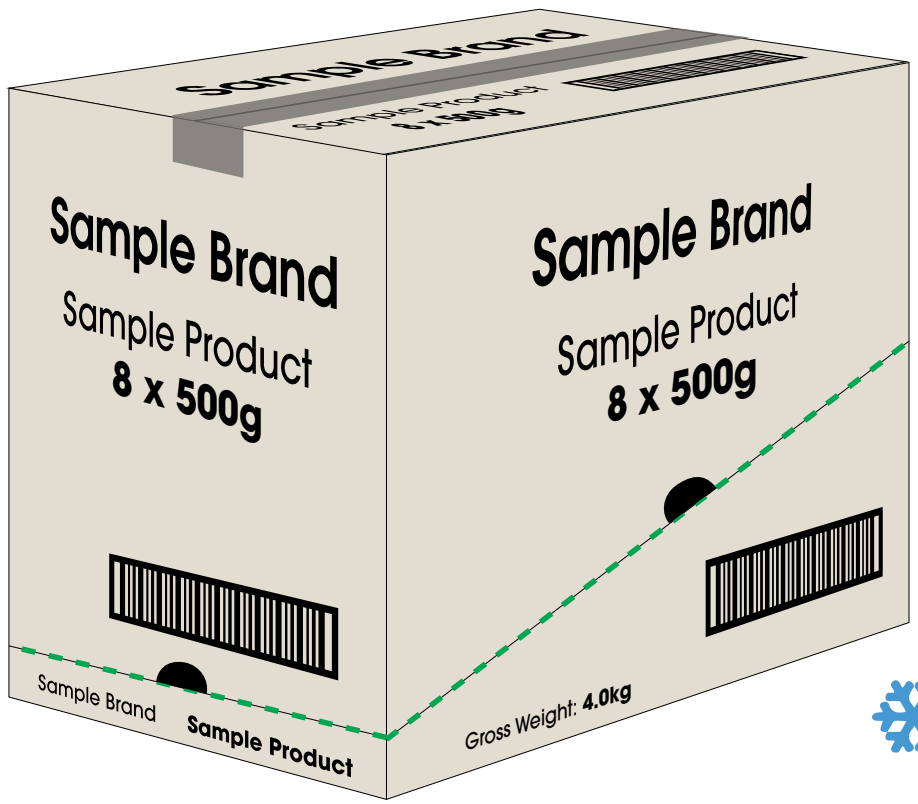
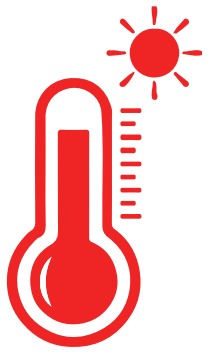
### Handling and Transportation

- SRP should be fit for purpose and able to support the weight of the product within.
- Ensure cartons are able to withstand the impacts of the automated supply chain which may include conveyors, cranes, automated depalletising (suction and lift), automated picking and palletising.
- It is essential to conduct transport tests to determine if SRP design is suitable for the supply chain end to end process. Where damage is noted, consider size, location, perforations or overall design, without compromising 'Easy to Open'.



..... Ensure cartons are able to withstand the impacts of the automated Supply Chain

- The carton needs to be able to withstand required conditions throughout the supply chain: ambient, chilled, or frozen.
- Cartons must be robust enough to contain the product and be easy and safe to handle and ship.



..... Ensure cartons are able to withstand temperature requirements

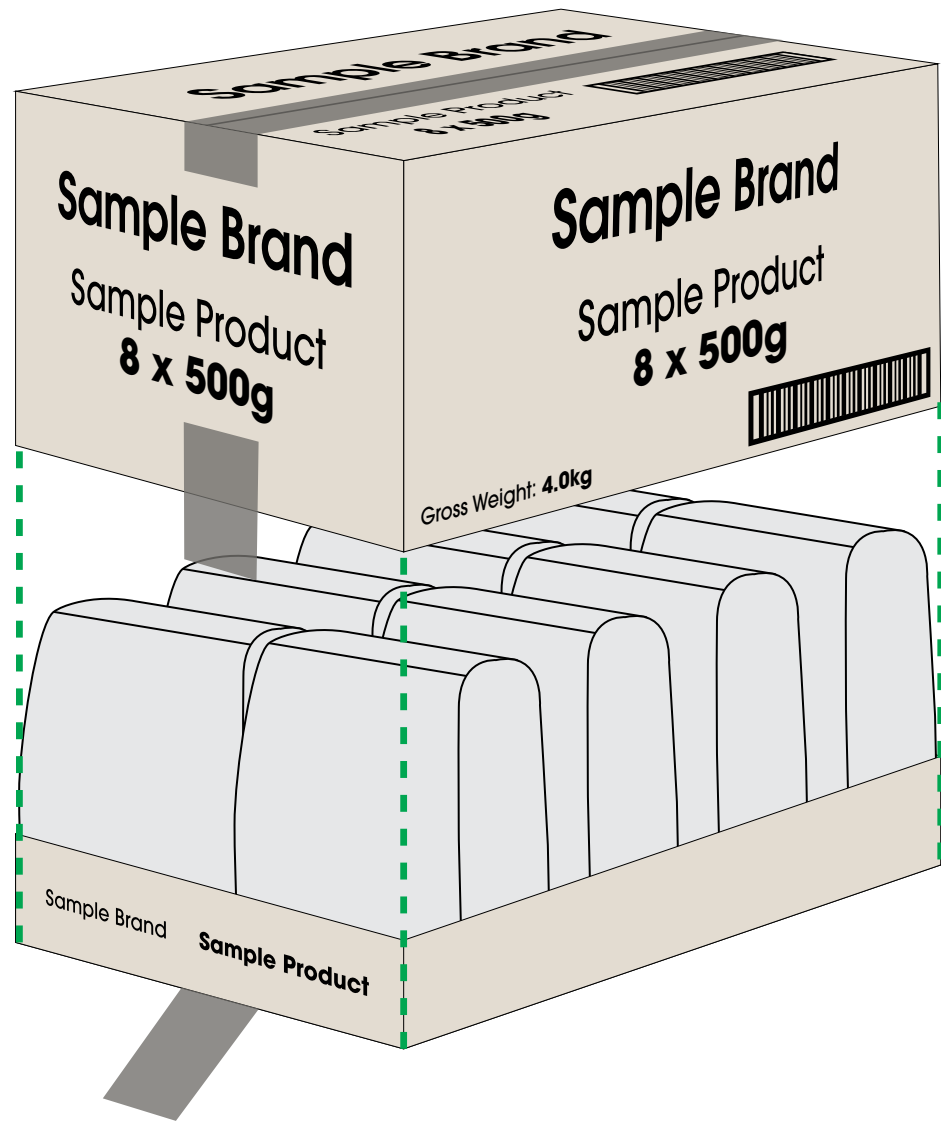




# 6.6 Shelf-Ready Packaging (SRP)

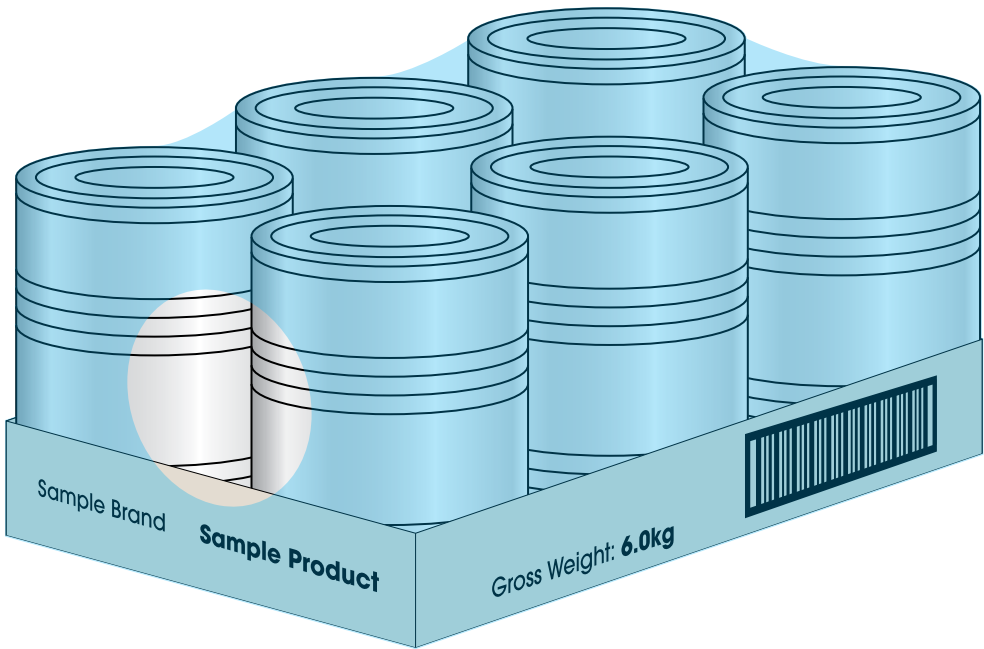
NEW

## 6.6.3 SRP Specific Types



### Tray and Hood

- Tray and hoods are a preferred type of SRP depending on the type of product.
- Tray should not have holes.
- Where possible, barcodes should be printed on a minimum of two (2) vertical sides preferably adjacent. For more information refer to **Section 6.4 (Trade Unit Numbering & Barcoding)**.



### Tray and Wrap

- Tray and wrap is used for self-supporting products.
- Tray should not have holes.
- Wrap should be tight around the product and tray.
- Clear wrapping helps our team members quickly identify product in the back of store.
- Tray and wrap should be labelled in line with requirements outlined in **6.4 (Trade Unit Numbering & Barcoding)**.



### Angled Tray and Hood

- Angled SRP is used for unstable products like bagged or stacked product.
- Trays should be solid with no holes.



### Perforated Cartons

- Perforated cartons are the most challenging for our team members if the perforation design is poor. Finger holes on the front lip and side perforations are recommended to enable team members to easily open the SRP.
- Perforations must be robust enough to withstand movements in the supply chain, while being easy for our team members to open instore.





**NEW** 6.7 Fresh Produce & Meat Crate Guide

Reusable Plastic Crates (RPCs), also known as Returnable Plastic Crates have many benefits over cardboard cartons which may include:

**Crates keep product fresher for longer**

- Provide better air circulation for fruit and vegetable storage.

**Crates are better for the environment**

- Reusable and generate less cardboard waste.

**Crates are safer for our team members**

- Consistent handling and stacking.
- No damage from moisture.
- No risk of collapse.

**Crates cost less than cardboard**

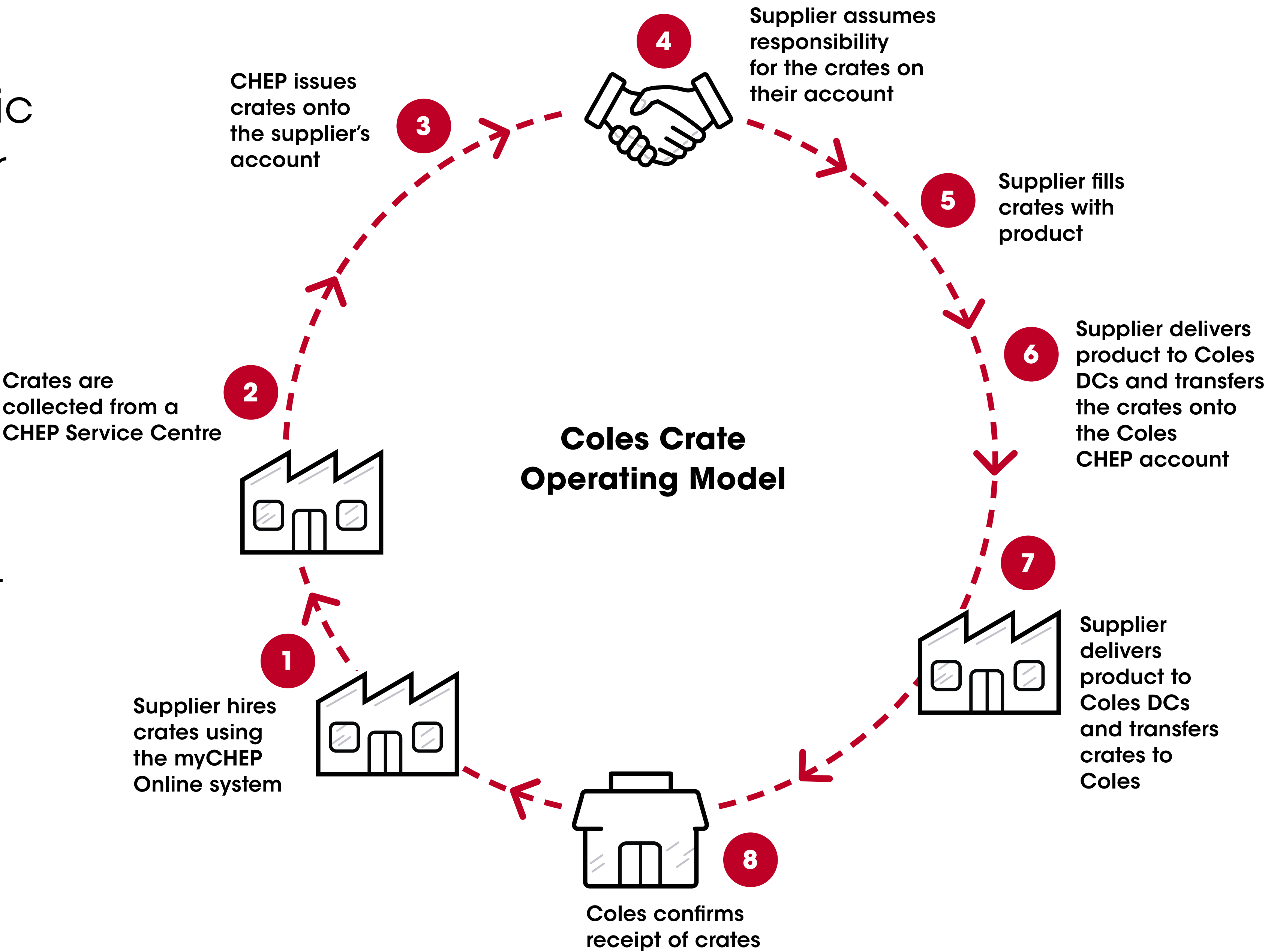
- Simpler and faster to stack in packing, DC, and store.
- Lower transport costs with optimal and consistent stacking.
- Easier for stores to process, with less waste.
- Empty, folded crates are efficient to relocate.

**Crates improve service for stores**

- Less likely to damage in transit due to crushing.

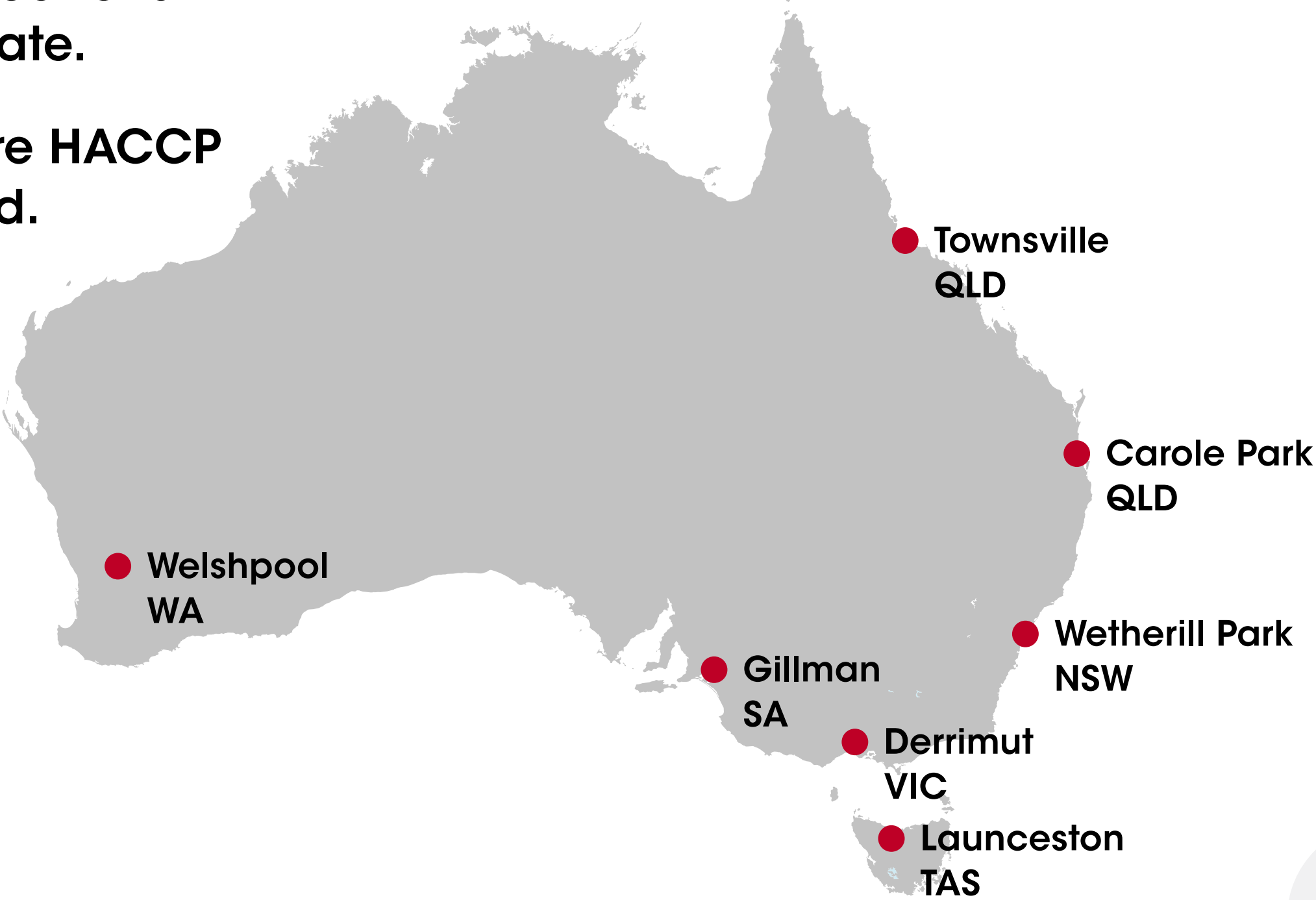


[For further information, refer to CHEP Australia.](#)



Pick up locations in each state.

All sites are HACCP accredited.





NEW

# 6.7 Fresh Produce & Meat Crate Guide

Crates Specifications

Fresh Produce & Meat Crates	Internal Volume (Litres)	External			Aust Pallet Footprint	Crate Tare Weight	Collapsed Crates per Pallet 1200mm
		Height (mm)	Width (mm)	Length (mm)			
	17	94.5	385	578	1/6th	1.25kg	186
	33	172.5	385	578	1/6th	1.58kg	186
	41	210.5	385	578	1/6th	1.75kg	186
	12	129.5	385	289	1/12th	0.85kg	372
	27	142	385	578	1/6th	1.43kg	186





NEW

6.7 Fresh Produce & Meat Crate Guide

B2B & Electronic Trading

Purchase Orders & Scheduling

Driver & Vehicle

Pallets & Logistics Units

Cartons & Trade Units

Product Life Management

Reporting & Rejections

International Supply Chain

Supplementary Information

Contacts & Network Map

Returnable Plastic Crates (RPCs)

Coles is continually reviewing the amount of packaging waste generated within our supply chain. As a signatory to the Australian Packaging Covenant we are committed to reducing our use of cardboard and making a positive impact on the environment.

To help support this, we recently outsourced our Returnable Plastic Crates (RPC) business to CHEP who have made a significant investment in state-of-the-art automated wash facilities. This partnership was entered into to continue expanding the use of RPCs for Fresh Produce, Meat and Deli etc.

The Coles Supply Chain receives millions of RPC units per year catering to supplier volumes and specific product requirements.

The benefits of RPC may include:

- Reduced product handling.
- Improved product quality.
- Improved temperature control and airflow.
- Improved transportation stability.
- Less rejections, waste, and loss.
- Reduced packaging inventory for suppliers.
- Reduced packaging disposals and cost.
- Environmental benefits from re-use vs single-use cardboard.

RPC base dimensions are 578mm x 385mm with heights between 94.5mm - 210.5mm is also available.

CHEP operates a National RPC Network which includes five (5) HACCP-accredited automated wash sites (known as Resource Recovery Units or RRU's) and three (3) outside storage locations, with the aim to grow these to twenty (20). The RRU's are located near Coles DC sites so suppliers can collect RPCs as backhaul loads.

Coles Collect delivery options are also available.

Crates can be ordered through CHEP's Asset Management Tracking System and should be ordered with a two (2) day lead time from a nominated RRU or Storage Location (Derrimut VIC, Glendenning NSW, Wetherill Park NSW, Townsville QLD, Carole Park QLD, Gilman SA, Kewdale WA, or Hobart TAS). Transfer will be managed through myCHEP.

If you would like to start using Coles RPCs, or for more information about pallets and returnable assets please contact Coles Crates at [colescrates@coles.com.au](mailto:colescrates@coles.com.au)



For more information and contact details visit [Supplier Portal \(DC Equipment Controller Contacts\)](#).





NEW

# 6.8 Pooling Equipment

Coles accepts only Australian CHEP and Loscam pooling equipment including CHEP and Loscam Australian timber pallets. Other CHEP and Loscam equipment must have written agreement with the Coles Pooling Equipment Team.

- Coles is a sender declares trading partner. It is the supplier's responsibility to raise and supply paperwork for CHEP and Loscam hire equipment.
- All Coles DCs have accounts with CHEP and Loscam and any pallet delivery will be transferred to the Coles pallet accounts.
- Two (2) copies of a pallet docket are required per load. Both dockets will be stamped and dated with one copy returned to the driver. Refer to **Section 3.5 (Paperwork Requirements)** for additional paperwork requirements.
- Please remember to correctly itemise all pallets when supplying multiple pallets stacked within a single footprint or 'liff' (i.e. sandwich pallets).
- A single docket should be raised for both CHEP and Loscam transfers.
- Delay days: for ambient, chilled and frozen - 33 days. For fresh produce - 7 days.
- A Missing Docket (MD) note is raised by the DC when it receives either a load with no pallet documentation or the incorrect documentation or a load with multiple pallet dockets.

**Coles' terms and conditions for outstanding CHEP and Loscam transfer dockets are as follows:**

- Outstanding dockets must be queried with the receiving DC within 90 days of delivery. If these dockets are honoured, they will be backdated to the delivery date.
- Dockets between 90 and 180 days old should be sent to the DC for investigation. If honoured, they will be backdated to the query date.
- Dockets over 180 days old will not be honoured.
- Please allow 7 days for a DC to respond to a query before following up. If a response has not been received within two weeks, please forward all correspondence to the **Pooling Equipment Team at [PoolingEquipment@coles.com.au](mailto:PoolingEquipment@coles.com.au)**
- Pallet claims must include a DC stamped Proof of Delivery (POD).



[For more information on Full Trading Terms Document.](#)



[For more information on DC Contact List.](#)



[For more information on pooled hire processes please refer to ALC Guideline on Pooled Equipment Management or talk to your supplier.](#)





Welcome

B2B &  
Electronic  
Trading

Purchase  
Orders &  
Scheduling

Driver &  
Vehicle

Pallets &  
Logistics Units

Cartons &  
Trade Units

Section 7

# Product Life Management

Reporting &  
Rejections

International  
Supply Chain

Supplementary  
Information

Contacts &  
Network Map





# Product Life Management



Navigate your way through this chapter with the links and arrows below.

- [7.0 Minimum Life On Receipt \(MLOR\)](#)
- [7.1 Date Code Marking](#)
- [7.2 Storage/Temperature Markings](#)
- [7.3 Cold Chain Management](#)
- [7.4 Cold Chain Management - Coles Collect Pick Up](#)





# 7.0 Minimum Life On Receipt (MLOR)

To ensure our customers receive optimal freshness, quality, and shelf life, Coles requires a minimum remaining shelf life at the point of DC receipt.

**Minimum Life On Receipt (MLOR) is expressed as a percentage of the original shelf life at the time of manufacture (Manufactured Life).**

The MLOR will vary between local and imported product to account for transportation lead times.

**For Coles, the required MLOR is:**

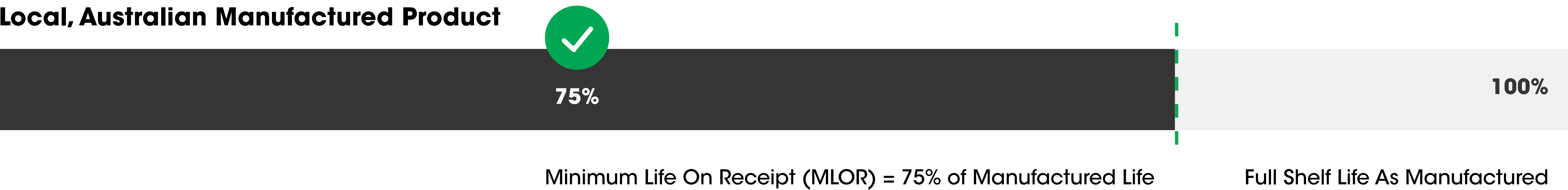
- Local, Australian product - 75% of Manufactured Life remaining at receipt into Coles DC.
- International product - 50% of Manufactured Life remaining at receipt into Coles DC.

Your Category Manager will work with you to ensure you have the appropriate MLOR settings loaded against each relevant SKU. This will be in line with the Manufactured Life and sourcing information that you provide.

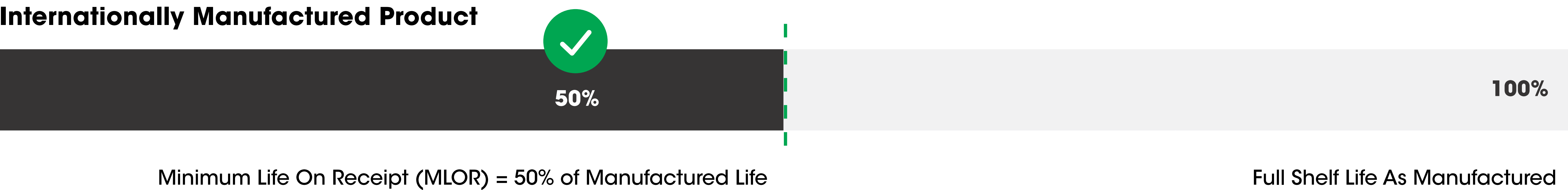
Products flagged as date-code sensitive will be checked by DC team members to ensure the product shelf life is within the parameters expected by the system.

Products that have a shelf life below the MLOR setting will be rejected unless special pre-approval has been negotiated with your Category Manager/Supply Chain team. In all cases, it will be recorded as "MLOR Breached - Insufficient Shelf Life" in the DCSC reporting system for investigation of how product life is being lost and why short shelf life product is not being identified prior to despatch.

## Local, Australian Manufactured Product



## Internationally Manufactured Product



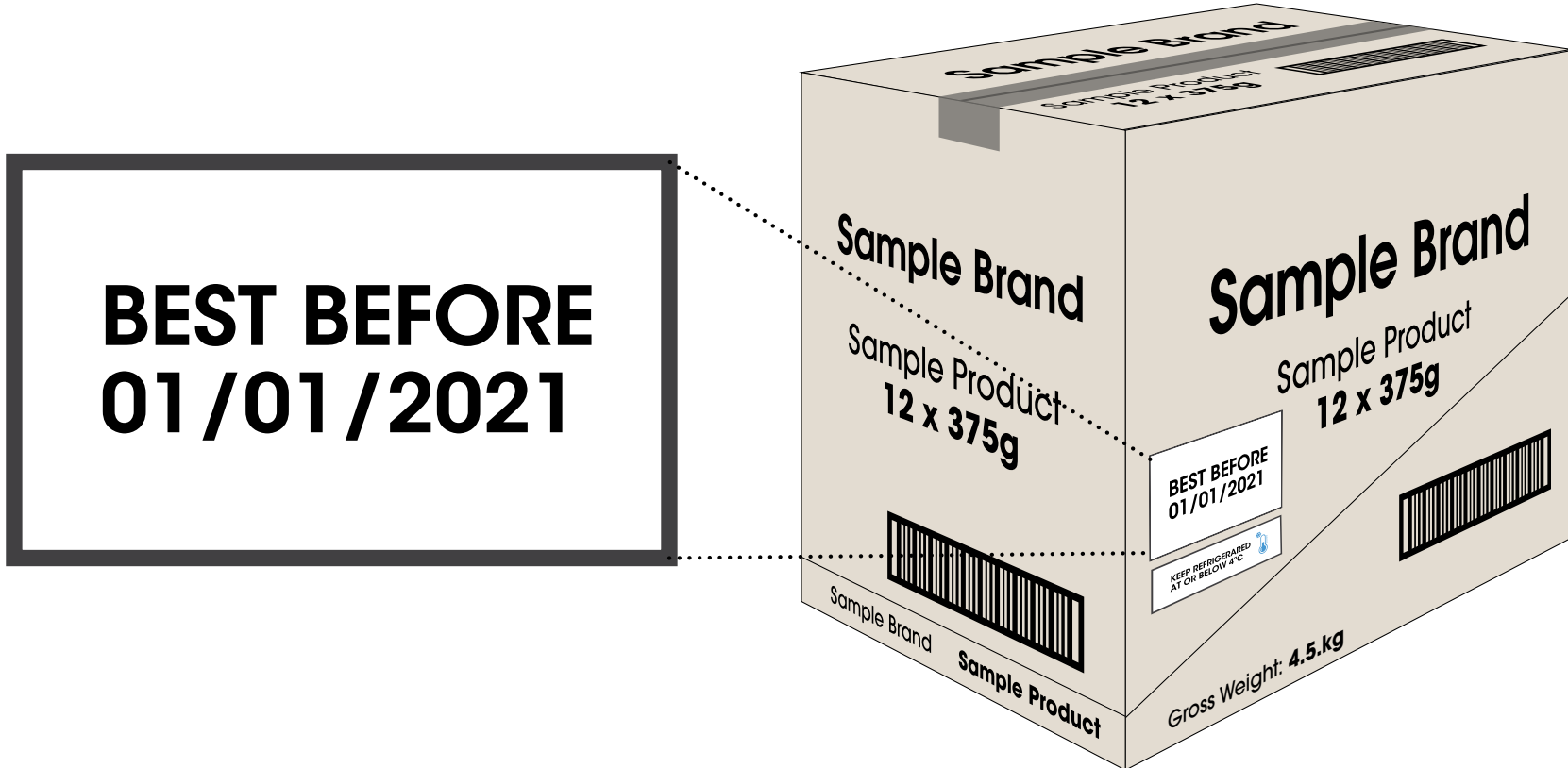


# 7.1 Date Code Marking

Date codes (either a Use By or Best Before date) on retail/ consumer units must also be reflected on the related carton/ trade unit and the pallet/logistics unit.

**Date codes on trade and logistics units must be:**

- Preceded by the words "Use By" or "Best Before" (as applicable).
- Written in full without abbreviation.
- Displayed on a minimum of one (1) vertical side of the carton/ trade unit.
- Consistent between the retail unit, trade unit, and logistics unit.
- Legible and clearly visible at a distance of 1 metre.
- Displayed in either DD/MM/YY or DD/MONTH/YYYY formats (e.g. 01/02/2021 or 01 Feb 2021).

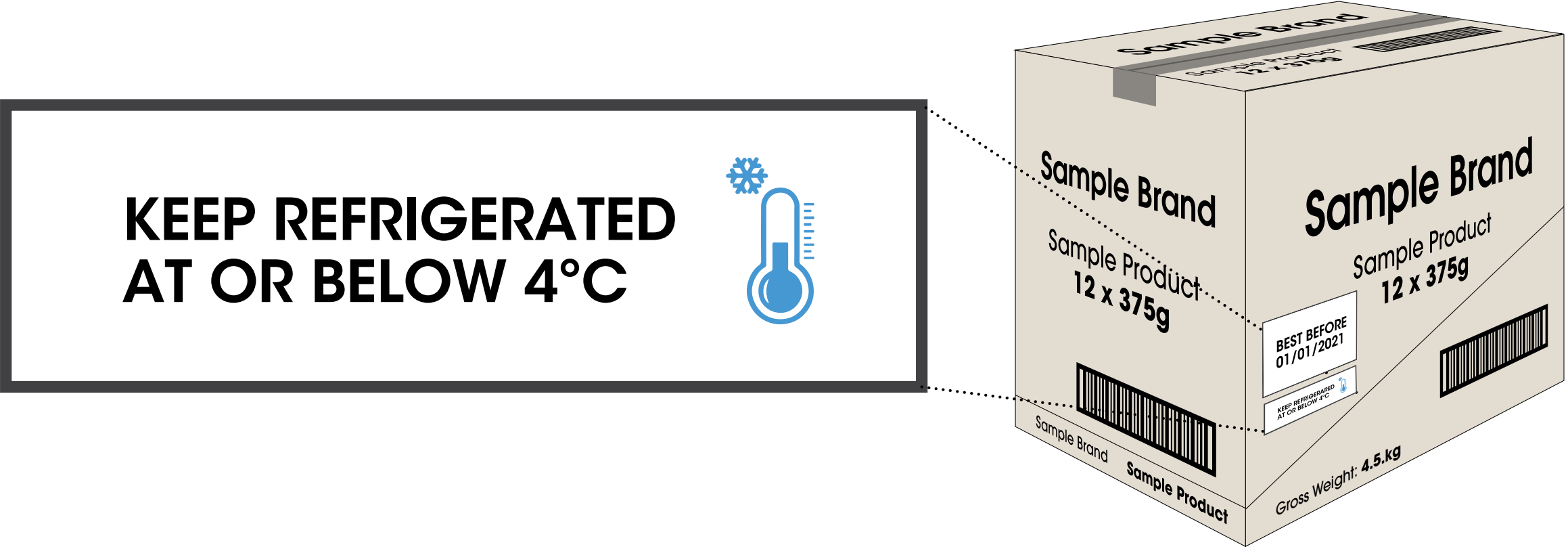


# 7.2 Storage/Temperature Markings

Where applicable, cartons/trade units must clearly identify what the appropriate storage and handling conditions are for that product (e.g. Keep Refrigerated At Or Below 4°C).

**Storage/Temperature Markings must be:**

- Displayed on a minimum of two (2) vertical sides of the carton/ trade unit.
- Consistent with any similar markings on the retail unit.
- Compliant with all applicable regulations/legal requirements.







# 7.3 Cold Chain Management

To ensure the safety and quality of temperature-sensitive food that we offer our customers, it is essential for relevant suppliers to have proper Cold Chain Management practices in place.


A supplier’s end-to-end processes and procedures need to be examined - with risks identified and mitigated - to ensure that all chilled and frozen product continuously remains within the required temperature range at every point of the supply chain. This includes production, storage, despatch, staging, loading of vehicles, transport, and docking at a Coles DC. Chilled product, for example, must never be stored or loaded in an ambient environment, or transported in a non-refrigerated vehicle etc.

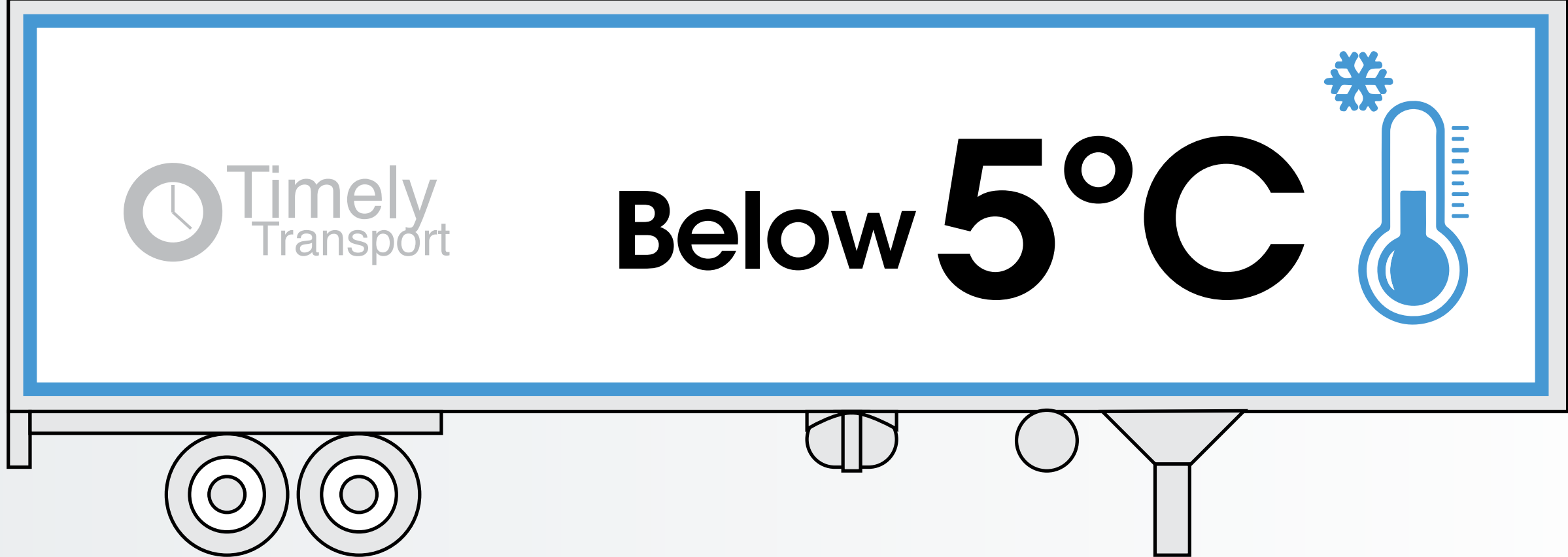
 Coles DCs will test temperatures (through a combination of scan and probe testing) to ensure product does not arrive outside of the required temperature range. Product that breaches these ranges will be rejected. Product that is rejected due to temperature breaches must not be redelivered.

 It is recommended that all chilled meat products (beef, lamb, pork and poultry) ideally travel at 2°C throughout the supply chain. Meat products should continually remain within the required temperature range (0-4°C) for receipt at DC.

Coles Collect (where applicable) will also test selected product at the point of collection. Any over-temperature products/pallets will not be collected.

When delivering temperature-controlled products in the Coles Supply Chain network, vehicle refrigeration motors must remain running with trailer doors closed until directed by DC receiving personnel.






**Chilled and frozen product continuously remains within the required temperature range**

**Remember when dealing with chilled and frozen products:**

- Chilled products should never be at a temperature higher than 5°C at any point in the supply chain.
- Frozen products should never be at a temperature higher than -18°C at any point in the supply chain.





UPDATED

# 7.4 Cold Chain Management - Coles Collect Pick Up

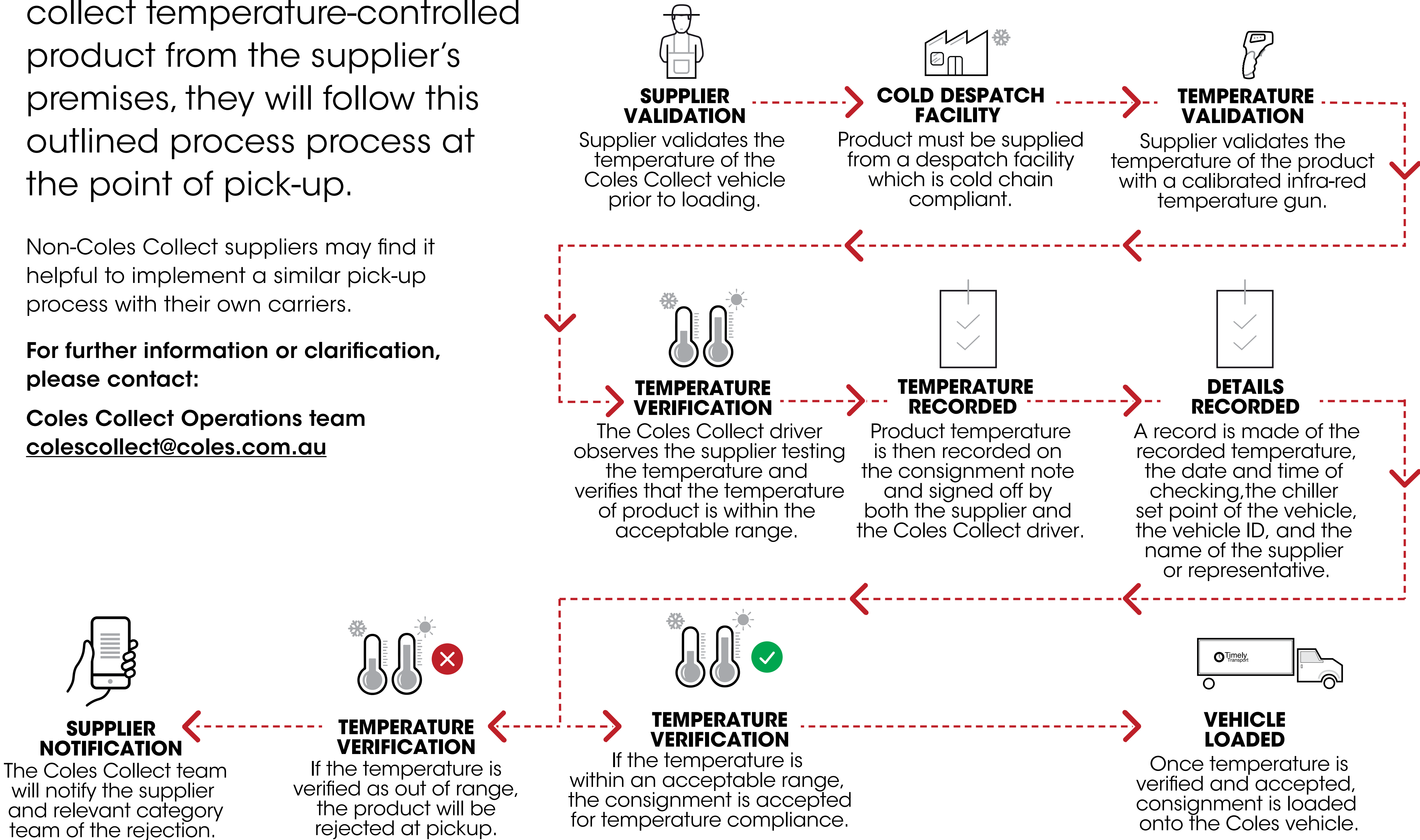
Where Coles Collect is to collect temperature-controlled product from the supplier's premises, they will follow this outlined process process at the point of pick-up.

Non-Coles Collect suppliers may find it helpful to implement a similar pick-up process with their own carriers.

For further information or clarification, please contact:

Coles Collect Operations team  
[colescollect@coles.com.au](mailto:colescollect@coles.com.au)

## Coles Pick-Up Process





Welcome

B2B &  
Electronic  
Trading

Purchase  
Orders &  
Scheduling

Driver &  
Vehicle

Pallets &  
Logistics Units

Cartons &  
Trade Units

Product Life  
Management

Section 8

# Reporting & Rejections

International  
Supply Chain

Supplementary  
Information

Contacts &  
Network Map





# Reporting & Rejections



Navigate your way through this chapter with the links and arrows below.

- [8.0 Overview](#)
- [8.1 Supply Performance Metrics](#)
- [8.2 Rejections](#)
- [8.3 Common Conformance Issues](#)
- [8.4 Redelivery of Rejected Product](#)
- [8.5 Escalation & Corrective Action](#)



Click here for an introduction to Reporting & Rejections





UPDATED

# 8.0 Overview

Coles expects all product entering our supply chain network to comply with our Supply Standards. Product must be of high quality, safe to transport and handle, clearly identified, and meet all relevant regulations and legal requirements. We also expect orders to be delivered on time and as ordered.



Quality Control teams will also conduct inspections of product to validate compliance to Food Safety requirements and published product specifications, but this is outside the scope of this document.

Coles DCs inspect and evaluate all inbound stock to ensure it conforms to Coles and industry standards.

The Conformance team tracks and regularly reports on conformance issues to our internal and external stakeholders.

If defects or supply issues are found, we advise suppliers to request investigation and corrective actions. In more serious cases, Coles DCs may need to reject pallets, POs, and vehicles, as outlined in [Section 8.2 \(Rejections\)](#).

**Fresh Produce:**

For further information on fresh produce or for product related queries please contact your State buyer, Category Manager or Product Technologist.

**Fresh Produce Queries:**

For any DC queries regarding fresh produce please contact Distribution Centre directly.

## 8.1 Supply Performance Metrics

**Coles measures and analyses a number of supply performance metrics including:**

- DIF - Delivered In Full (i.e. Case Fill).
- DIFOD - Delivered/Receipted In Full On Day.
- No Shows - Entire PO booking fails to arrive on expected day/time, without prior rescheduling.

If supplier performance is consistently below-standard, we ask and expect our suppliers to investigate the root causes and implement action plans to ensure improvement.

Coles will work closely with suppliers to help identify opportunities and deliver a better, more consistent performance.



These metrics are regularly reported across all areas of the Coles business. They form the basis for ongoing discussions between the Coles Supply Chain team, Category Manager and suppliers.





UPDATED

# 8.2 Rejections

Inbound deliveries that do not comply with Coles Supply Standards, may be rejected by the DC.

Rejections are costly and inefficient for all parties, and the decision to reject products or deliveries is not made lightly.

Rejections may negatively impact our ability to service stores and customers with your product. Therefore, we expect rejections to be uncommon but treated with urgency when they do occur.

**If a rejection occurs:**

- The driver is notified of the rejected pallets and the reason for rejection.
- Paperwork is marked to reflect the adjusted receipt quantities.
- The rejection is recorded in one of two systems (Muddy Boots for Fresh Produce Quality Control issues, DC Supplier Conformance Database for all other chambers) alerting the supplier and/or SC Ops team.
- Notification is given to suppliers.
- Pallets are left on, or returned to the vehicle, if on premises and safe to do so.
- Over-temperature product issues are also marked.



Fresh produce rejections will always be notified within 24 hours.

**Subject To Check**

Where product has been received “Subject To Check” (meaning pallets have been unloaded and the vehicle permitted to leave site without a full checking process having taken place) a DC may need to reject pallets that are subsequently found to be non-conformant.

In these cases, the supplier must arrange for the pallets to be collected, as the original vehicle will have departed. Coles endeavours to provide notification of any such rejection within 24-48 hours to allow for prompt collection.

Notification from the DC will typically be made to the supplier via the relevant supply chain contact.

Rejections are also captured in the DC Supplier Conformance system, or the Muddy Boots system for QC team inspections.

**Rejection Remediation**

Coles is placing further emphasis on the quality of deliveries into our network, whilst at the same time working with our supplier partners to minimise trucks on road and unnecessary travel.

As a result, where deliveries do not comply with Coles Supply Standards, Coles will work with our suppliers to either:

- Reject the products and return to the supplier for rework; or
- Offer to rework at our DC or PCC at the suppliers’ cost.

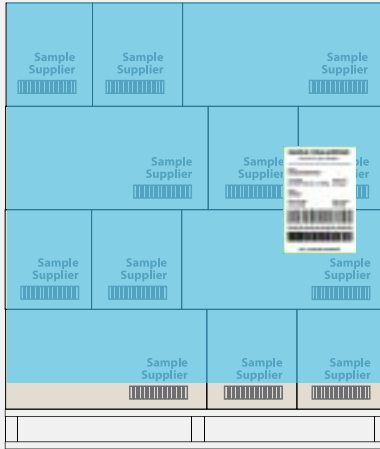

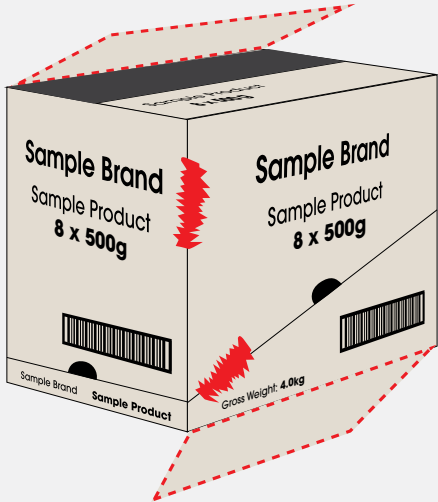


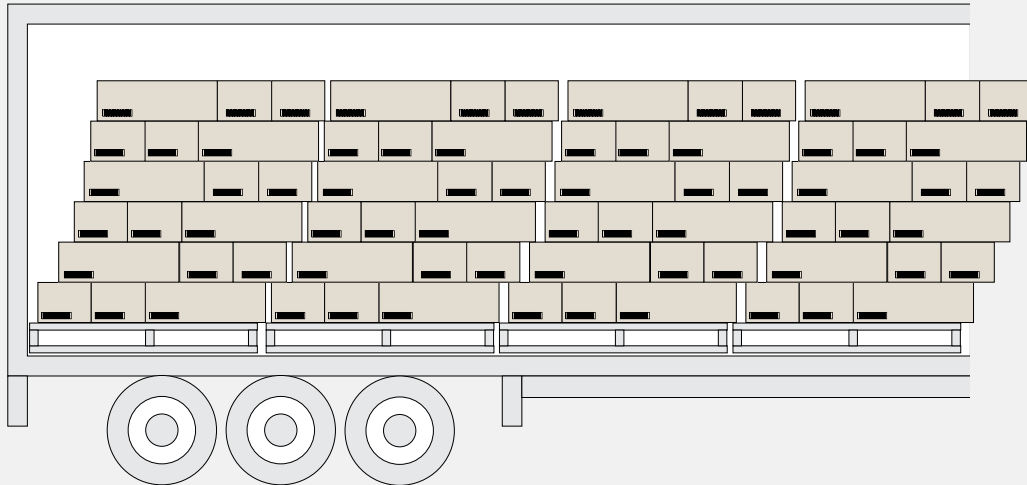




NEW

# 8.3 Common Conformance Issues

These conformance issues can lead to rejections as they affect safety and efficiency.

Most Common Rejections	Reason for Rejection	For More Infomation
<div>Pallet stretch-wrap issues</div> <div></div>	Stretch-wrap must bind the block of trade units to the wooden pallet, anchoring to the top 50% of the wooden pallet, Coles prefers a maximum of 33% (50mm).	<a href="#">Section 5.8 Pallet Wrapping</a>
<div>ASN Issues</div> <div></div>	ASNs need to be successfully submitted prior to the deliveries arriving at our DCs	<a href="#">Section 2.6 Advance Shipping Notice (ASN)</a>
<div>Damaged cartons/trade units</div> <div></div>	Carton/Trade Units must be fit for purpose and withstand the impact of the supply chain without damages to the trade unit or product	<a href="#">Section 6.0 Trade Unit Condition and Suitability</a>
<div>SSCC label issues</div> <div></div>	SSCC labels must be scannable and applied on the right hand side of the pallet on both fork entry sides within 50-100mm from the right hand side of the wooden pallet footprint and 400-800mm from the ground.	<a href="#">Section 5.9 SSCC Pallet Labelling</a>
<div>Incorrect Booking Details</div> <div></div>	Details entered in the C3 reservation portal must match the load arriving at the DC	<a href="#">Section 3.1 Inbound Booking Process</a>
<div>Shift in transit</div> <div></div>	Delivery must remain stable while in transit to ensure it is safe to unload once at the DCs and goods have not been damaged	<a href="#">Section 4.7 Load Stability</a>



[For more information and to download Perfect Delivery Report](#)



[Video: Conforming vs Non-Conforming pallet delivery](#)

For further information please contact:  
**Coles Supplier Conformance team**  
[colessupplierconformance@coles.com.au](mailto:colessupplierconformance@coles.com.au)



Deliveries that do not comply to Coles Supply Standards are non conforming and may lead to rejection.





# 8.4 Redelivery of Rejected Product

If a pallet is rejected for reasons not related to food safety, (for example, if a pallet is broken or unstable or has a GTIN barcode issue) then it can generally be reworked offsite and for redelivery through the IFS/C3 reservation portal at a new time slot.



It is never acceptable to redeliver product that has been rejected for food-quality or food-safety issues (e.g. product that was rejected for having been delivered outside acceptable temperature. Temperature-rejected product will be UV marked and/or labelled by the rejecting DC). Attempted redelivery of unsafe product is a serious breach that risks adverse health effects for consumers. Any identified instances of this behaviour will be escalated accordingly.

# 8.5 Escalation & Corrective Action

If issues such as packaging failure, waste, damage, and DC recoup are occurring frequently, Coles will raise the issue with the relevant suppliers for investigation and discussion.

Due to the nature of the DC operations and high volume of conformance reporting, photos and other supporting information (such as production dates, Best Before dates, batches etc.), will not always be available for every conformance issue recorded.

However, Defect/Non-Conformance reports will include other key information to support an initial investigation (such as PO, DC, date, SKU and defect type etc.).

In cases where photos are needed to further understand the issue, or batch details are needed to isolate specific failure points, these can be requested of the relevant DC through the **Supplier Conformance Team** [colessupplierconformance@coles.com.au](mailto:colessupplierconformance@coles.com.au).

For carton and trade unit related issues, Coles does not expect suppliers to discard large quantities of packaging. Typically, most issues can be resolved with a combination of short term and longer term actions that do not require significant cost.

Please liaise with your Category Manager and Supply Chain team to discuss corrective actions and timeframes. The Supplier Conformance team will then be able to communicate this to our DCs.

## Our expectation in these instances is that the supplier:

- Acknowledges the issue promptly, within two (2) business days.
- Initiates an examination. Involving any relevant co-packers, carriers and 3PLs.
- Seeks to determine the root causes.
- Implements corrective actions.
- Advises Coles of the intended corrective actions, within ten (10) business days.
- Advises Coles of the timeframe for expected resolution. Including the depletion of existing stock.
- Maintains pre-despatch checks on affected products to confirm robust resolution.





Welcome

B2B &  
Electronic  
Trading

Purchase  
Orders &  
Scheduling

Driver &  
Vehicle

Pallets &  
Logistics Units

Cartons &  
Trade Units

Product Life  
Management

Reporting &  
Rejections

Section 9

# International Supply Chain

Supplementary  
Information

Contacts &  
Network Map





# International Supply Chain



Navigate your way through this chapter with the links and arrows below.

- [9.0 Overview](#)
- [9.1 Global Trade Platform, Infor Nexus](#)
- [9.2 Origin Processes and Order Compliance](#)
- [9.3 Order Management and Performance](#)
- [9.4 Charges & Payment](#)
- [9.5 Documentation](#)
- [9.6 Container Packing](#)



Click here for an introduction to International Supply Chain





UPDATED

# 9.0 Overview

The Coles International Supply Chain team is responsible for managing all Coles’ international supply including demand forecast, order planning, shipping, consolidation, customs clearance and delivery into our DC.

Coles has a mature and sophisticated network that ships from over 83 ports in 45 countries and includes six dedicated offshore consolidation facilities across China and South-East Asia.

Coles International Supply Chain is also part of the Australian Trusted Trader program which allows Coles to operate in partnership with Australian Border Force (ABF) and access exclusive benefits and prioritisation not available to other importers outside of the program.



Coles is also the only retail and largest importer in Australia to be FICA accredited, meaning all our imported Coles Brand Food items are not subject to the Department of Agriculture inspections.

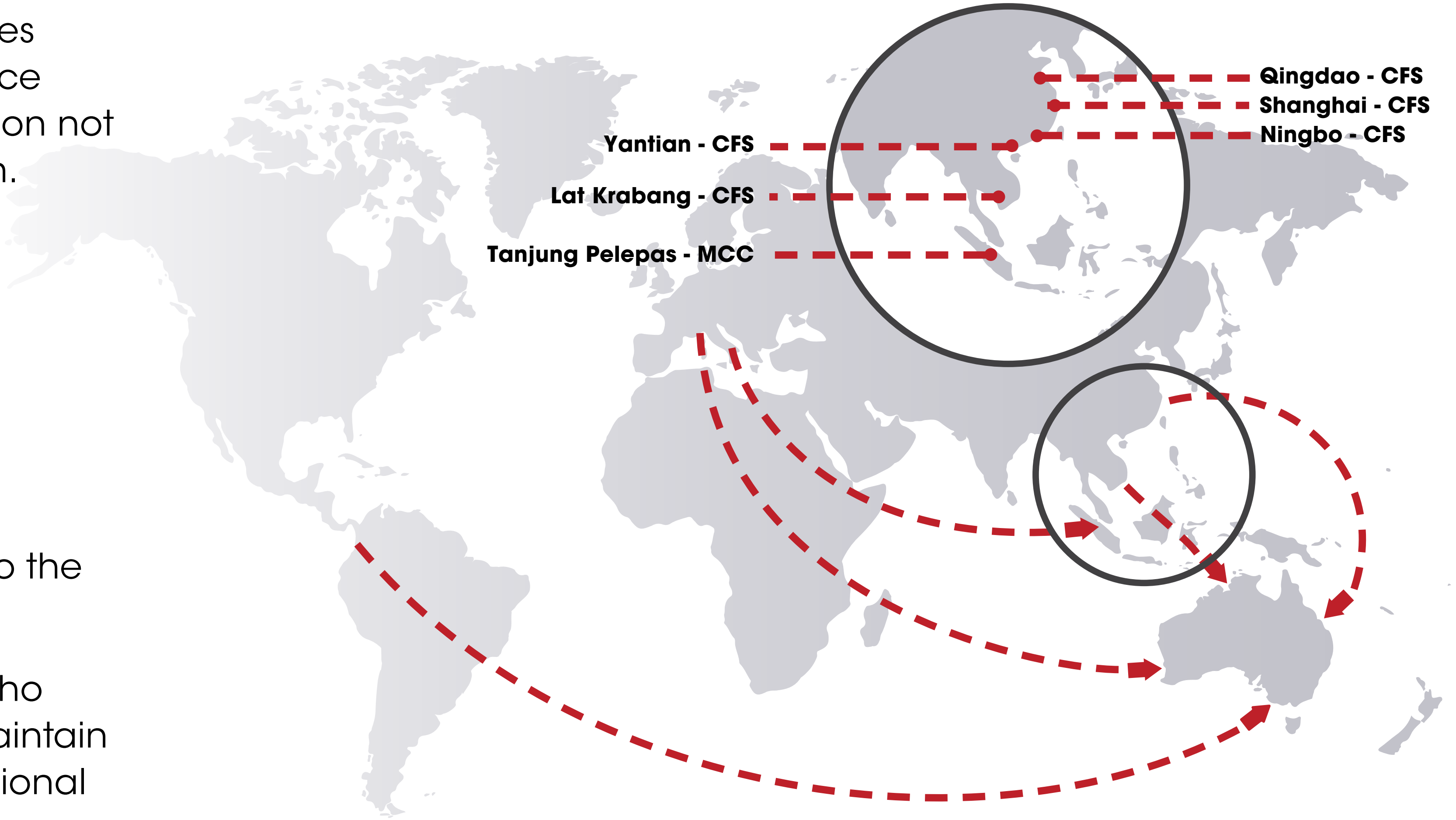
We also partner with one of only two companies who can gain priority access to Australian ports and maintain a strong long standing relationship with all International Shipping Lines.



These facilities do not currently service dangerous or hazardous goods, frozen products, chilled products, and products containing dairy. High risk quarantine products are strictly prohibited at all consolidation facilities and must be shipped directly to Australia.

## Coles Consolidation Centres

Container Freight Station (CFS) Facilities	Multi Country Consolidation (MCC) Facilities
<u>China</u> : Yantian, Shanghai, Ningbo, Qingdao	<u>Malaysia</u> : Tanjung Pelepas
<u>Thailand</u> : Lat Krabang - ICD	
Served Main Ports	
Northern and Southern China	Europe and South East Asia (except Thailand)





NEW

# 9.1 Global Trade Platform, Infor Nexus

Coles has partnered with Infor Nexus to deliver an end-to-end international supply chain platform. The Infor Nexus platform allows suppliers, logistics service providers, and Coles to collaborate online as close to real-time as possible.

All suppliers need access to the Infor Nexus platform to receive orders and supply international goods to Coles. This access is arranged by Coles and usually has a three (3) week turnaround time.

Once access has been granted, suppliers will then be able to view POs raised in the system. All new suppliers will receive training and support materials from Coles and Infor Nexus.



[Further information including Nexus training videos and training manual can be found on Coles Supplier Portal](#)





NEW

# 9.2 Origin Processes and Order Compliance

Coles has an appointed agent and Freight Forwarder (FF) that facilitates all bookings at origin, via the Infor Nexus system.

Booking On Time - Plan To Ship (PTS)

When a PTS booking is received Coles Freight Forwarder will perform a validation check to ensure the booking request (PTS) matches the purchase order (PO).

Suppliers must ensure all information on the PO is correct before submitting the booking request.



All PTS bookings must be made no later than 14 days prior to the FF due date.



PTS is system-managed hard stop at time of booking creation. Late bookings will not be accepted at origin and may incur a fee. Please contact the Coles Freight Forwarder.

All Containers

<div>✓</div> <div>14 days prior to FF due date</div>	<div>✗</div> <div>Less than 14 days prior to FF due date</div>	<div>✗</div> <div>FF due date</div>
On-time booking window	Too late	Too late

Validation Check

- ✓
- PO Number
  - FF Date
  - Cargo Ready Date
  - Booking Date
  - Pack Method
  - Buying Terms
  - Ship Temperature
  - Port of Loading
  - Final Destination
  - Item/s
  - Carton Quantity
  - Supplier Cost
  - Country of Origin (COO)



**If the validation check is successful:**

The supplier will receive a booking confirmation from Coles Freight Forwarder within 48 hours of the request being lodged.



**If the validation check is not successful:**

Coles Freight Forwarder will reject the booking request.



Bookings (PTS) will be rejected if they do not comply with the order raised. If your booking is rejected please ensure your order is updated prior to resubmitting a booking (PTS).





NEW

# 9.3 Order Management and Performance

B2B & Electronic Trading

Purchase Orders & Scheduling

Driver & Vehicle

Pallets & Logistics Units

Cartons & Trade Units

Product Life Management

Reporting & Rejections

International Supply Chain

Supplementary Information

Contacts & Network Map

### Receiving, Confirming and Adjusting Orders

Suppliers need to be set up on the Infor Nexus platform to receive notifications for all new, cancelled, and amended purchase orders.

Suppliers will be required to access the Infor Nexus platform and “confirm” their purchase orders.

PDF versions of the purchase orders can be downloaded and printed directly from the platform.

All amendments to purchase orders must be made on the Infor Nexus platform via “order collaboration”.

Orders will not reflect the amendments until the receiving party has approved and accepted the changes. The receiving party can also counter-offer or reject PO amendment requests.

### Delivering On Time

Orders must be delivered at origin by the FF due date. The point at which cargo is considered ‘delivered on time’ to Coles depends on the service type:

Service Type	FF Due Date
<b>Container Freight Station (CFS)</b> Cargo is receipted at CFS facility and consolidation is undertaken by the Freight Forwarder.	Cargo must be delivered into CFS facility within <b>3 days from the FF Due Date.</b>
<b>Container Yard (CY)</b> Factory-packed containers are sent directly to Australia. <b>Container Yard Hub (CYH)</b> Factory-packed containers are sent via MCC facility.	Cargo must be <b>gated in at port</b> by the FF Due Date.

### Container Freight Station (CFS)

		
>3 days prior to FF due date	Within 3 Days from FF due date	FF Due Date
Too early	On-time delivery window	On-time delivery window

### Container Yard (CY)/Container Yard Hub (CYH)

		
>7 days prior to FF due date	Within 7 Days from FF due date	FF Due Date
Too early	On-time delivery window	Too late

Late deliveries will not be accepted at origin if the PO has not been amended before booking at origin.



Ex Works (EXW) cargo must be ready and available 7 days before the FF due date to allow for inland carriage and delivery into the terminal.



**Premium Service:** Where our freight forwarder secures shipping space on a Coles premium service contract, if a supplier does not meet the specified sailing dates in the required quantity set out in the booking confirmation provided to the supplier by the freight forwarder or Coles, any penalties incurred by the shipping line as a result of the failure by the Supplier to meet the sailing dates and ship in full will be payable by the Supplier.





# 9.3 Order Management and Performance

## Delivering In Full

Orders must be delivered at origin in full. This means they have the correct quantity of cartons ordered for each SKU as per the initial PO raised by Coles.

### You must request a PO amendment if:

- You are unable to make a booking on time.
- You need to amend a PO.
- You are unable to deliver an order on time.
- You are unable to deliver an order in full.

All amendments to POs must be requested via “order collaboration” on the Infor Nexus platform before the booking window is closed.

## International Supplier Performance Metrics

International Supplier Performance is measured against the initial PO raised.

### Performance metrics used:

- Booking on Time
- Delivered on Time
- Delivered in Full

All international suppliers are expected to meet a target of no less than 95% compliance on all performance metrics (measured against the original FF due date and quantity ordered).

If below-standard supply performances are sustained Coles expects suppliers to investigate the root causes and take steps to improve. Coles can help suppliers identify opportunities and deliver better, more consistent performances.





UPDATED

# 9.4 Charges & Payment

## Origin Charges

The supplier is responsible for the payment of origin charges as per the agreed International Chamber of Commerce (ICC) Incoterms 2010. These charges are invoiced to the supplier by Coles Freight Forwarder and must be paid before a Freight Cargo Receipt (FCR) is released.

Consolidation centre charges must be incorporated into the FOB price.

For a listing of origin charges, please contact your **Coles International team**.

## Supplier Payments

Supplier payments are initiated when goods are received and documents have been submitted via the Infor Nexus platform. Payments for goods delivered will be made in accordance with the Trading Terms.

Please send any payment queries to the International Accounts Team and include the following information:

- Vendor Name
- Vendor Number (SAP ID)
- Invoice Number
- Purchase Order (PO) Number

For payment queries or further information, please contact:

International Accounts Team  
[international.accounts@coles.com.au](mailto:international.accounts@coles.com.au)

## Incoterms and Origin Inland Services

If needed, the Coles Freight Forwarder can provide services at origin for suppliers

**For more information on these services, please contact the Coles International team.**





NEW

# 9.5 Documentation

All documentation must be submitted to the “document folder” on the Infor Nexus platform, within the timelines specified. Original documents are not required unless specifically requested by Coles Freight Forwarder.

**Commercial Invoice, Packing List and Document Folder**

All suppliers must create and submit their commercial invoice/s and packing lists via the Infor Nexus platform.

When the packing list is complete, a document folder will be available and copies of the commercial invoice/s and packing list will be automatically saved to that folder.

The document folder will list all other documents that need to be uploaded for the shipments. Once all documents have been uploaded, the folder must be submitted for review and approval.

**Government Regulatory Documentation**

For the purpose of import clearance in Australia, government regulatory documentation must be uploaded to the document folder on the Infor Nexus platform.



All documents must be submitted within five (5) business days of vessel departure from the origin port.



For shipments coming from New Zealand, all government regulatory documentation must be submitted within two (2) business days of vessel departure from the origin port.



**Subject to product type, country of origin, and any existing Free Trade Agreements, the following documents may be mandatory for the import of goods into Australia.**

- Certificate of Origin
- Manufacturer’s Declaration
- Ingredients Listing
- Health Certificate
- Phytosanitary Certificate
- Treatment Certificate (e.g. Fumigation)
- Developing Country Declaration
- Veterinary Certificate

For payment queries or further information, please contact:

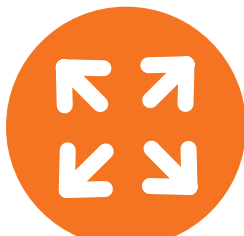
**International Accounts Team**  
[international.accounts@coles.com.au](mailto:international.accounts@coles.com.au)

If you are unsure which documents you need to provide, please email:

**Helena Mandic, Freight Forwarding Manager**  
[helena.mandic@coles.com.au](mailto:helena.mandic@coles.com.au)



It is the supplier’s responsibility to understand which documents are required for the import of products ordered by Coles.



**Countries with existing Free Trade Agreements with Australia**





NEW

# 9.5 Documentation

Commercial Documentation

These documents must be created and submitted on the Infor Nexus platform within the following timelines:

Service Type	Submission of Commercial Documentation
Container Freight Station (CFS)	Commercial documentation must accompany cargo delivery.
Container Yard (CY) Container Yard Hub (CYH)	Commercial documentation must be submitted no later than 24 hours after the last container has been gated in the origin terminal.



International Convention for the Safety of Life at Sea (SOLAS) regulations require all packed containers to have a Verified Gross Mass (VGM) declared by the shipper, prior to the container being received at the origin terminal. Suppliers must ensure their VGMs are submitted on time.

Compliant Lot Code

Port of Destination	PO	Keycode	Description	Lot Code	# of Cartons
FRE	122666	656565	Stuffed Olives	34789	10
FRE	122666	656565	Stuffed Olives	34790	20

Non-Compliant Lot Code

Port of Destination	PO	Keycode	Description	Lot Code	# of Cartons
FRE	122666	656565	Stuffed Olives	34789/34790	10

Carton quantity for each lot code must be shown separately in the lot code list, even if the destination, PO and keycode are the same.

**The following commercial documents are mandatory:**

- Commercial Invoice
- Packing List
- Lot Code List (food imports only)
- Packing Declaration\*
- Freight Cargo Receipt (FCR)

Any additional required Government Regulatory Documentation will be listed in the document folder in Infor Nexus.

\* Suppliers may obtain an annual packing declaration, valid for 12 months.



NEW

# 9.5 Documentation

Import Permits


Certain products imported into Australia require an import permit.


These include (but are not limited to):

- Dairy
- Meat
- Pet foods
- General biological products

Coles will arrange for all import permits under FOB or EXW terms. Existing import permits held by suppliers are not valid.

Suppliers with goods that require an import permit must ensure all permit conditions are met before delivery at origin.


- 

If an Import Permit is required, a purchase order will not be raised until the permit has been approved.
- 

Import permits are managed by the Australian Department of Agriculture and can take a minimum of 1-2 months to be approved.

Additional Information


All documents must be consigned to the following:



Grocery Holdings Pty Ltd (Coles Supermarkets) 800 Toorak Road Hawthorn East VIC, 3123, Australia

If you have any questions or require further information regarding any of the documents mentioned in this section, please email:

**Helena Mandic, Freight Forwarding Manager**  
[helena.mandic@coles.com.au](mailto:helena.mandic@coles.com.au)




### Dangerous Goods Documentation

For dangerous or hazardous goods, the following documentation must be submitted to the document folder on the Infor Nexus platform.


- Safety Data Sheet (SDS)
- International Maritime Organisation (IMO)
- Dangerous Goods Declaration
- Certification for the Safe Transport of Chemical Goods, or Dangerous Goods Certificate
- Dangerous Goods (DG) Code and four-digit UN Number


Late Documents

- If shipments cannot be cleared in Australia due to late documents, any costs incurred will be claimed from the supplier.
- 

Failure to provide documentation within the specified time frames will result in shipping delays at origin, cargo delivery, payment of supplier invoices, customs clearance and supply visibility.

Labelling

- 

All pallets and trade units are to follow labelling as per **Section 5.9 (SSCC Pallet Labelling)** and **Section 6.5 (Required Trade Unit Declarations & Symbols)**.
- 

PO numbers are not required on cartons.





# 9.6 Container Packing

It is the supplier’s responsibility to safely secure the product for the supply chain journey and ensure content is safe, stable and secure to support minimal product damage, and safe unloading.

This section provides a general description of the types of container packaging and handling options available.

The Coles International team can assist you in ensuring your container packing complies with our required supply standards.

If the Coles preferred option is not suitable for new products and/or first-time shipments, please contact the Coles International team to discuss other container packing options.



For all Ambient/Groceries Coles preferred packing option is the slip sheet method.

Before using any other method to load your container, please contact Coles International team for approval.

When necessary, void fill or dunnage must be used to protect stock from movement in transit. Suppliers must take adequate steps to safely secure the product for the supply chain journey.

If the gap between products (slip sheeted, loose, or palletised) and container doors is more than six (6) inches (approx. 150mm) void fill airbags or lashing net must be mounted at the door-end of the container. This will ensure cargo does not move or fall during transit and unloading.

The airbag must adequately stabilise the load during the shipping journey. Void fill standard airbags are the preferred means of protection.

If airbags are not available, load restraints such as netting should be used.

For advice or guidance on container packing, please contact the Coles International team.



If stock is damaged in transit due to incorrect loading, Coles reserves the right to claim for the damaged stock.



NEW

# 9.6 Container Packing

## Slip sheet Method (Coles preferred)

### International slip sheets guidelines and standards

Coles preferred packing option is slip sheet and we recommend the following thickness and loads:

Thickness	Load	
1.0mm	1800lbs	800kg
1.2mm	2400lbs	1100kg
1.5mm	3000lbs	1250kg

Maximum load depends on product type and application constraints and should not exceed the manufacturer’s recommended load per slip sheet.

Australian standard slip sheets are not suited for the standard 20ft and 40ft shipping containers used globally.

### Slip sheets must comply with the Asian Standard dimensions:

- 1100mm (L) x 1100mm (W) + 50mm each side.

Loads must be stretch-wrapped with the exposed slip sheet flap facing the container doors. All other flaps should be within the stretch-wrap to secure product to the slip sheet.



The 50mm refers to a flap which allows the push-pull attachment to grab the slip sheet and must be accurate.



Used correctly, slip sheets can save considerable amounts of time when unloading containers and reduces the risk of injury for our team members.

### Slip sheeted products must comply with the following:



- 1050mm max height for 20ft and 40ft containers (allowed for slip sheet double stack)
- 1225mm max height for 40ft HC containers (allowed for slip sheet double stack) 1200kg max weight per slip sheet.
- Slip sheets must be double stacked in containers.

### Slip sheets must:

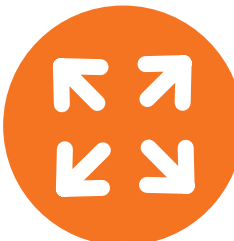


- Be cardboard only.
- Be capable of handling the load upon it (tensile strength).
- Remain intact during transportation and handling in the Distribution Centres.
- Have corner posts to secure cargo stability (if required).

### But must not:



- Be wet, soggy or torn.
- Be dirty or stained.
- Have loose cartons on top.



**Click to view visual examples of slip sheet dimensions.**



Non-approved slip sheet dimensions will incur extra charges for the supplier. For any other slip sheet dimensions other than the one described above, please contact Coles International team for approval.

For slip sheet quality guidelines, please refer to **Section 5.6 (Pallet Slip Sheets, Pallet Pads & Corner Posts).**





NEW

# 9.6 Container Packing

## Hand/Loose Load Method

Hand load is the second preferred option and can only be used with approval from the Coles International team. This method creates minimal waste. Multiple SKUs should be easily distinguishable in mixed containers and packed as per Coles Supply Standards.

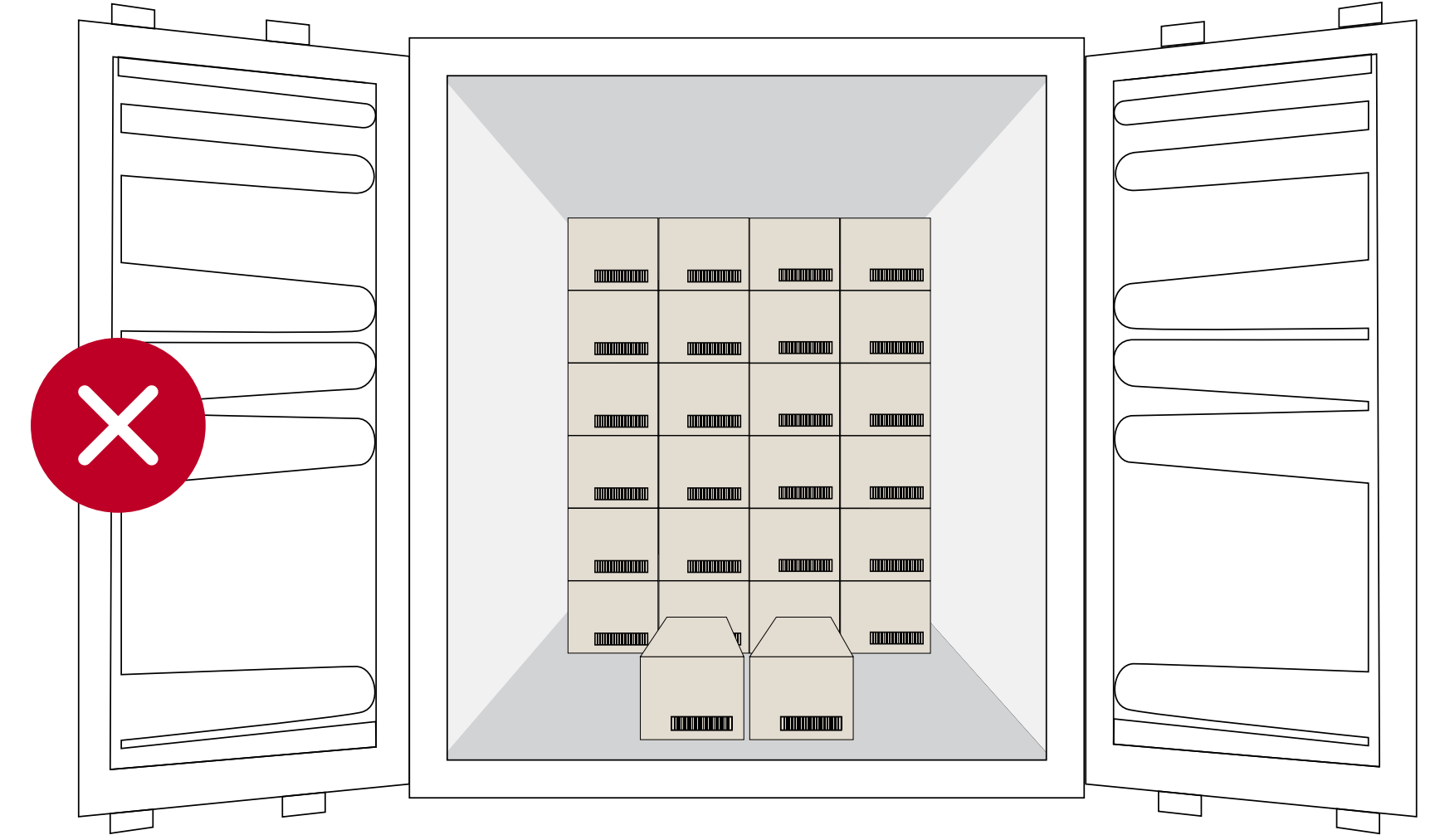
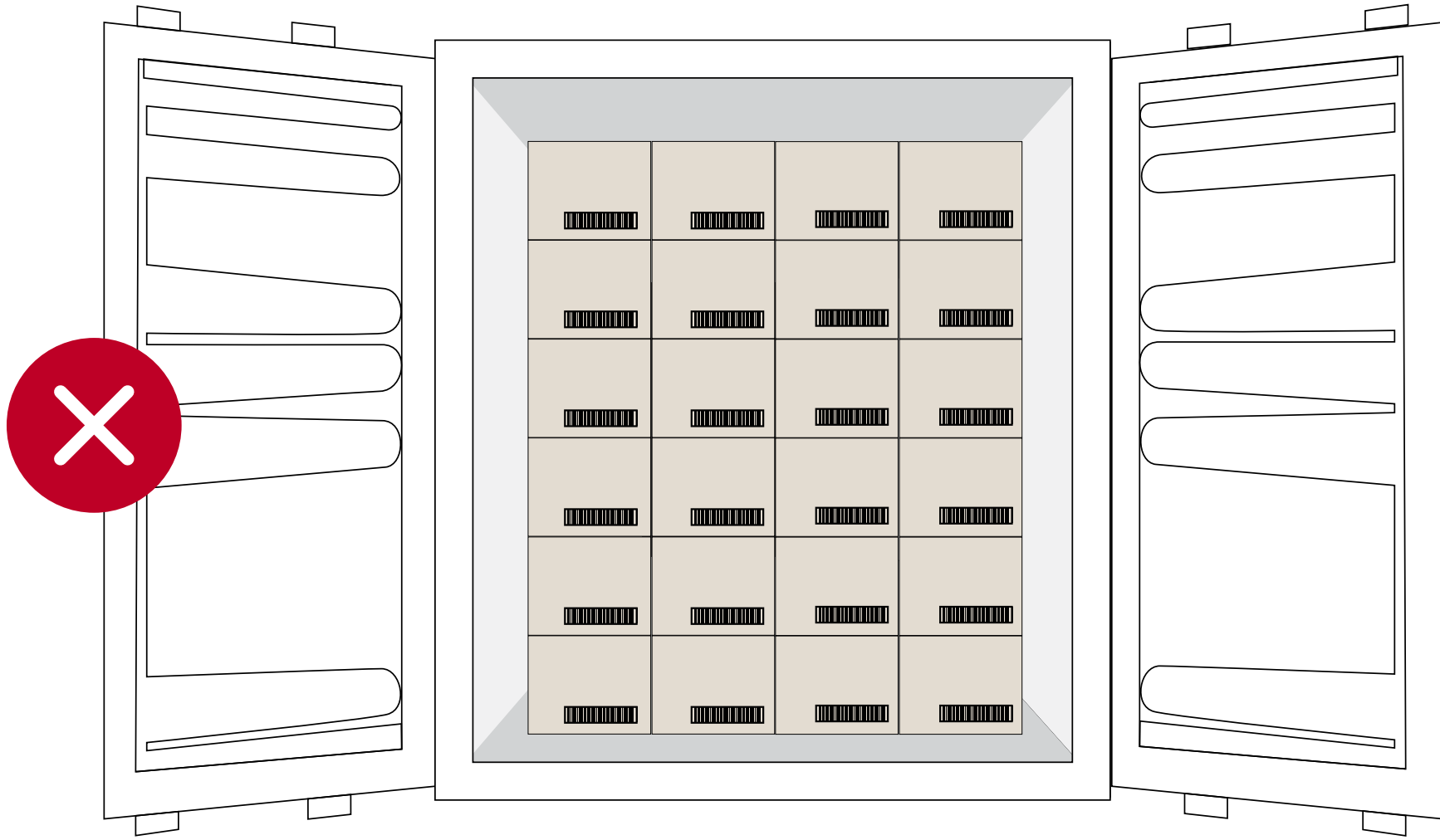
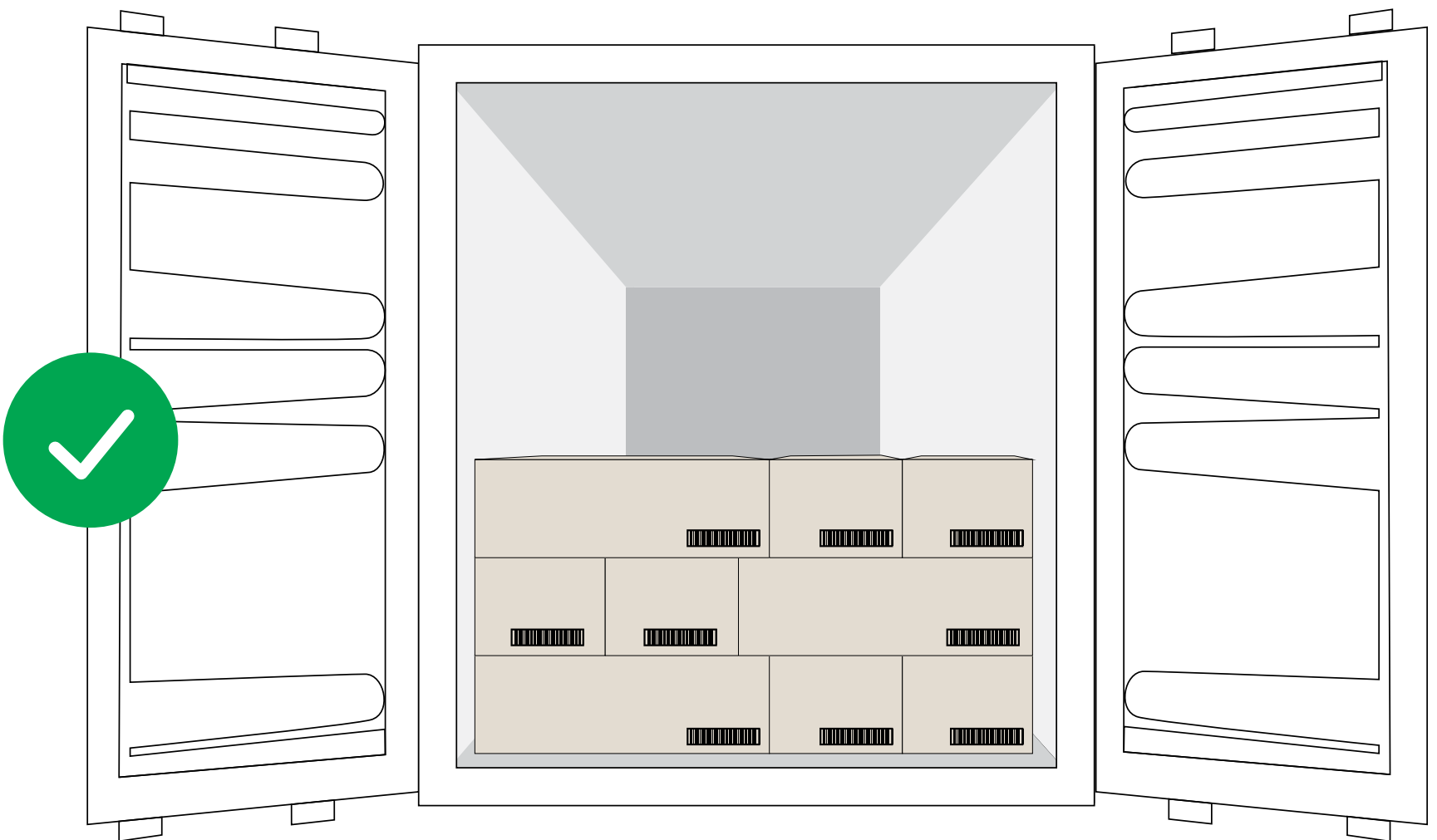
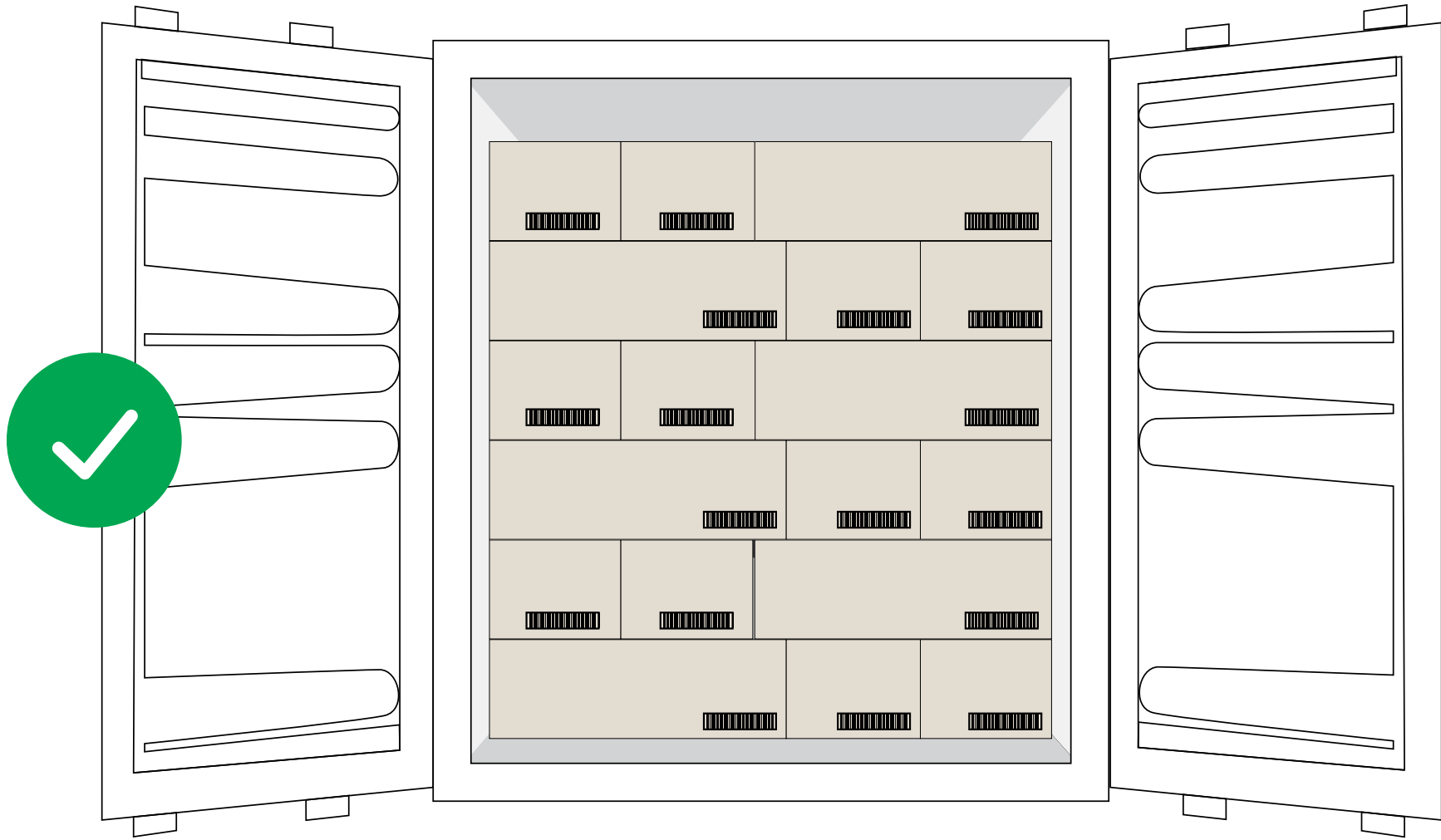
See [Section 9.6 \(Packing with Multiple Lot Codes\)](#).



An unsupported wall of product will not remain stable in transit and could cause significant product damage and safety issues when unloaded.

## Palletised Method

This option is not endorsed by Coles International (excluding refrigerated stock). All suppliers shipping palletised products will incur disposal fees which will be claimed back from the supplier.



### Full Container Load

Containerised product should be stacked in an interlocking pattern and not column-stacked for greater stability in transit. Netting and/or inflatable dunnage should also be used to ensure stability and safety when the container doors are opened.

### Partial Container Load

If the full cube of the container will not be used, product should be stacked at an even height throughout the container to ensure safer, more-stable stowage, and proper weight distribution.





NEW

# 9.6 Container Packing

## Frozen Container Requirements

Temperature records are mandatory for the shipment of all frozen goods containers.

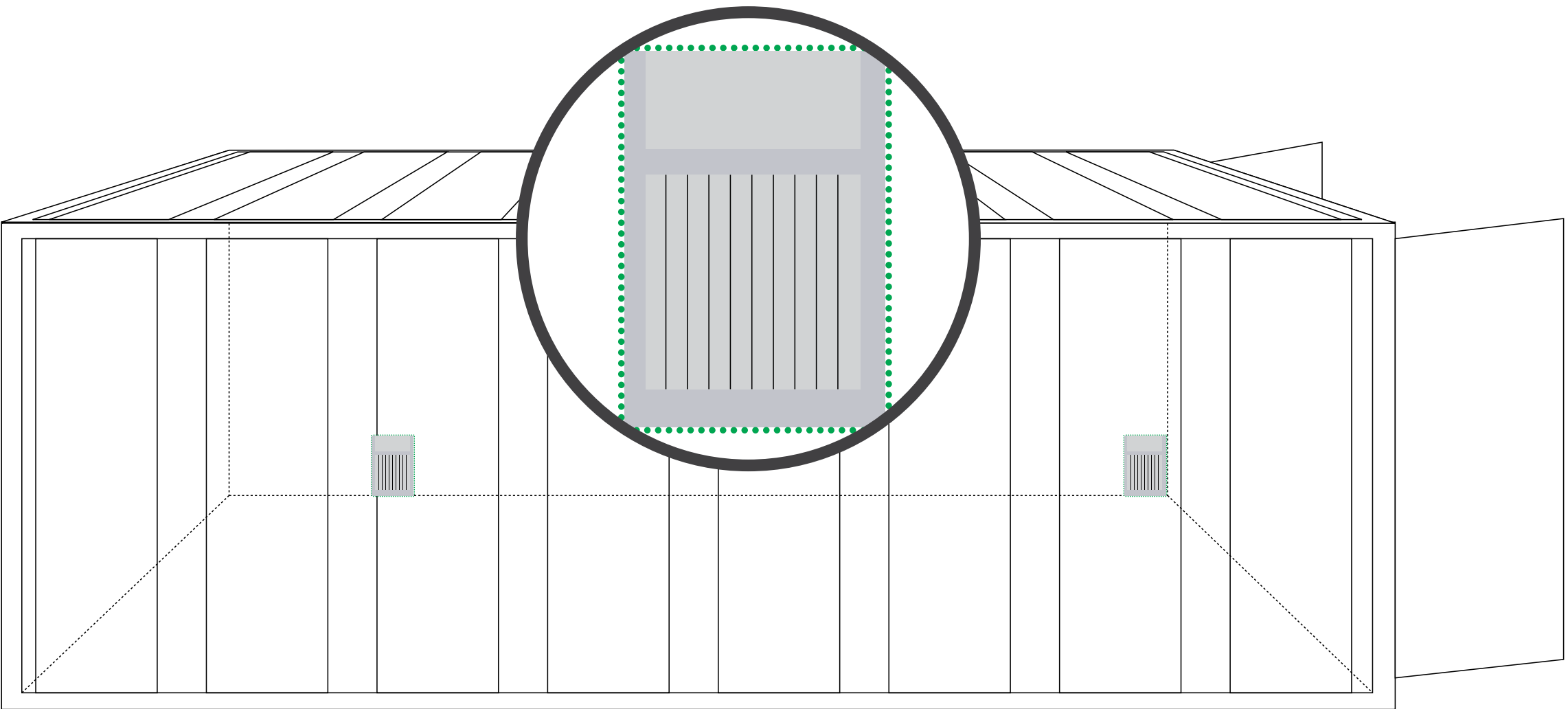
All Frozen good shipments must have 2 x Sensitech Ryan EZT or Ryan CR-1 manual strip chart temperature recorders that will last for the duration of time in transit through to container unpack with a minimum of 75 days runtime. Both units are widely stocked by the Sensitech offices globally.

Each container must have two (2) recorders – one at the front and one at the rear with each recorder being placed centrally among the cargo to ensure there is no interference and the correct temperature reading can be captured.

All Frozen container(s) must be requested as Reefer Pre-Trip (container temp set to the required temp, prior to picking up the empty container).

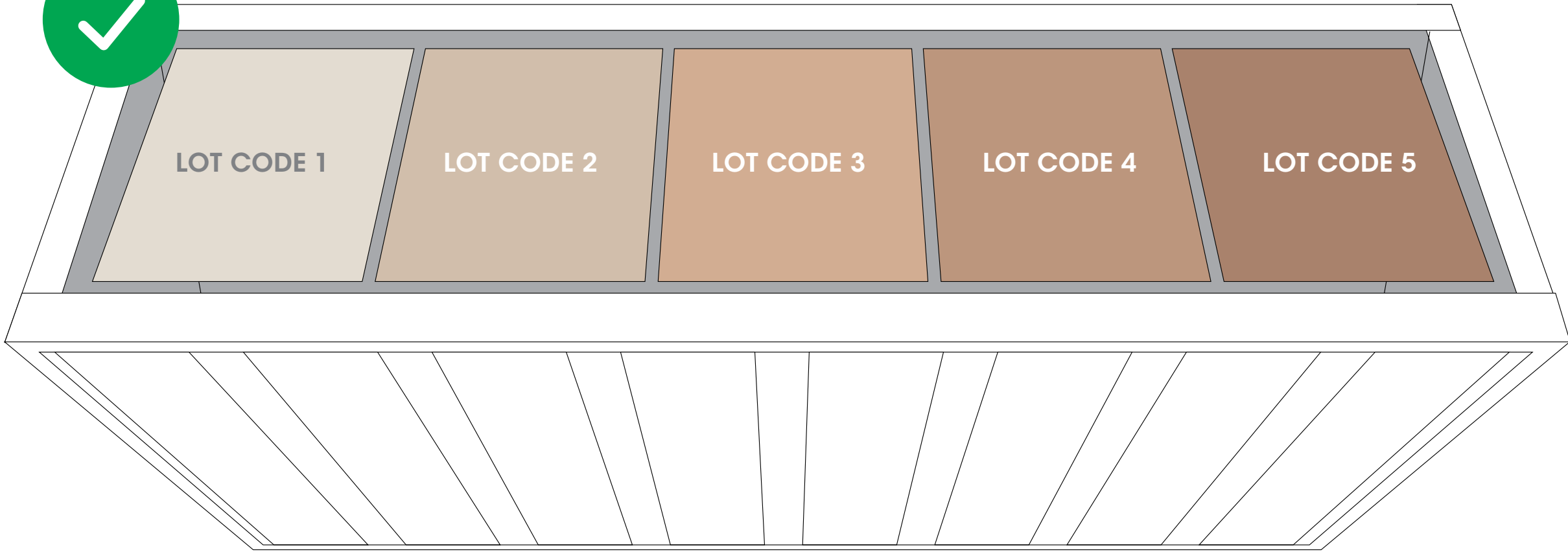


Digital temperature recorders that require software, data or a connection to a computer to be downloaded, are not permitted.

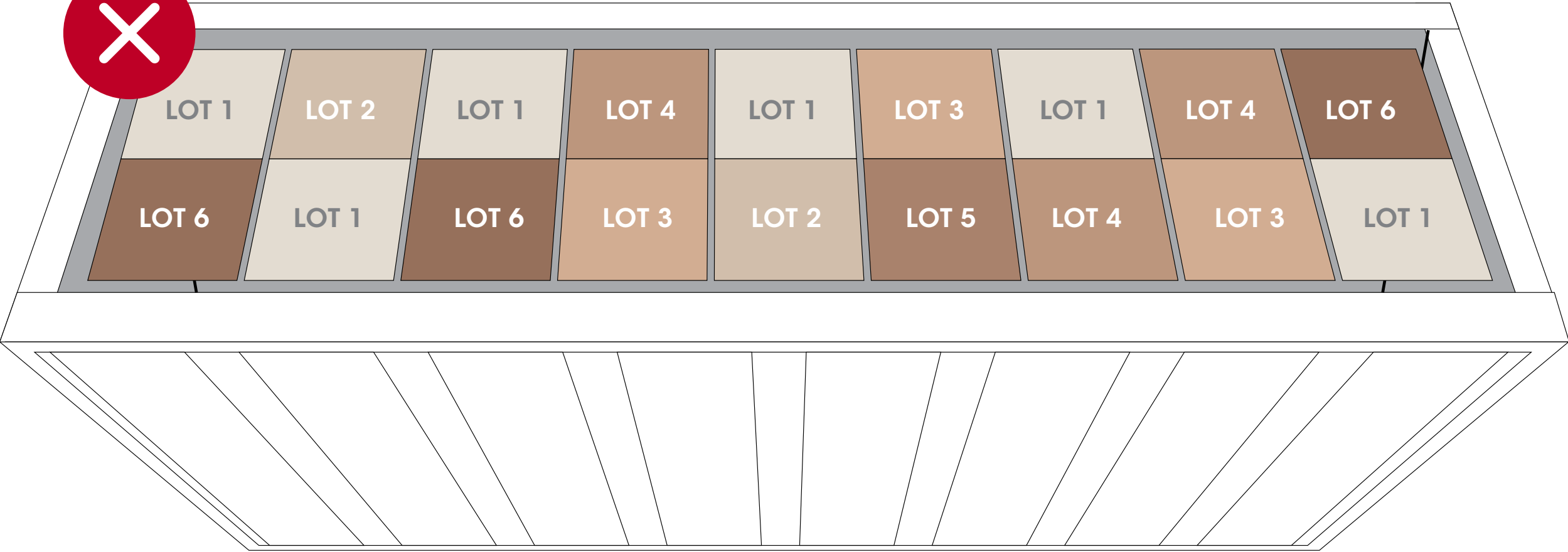


## Packing with Multiple Lot Codes

When multiple lot codes are being delivered for the same PO or item, cartons for each lot code must be grouped together and visibly separated.



If cargo is received and lot codes are not clearly separated, the supplier will be charged for any sortation activity that is required.





NEW

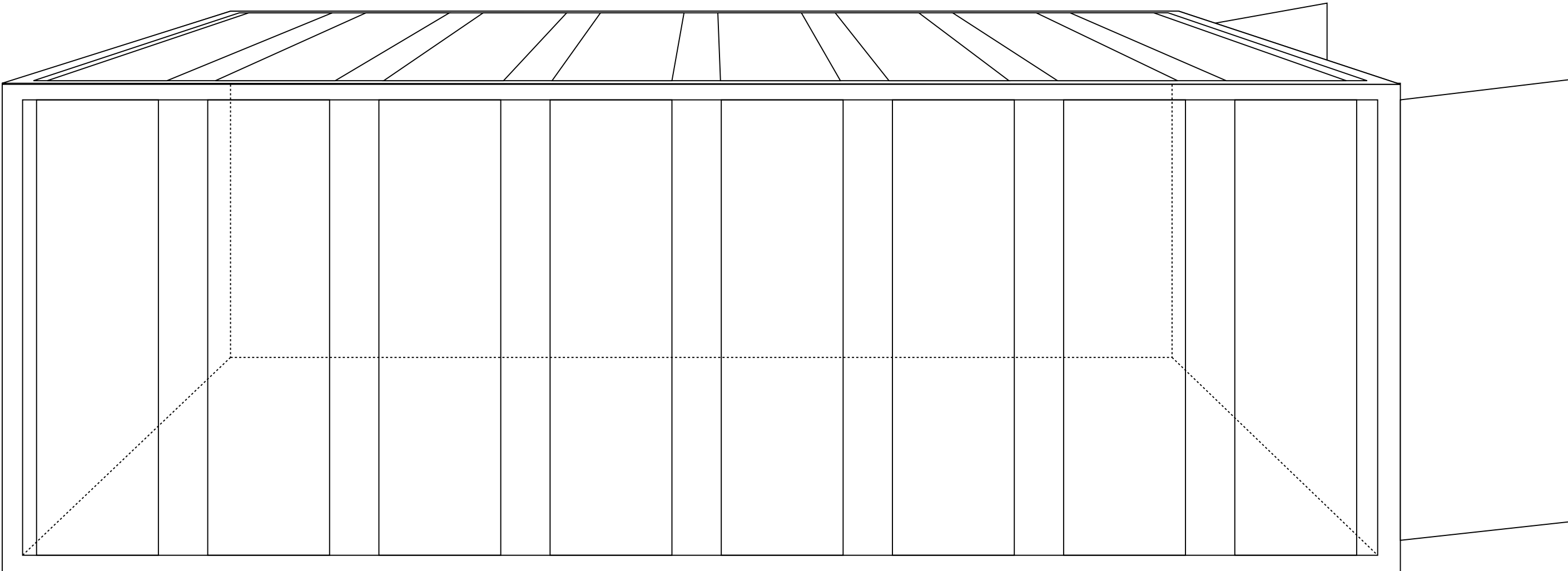
# 9.6 Container Packing

Photos must be taken at three key stages and must be uploaded online via Infor Nexus prior to shipping.

Verification Requirements

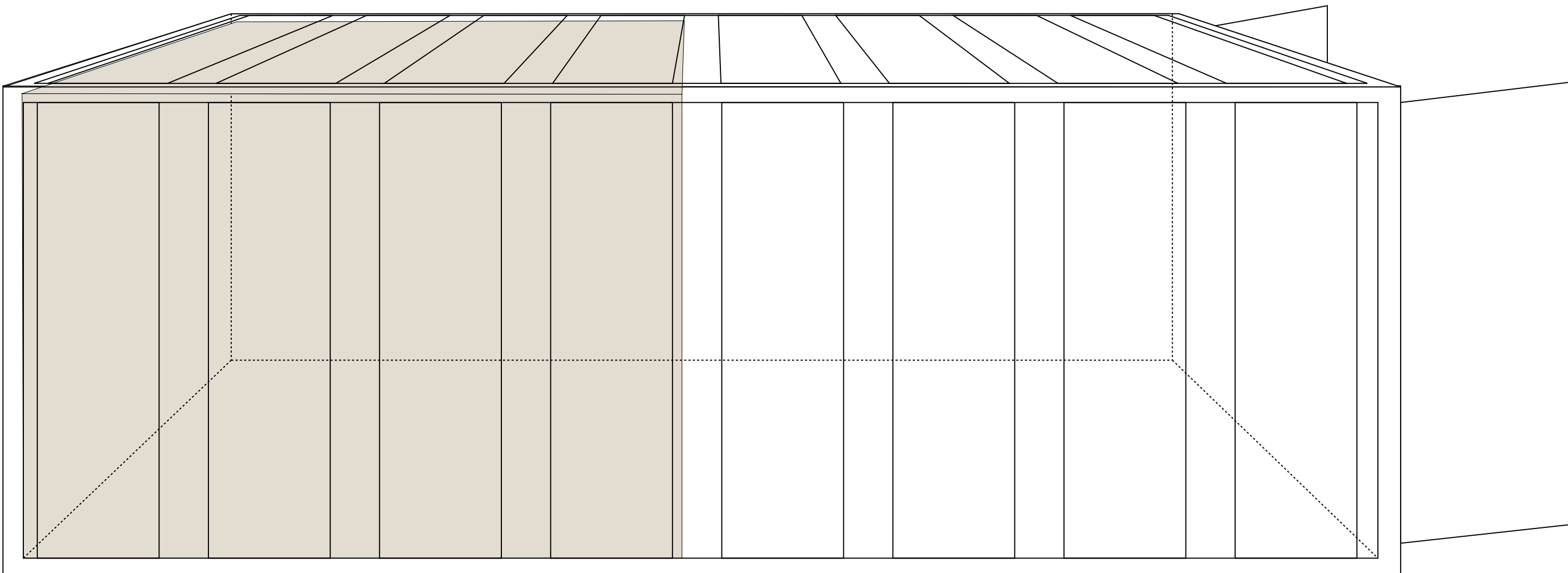
Stage 1: Empty Container.

Must be taken of the inside of the empty container (before container stuffing) to record the cleanliness and suitability for use.



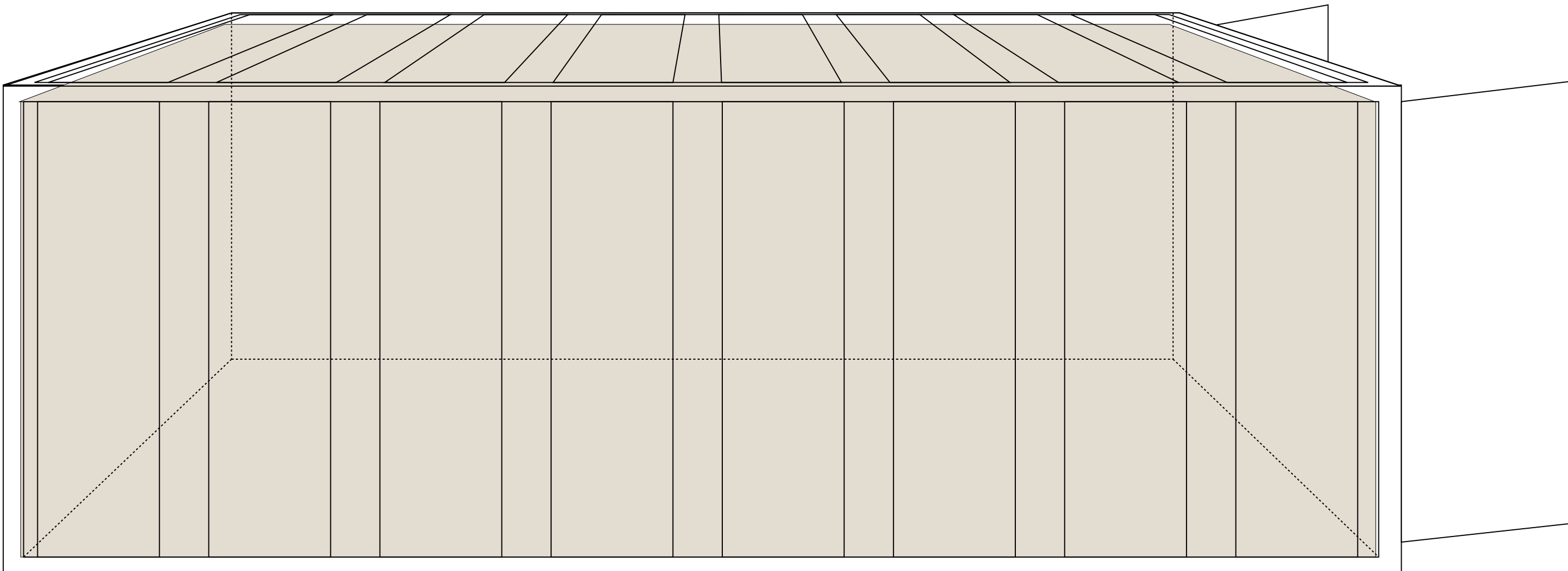
Stage 2: Half way Filled

To be taken half way through container stuffing.



Stage 3: Full Container

To be taken after container stuffing and following the closing of one of the container doors.





Welcome

B2B &  
Electronic  
Trading

Purchase  
Orders &  
Scheduling

Driver &  
Vehicle

Pallets &  
Logistics Units

Cartons &  
Trade Units

Product Life  
Management

Reporting &  
Rejections

International  
Supply Chain

Section 10

Contacts &  
Network Map

# Supplementary Information





# Supplementary Information



Navigate your way through this chapter with the links and arrows below.

- [10.1](#) [Distribution Channels - Overview](#)
- [10.2](#) [Direct Store Delivery \(DSD\)](#)
- [10.3](#) [Cross-Dock \(XD or X-Dock\)](#)
- [10.4](#) [AFGC](#)
- [10.5](#) [GS1 Australia](#)
- [10.6](#) [Further Support & Resources](#)





# 10.1 Distribution Channels - Overview

Coles operates 7 primary distribution channels. The Coles team will liaise with you to find the most appropriate distribution channel for your products.

	Type 1	Type 2	Type 3	Type 4	Type 5	Type 6	Type 7
Flow Path	Supplier			DC		Store	
Channel Name	Pick & Pack (P&P)	Pick-to-Zero (PTZ)	Cross-Dock (XD)	International Cross-Dock (IXD)	Flow-Through (FT) and Retail Ready Meat (RRM)	Store-Ready Pallets	Direct Store Delivery (DSD)
Overview	<p>The supplier delivers pallets and part-pallet quantities to Coles DCs as per the DC replenishment purchase order. Pallets are stored in reserve and pick locations until they are needed to fulfil store demand.</p> <p>Product is picked as per store order, built up to multiple store pallets and delivered to stores in Coles vehicles.</p>	<p>The supplier picks an order, which is the aggregate of multiple store orders and delivers to Coles DC. DC puts away pallets and picks this stock along with standard Pick and Pack SKUs for delivery to store.</p> <p>The key difference to Pick and Pack is that no residual stock is left in the DC once pick is completed.</p>	<p>Supplier picks specific store orders and delivers to Coles DC in cartons pre-labelled with the individual store destinations.</p> <p>DC sorts these cartons by store and consolidates with standard Pick and Pack SKUs for delivery to relevant stores.</p> <p>Cross-Dock operates in two NDCS only (VIC and NSW).</p>	<p>Supplier delivers into an offshore International Consolidation Centre (ICC) where a store-ready, multi-SKU, store-labelled pallet is prepared.</p> <p>Pallet is then shipped to Coles DC where it is consolidated with Pick and Pack SKUs for delivery to the relevant store.</p>	<p>Supplier picks an order, which is the aggregate of specific store orders and delivers to Coles DC.</p> <p>DC uses a grid layout to pick the stock required for each store which is then included with Pick and Pack SKUs for delivery to store. (Chilled DCs only).</p>	<p>Supplier picks specific store orders onto a store-ready multi-SKU pallet labelled with the store destination and delivers to Coles DC.</p> <p>The pallet is moved directly to DC despatch and included with Pick and Pack SKUs for delivery to store.</p>	<p>Supplier picks store specific orders and delivers directly to a store.</p>
Primary Use	Most Grocery, Fresh Produce, Frozen.	Fast-moving product.	Slow-Moving Grocery, General Merchandise and Apparel.	Efficient pick/movement of large scale, store-ready pallets. E.g. Mix Apparel, Flex Events.	Short life (<15 day). Meat, Deli and Dairy	Suppliers with large volume per store and short-life SKUs. E.g. NSW Retail-Ready Meat	Suppliers with products in few stores close to the supplier's location. Short life. E.g. bread.

Please liaise with your Category Manager or Supply Chain team if you would like to review the channel options for your product range.



These distribution channels do not apply to Coles Express.



Coles periodically reviews the suitability of products in each distribution channel and may recommend or request changes to better support volume growth, efficiency, store availability, quality and product life. For fresh and short life products especially, the channels that deliver optimal quality and maximum shelf-life (like Flow-Through and Pick-To-Zero) are increasingly preferred over a traditional Pick and Pack model.

Please contact Coles Express Supply Chain team if you have questions about your product's distribution channels.





# 10.2 Direct Store Delivery (DSD)

While most product supplied into Coles supermarkets, liquor stores, and convenience stores is supplied via the supply chain network, Direct Store Delivery (DSD) remains an important channel.

DSD bypasses the supply chain network with product going straight from the supplier to the store. It is typically used for bakery lines, short-life product and products that are ranged to a small number of local or nearby stores.

Coles has an online portal for DSD where suppliers can receive and manage purchase orders, send invoices and access training material.

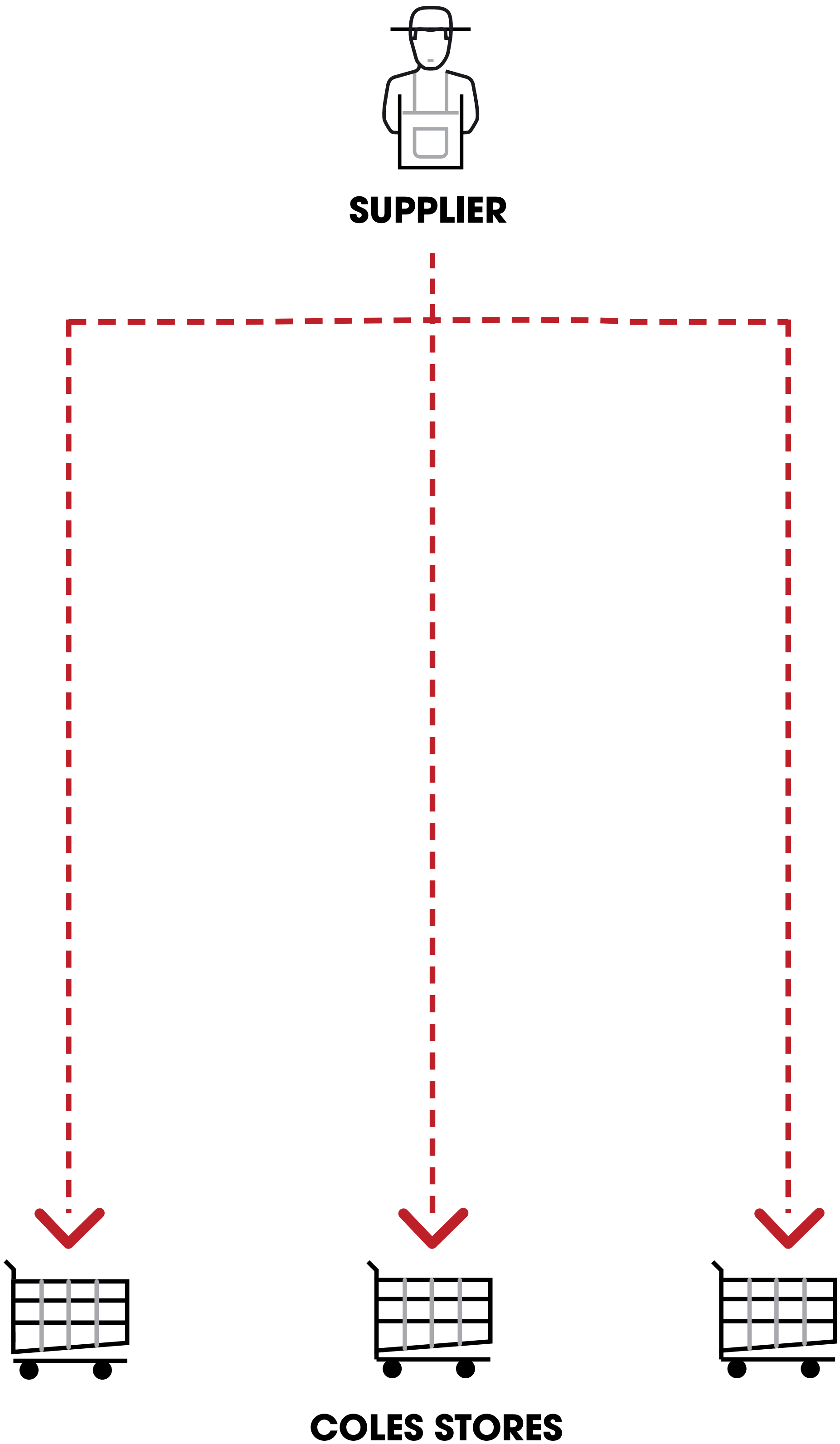
There is also a DSD Integrated EDI option available to suppliers.

DSDs must be one for one on the spot exchange of CHEP/Loscam hire equipment, unless a specific agreement is in place and approved by the

**Coles Pooling Equipment Team**  
[PoolingEquipment@coles.com.au](mailto:PoolingEquipment@coles.com.au)



[For more information on Coles DSD is available via the Coles Supplier Portal.](#)





UPDATED

# 10.3 Cross-Dock (XD or X-Dock)

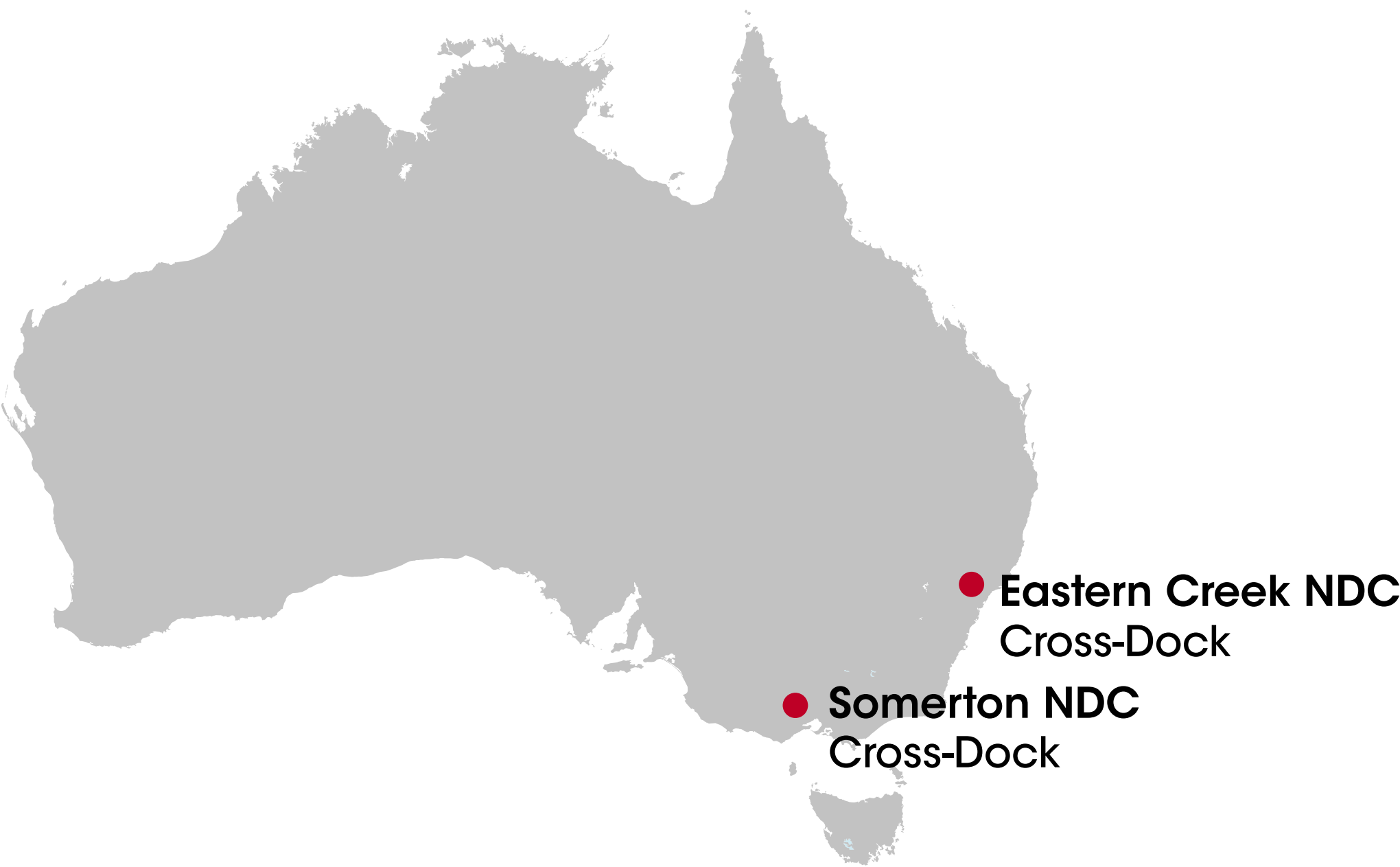
Coles operates two Cross-Dock facilities within two national DCs in Somerton, VIC and Eastern Creek, NSW.

These facilities receive, sort, and distribute store-specific, pre-labelled cartons of general merchandise and slower moving grocery items.

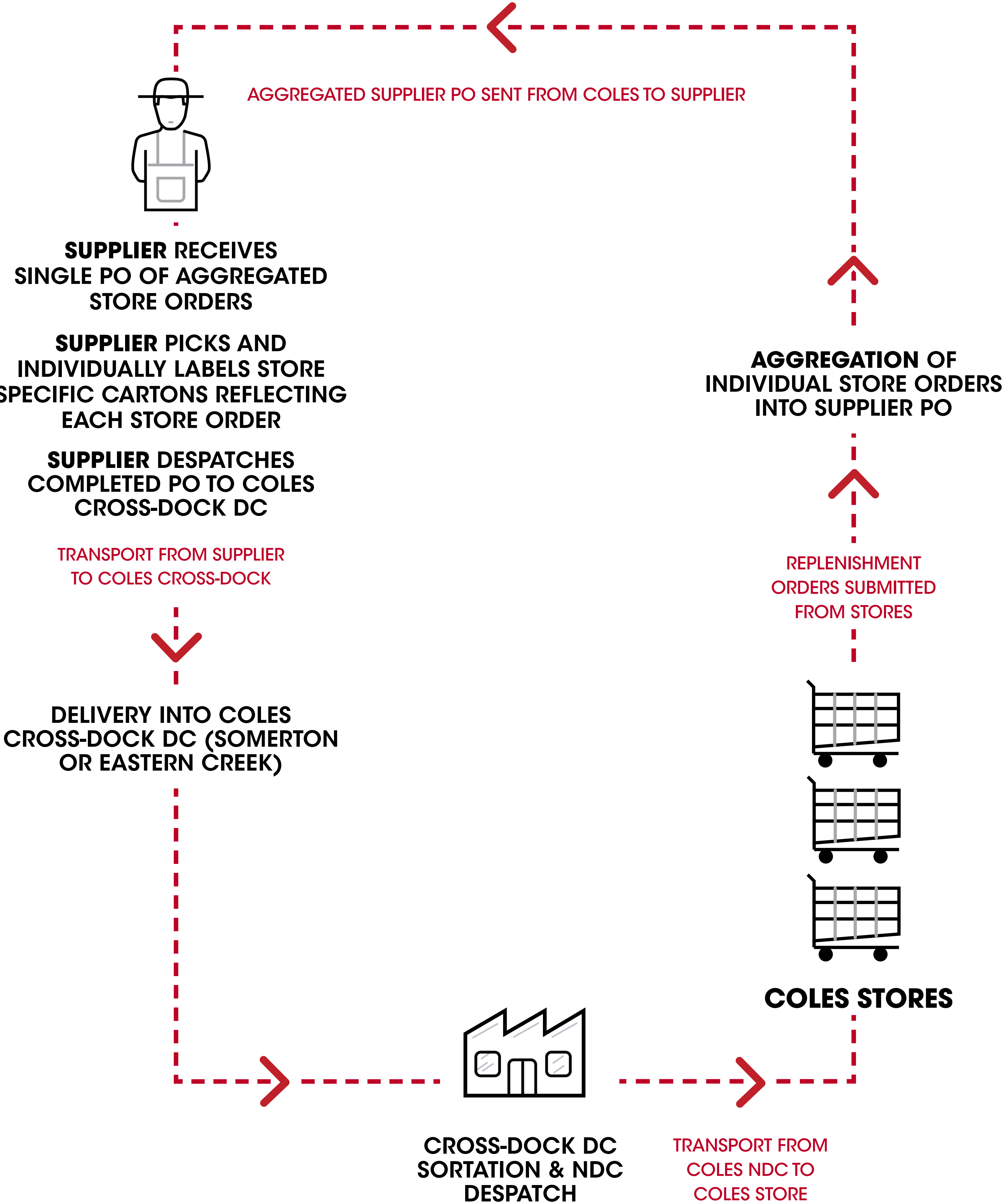
Many of the requirements for Cross-Dock facilities are unique to the channel (especially with regard to labelling, packaging, invoicing and short shipment) and these are outlined on the following pages.



All Coles Express DCs are Cross-Dock capable - refer to **Section 11** for location details.



A simplified outline of the Cross-Dock supply process.





UPDATED

# 10.3 Cross-Dock (XD or X-Dock)

## Cross-Dock Packaging

As with packaging that enters the wider Coles Supply Chain network, all packaging for Cross-Dock orders needs to be able to meet the manual and mechanical handling of the consignment, under normal conditions. All appropriate care must be taken when packaging and preparing stock for transport.

Cartons should be sufficiently sealed to ensure the contents remains secure and protected. Any sign of damage or tampering to the outer packaging may result in the consignment being rejected at the point of receipt.



Any cartons outside of these requirements will need prior approval by the Distribution Centre Operations Manager.

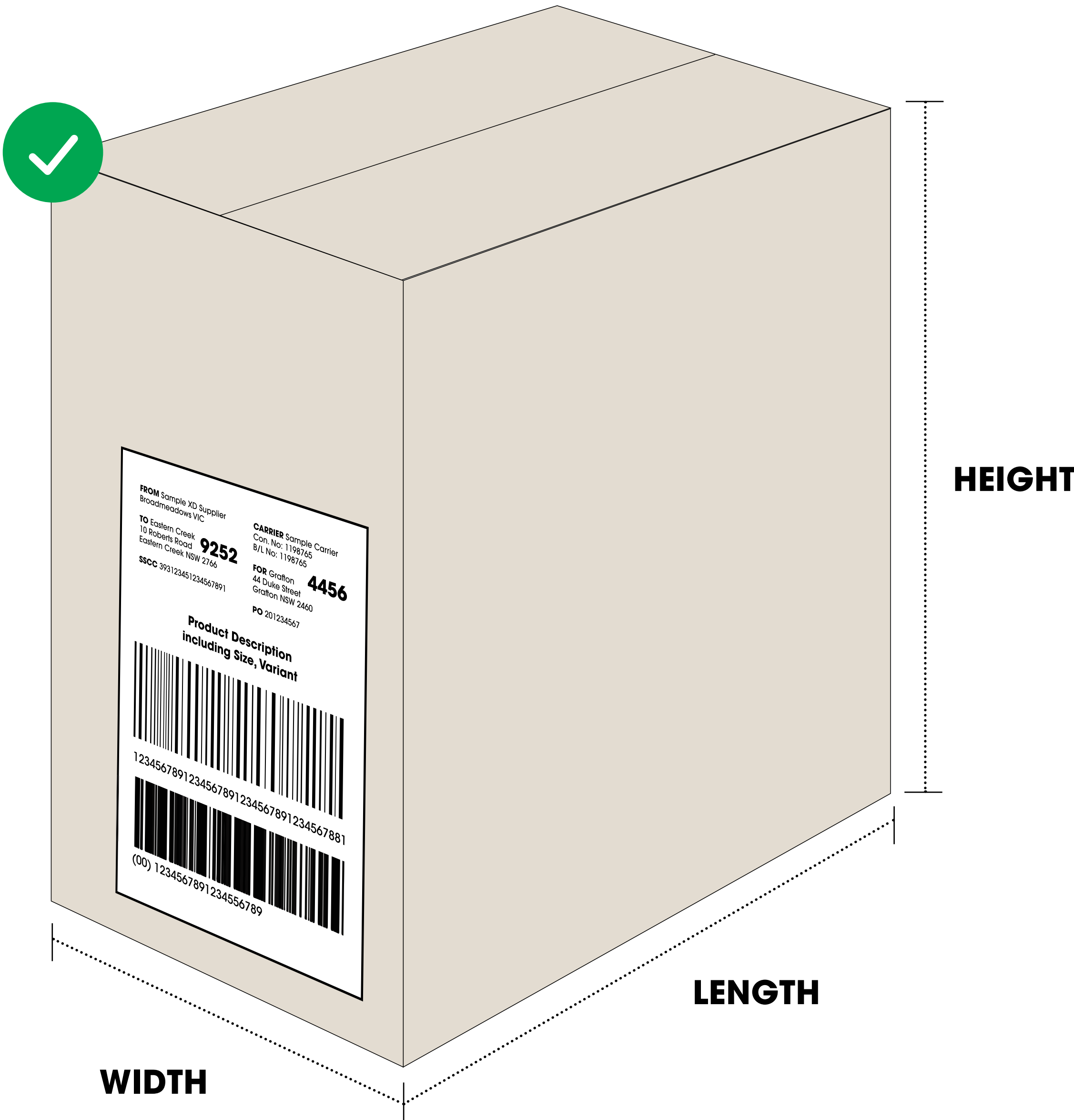
Items containing multi packs must be clearly labelled as such. Each carton within the multi pack must have individual store labels attached.



Any product containing dangerous goods must also have the relevant dangerous goods labels clearly printed and applied on the carton. The label should be associated to the class of dangerous goods contained within the carton.

The outer packaging of Cross-Dock product also needs to meet the following size and weight requirements:

	Minimum	Maximum
Length	250mm	700mm
Width	150mm	550mm
Height	150mm	400mm
Weight	500g	16kg





UPDATED

# 10.3 Cross-Dock (XD or X-Dock)

## Cross-Dock Carton Labelling

All cartons entering the Cross-Dock distribution channel must be correctly labelled to ensure they are processed, scanned and directed to the appropriate destination.

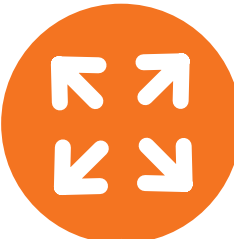
### Each Cross-Dock carton label should:

- Be placed on the vertical side or end of the carton (not on the bottom or top).
- Be applied flat and free from creases, wrinkles, and deformations etc.
- Be placed so that it is not covering perforations, flaps, handles, or edges.
- Incorporate all relevant data fields, in the correct format and magnification (see diagram).

The layout of the carton label is important and must not be changed as all the data elements have been assigned specific locations.

### Each label has three (3) elements:

1. Mandatory, which always appears.
2. Conditional, which appears when certain conditions are met.
3. Optional, which may be used at the supplier's discretion.



### Cross-Dock carton labelling example.



Make sure your barcodes are printed in high quality as defective printing prevents labels from being accurately scanned, and impacts our team's ability to direct your product to the designated store.

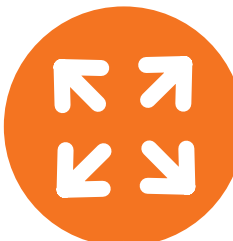
## Fresh Produce Cross-Dock

### Suppliers that deliver Fresh Produce cross-dock to:

- Parkinson DC for Townsville - QLD
- Laverton DC for Tasmania - VIC/TAS

Will receive a notification via purchase orders for deliveries via Cross-Dock routes.

Please ensure these pallets are clearly marked with A4 labelling (where possible) to indicate Cross-Dock along with the relevant information. B2B suppliers should ensure that all SCM labels attached to pallets reflect the deliver destination and final destination for stock being delivered.



### Cross-Dock Fresh Produce labelling example.





UPDATED

# 10.3 Cross-Dock (XD or X-Dock)

B2B & Electronic Trading

Purchase Orders & Scheduling

Driver & Vehicle

Pallets & Logistics Units

Cartons & Trade Units

Product Life Management

Reporting & Rejections

International Supply Chain

Supplementary Information

Contacts & Network Map

### Short Shipment Advice (SSA)

#### For orders supplied in full:

- Only the details at the top of the Coles Short Shipment Advice (SSA) form need to be completed.
- Ensure "YES" is circled in the All Items Supplied field.

#### For orders not supplied in full:

- Record the details of the short supplied items on the lower half of the document.
- Circle "NO" in the All Items Supplied field.

For part-supplied orders (e.g. ordered 24 units, supplied 12 units) store details are required for both the supplied and unsupplied stores (see SSA example).

For completely unsupplied orders (e.g. ordered 72 units, supplied nil) record 'All Stores' in the Short Supplied column (see SSA example).

### Cross-Dock Stock - Return to Supplier

If stock is incorrectly delivered into a Coles Cross-Dock facility or NDC, the supplier will be notified on the day of delivery and advised of the number of affected cartons.

The supplier will need to make arrangements to collect the stock from the NDC within 14 days. After 14 day period any uncollected stock may be disposed of.

COLES SHORT SHIPMENT ADVICE FORM					
Vendor Number: 123456		ALL ITEMS SUPPLIED? YES / <b>NO</b>			
Supplier Name: Smith Co.		Contact Name: Cole Smith		Delivery Docket Number: 000123	
Delivery Date: 01/02/21		Contact Number: 03 5555 5555		Order Number: 30152456	
Coles Item Code or GTIN	Product Description	Ordered Quantity	Supplied Quantity	Short Supplied	Store Number
5502740	Nail Clipper	6 units	6 units	Nil	4116
		6 units	6 units	Nil	4651
		6 units	Nil	6 units	4003
		6 units	Nil	6 units	4015
5503551	Nail Scissors	72 units	Nil	All Stores	



The SSA form must be supplied with the delivery docket at time of delivery; alterations to this form will not be accepted.





UPDATED

# 10.3 Cross-Dock (XD or X-Dock)

B2B & Electronic Trading

Purchase Orders & Scheduling

Driver & Vehicle

Pallets & Logistics Units

Cartons & Trade Units

Product Life Management

Reporting & Rejections

International Supply Chain

Supplementary Information

Contacts & Network Map

### Cross-Dock Delivery Requirements

Delivery requirements for Cross-Dock facilities with respect to safety, inductions, conduct, pallet quality, carton quality, labelling etc are consistent with those outlined in **Sections 3-8** of this document, unless otherwise stated (e.g. Cross-Dock cartons will be labelled differently to standard trade units within the wider supply chain network. See **Section 10.3** for Cross-Dock Carton Labelling requirements).

### Cross-Dock Delivery Scheduling

All Cross-Dock bookings and deliveries must be made within the specified time periods below:

#### Somerton NDC 9392GM

- Each supplier is given a scheduled day to deliver (no phone bookings accepted).
- Deliveries must be made on scheduled day between 6am - 11am (06:00-11:00) Tuesday to Thursday.

#### Eastern Creek NDC 9252GM

- All bookings must be made by 1pm (13:00) on the day prior to delivery. Failure to do so may result in stock being rejected by the DC.
- Deliveries must be made between 5am - 9am (05:00-09:00) Tuesday to Thursday.

Early and late deliveries cannot be accepted. Please contact the relevant DC team if a delivery cannot be made within the scheduled time slot.

Cross-Dock bookings are not managed through the IFS/C3 reservation portal but are directly managed with each DC. Suppliers should nominate the preferred delivery time and the DC will endeavour to accommodate wherever possible.

Please ensure drivers have all the relevant invoicing documentation (including SSA form) and are wearing appropriate PPE see **Section 4.3 (Personal Protective Equipment PPE)** and arrive within 30 minutes of the scheduled time slot.

Drivers will be given a Driver Induction on arrival and will need to complete a Chain of Responsibility Declaration, refer **Section 4.0 (Induction & Conduct On Site)**.

### Pallet Transfer

Cross-Dock products should be supplied on an Australian-Standard CHEP or Loscam pallet see **Section 5.0 (Pallet Quality)** and transferred to relevant DC account, as follows:

#### Somerton NDC 9392GM

- CHEP: 4000512708
- Loscam: 312708

#### Eastern Creek NDC 9252GM

- CHEP: 4000512677
- Loscam: 232677





NEW 10.4 AFGC



Industry Alignment through the Trading Partner Forum

Coles is a longstanding member of the Australian Food & Grocery Council's Trading Partner Forum (TPF).

TPF is a joint retailer and supplier body that strives to reduce complexity and drive efficiency and operational enhancement in non-competitive aspects of the shared supply chain.

A key area of focus for the TPF is addressing opportunities to build alignment in non-competitive requirements across participating retailers (Coles, Metcash and Woolworths), which in turn reduces complexity for suppliers and leads to enhanced compliance and fewer issues through the supply chain.

In recent years, the TPF has seen retailers and suppliers work together to align requirements, and provide a host of insightful and useful tools to the industry free of charge, including:

- Common delivery guidelines for industry covering key delivery requirements.
- Pre-despatch checklists, one page guides, and posters for use with despatch teams and 3PLs.
- The supply chain Master Data Integrity & Alignment Guide covering the basics of ensuring data is correct ahead of new product launches.

Section 10 - Supplementary Information



For more information and further [Trading Partner Forum Resources](#).



The development of common supply standard requirements across retailers does not preclude discussion between you and Coles regarding opportunities to work outside the common delivery guidelines where it is of mutual benefit to our organisations.

The Industry Alignment Mark



INDUSTRY ALIGNED

A new Industry Alignment Mark has been developed in partnership with the Trading Partner forum which is common across Coles, Metcash and Woolworths. This will initially be used in sections relating to Trade and Logistics Units, but will be expanded as TPF identifies boarder areas for alignment.

The Industry Alignment Mark will allow suppliers to quickly and easily identify areas of commonality across the retailers.



The absence of the mark against specific requirements in these Supply Standards does not mean Coles' requirements are necessarily unique but should prompt suppliers to double check if Coles have any specific or unique requirements.



NEW

# 10.5 GS1 Australia



Coles and GS1 Australia have worked closely together since barcodes were first introduced in Australia more than 40 years ago. Starting at the checkout, GS1 standards now support much of our end-to-end supply chain.

Coles collaborates with suppliers and competitors through GS1 Australia work groups and committees to ensure consistency of standards for barcodes, electronic data interchange, sharing product master data and content for supply chain, as well as merchandising systems and recall notifications. This ensures that suppliers have only one way of performing these functions across the industry.

GS1 Australia also offers training and support programs to help suppliers navigate through the complex supply chain system.

Help is always at hand

For any assistance or clarification on the standards that Coles relies on every day to get your products on our shelves and to our customers, please contact GS1 Australia or one of their sister organisations in over 100 countries around the world.

Assistance or clarification on any of the standards that Coles relies on every day to get your products onto our shelves and in front of customers, is available via.



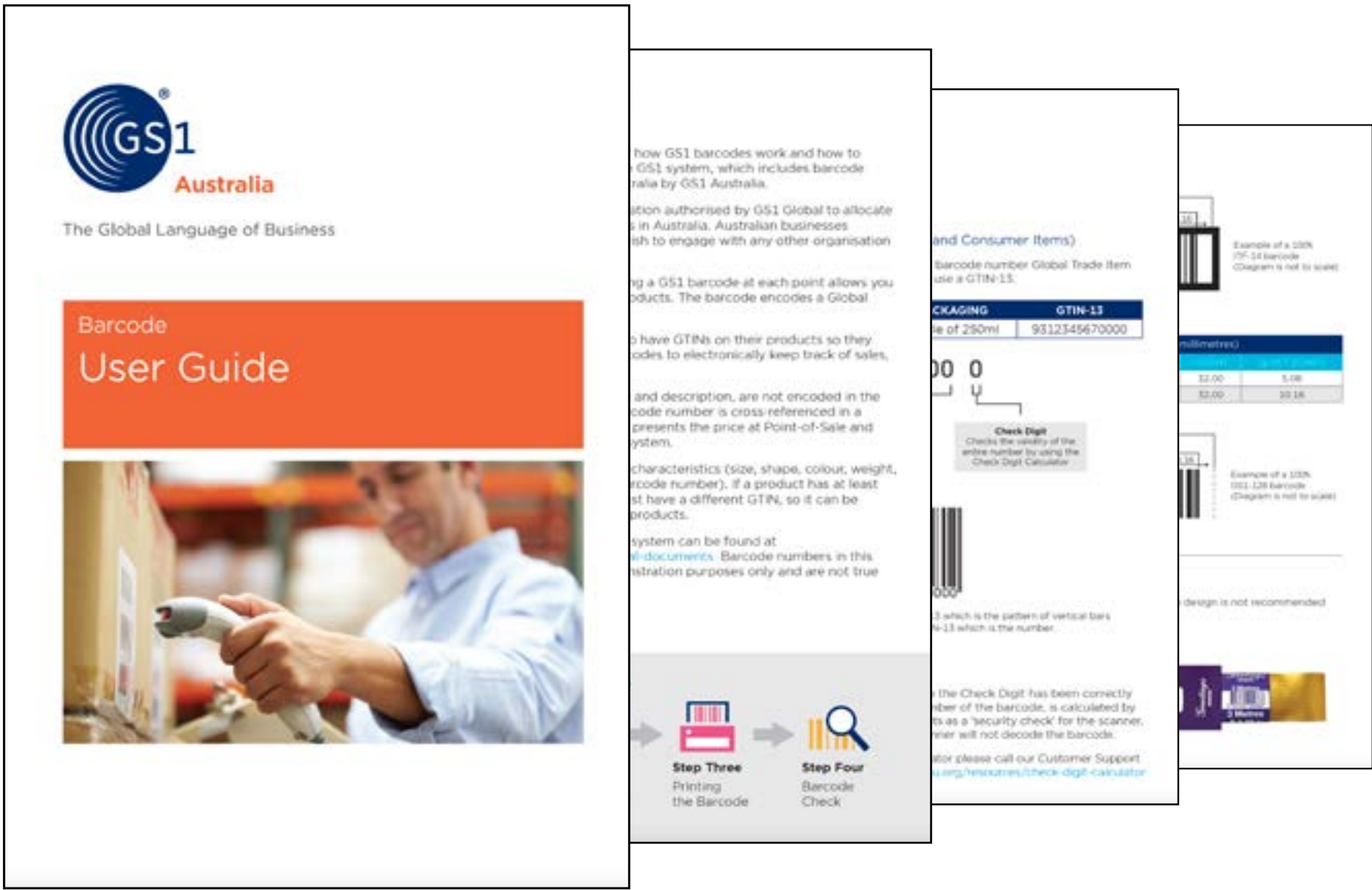
[The GS1 Australia](#)

[The GS1 Global](#)

[How to guides](#)

[Help centre and FAQs](#)

[Training](#)



[For more information including videos please refer to GS1 site](#)



UPDATED

# 10.6 Further Support & Resources



**eCommerce**

[Electronic Trading](#)  
[Implementing B2B with Coles](#)  
[EIDC](#)  
[eCommerce Team Contacts](#)



**Numbering and Barcoding**

[GS1 Help Centre](#)  
[GS1 Education & Training](#)  
[GS1 National Product Catalogue \(NPC\) Overview](#)  
[GS1 Solution Providers Directory](#)  
[GS1 Recall](#)



**Quality and Food Safety**

[Coles Quality](#)  
[Coles Quality Academy](#)



**Industry**

[Australian Food & Grocery Council \(AFGC\)](#)  
[Trading Partner Forum \(formerly ECRA\)](#)



**Fresh Produce Quality**

[Quality All Fresh Produce Suppliers](#)  
[Coles Portal: Fresh Produce Specifications](#)



**Transport Safety**

[Heavy Vehicle National Law](#)  
[Main Roads Western Australia](#)  
[Northern Territory Government](#)  
[Rail Safety National Law](#)



**Sustainability**

[Coles Sustainability Report](#)

**Supply Standards**  
**See [Section 8 \(Reporting & Rejections\)](#)**

**Pallet Height**  
**See [Section 5 \(Pallet & Logistic Units\)](#)**





Welcome

B2B &  
Electronic  
Trading

Purchase  
Orders &  
Scheduling

Driver &  
Vehicle

Pallets &  
Logistics Units

Cartons &  
Trade Units

Product Life  
Management

Reporting &  
Rejections

International  
Supply Chain

Supplementary  
Information





# Contacts & Network Map



Navigate your way through this chapter with the links and arrows below.

- [11.0](#)      [Contacts](#)
- [11.1](#)      [Network Map - Coles DCs](#)
- [11.2](#)      [Coles DC Details](#)
- [11.3](#)      [Network Map - Coles Express DCs](#)





UPDATED

# 11.0 Contacts

Centre of Excellence	Position	Name
Operations	Chief Operations Officer	Matthew Swindells
Operations	Executive GM Central Operations & Transformation	Kevin Gunn
Operations	GM Operations CoE	Nathan Wallace
Operations	GM Health, Safety & Wellbeing SC	Jo Hammond
Operations	GM SC Operations & Transport	Tony O’Toole
Operations	Head of Supply Chain Operations	James Hulse
Operations	Head of Availability & Analytics	Michael De Marco
Operations	Head of Operations Optimisation	Michael Sharp
Operations	Head of Supermarket Operations	Andy Carter
Operations	Supply Chain Conformance Manager	Giulia Billi
International	International Logistics Manager	Matteo Minguzzi
International	International Supply Chain Manager	David Pearson
Coles Collect	Head of Coles Collect	Doug Robertson



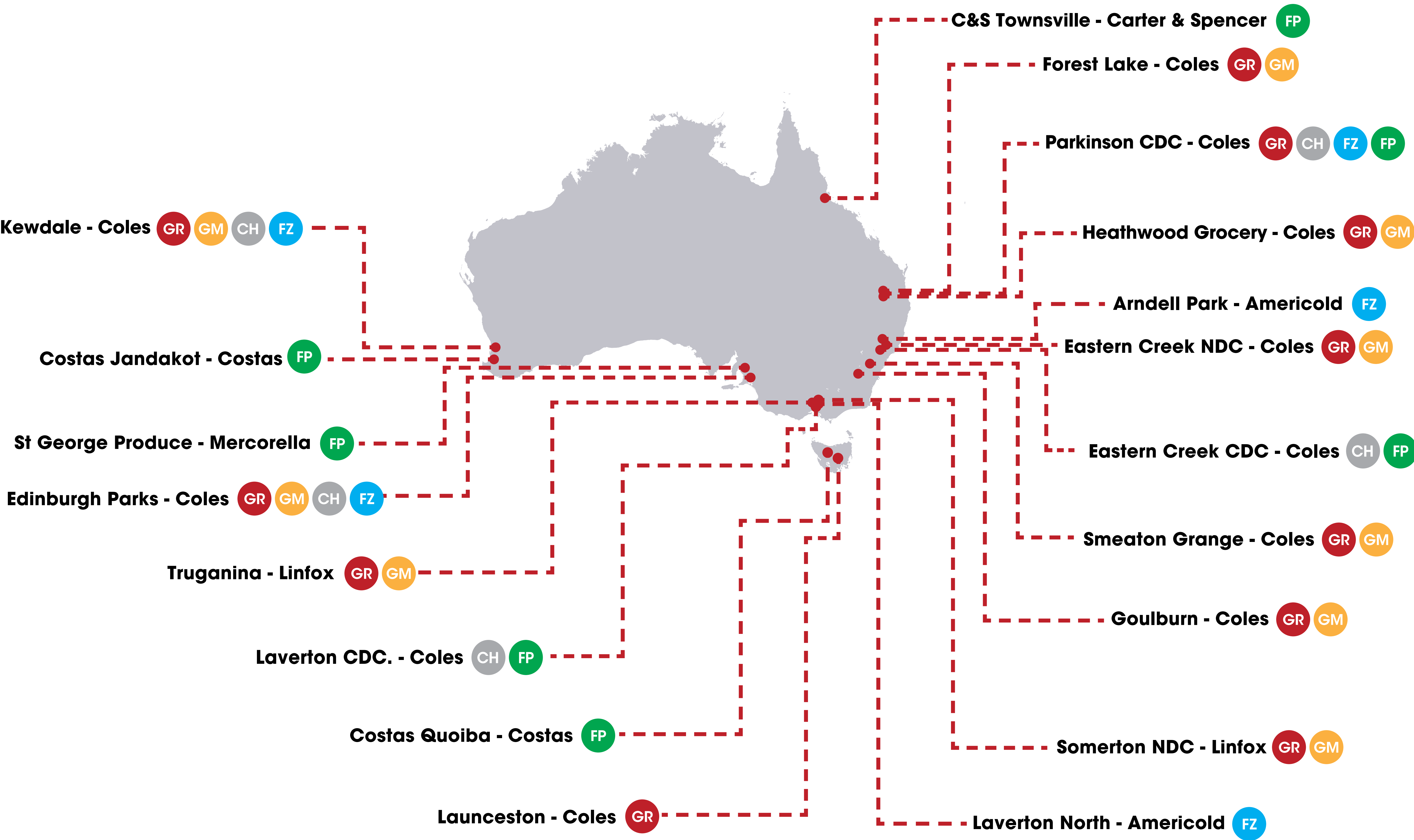
**Coles Business Units Contacts**  
[Business Units including Fresh Produce](#)

For further information please contact:  
**Coles Supplier Conformance team**  
[colessupplierconformance@coles.com.au](mailto:colessupplierconformance@coles.com.au)





# 11.1 Network Map - Coles DCs





# 11.2 Coles DCs Details

State	Site Code	Site Name	Operator	Product Types	Address	Phone
NSW	9216	Eastern Creek NDC	Coles	GRGM	10 Roberts Road, Eastern Creek, 2766	(02) 9834 9700
	9237	Eastern Creek CDC	Coles	GRCHFP	3 Roberts Road, Eastern Creek, 2766	(02) 9830 3700
	9250	Smeaton Grange	Coles	GRGM	80 Hartley Road, Smeaton Grange, 2567	(02) 4648 9311
	9266	Americold Arndell Park	Americold	FZ	21 Holbeche Road, Arndell Park, 2148	(02) 8811 7377
	9288	Goulburn	Coles	GRGM	134 Lillkar Road, Goulburn, 2580	(02) 4828 4200
QLD	9414	Heathwood	Coles	GRGM	82B Noosa St, Heathwood, 4110	(07) 3723 6415
	9418	Forest Lake	Coles	GRGM	44 Stradbroke St, Forest Lake, 4110	(07) 3714 3211
	9424	Carter & Spencer	Carter & Spencer	FP	556-564 Ingham Road, Townsville, 4818	(07) 4758 6960
	9484	Parkinson CDC	Coles	GRCHFZFP	99 Sandstone Pl, Parkinson, 4115	(07) 3809 8700
VIC	9319	Truganina	Linfox	GRGM	485 Dohertys, Road Truganina, VIC 3029	(03) 9394 5102
	9321	Somerton NDC	Linfox	GRGM	50-100 Union Road, Somerton, 3062	(03) 9930 4610
	9329	Americold Laverton North	Americold	FZ	73-87 Boundary Road, Laverton North 3026	(03) 9329 1425
	9348	Laverton CDC	Coles	CHFP	12-18 Distribution Drive, Truganina, 3029	(03) 9217 7400
SA	9521	Edinburgh Parks	Coles	GRGMCHFZ	2 Sturton Rd, Edinburgh Parks, 5111	(08) 8259 8500
	9525	St George Produce	Mercorella	FP	469 Waterloo Corner Road, Burton, 5110	(08) 8280 8150
WA	9615	Kewdale	Coles	GRGMCHFZ	136 Horrie Miller Drive, Perth Airport, 6105	(08) 6272 6300
	9625	Costas Jandakot	Costas Logistics	FP	Cnr Hammond & Cooper Roads, Jandakot, 6164	(08) 9414 0200
TAS	9711	Launceston	Coles	GR	51-53 Garfield St, Launceston, 7250	(03) 6341 1290
	9745	Costas Quoiba	Costas Logistics	FP	2 Bay Drive, Quoiba, 7310	(03) 6427 3493

GR

Grocery

GM

General Merchandise

CH

Chilled/Chiller

FZ

Frozen/Freezer

FP

Fresh Produce



# 11.3 Network Map - Coles Express DCs

## Coles Express DCs

State	Site Code	Site Name	Operator	Address	Phone
VIC	9376	Altona North	TOLL	2-34 Aylesbury Drive, Altona, VIC 3025	(03) 8199 6700
SA	9576	Port Adelaide	TOLL	591A Grand Junction Road, Gepps Cross, SA 5094	0439 152 880
WA	9676	Welshpool	TOLL	22 Tomah Road, Welshpool, WA 6106	(08) 9350 0911
NSW	9276	Moorebank	TOLL	5 Helles Avenue, Moorebank, NSW 2170	(02) 8706 1026
QLD	9476	Murarrie	TOLL	16 Terrace Place, Murarrie, QLD 4172	(07) 3117 3520





# Here's to a future of better partnerships.

Thanks for taking the time to read this document and getting to know the Coles Supply Standards better. We hope you found what you were looking for and more. Remember to add this document to your bookmarks for future reference.

## We'd love to hear from you.

If you have any questions about what you've read, feel free to reach out at any time. And, because we're always ready for more coffee-fuelled sleepless nights to keep this document up to date, if you have any suggestions for what else could be included, we're all ears.

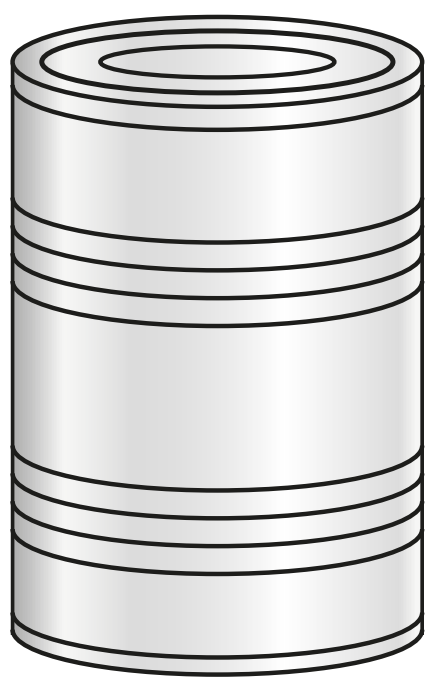
Get in touch by emailing us at [colessupplierconformance@coles.com.au](mailto:colessupplierconformance@coles.com.au)

**Version:** 2  
**Author:** Giulia Billi & Aimee Weller  
**Last Updated:** June 16, 2021



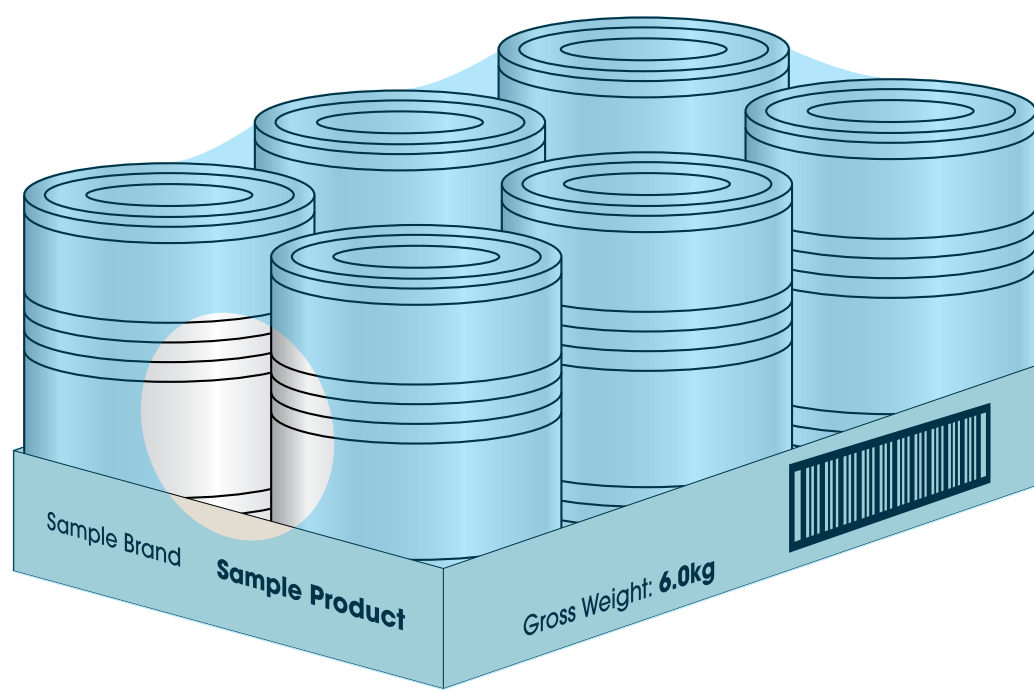


# Types of Packaging



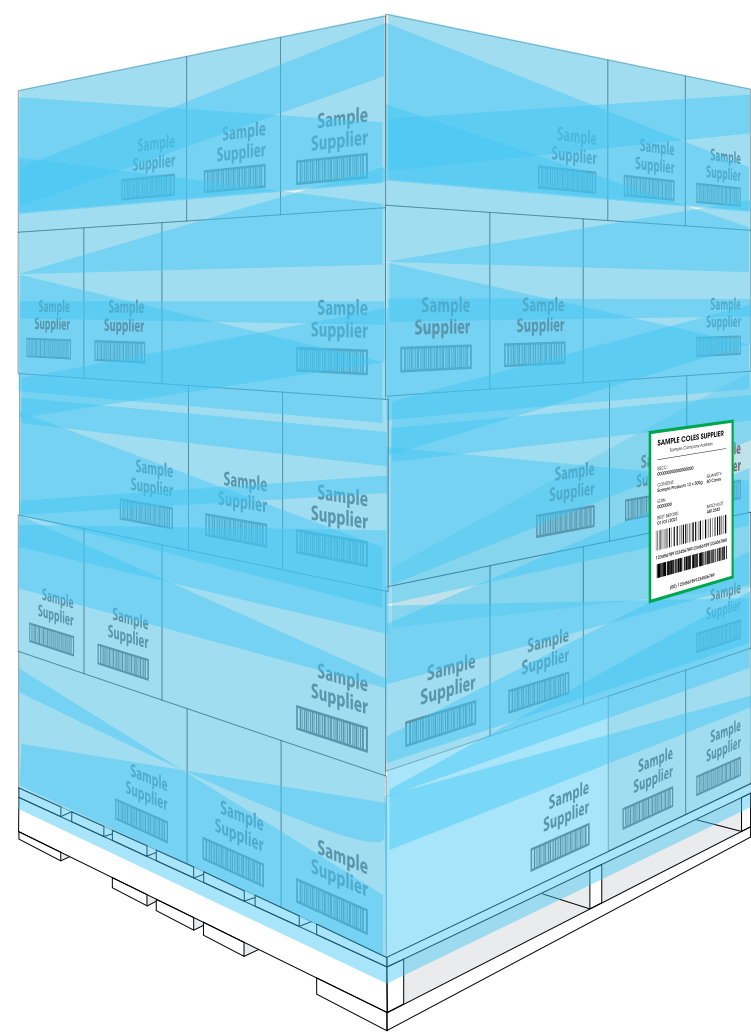
## Primary Packaging

The packaging used to contain and protect a product (e.g. bag, bottle, jar, box etc. and any associated components), and which goes home with the consumer. Primary packaging also includes any packaging given to consumers at point of sale (e.g. retail bag, tissue paper etc.), and all packaging delivered to consumers with online sales (e.g. bag, cushioning, box etc.).



## Secondary Packaging

Used in addition to the primary packaging and is used for protection and collation of individual units during storage, transport and distribution. It can also be used in some sectors to display primary packs on shelf. Other terms: retail-ready packaging (RRP), shelf-ready packaging (SRP) or counter-top display units (CDUs).



## Tertiary Packaging

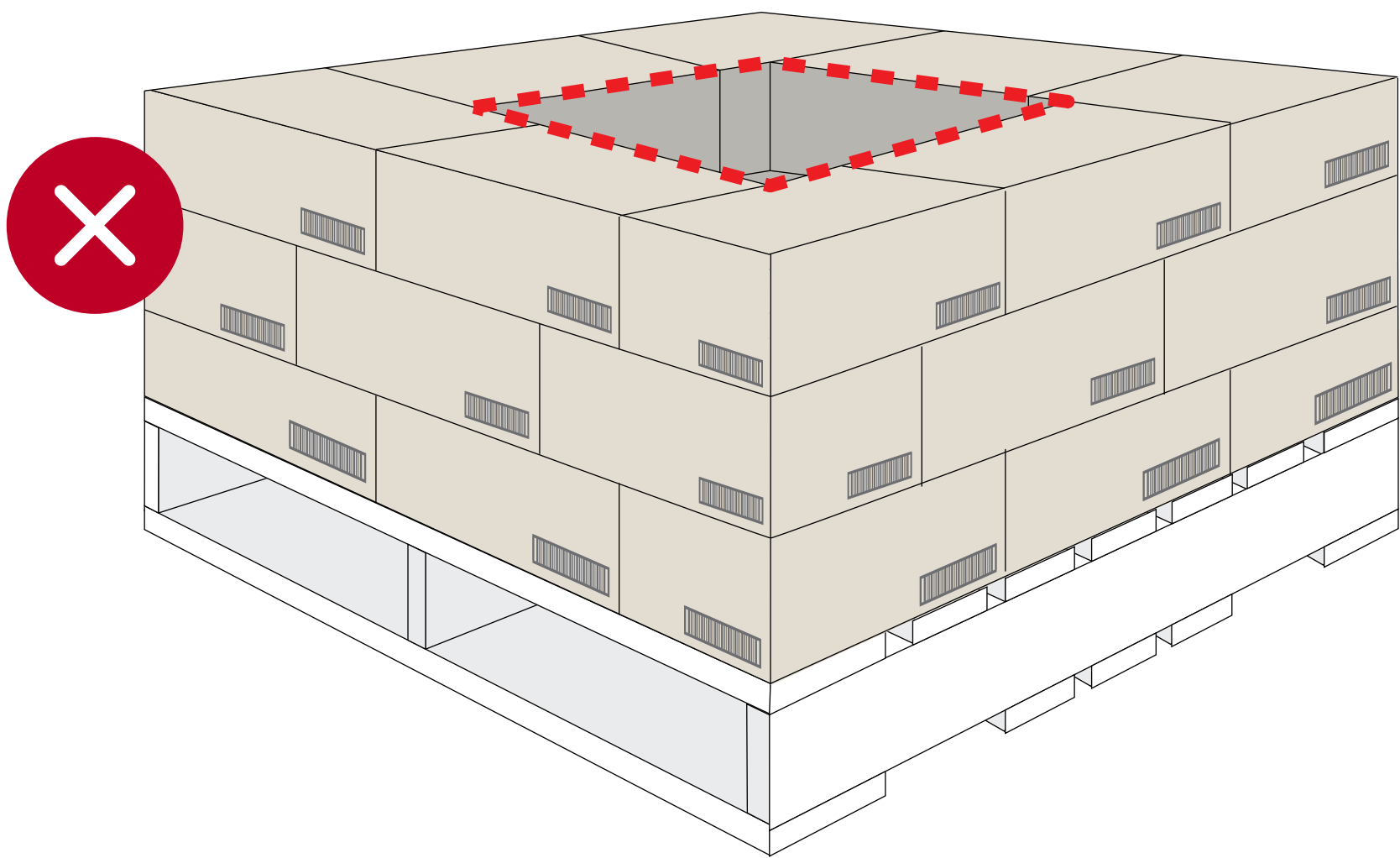
Used for the protection and shipping of a product. This type of packaging is rarely seen by the consumer, and consists of cardboard cartons, pallets, slip sheets, stretch-wrap, and any labels. Other terms: Distribution packaging, transport packaging, business to business (B2B packaging).

[Click here to return to the Sustainable Packaging Guidelines](#)

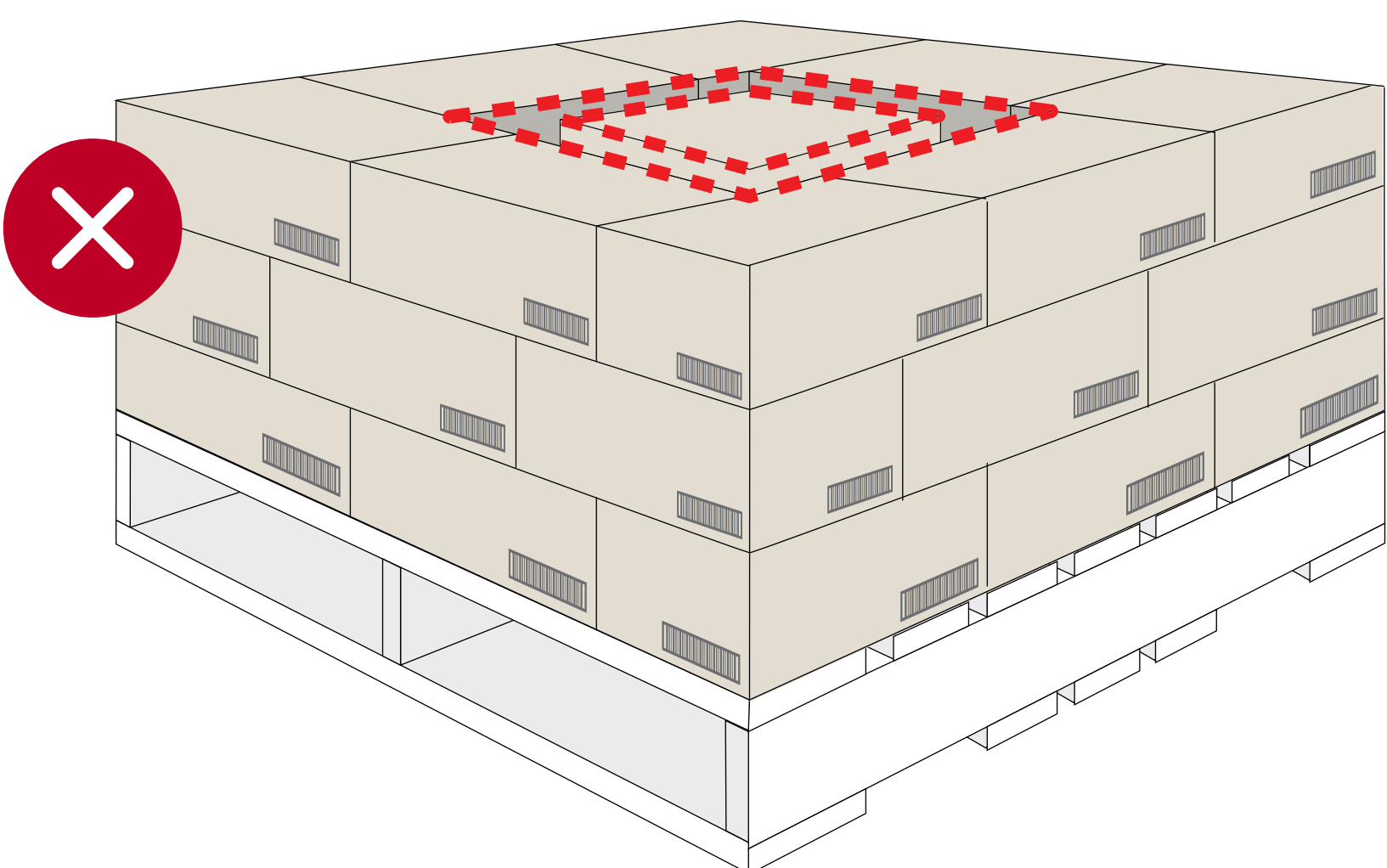




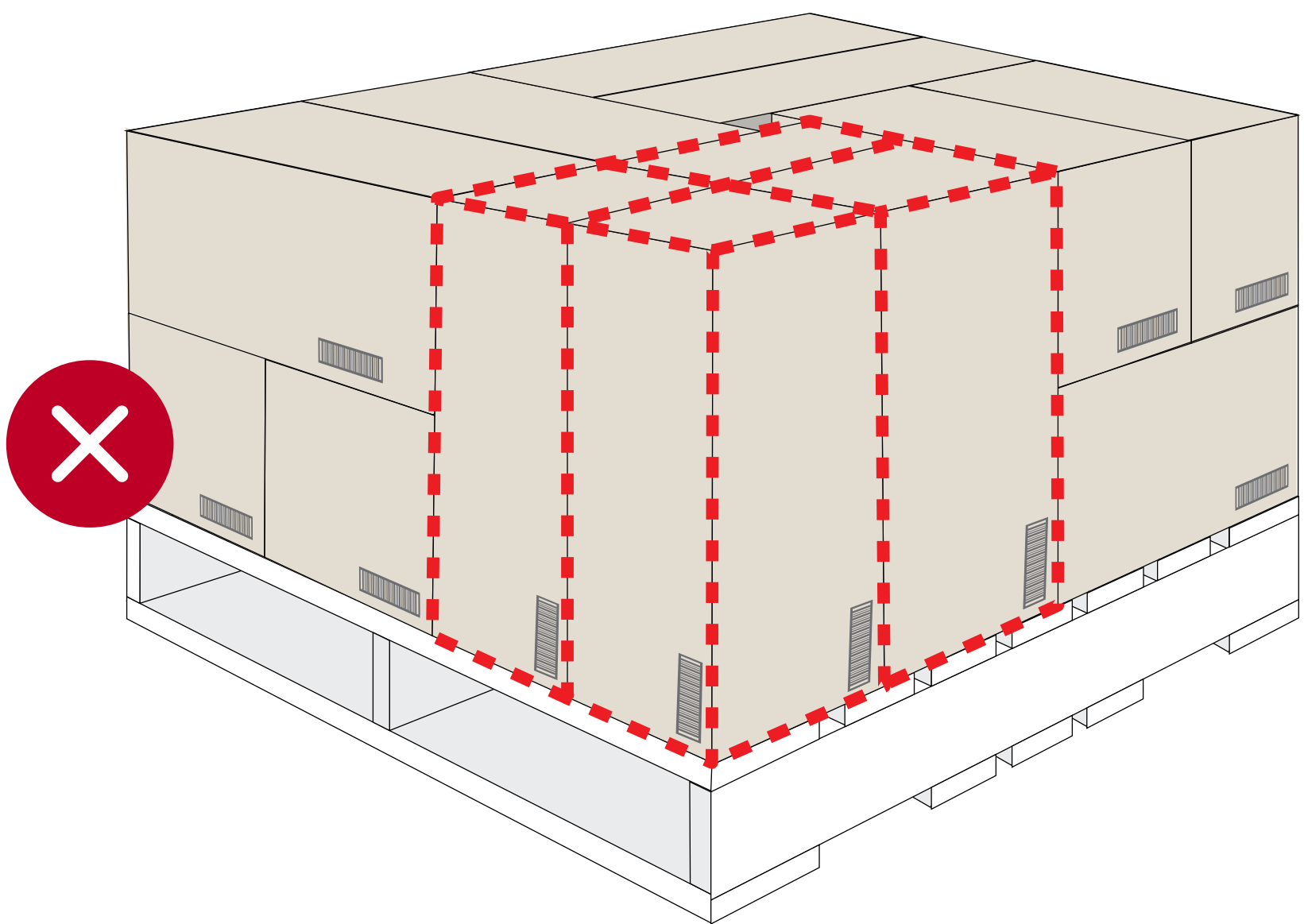
**NEW** **Pallet Chimney, Gaps & Layer Height**



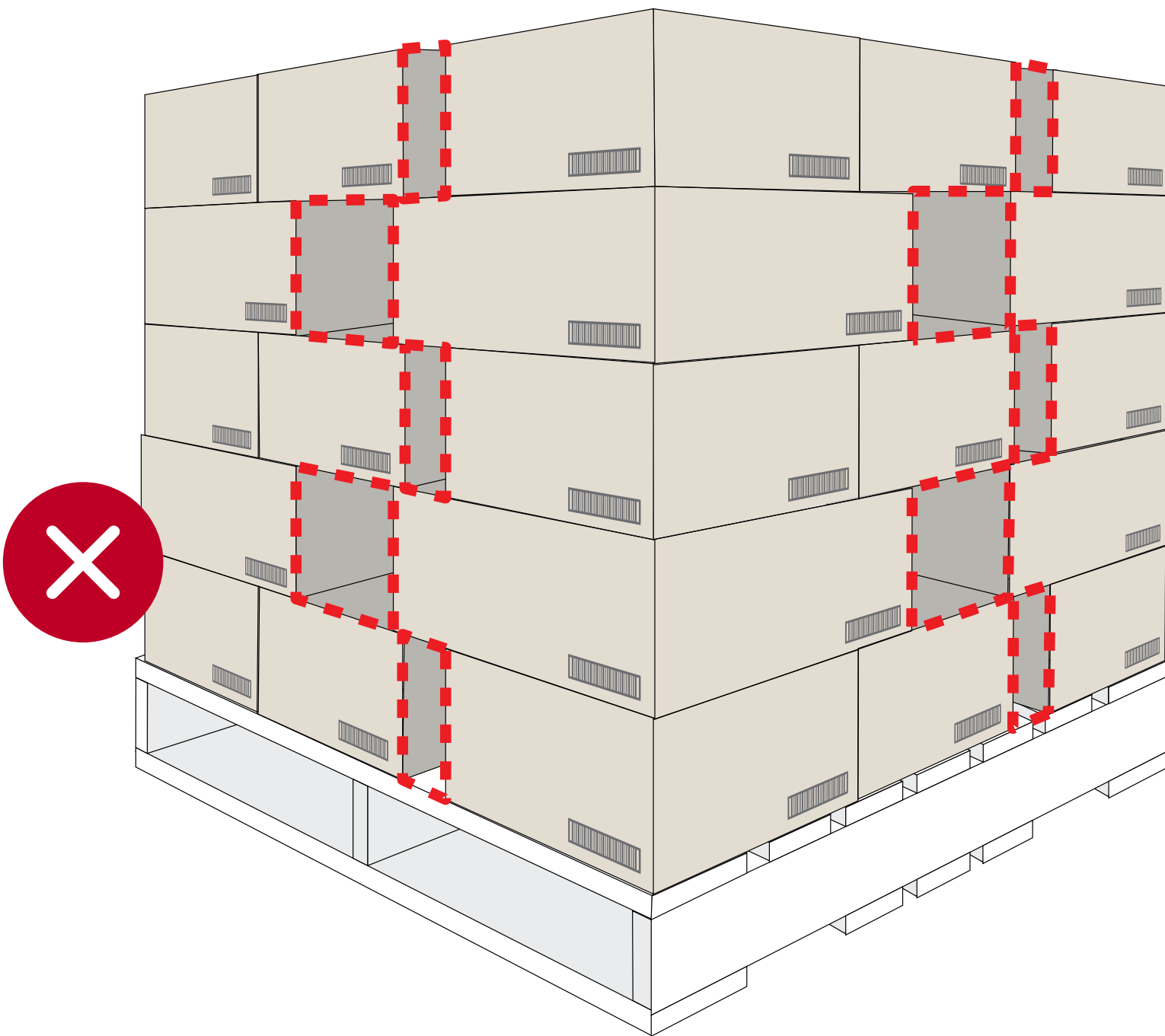
Avoid or minimise chimneys in the pallet configuration.



Avoid stacking loose cartons in the middle of a pallet configuration to rectify a chimney.



Pallet configuration must be consistent with all trade units orientated either vertically or horizontally.



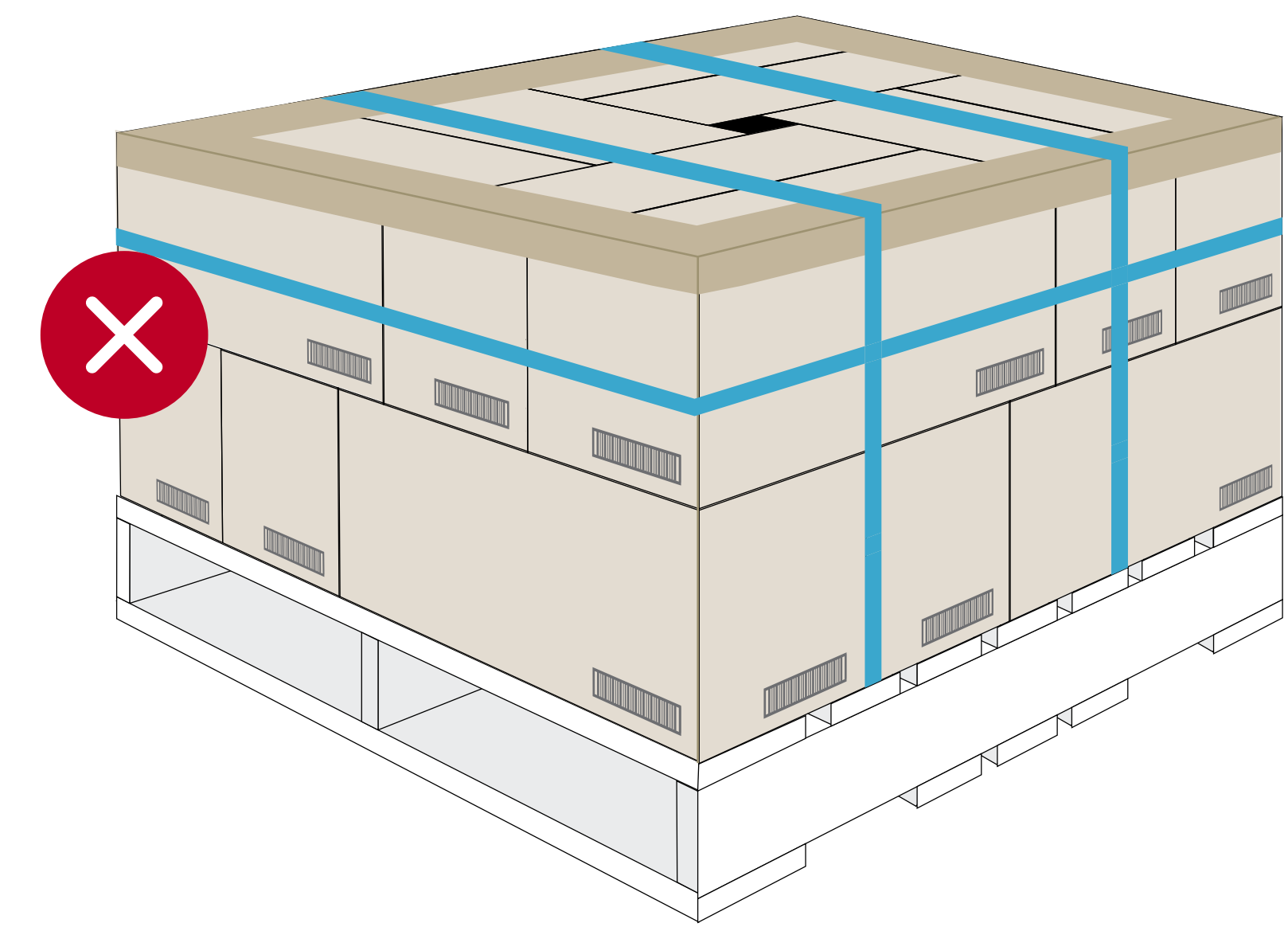
Do not leave gaps between trade units.

[Click here to return to Section 5.3.2 Pallet Chimney, Gaps & Layer Height](#)

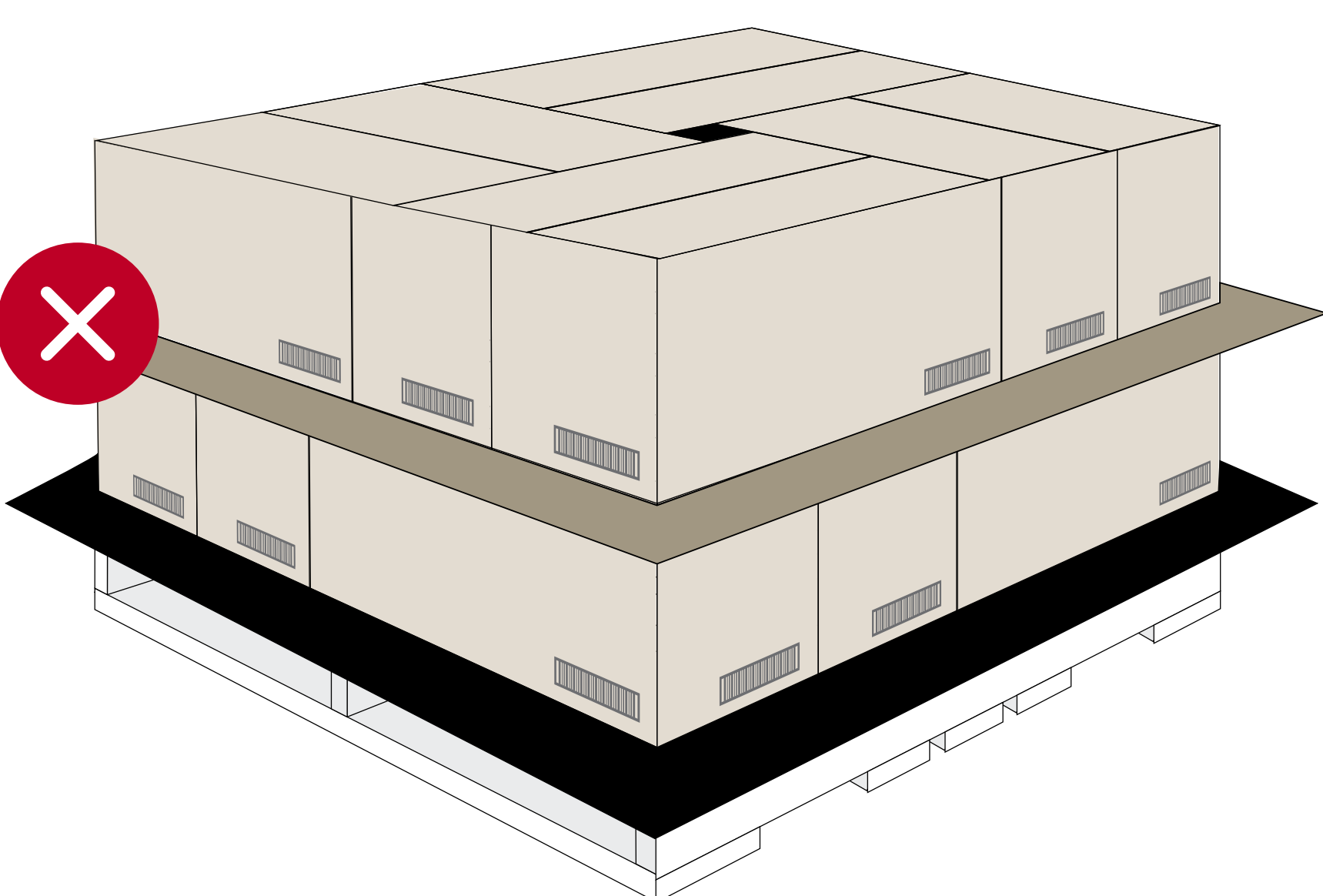




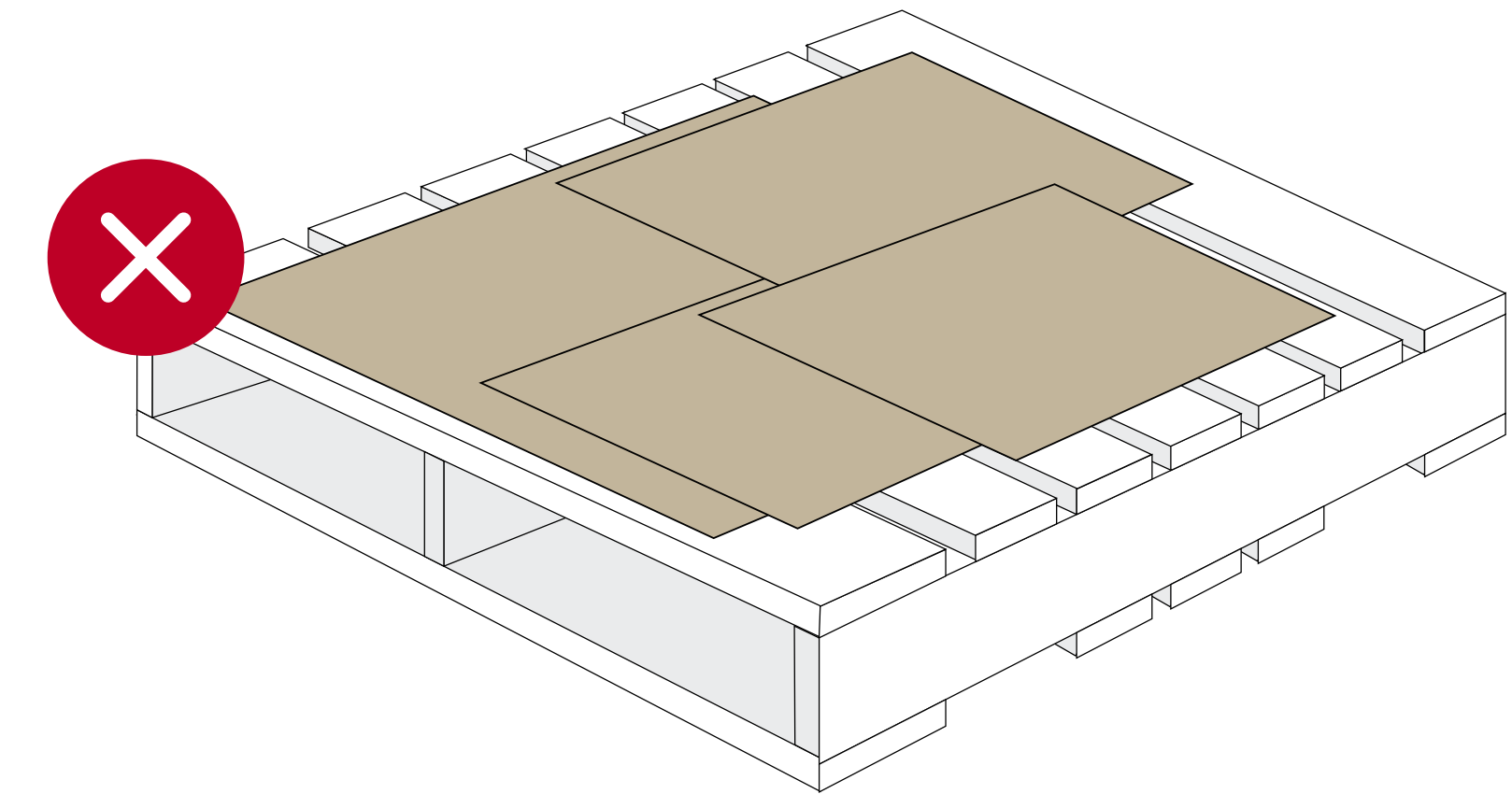
# Pallet Slip Sheets, Pallet Pads & Corner Posts



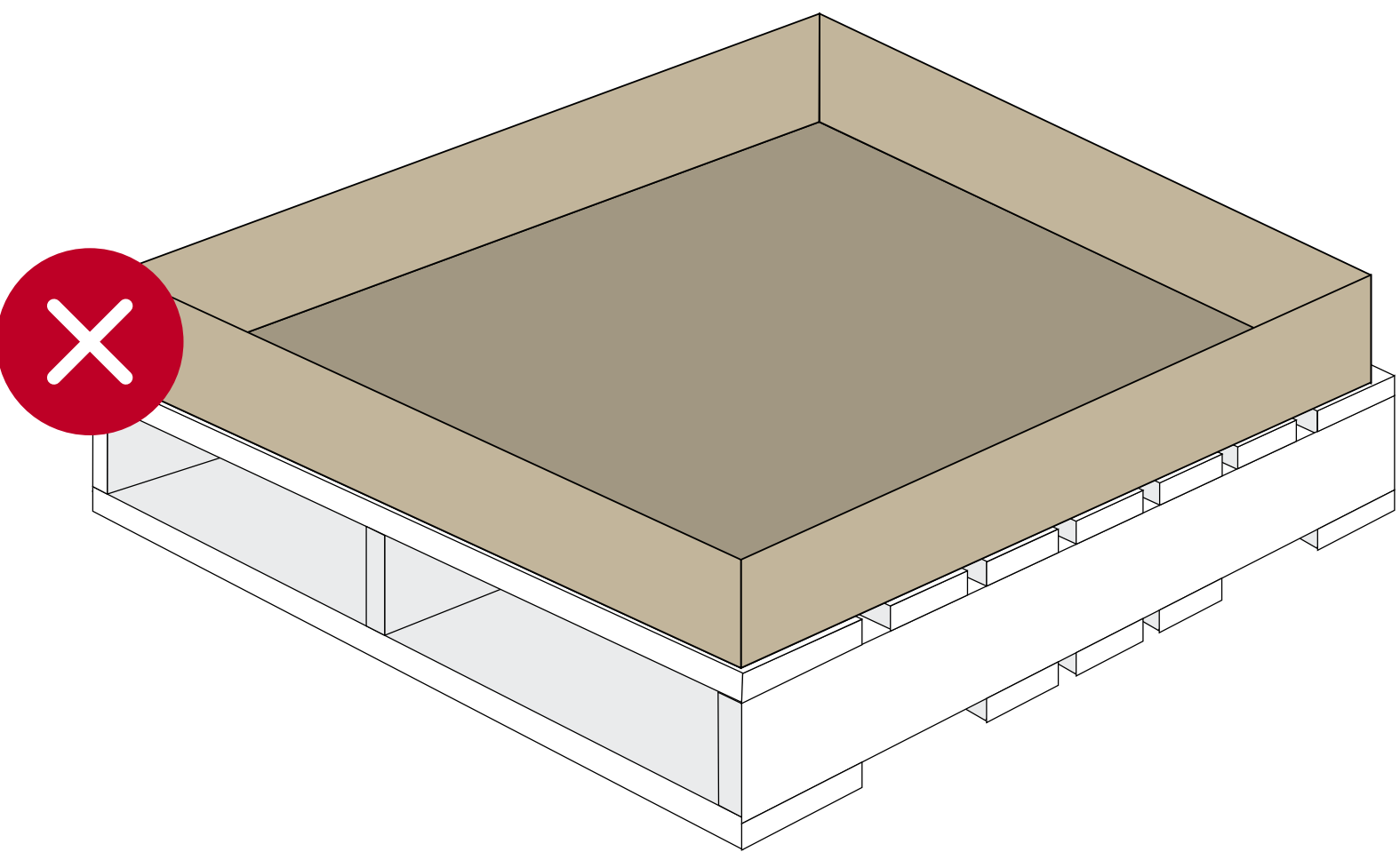
Do not use edge protectors or plastic straps.



Do not use plastic and/or cardboard slip sheets that are larger than the pallet footprint.



Do not use multiple slip sheets per layer.



Do not use any pallet slip sheet formed into a tray or lid.

[Click here to return to Section 5.6 Pallet Slip Sheets, Pallet Pads & Corner Posts](#)





Welcome
B2B & Electronic Trading
Purchase Orders & Scheduling
Driver & Vehicle
<b>Pallets &amp; Logistics Units</b>
Cartons & Trade Units
Product Life Management
Reporting & Rejections
International Supply Chain
Supplementary Information
Contacts & Network Map

UPDATED

# Conforming to the National Transport Commission Load Restraint Guideline

The below table provides guidance to suppliers regarding maximum mass of pallet payload dependant on the friction values between the trade units or SKUs. The friction value utilised must reflect the temperature of the trade unit or SKU during transport and in storage.

The quantity of pallet wrap required will vary dependant on the SKU friction and thickness of stretch-wrap utilised. The initial pre-tension of the stretch-wrap will also contribute to the quantity of pallet wrap to ensure the unitised pallet meets a 0.5g applied lateral force.

Recommended pallet mass relative to trade unit/ SKU friction

Maximum Pallet Height range (mm)	Friction Range: Trade Unit or SKU friction <sup>1</sup>	Recommended Maximum Mass (kg)
200-1120	0.4-0.44	230
	0.45-0.49	300
	0.50 and above	1250
1121-1500	0.4-0.44	190
	0.45-0.49	250
	0.50 and above	1250
1501-1800	0.4-0.44	175
	0.45-0.49	225
	0.50 and above	1250
1801-2140	0.4-0.44	155
	0.45-0.49	200
	0.50 and above	1250

<sup>1</sup> Friction in the above table is denoted as static coefficient of friction.



To assist in achieving a static coefficient of friction of 0.5 between products and/ or between product and pallet, grip sheets may be utilised. Grip sheets or other methods of improving interface friction may need to be placed through the height of the unitised pallet between each trade unit or SKU layer. The layers at the base and lower portion of the stacked pallet will benefit most from improved friction. Grip sheets or similar may not be required on the upper layers of the unitised pallet, dependant on the height and weight of the trade unit/ SKU.



The above table is intended as a guide only. Alternate load restraint systems/methods may be used provided it can demonstrate that they meet the Performance Standards. Certification by an appropriately qualified engineer is recommended.

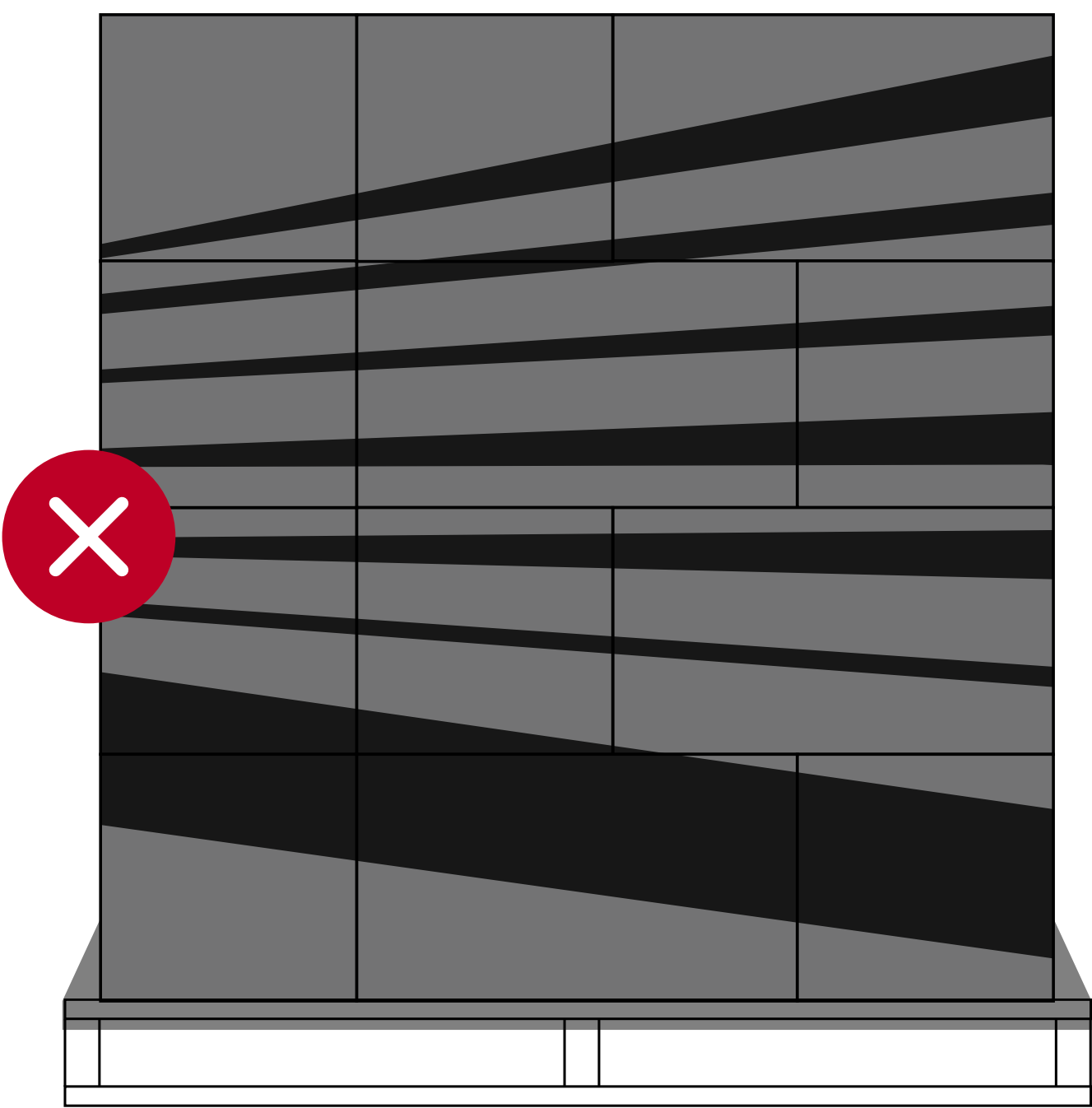
[Click here to return to Section 5.8 Pallet Wrapping](#)



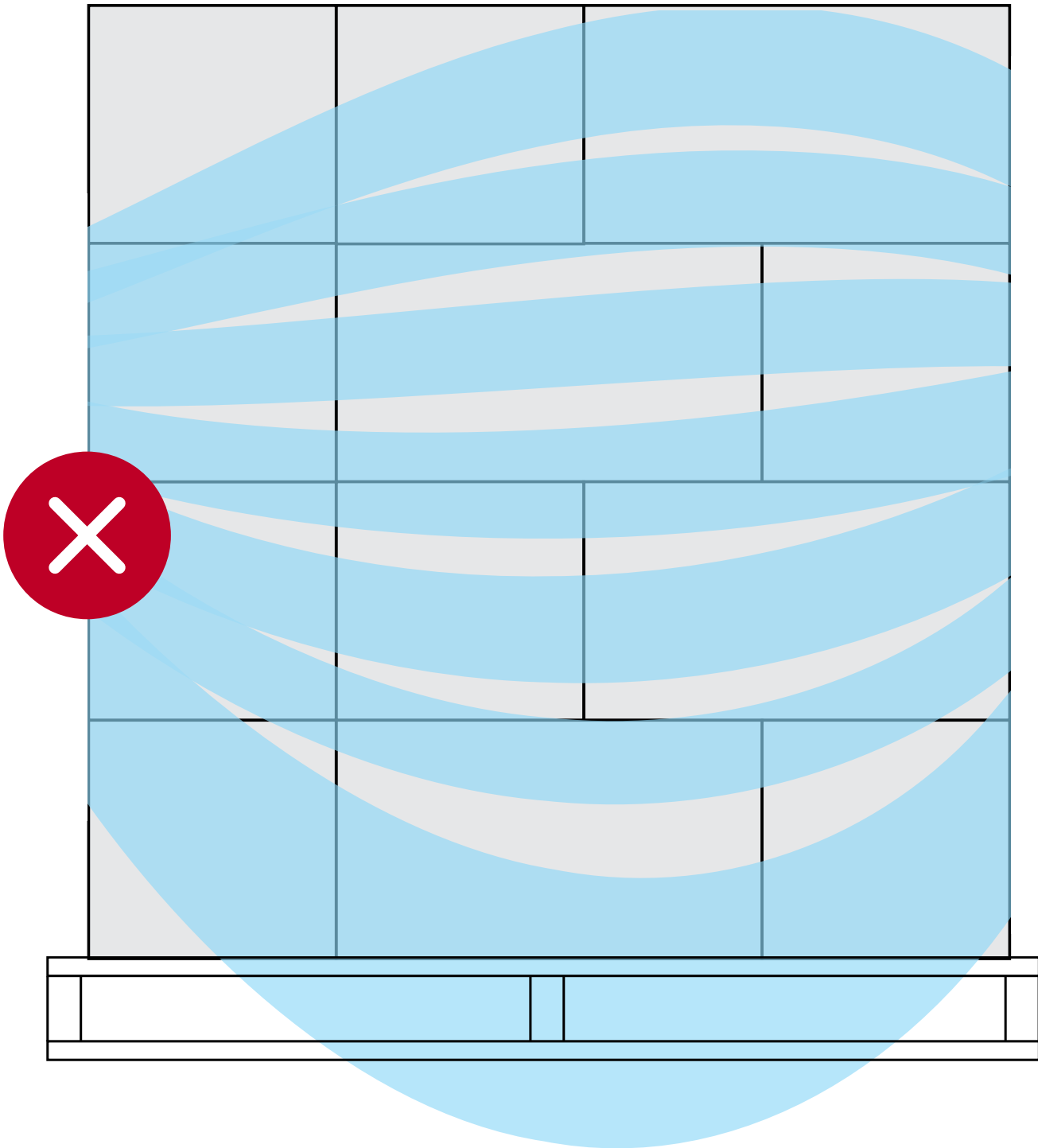


UPDATED

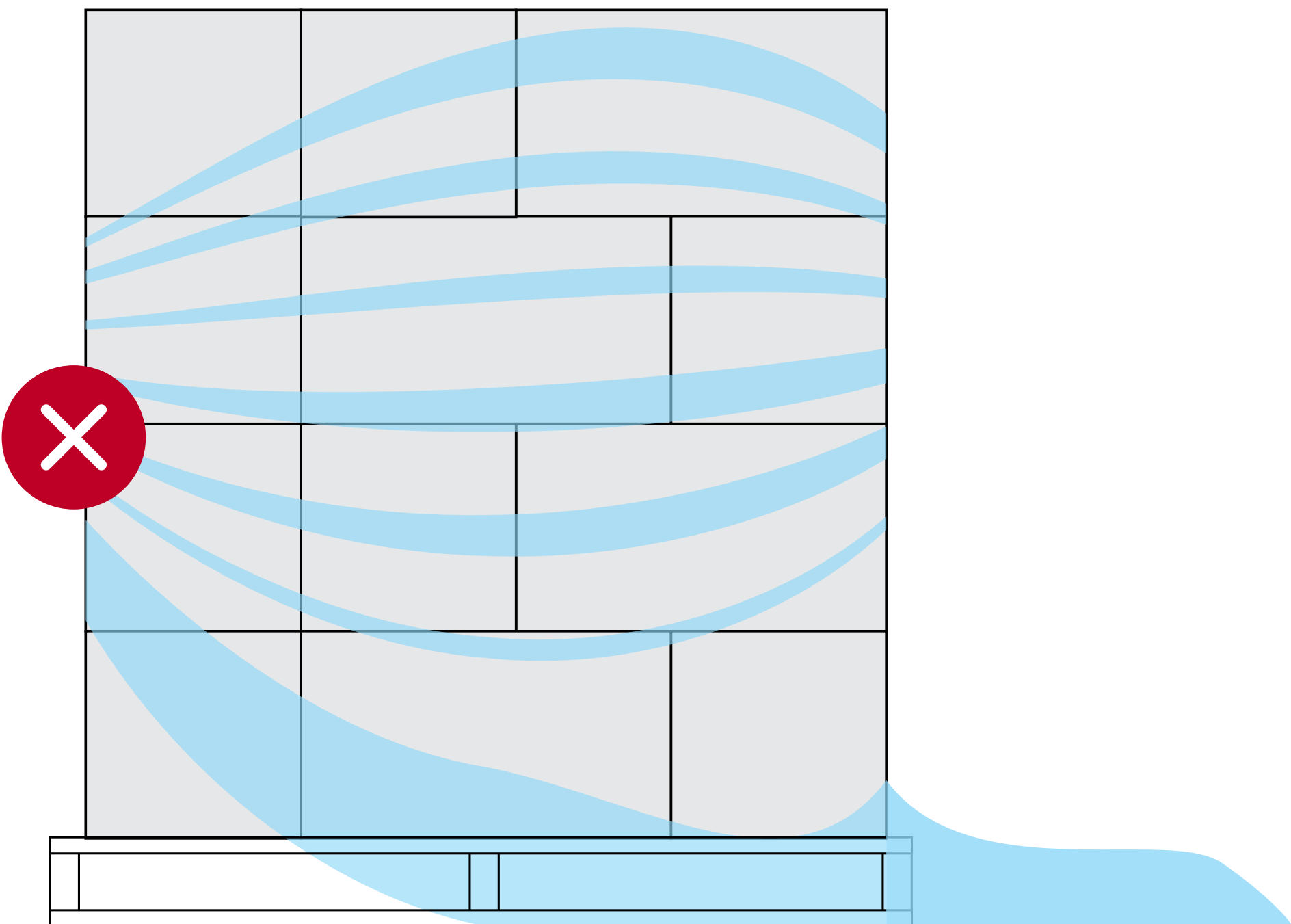
# Pallet Wrapping



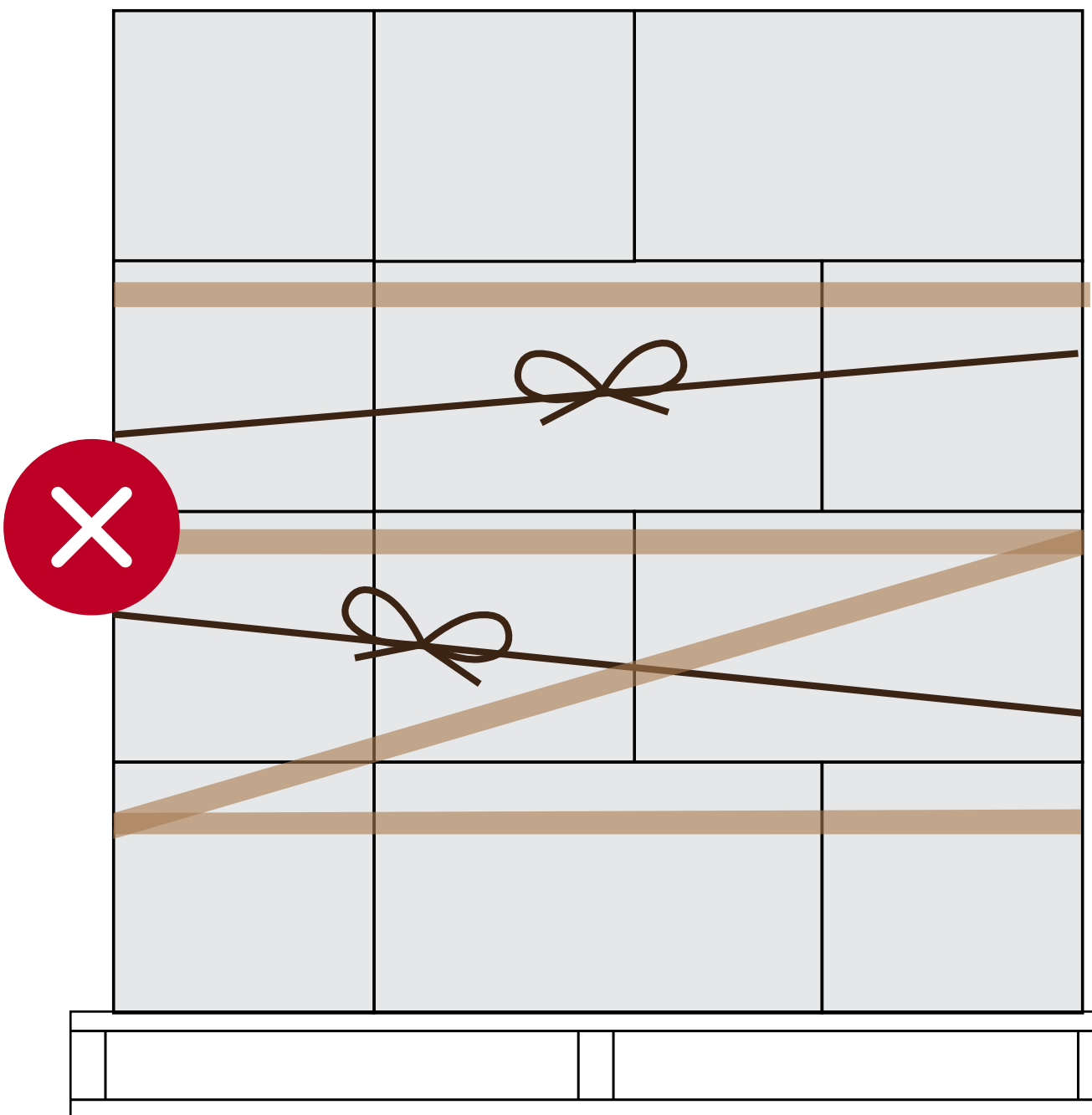
Do not use black wrap.



Do not loosely wrap.



Do not leave loose tails.



Do not wrap with string and/or tape.

[Click here to return to Section 5.8 Pallet Wrapping](#)





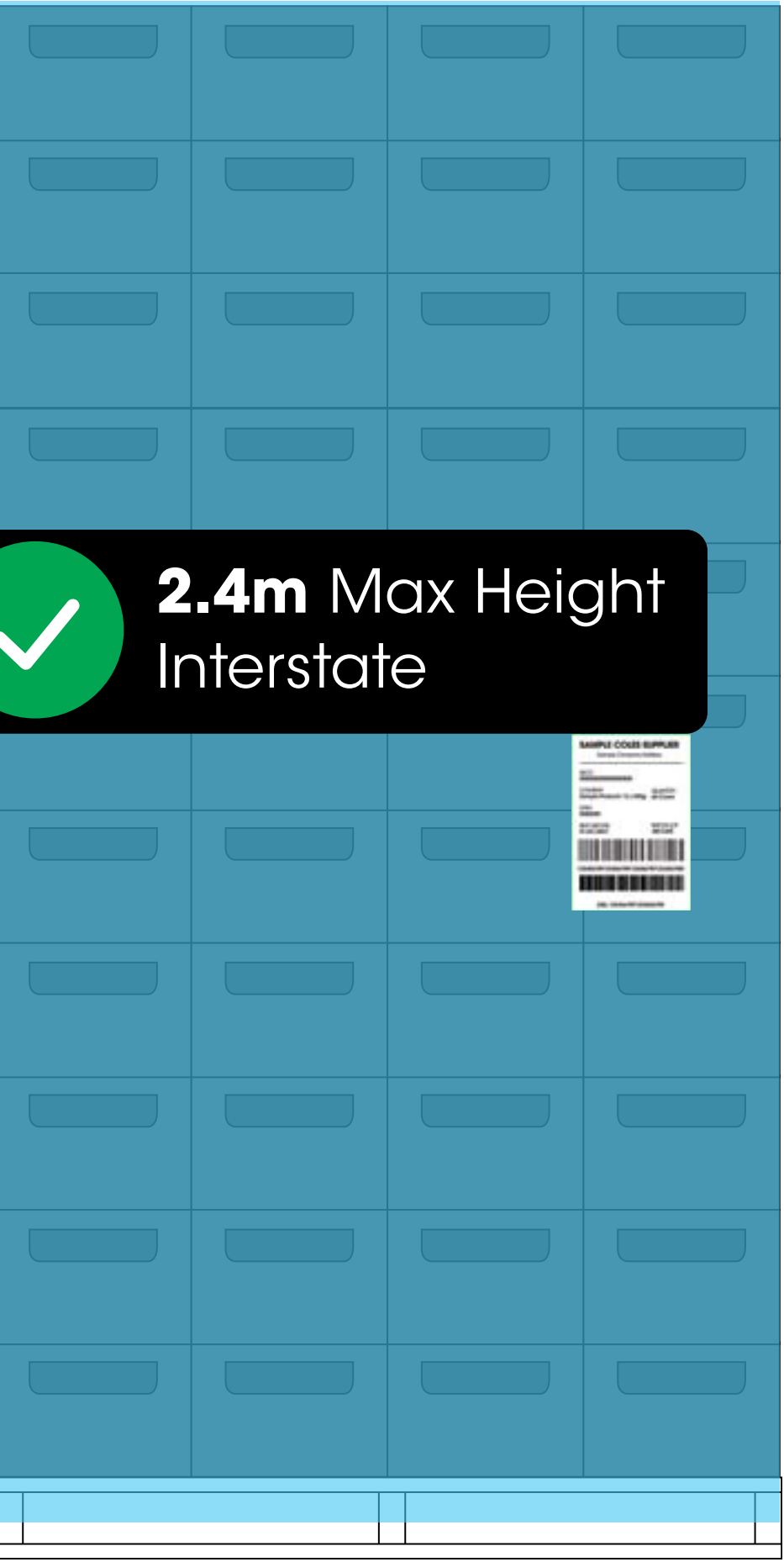
NEW

# Full Height Pallets

No ventilation



2.4m Max Height Interstate



- Product fully wrapped from top to bottom and secured to the pallet.

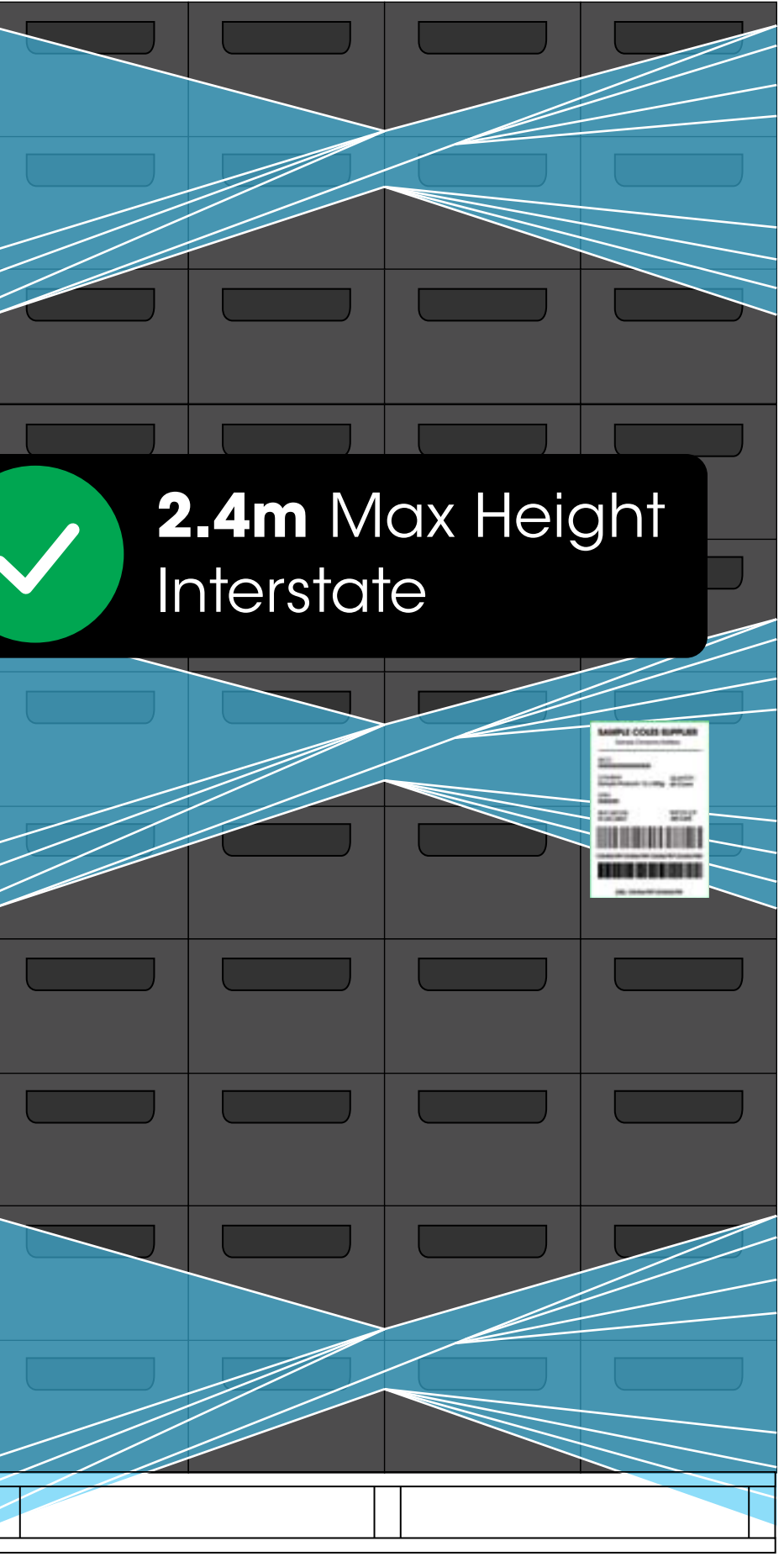


- Crates are not wrapped or secured to the pallet.

Ventilation



2.4m Max Height Interstate



- Butterfly wrap applied to:
  - Top two layers
  - Centre layers
  - Bottom layer secured to the pallet



- Centre crates not butterfly wrapped.

[Click here to return to 5.14 Fresh Produce Pallets & Wrapping Standards](#)

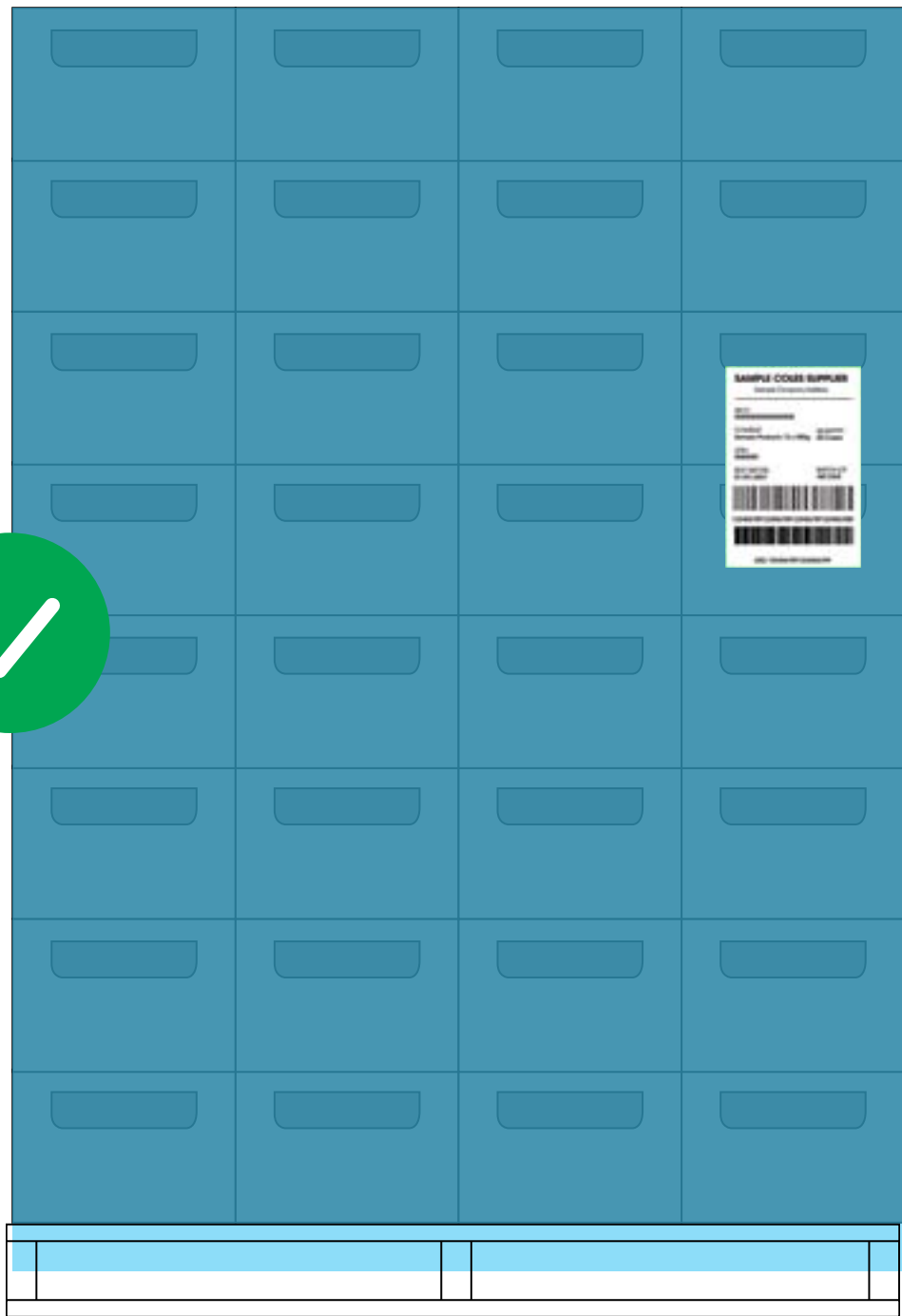




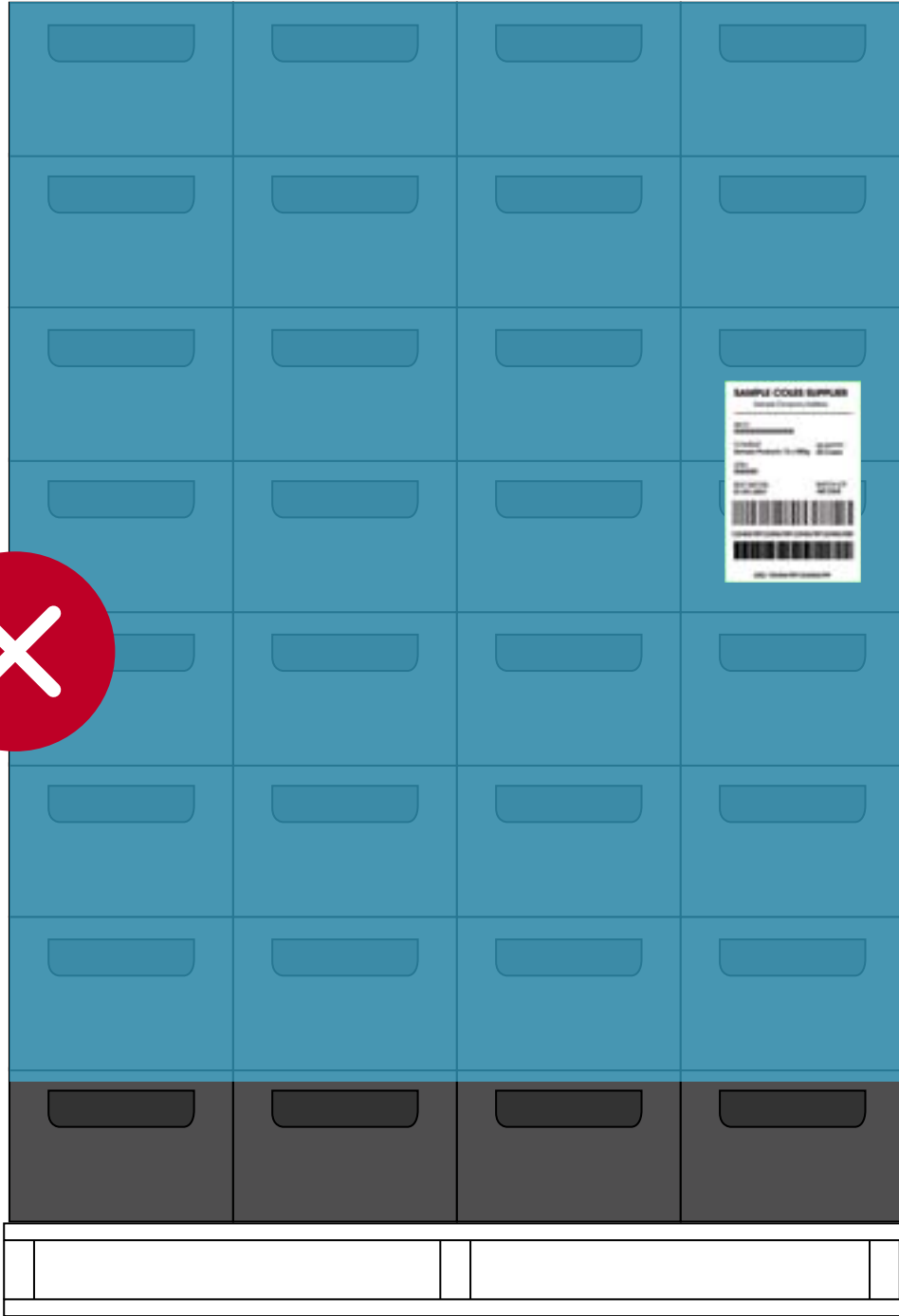
NEW

# Standard Pallets

No ventilation



- Product fully wrapped from top to bottom and secured to the pallet, whether the product is in cartons, crates, polystyrene boxes or in any other packaging.



- Bottom layer of crates not secured to the pallet with wrap.

Ventilation



- Butterfly wrap should cover:
  - Top two layers
  - Bottom layer secured to the pallet



- Top two layers not secured with wrap.
- Bottom layer of crates not secured to the pallet with wrap.

[Click here to return to 5.14 Fresh Produce Pallets & Wrapping Standards](#)

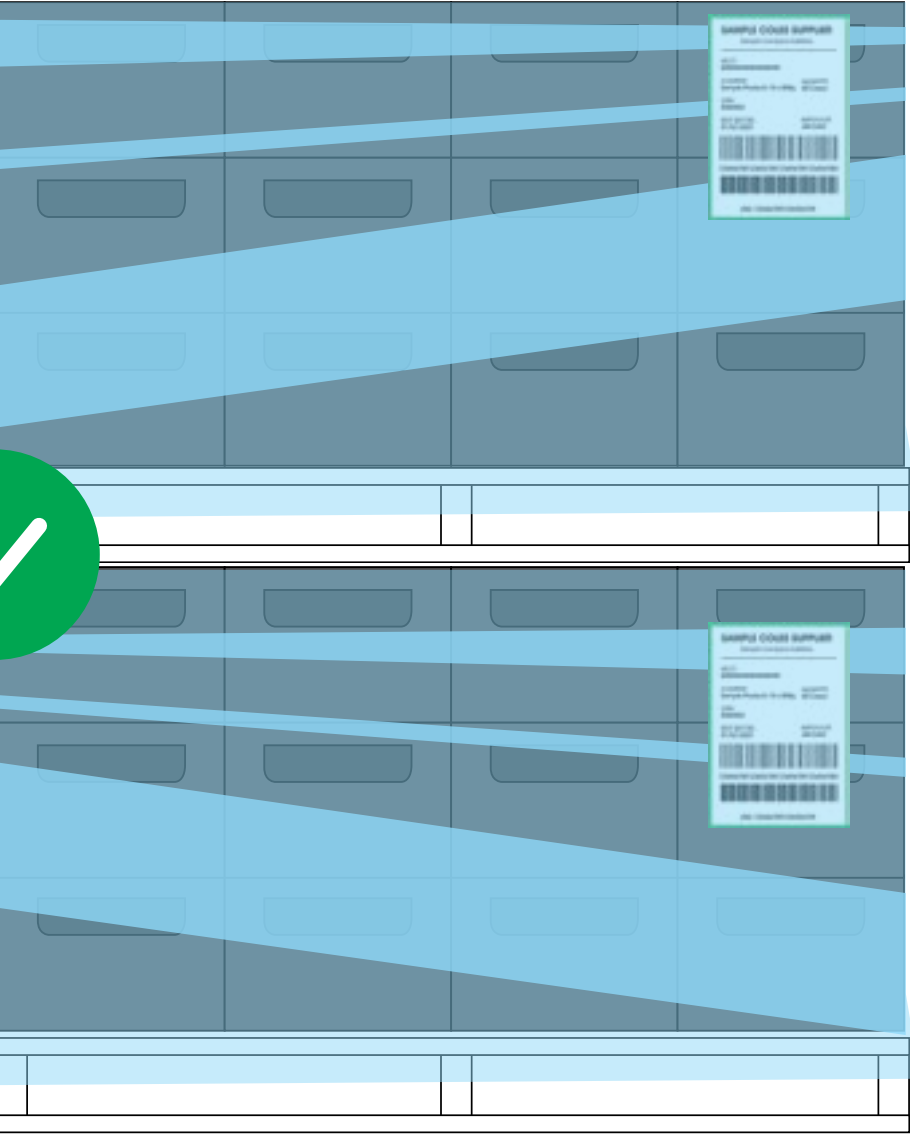




NEW

# Sandwich Pallets

No ventilation



- Product fully wrapped from top to bottom, secured to pallet.
- Must be individually wrapped

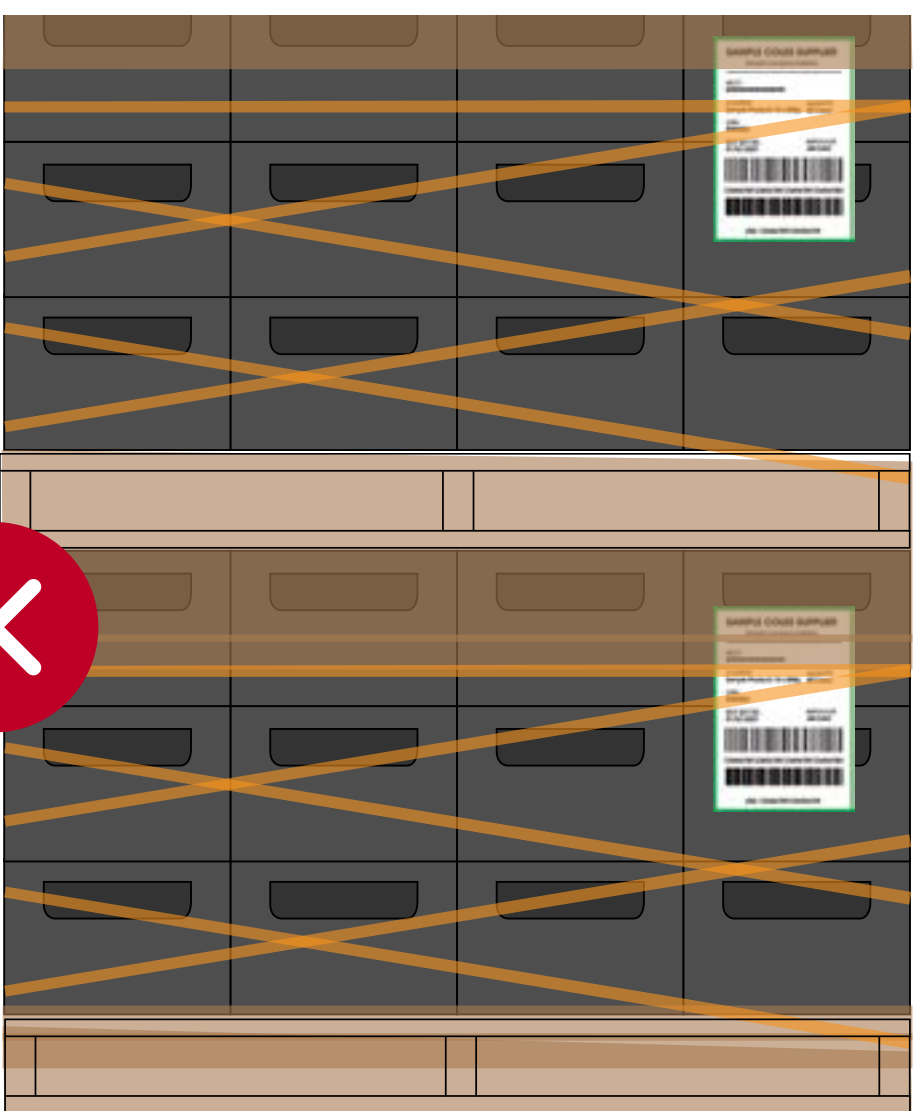


- Sandwich pallet not individually wrapped and SSCC label missing from top pallet.

Ventilation



- Butterfly wrapping method used:
  - Two layers or less: one butterfly wrap per pallet.
  - More than 2 layers: butterfly wrap applied as per standard pallet.
- Must be individually wrapped.



- Bottom layer of crates not secured to the pallet with wrap.

[Click here to return to 5.14 Fresh Produce Pallets & Wrapping Standards](#)





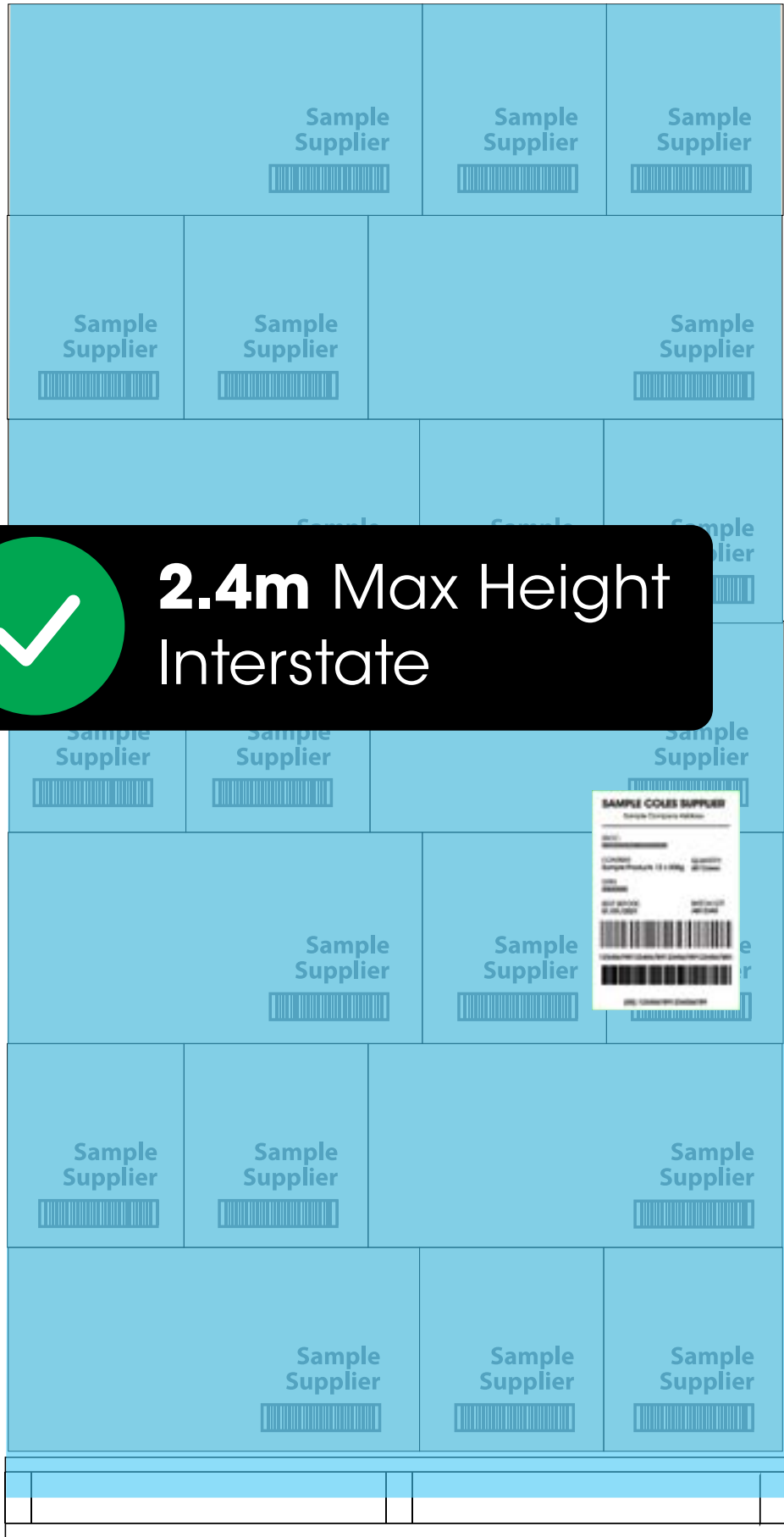
NEW

# Full Height Pallets

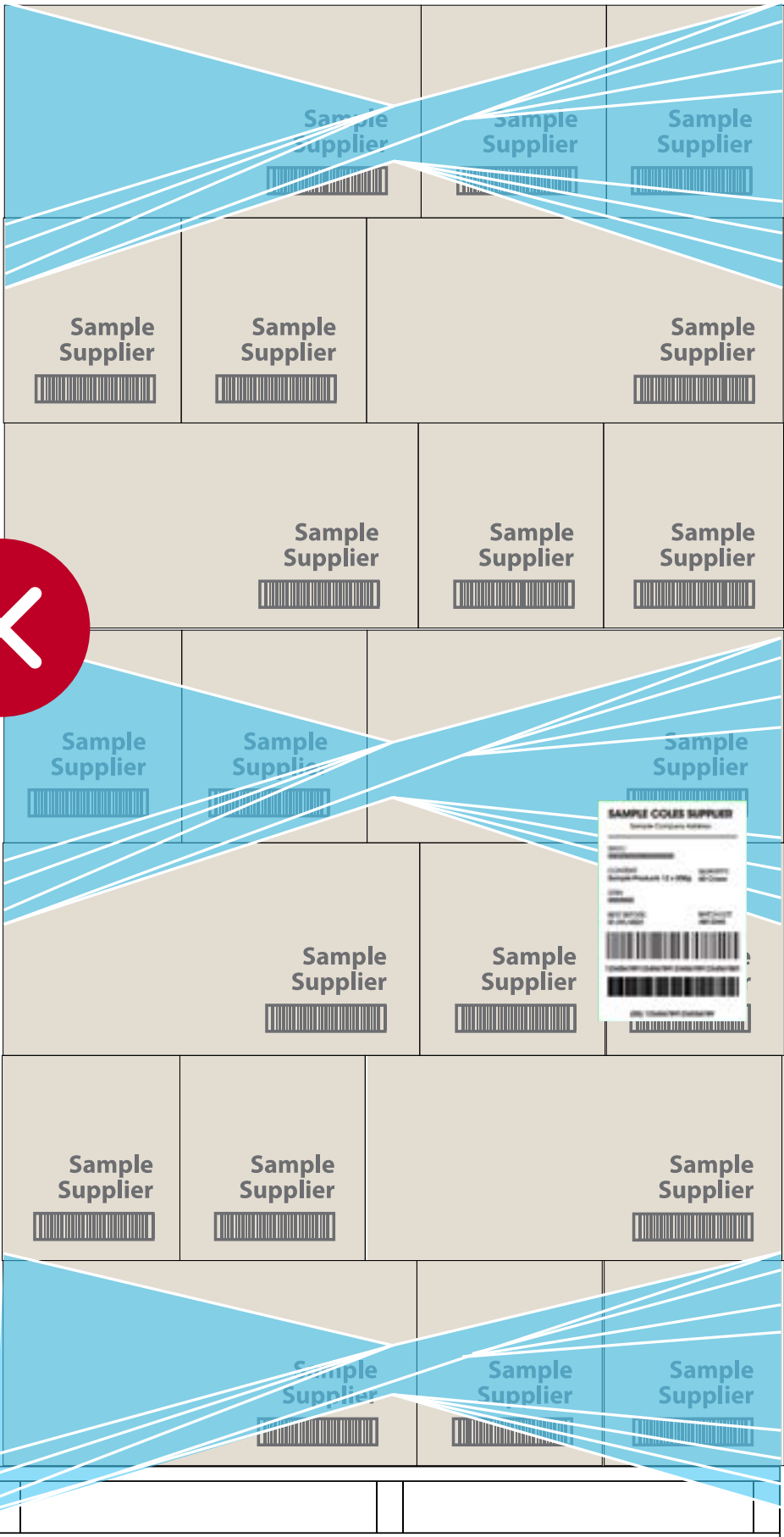
No ventilation



2.4m Max Height Interstate



- Product fully wrapped from top to bottom and secured to the pallet.

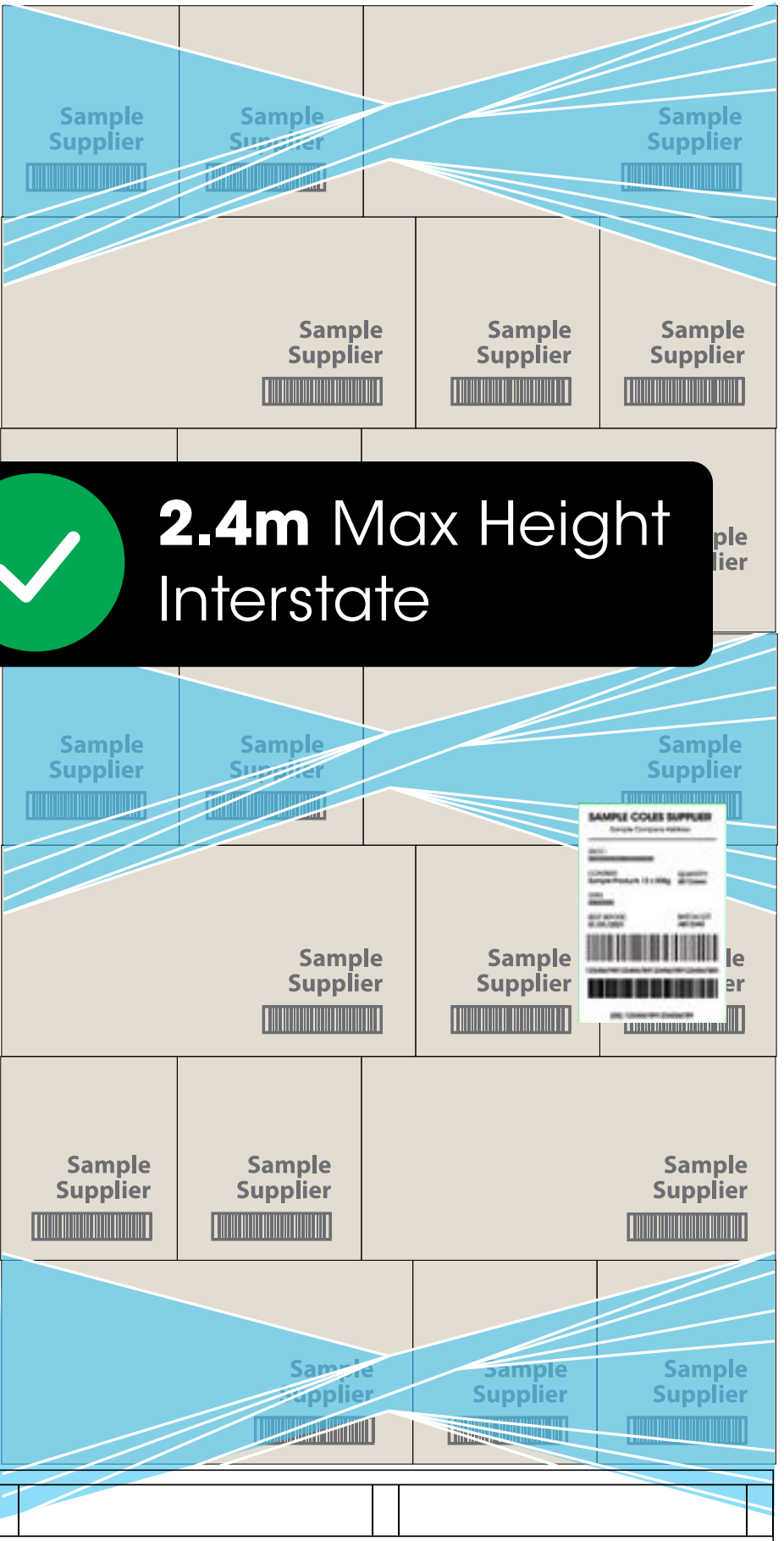


- Do not secure pallet with butterfly wrap if products do not require ventilation.

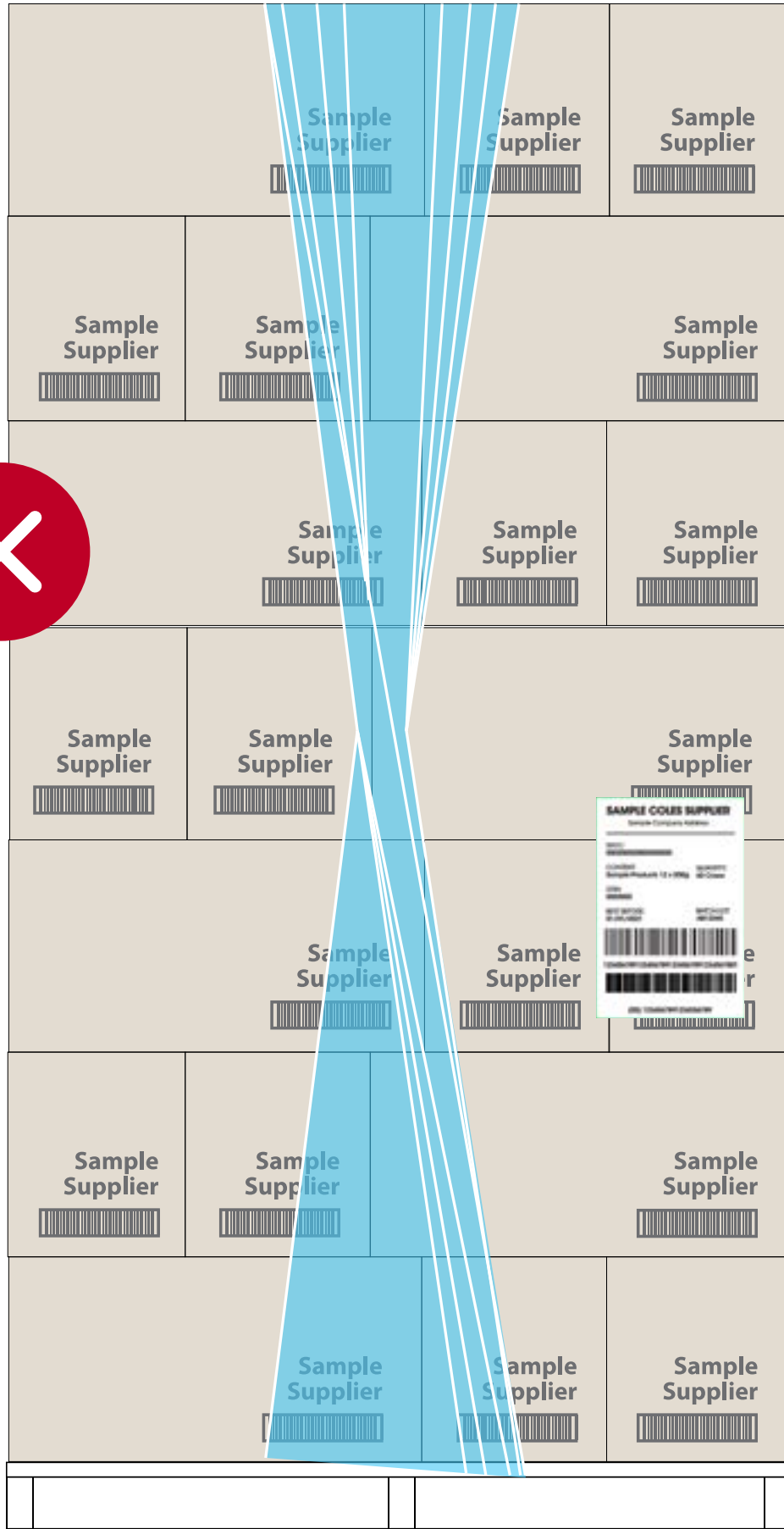
Ventilation



2.4m Max Height Interstate



- Butterfly wrap applied:
  - Every two layers
  - To bottom layer and secured to the pallet



- Do not secure ventilation products with a vertical wrap.

[Click here to return to 5.14 Fresh Produce Pallets & Wrapping Standards](#)

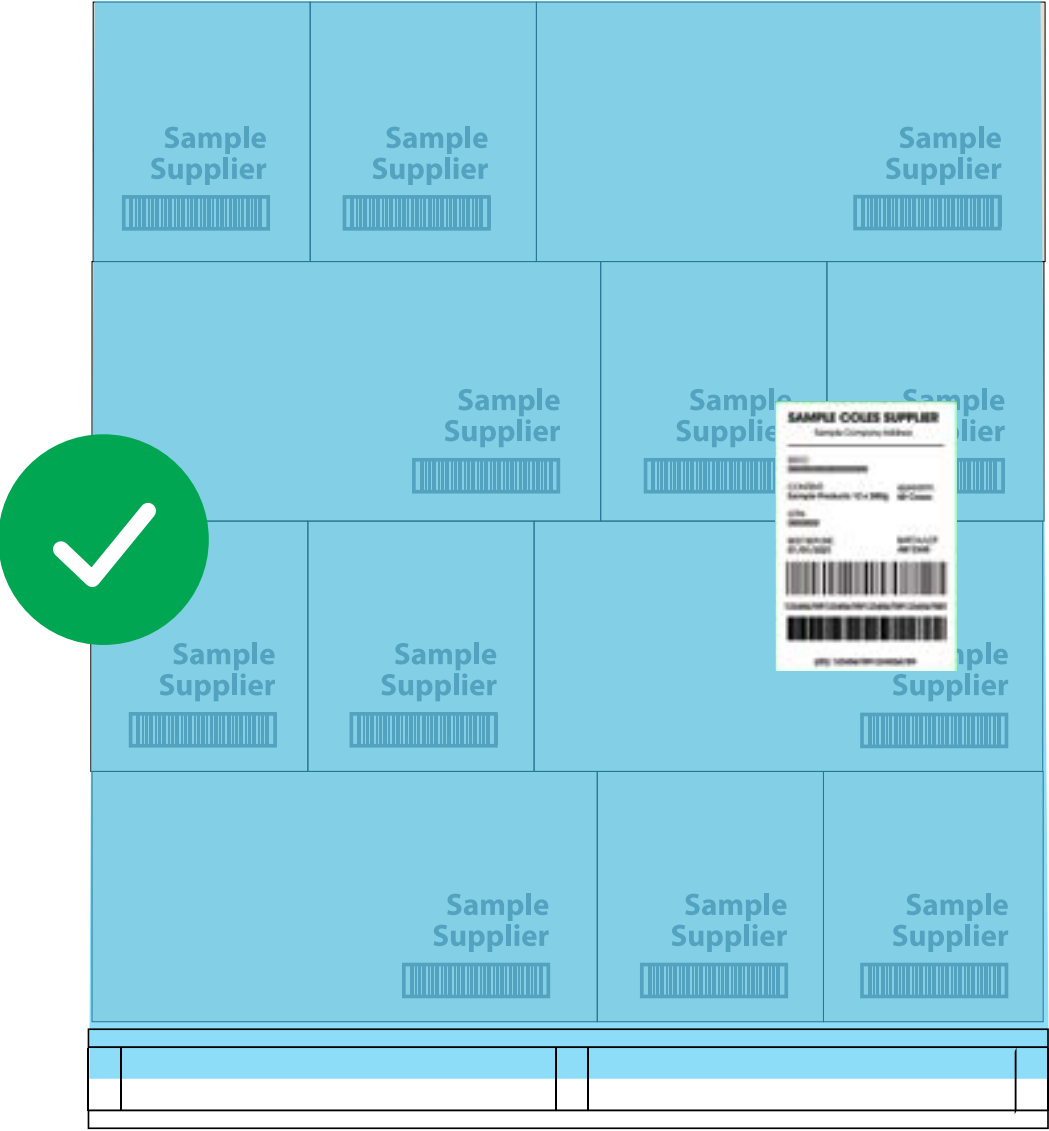




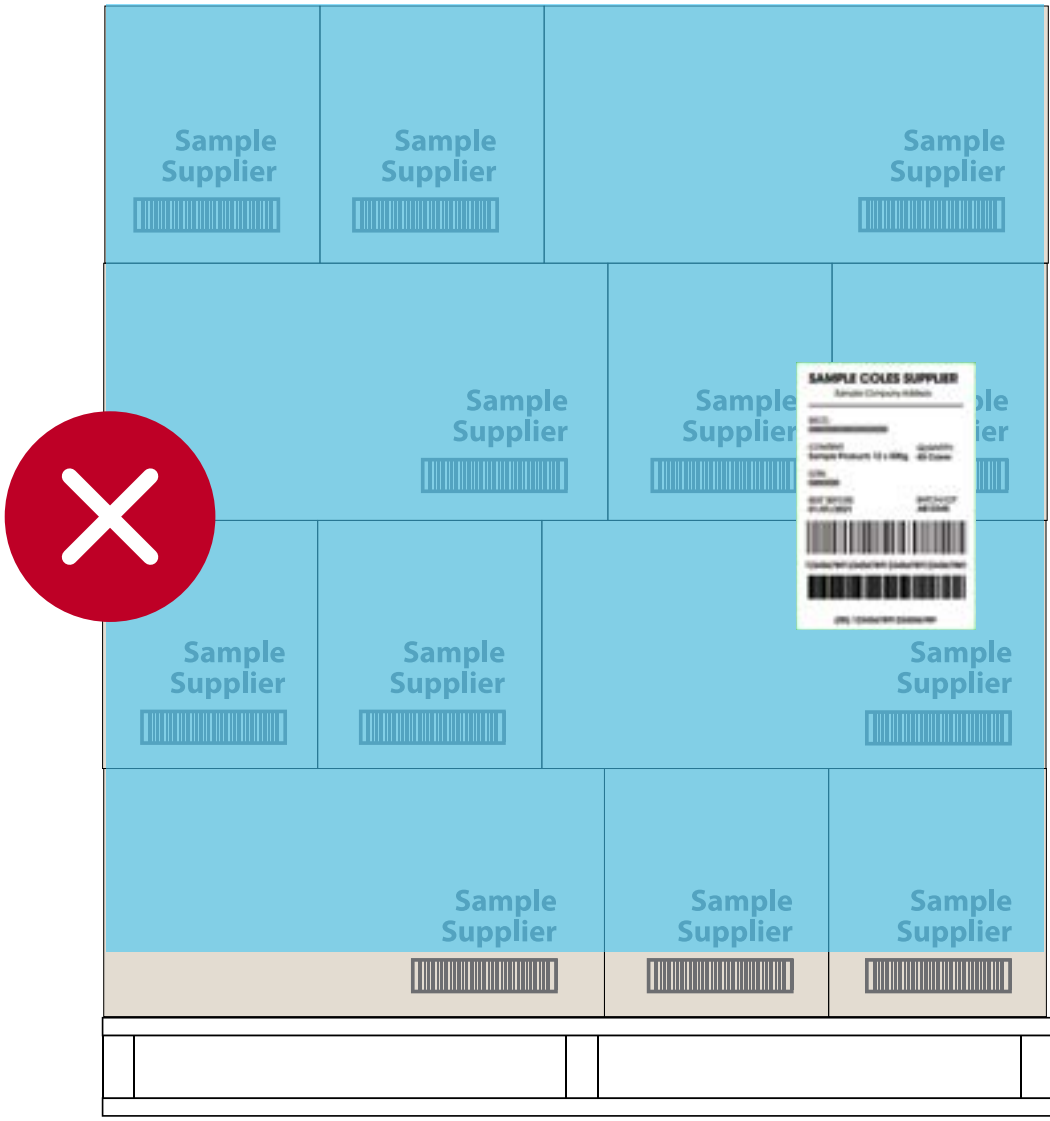
NEW

# Interlocking Pallets

No ventilation

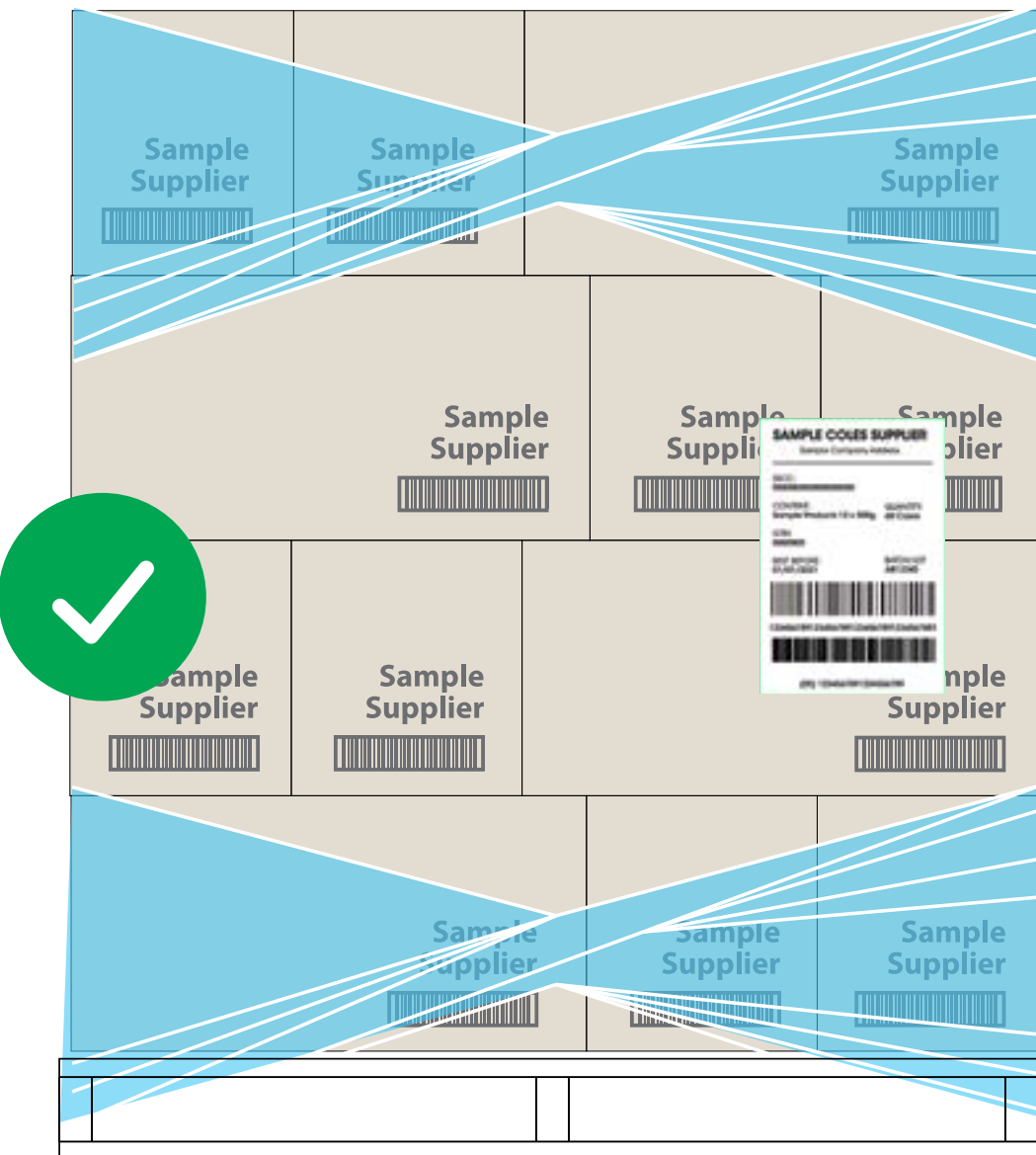


- Product fully wrapped from top to bottom and secured to the pallet.

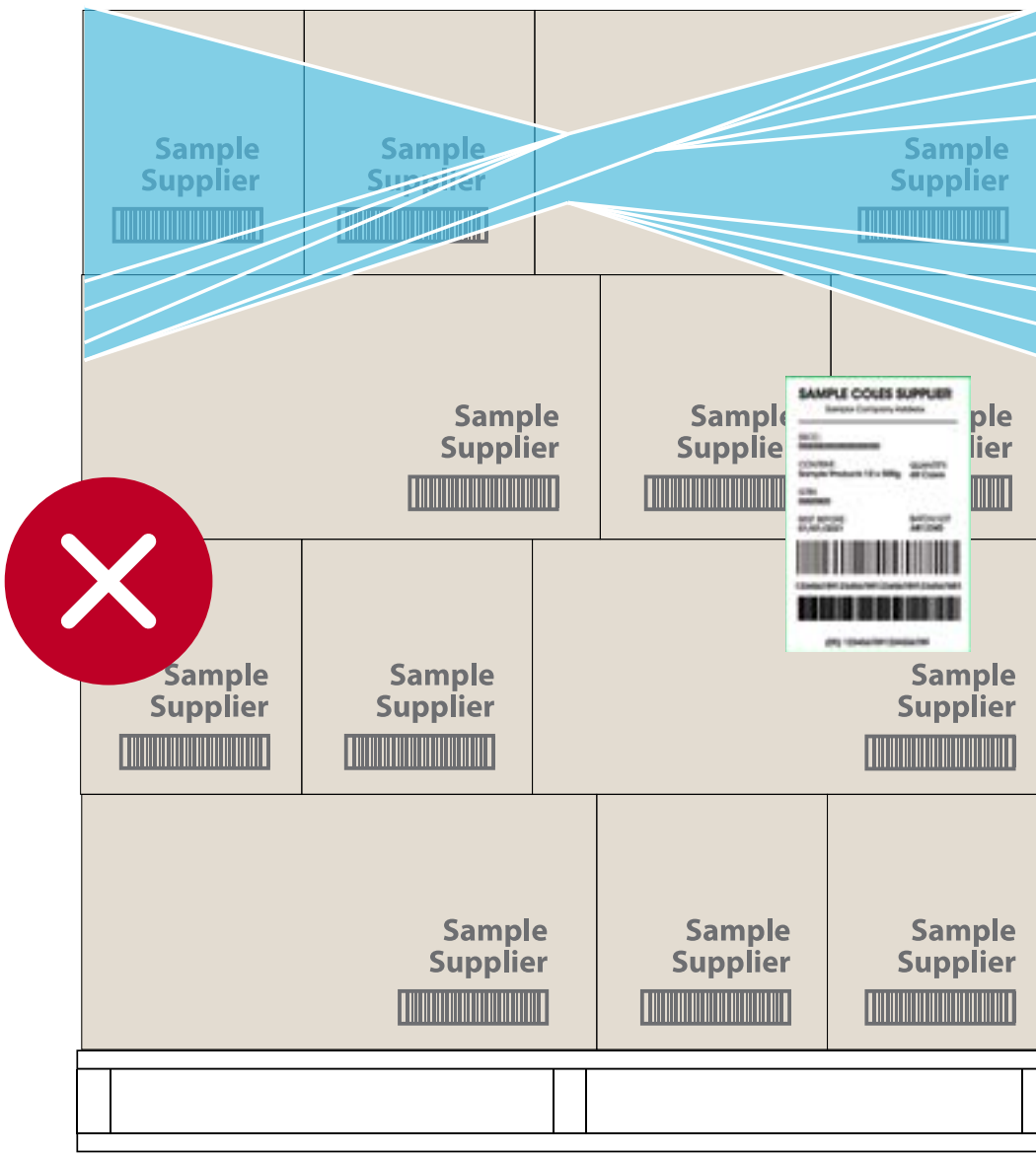


- Must be secured to pallet with wrap.

Ventilation



- Butterfly wrap applied to:
  - Top two layers
  - Bottom layer and secured to the pallet



- Must be secured to pallet with wrap.

[Click here to return to 5.14 Fresh Produce Pallets & Wrapping Standards](#)

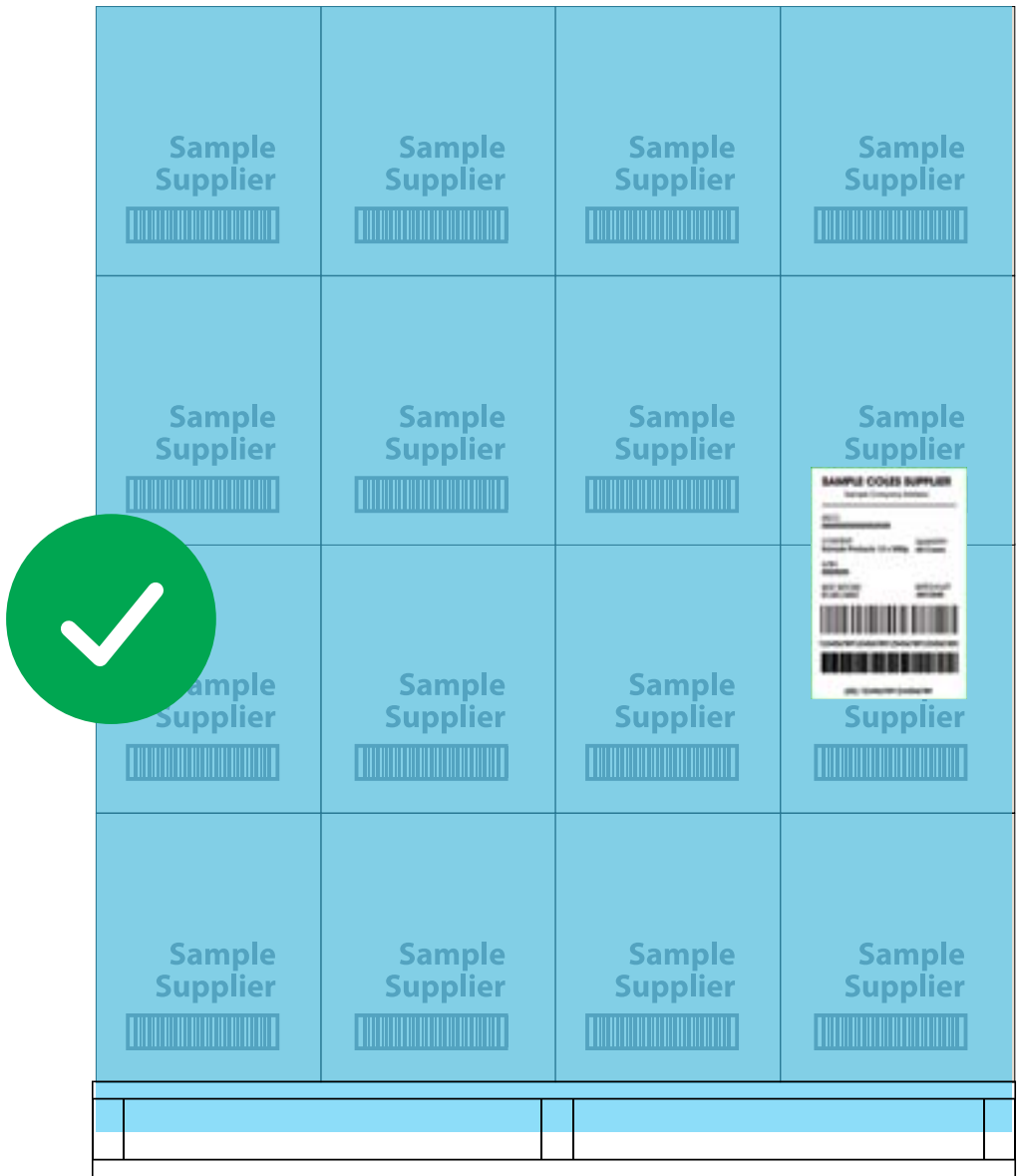




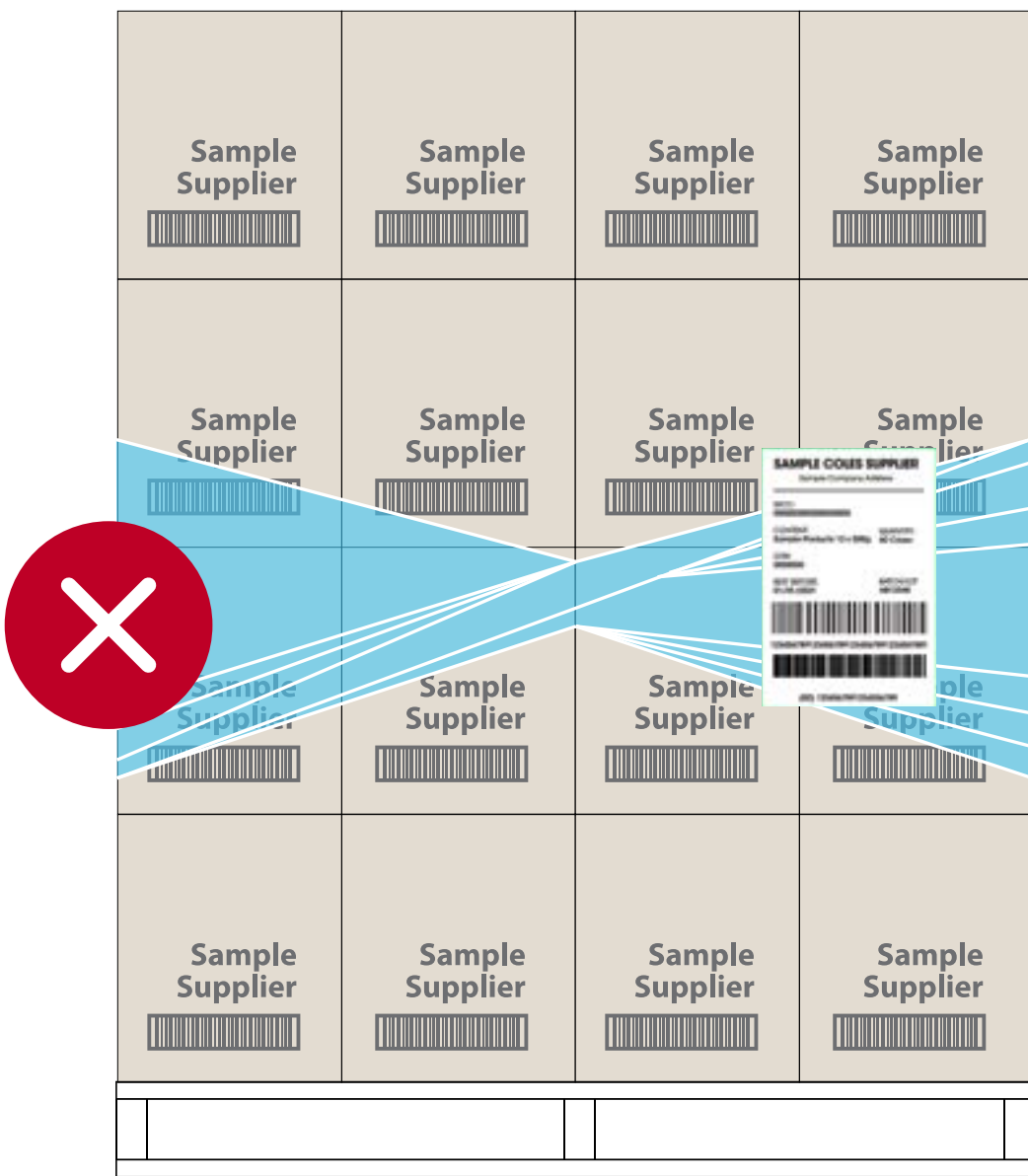
NEW

# Non-Interlocking Pallets

No ventilation

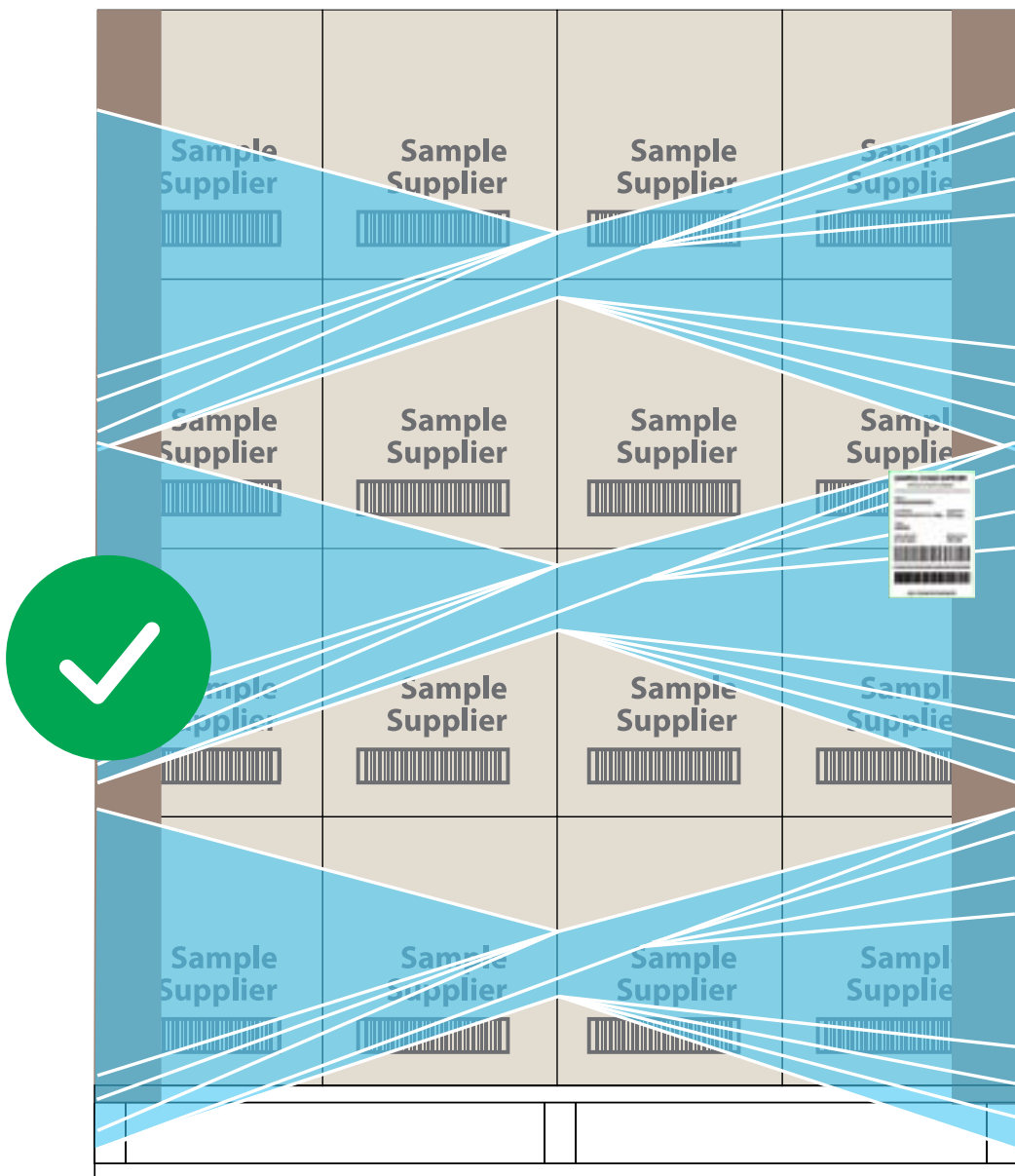


- Product fully wrapped from top to bottom and secured to the pallet.

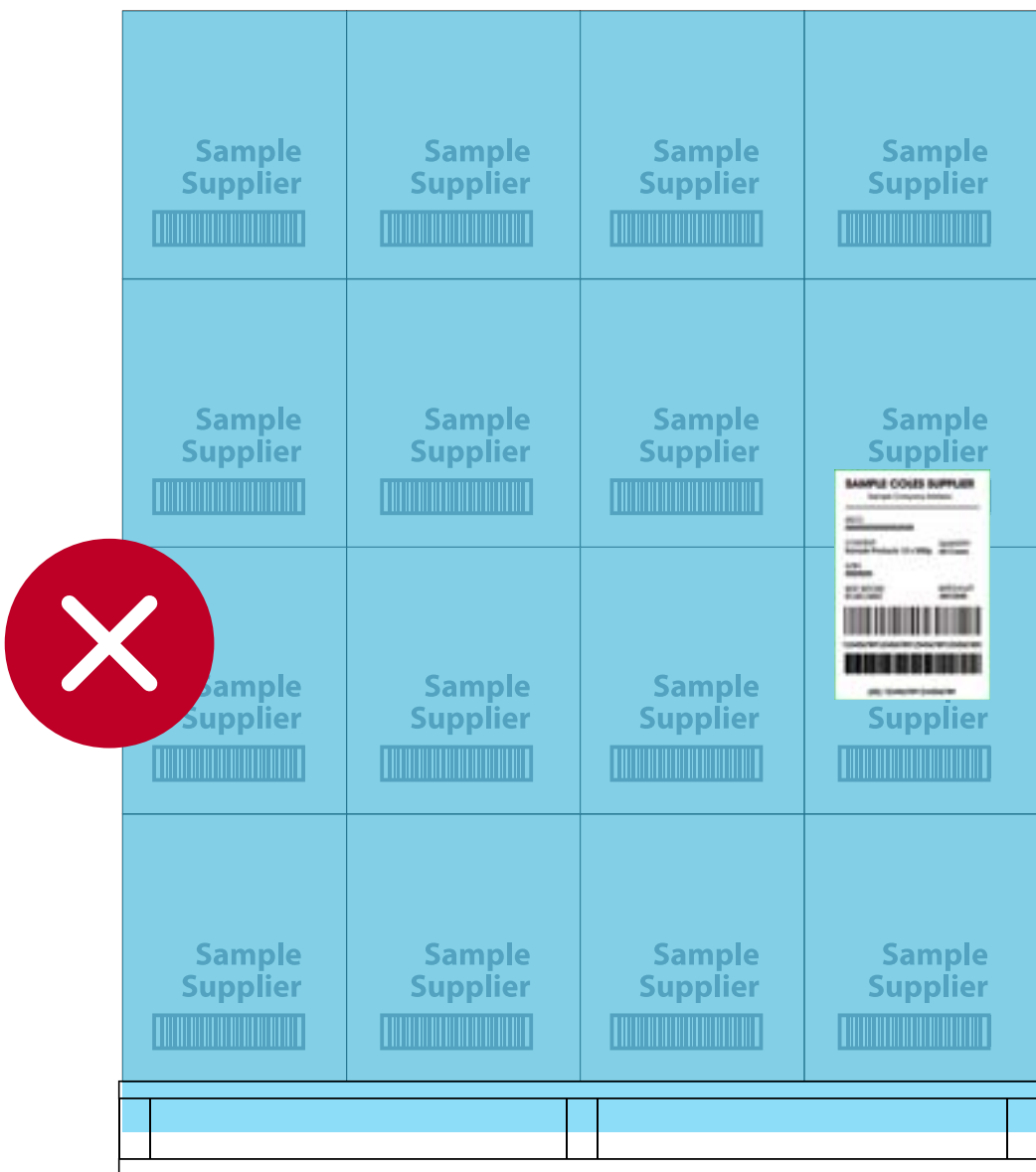


- Do not use single butterfly wrap to secure a no ventilation product.
- Must be secured to pallet with wrap.

Ventilation



- Cardboard corner supports must be used if slippage or movement is likely to occur.
- Butterfly wrap applied to:
  - Top two layers
  - Centre layers
  - Bottom layer and secured to the pallet



- Do not leave out cardboard corner support.
- Do not secure ventilation products with wrap from top to bottom.

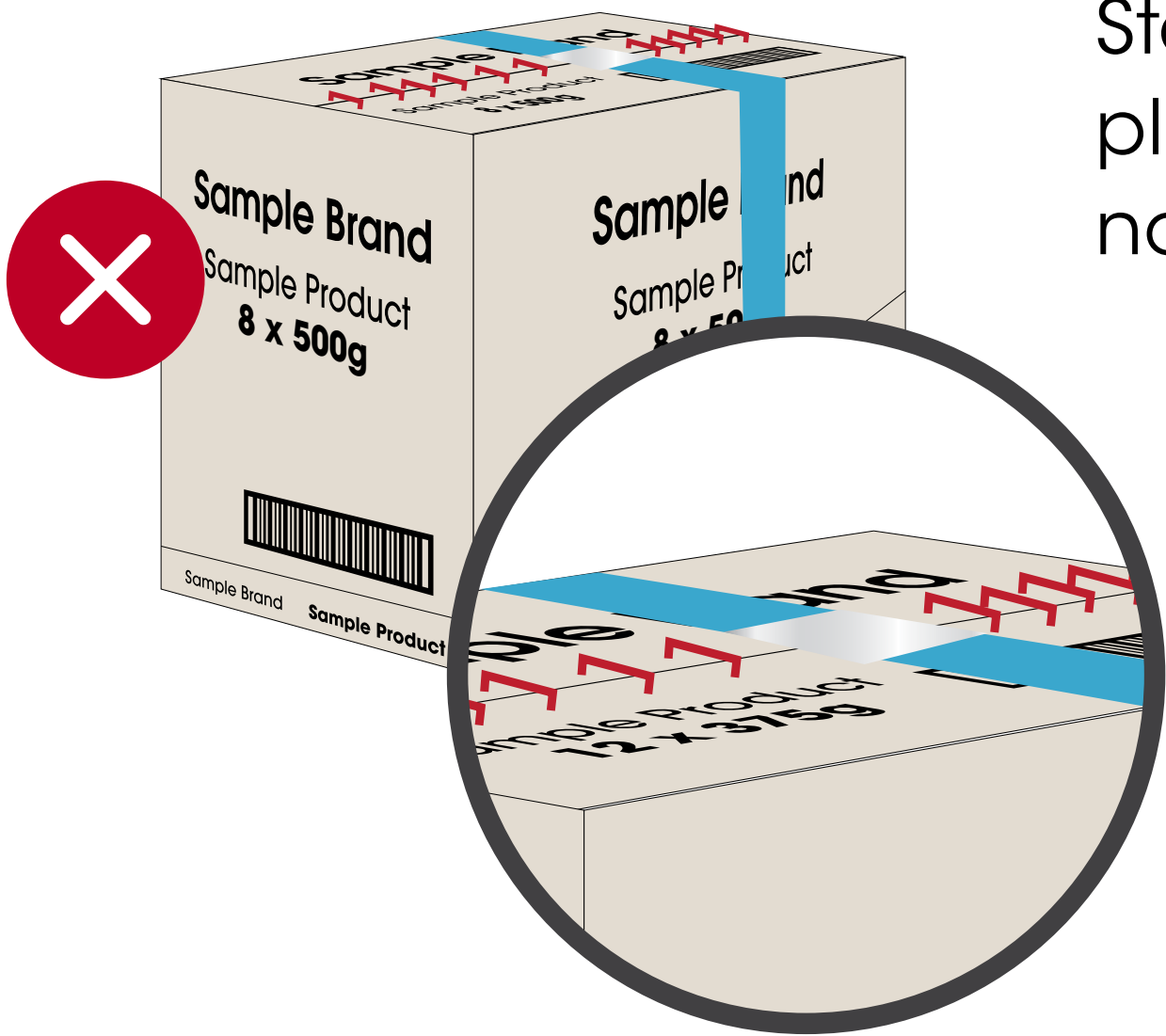
[Click here to return to 5.14 Fresh Produce Pallets & Wrapping Standards](#)





UPDATED

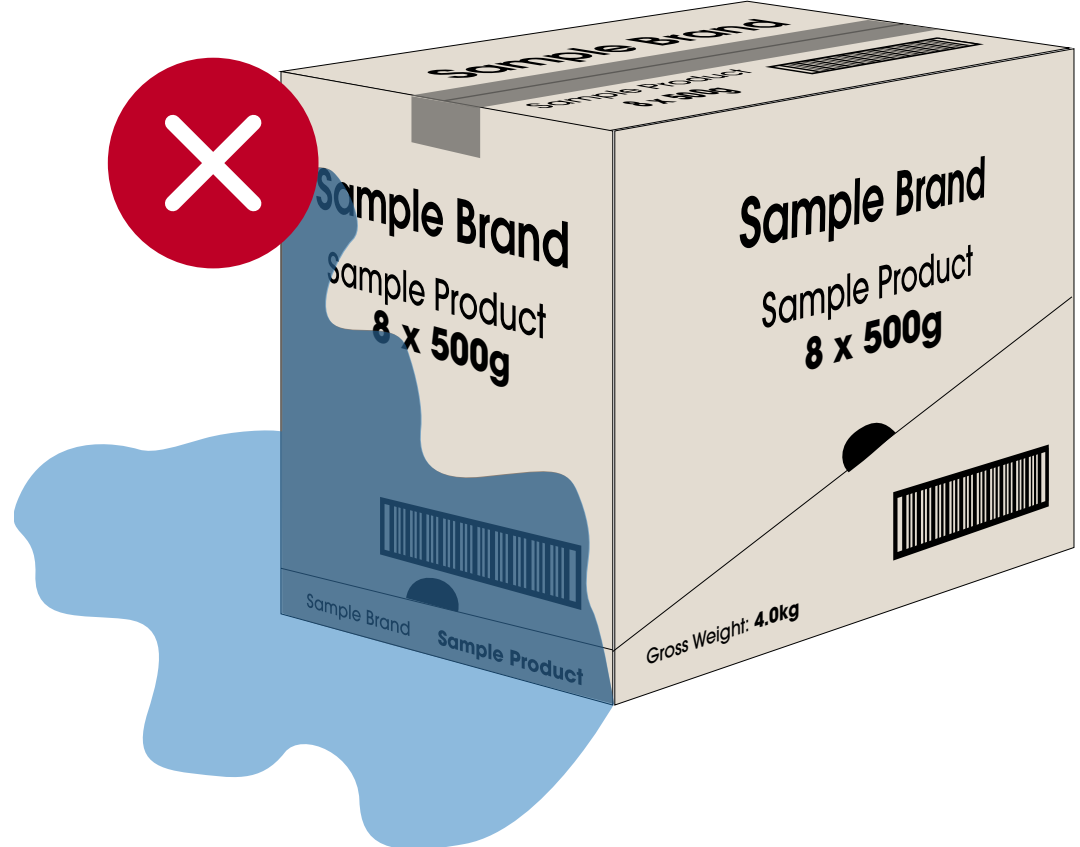
# Trade Unit Construction, Sealing & Forming



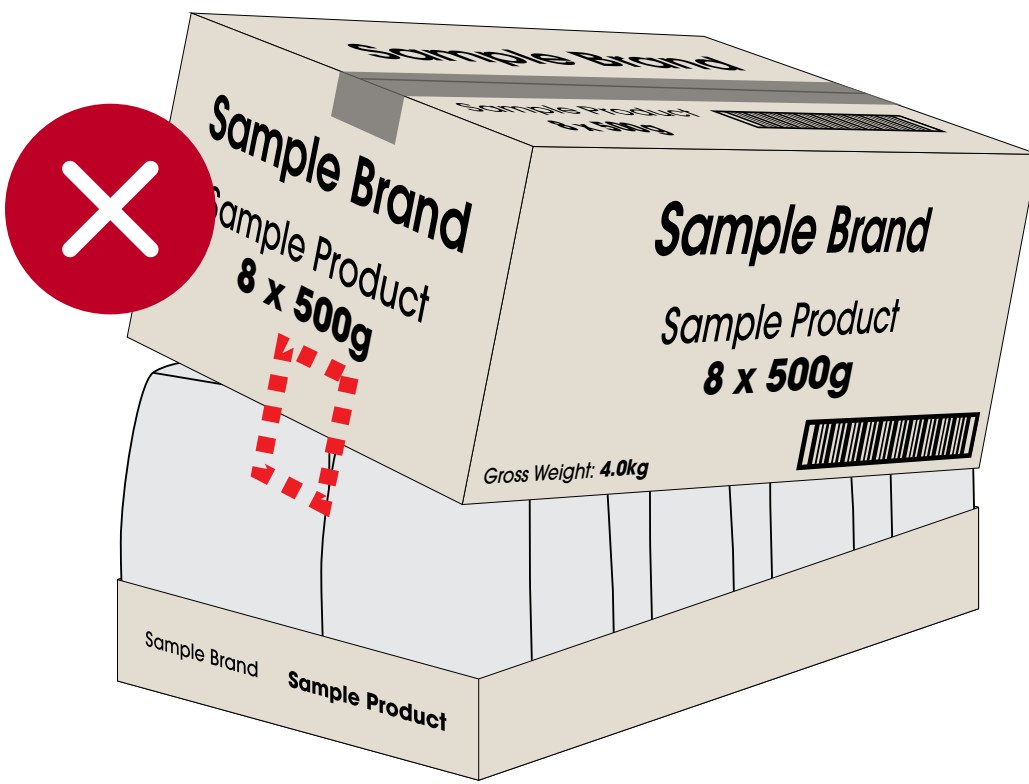
Staples and plastic straps are not permitted.



Ensure all perforations are intact and secure.



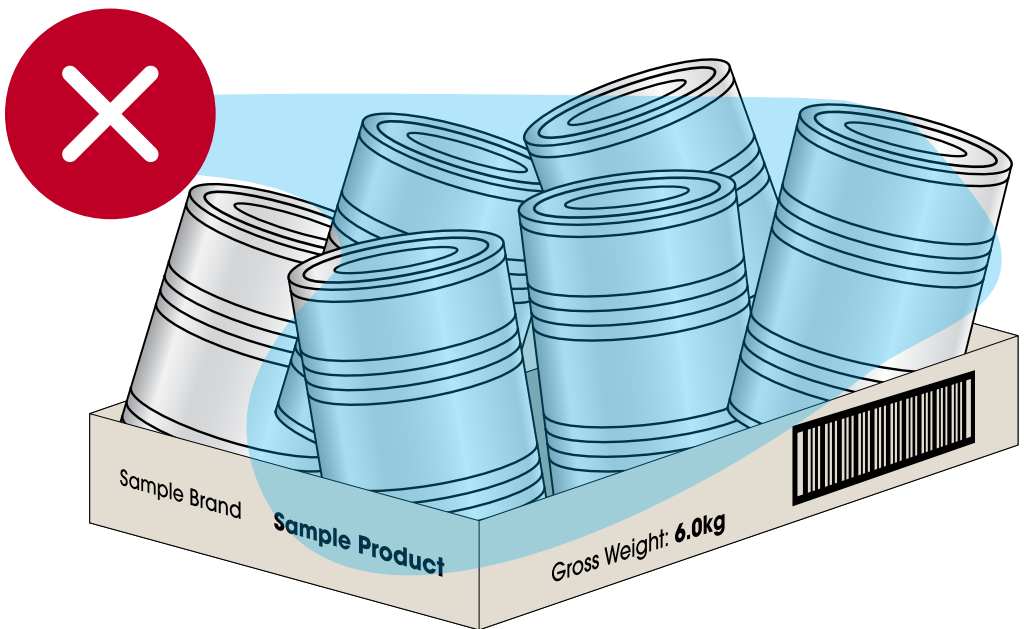
Trade units must not leak.



Ensure carton hoods are secured with tape.



Ensure carton flaps are secured and cartons free from damage.



Products on trays must be tightly secured with wrap to ensure no shifting during transit.

[Click here to return to Section 6.1 Trade Unit Construction, Sealing & Forming](#)





NEW

# 6.1.1 Trade Unit Dimensions

[Click here to return to Section 6.1.1 Trade Unit Dimensions](#)



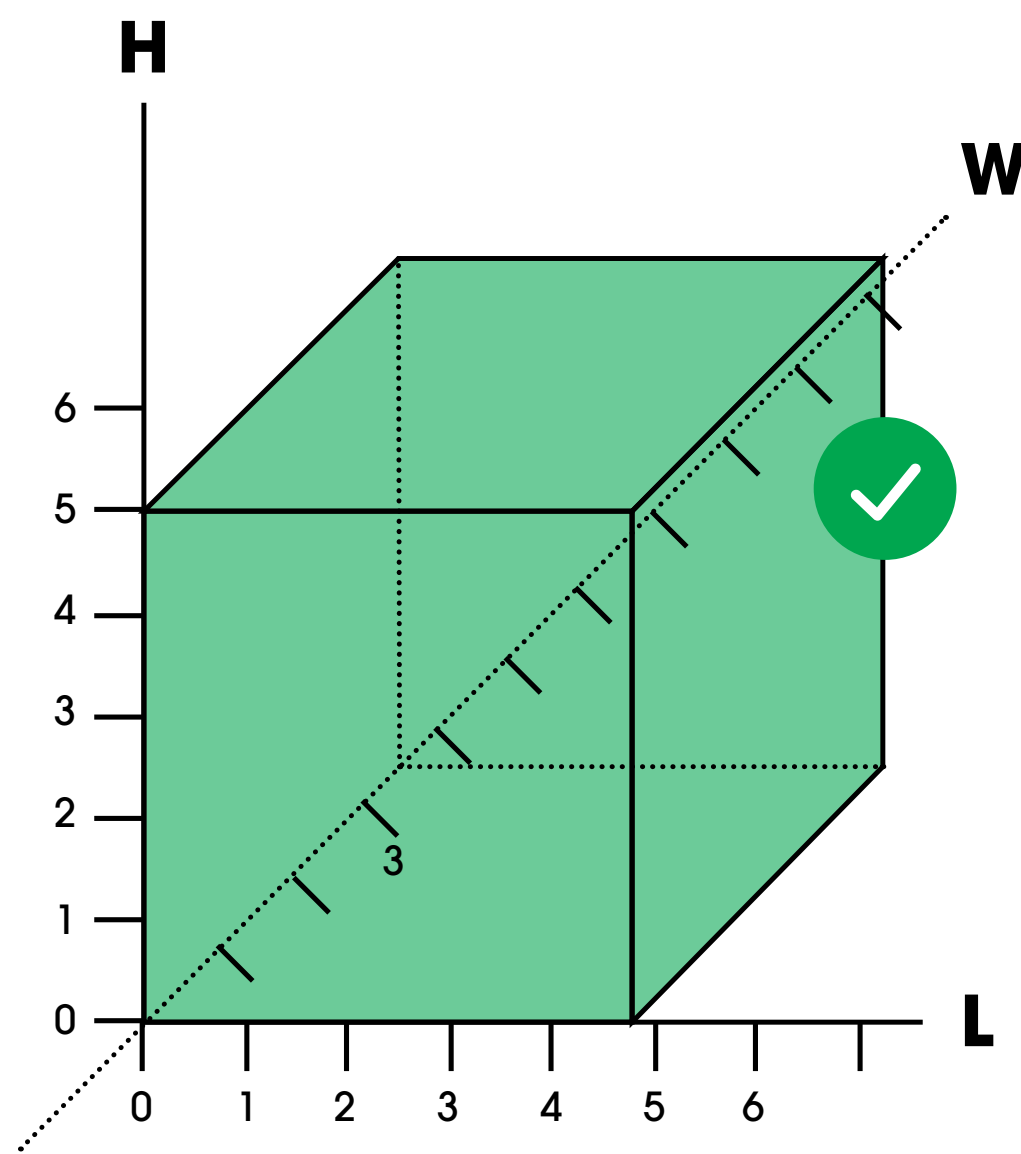
The following minimum and maximum dimensions apply to trade units that can be processed in the automated trade unit picking system:

	Minimum	Maximum
Length	150mm	660mm
Width	100mm	460mm
Height	50mm	400mm
Weight	N/A	16kg

To confirm that a trade unit is stable in a vertical position and can travel through the automated system, a ratio limit between the height and width of the trade unit must be considered. The height to width ratio must be less than or equal to 1.7.

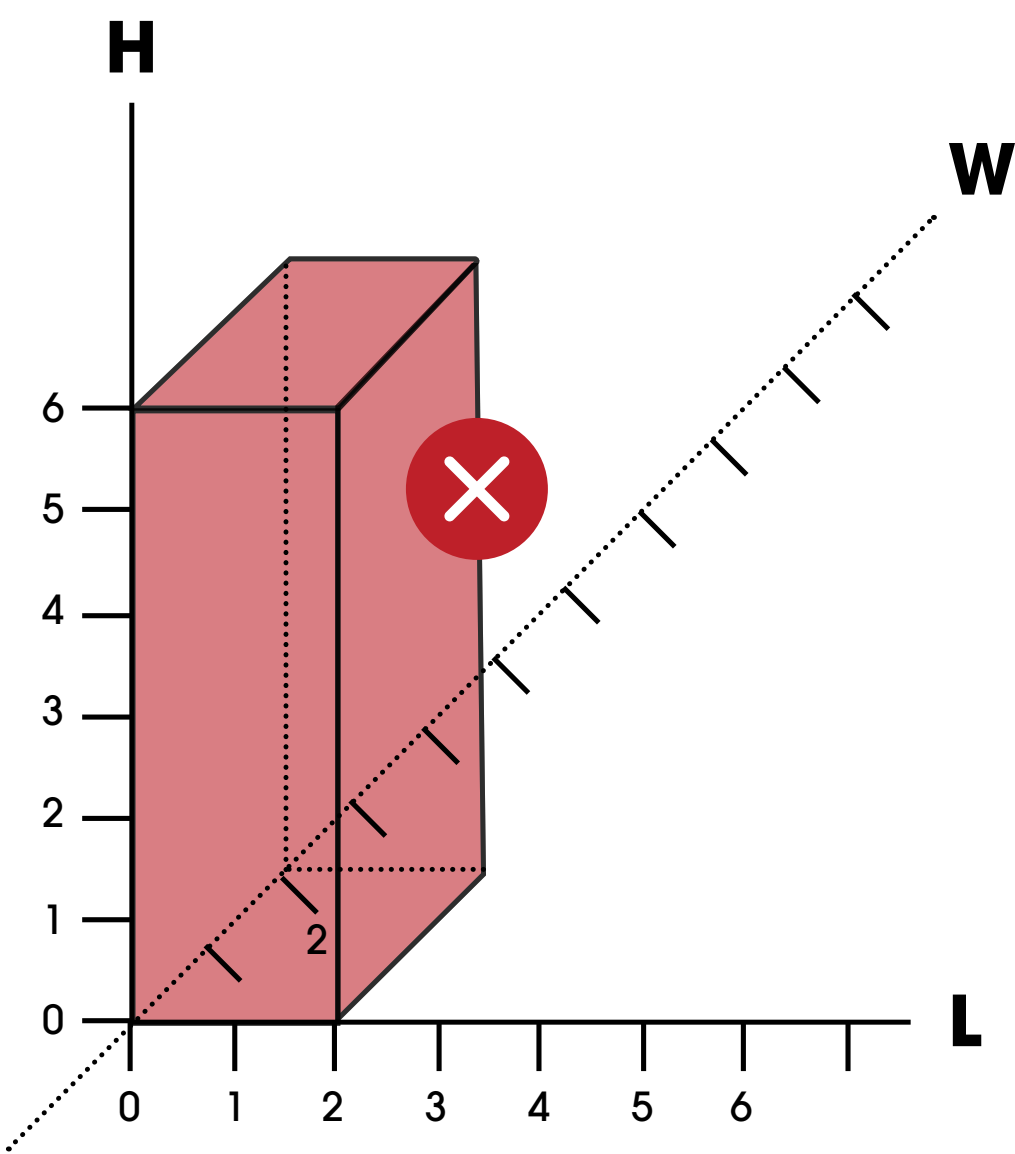
Ratio height to width (factor  $\leq 1.7$ ):

$L : W \leq 1,7 \text{ (1.4)}$



Ratio height to width less than or equal to 1.7

$L : W > 1,7 \text{ (3.0)}$



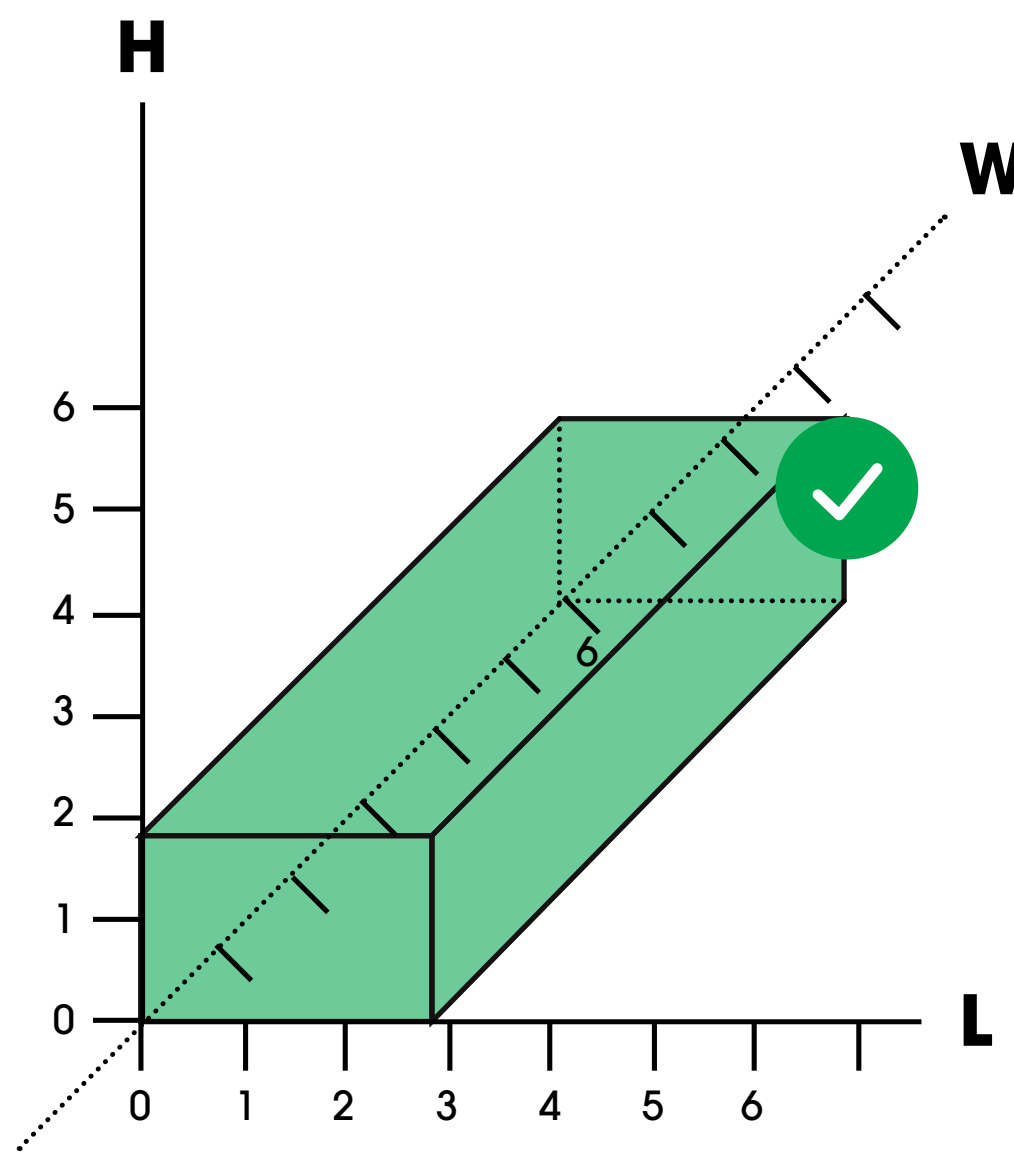
Ratio height to width is larger than 1.7

	Example 1	Example 2
Height	500mm	600mm
Width	350mm	200mm
Height/Width	Ratio 500/350 = 1.4	Ratio 600/200 = 3.0

To confirm that a trade unit can be pushed by its end in a straight line, the system has a maximum tolerance between the width and the length of a trade unit. The acceptable value restricts a trade unit length to being equal to or no more than 4 times the width of that trade unit.

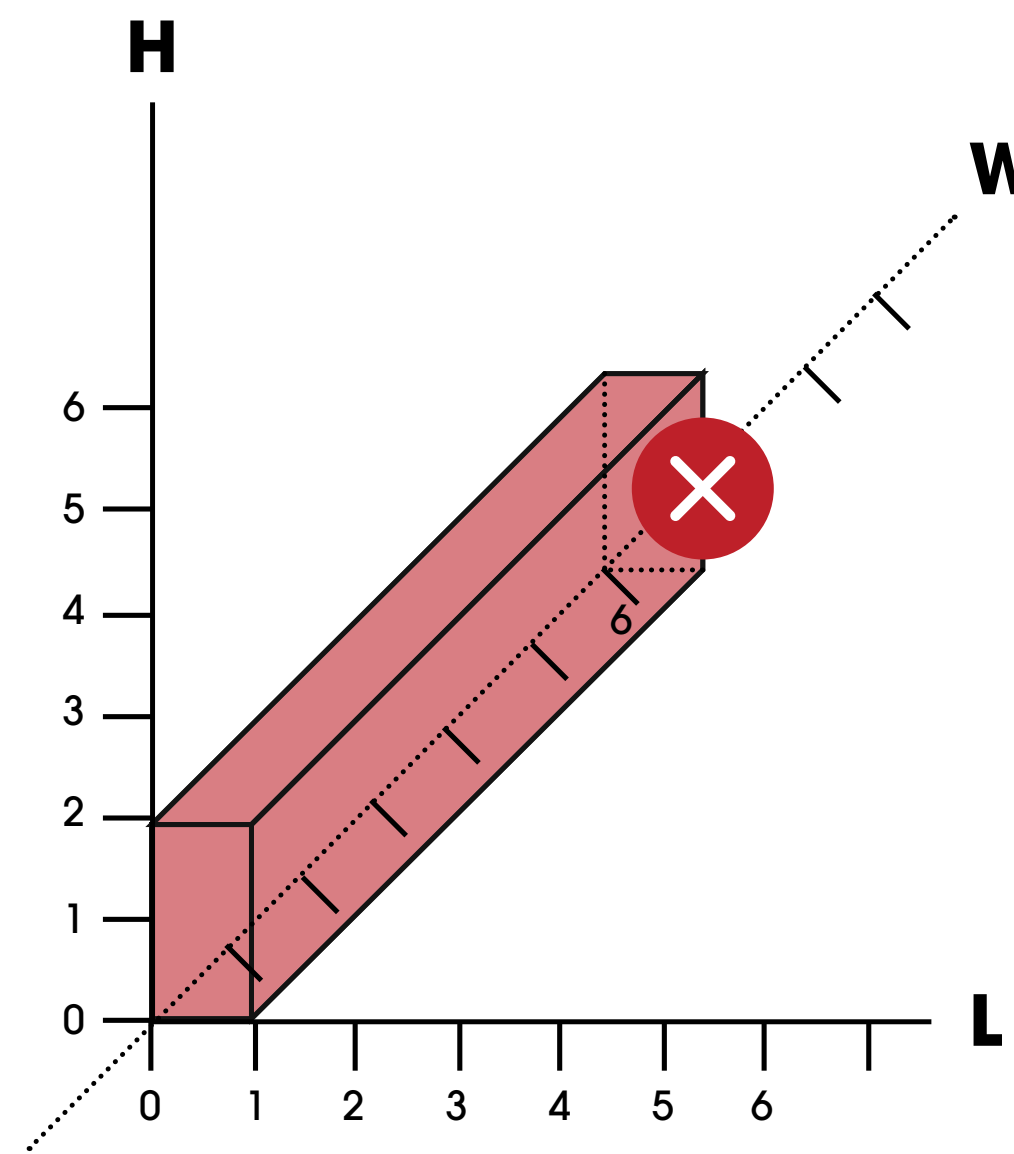
Ratio length to width (factor  $\leq 4$ ):

$L : W \leq 4 \text{ (2.0)}$



Ratio length to width is less than or equal to 4

$L : W > 4 \text{ (6.5)}$



Ratio length to width is larger than 4

	Example 1	Example 2
Length	300mm	100mm
Width	600mm	650mm
Width/Length	Ratio 600/300 = 2.0	Ratio 650/100 = 6.5








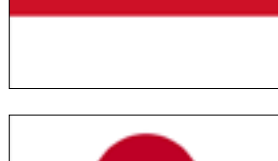












NEW

# Government Regulatory Documentation

[Click here to return to Section 9.5 Documentation](#)

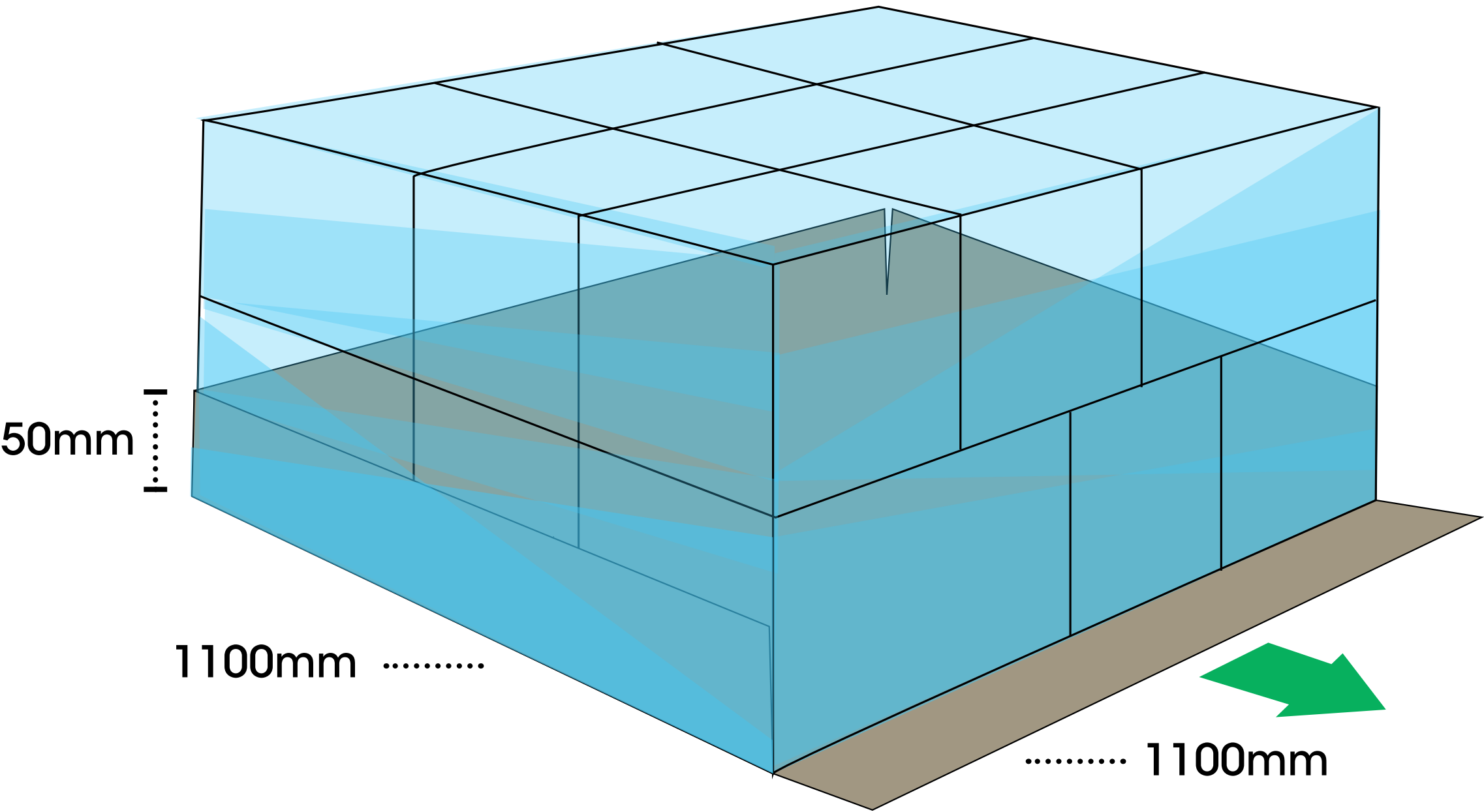


## Countries with existing Free Trade Agreements with Australia

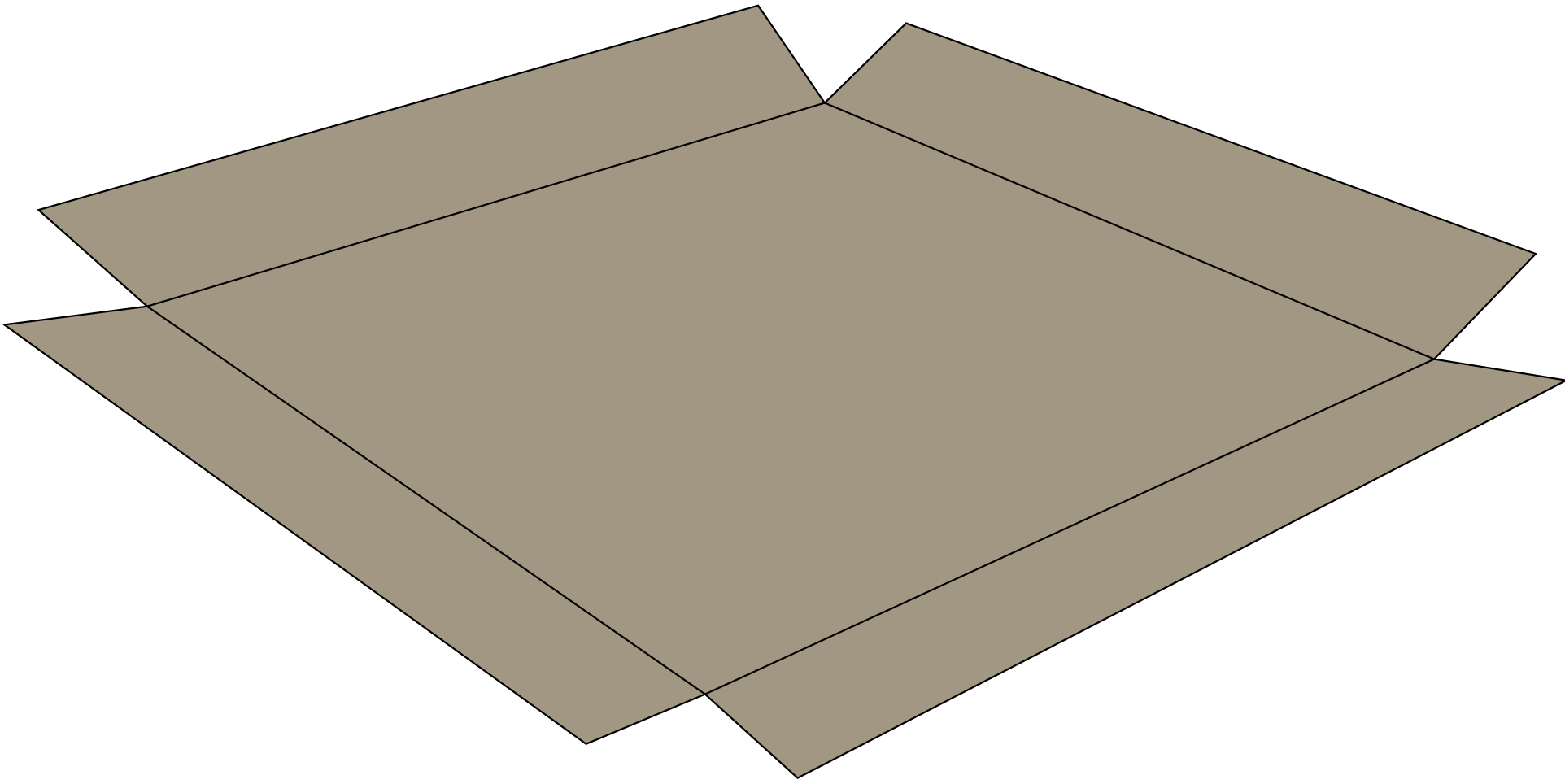
Country		Free Trade Agreement
	Brunei	ASEAN-Australia-New Zealand Free Trade Agreement (AANZFTA)
	Cambodia	ASEAN-Australia-New Zealand Free Trade Agreement (AANZFTA)
	Canada	Comprehensive and Progressive Agreement for Trans-Pacific Partnerships (CPTPP)
	Chile	Australia-Chile Free Trade Agreement (ACI-FTA)
	China	China-Australia Free Trade Agreement (CHAFTA)
	Indonesia	ASEAN-Australia-New Zealand Free Trade Agreement (AANZFTA)
	Japan	Japan-Australia Economic Partnership Agreement
	Laos	ASEAN-Australia-New Zealand Free Trade Agreement (AANZFTA)
	Malaysia	Malaysia-Australia Free Trade Agreement (MAFTA)
	Mexico	Comprehensive and Progressive Agreement for Trans-Pacific Partnerships (CPTPP)
	Myanmar	ASEAN-Australia-New Zealand Free Trade Agreement (AANZFTA)
	New Zealand	Australia-New Zealand Closer Economic Relations Trade Agreement (ANZCERTA)
	Philippines	ASEAN-Australia-New Zealand Free Trade Agreement (AANZFTA)
	Singapore	Singapore-Australia Free Trade Agreement (SAFTA)
	Thailand	Thailand-Australia Free Trade Agreement (TAFTA)
	The Republic of Korea	Korea-Australia Free Trade Agreement (KAFTA)
	USA	Australia-United States Free Trade Agreement (AUSFTA)
	Vietnam	ASEAN-Australia-New Zealand Free Trade Agreement (AANZFTA) Comprehensive and Progressive Agreement for Trans-Pacific Partnerships (CPTPP)



# Slip Sheet Method (Coles Preferred)



Exposed slip sheet flap facing the container doors



Slip sheet

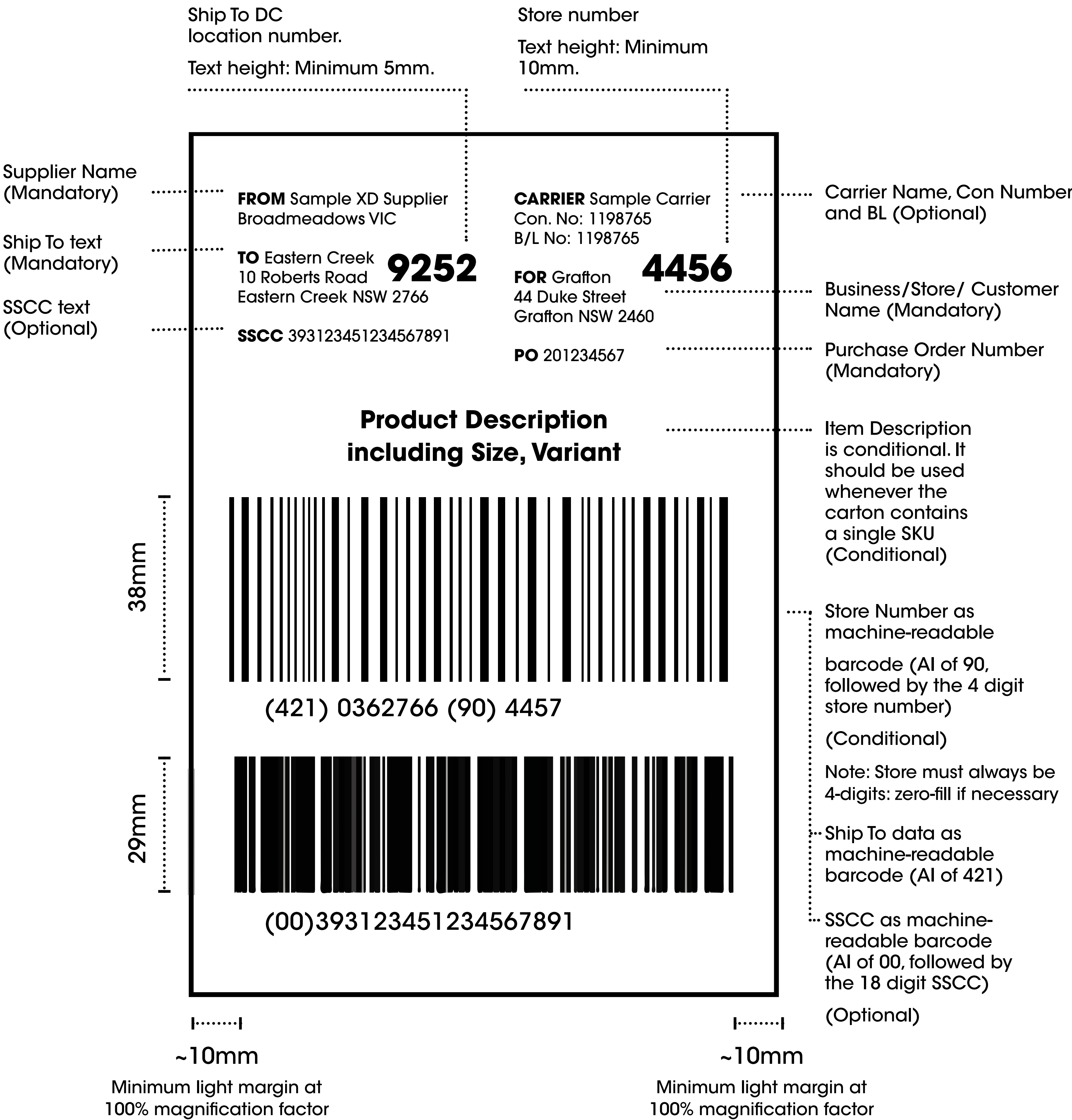
[Click here to return  
to Section 9.6  
Container Packing](#)





UPDATED

# Cross-Dock Carton Labelling



The Carton label used for Cross-Dock cartons must be A6 format(105mm x 148mm) and utilise GS1-128 barcode symbology.

[Click here to return to Section 10.3 Cross-Dock \(XD or X-Dock\)](#)





UPDATED

# Cross-Dock Fresh Produce Labelling

\*\*\*DC COPY\*\*\*

**DELIVER TO** FAV PARKINSON (QLD) DC  
9451 FV  
99 STANDSTONE PL  
99 STANDSTONE PL  
4115

**FOR** COLES FRESH PRODUCE DC (#9424).TOWN

Purchase Order Number:	1832449-JR	ASN Number:	JRASN21
Order Date:		Consignment Number:	CON12345
Delivery Date:	18.18.2020	Booking Number:	delbookn2
No. of Pallets in ASN:	2	Vehicle Registration ID:	JRABBIT1
Lifts per shipment:	5		

Item	Description	Qty	UOM	Pack Size
1	SKU: 8425751	APPLE JAZZ 12K LGE	120.00	CARTION 1

A4 Cross-Dock label with relevant information.

[Click here to return to  
Section 10.3 Cross-Dock  
\(XD or X-Dock\)](#)

