



## **North Island Receiving and Carrier Guidelines**

**Foodstuff North Island  
Distribution Centres  
Supply Chain Operations**

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## 1. Revision History

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1.0	Supply Chain Support	25 Jul 2023	Document released	Yang Zhang Ryan Wilson	Foodstuffs eXchange
1.1	Supply Chain Support	13 Sep 2023	Updated: 5.4.9 Dangerous or Hazardous Goods, 5.4.10 Damages and Discrepancies 5.5 Delivery Documentation	Jonathan Box	Foodstuffs eXchange
1.2	Supply Chain Support	13 Oct 2023	Inclusion of Fresh requirements into the guidelines	Jonathan Box	Foodstuffs eXchange

## 2. Introduction

The purpose of this document is to provide our vendors/suppliers with clear guidelines around the expectations for the processing of goods into our distribution centres. Suppliers to ensure their freight carriers receive the relevant information.

These can be accessed on the Foodstuffs Exchange website: <https://suppliers.foodstuffs.co.nz/processes-and-guides/wholesale-distribution-and-procurement/> under the Related Documents.

Foodstuffs North Island (FSNI) has created a specific business website that includes a great deal of information that can be valuable to suppliers when dealing with the various parts of the FSNI organisation. We would encourage suppliers and carriers to become familiar with the site <https://suppliers.foodstuffs.co.nz/>

### Will these Guidelines Change?

All guidelines presented are intended to provide general direction only. There is more detailed procedural documentation available if required.

FSNI may change these Receiving & Carrier Guidelines from time to time and we will tell you about a change in these Receiving & Carrier Guidelines by updating the “last updated” date on our website and in accordance with your grocery supply agreement.

Any changes to these Receiving & Carrier Guidelines will take effect when stated following being placed on the website and eXchange portal. You will be bound by the changes as agreed in writing or otherwise in accordance with your grocery supply agreement.

Last updated: 13 October 2023

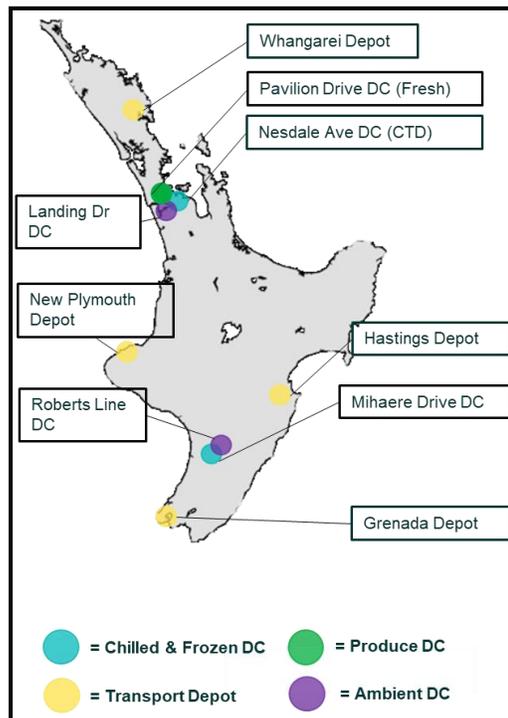


### 3. Foodstuffs North Island Distribution Centre Network

Foodstuffs North Island Ltd has Distribution Centres located in Auckland and Palmerston North.

There are two ambient DC's - one located in Auckland (Landing Drive DC) and one in Palmerston North (Robert's Line DC). The ambient DC's supply dry grocery, general merchandise, and liquor.

There are two temperature-controlled DC's – one located in Auckland (Nesdale Ave) and one in Palmerston North (Mihaere Drive). The temperature controlled DCs (CTDC) supply chilled, frozen and produce SKUs. There is a Fresh DC in Auckland (Pavillion Drive), which supplies fresh produce to the upper North Island.



The Distribution Centres serve over 330 member stores under the following banner groups.



## 4. Foodstuffs North Island Distribution Centre Details

### 4.1. Ambient DCs

#### Contact Numbers:

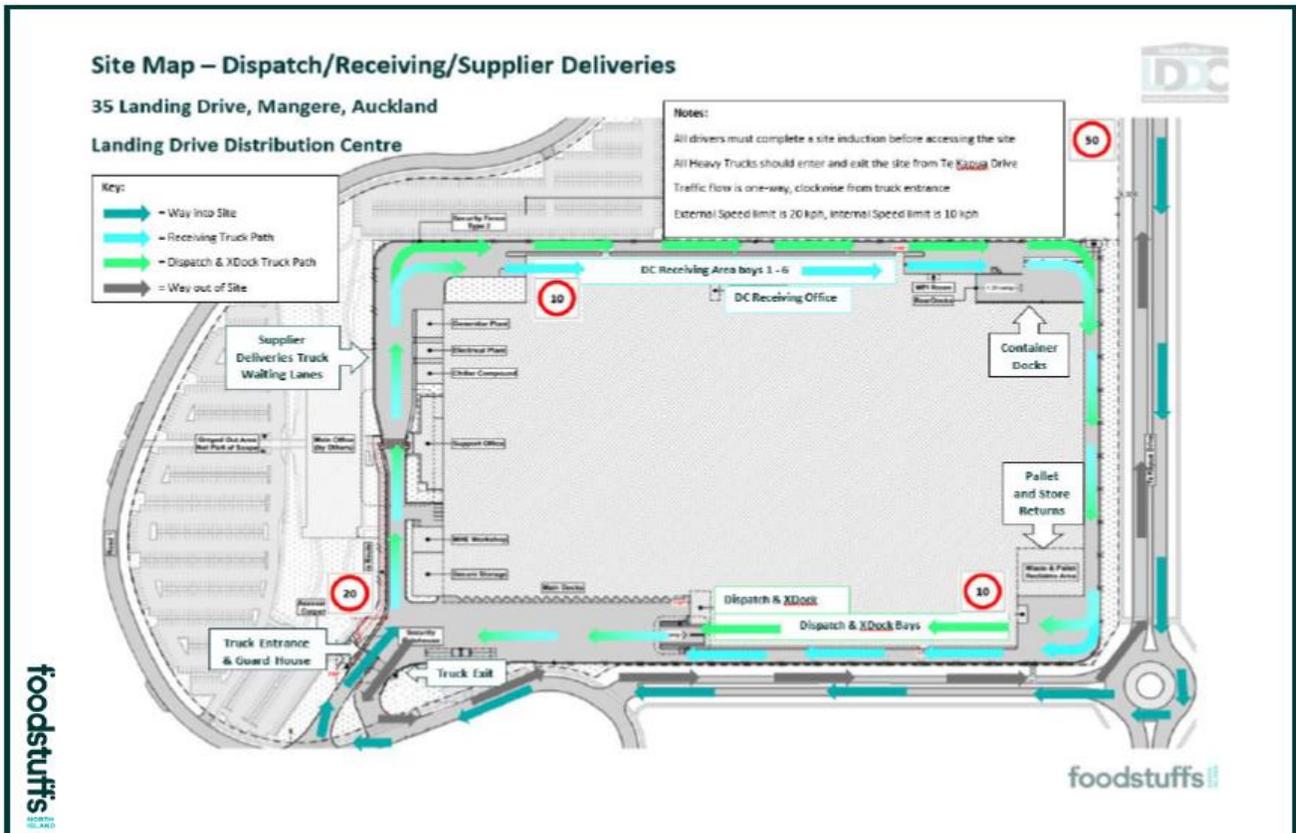
Contact	Email	Phone Number
<b>LDDC: 35 Landing Drive, Mangere, Auckland</b>		
Gatehouse – Ambient	TheLanding.Security@foodstuffs.co.nz	
Booking Team – Ambient	LDDCInwardsBookings@foodstuffs.co.nz	09 6210756
DC Operations Manager (Escalation Contact)	G_LDDCOperationsManager@foodstuffs.co.nz	027 253 5953 027 392 2808
<b>RLDC: 703 Roberts Line, Milson, Palmerston North</b>		
Booking Clerk – Ambient	RLDC-Inwards@foodstuffs.co.nz	06 3511661
Receiving Claims – Ambient	RLDC-Inwards@foodstuffs.co.nz	06 3511662
DC Operations Manager (Escalation Contact)	rldcmanagers&supervisors@foodstuffs.co.nz	027 5866 507

**LDDC Delivery Hours:**

Drivers are to enter the site from Te Kapua Drive and drive straight through the roundabout. From there follow the road to the second round about, then turn right to proceed towards the Gatehouse. All drivers must report to the Gatehouse upon arrival. Reference map below. Drivers are not permitted to travel through Support Centre carpark.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
4am – 6pm	4am – 6pm	4am – 6pm	4am – 6pm	4am – 6pm	Prior Arrangement Only	Prior Arrangement Only
After hours by prior arrangement only						

Note: Alternative hours can be available to Suppliers in the Primary Freight Programme.



**RLDC Delivery Hours:**

Drivers to enter via Roberts Line

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
6am – 1:30pm	6am – 1:30pm	6am – 1:30pm	6am – 1:30pm	6am – 1:30pm	Prior Arrangement Only	Prior Arrangement Only
After hours by prior arrangement only						

Note: Alternative hours can be available to Suppliers in the Primary Freight Programme, including a rail option.

Site map - Under Construction

## 4.2. Temperature Controlled DCs (TCDC)

### Contact Numbers:

Contact	Email	Phone Number
<b>CTD: 17 Nesdale Avenue, Wiri, Auckland</b>		
Booking Team	CTDInwards@foodstuffs.co.nz	09 277 5260
DC Operations Manager (Escalation Contact)	CTD_ManagersGroup@foodstuffs.c.nz	
<b>PNCS: 78 Mihaere Drive, Palmerston North</b>		
Booking Team	PNCSInwards@foodstuffs.co.nz	06 3531512
DC Operations Manager (Escalation Contact)	PNCS.Managers@foodstuffs.co.nz	021 583 663
<b>PDDC: 81 Pavillion Drive, Auckland</b>		
Fresh Receivables	FreshReceivals@foodstuffs.co.nz	
Fresh DC Managers (Escalation Contact)	FreshDCManagers@foodstuffs.co.nz	

### CTD Delivery Hours:

Drivers to enter via Cavendish Drive into Nesdale Road.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2am – 10am	2am – 10am	2am – 10am	2am – 10am	2am – 10am	Prior Arrangement Only	Prior Arrangement Only
After hours by prior arrangement only						

Note: Alternative hours available to Suppliers in the Primary Freight Programme (10am – 4:30pm).



**PNCS Delivery Hours:**

Drivers to enter via Mihaere Drive.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
10pm-12pm	10pm-12pm	10pm-12pm	10pm-12pm	10pm-12pm	No receiving	No receiving until 10pm
After hours by prior arrangement only						

\* Note: Primary Freight cut off for delivery is 3pm

Note: Alternative hours can be available to Suppliers in the Primary Freight Programme.

Site map – Under Construction



**PDDC Delivery Hours:**

Drivers to enter via Pavillion Drive.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8:30am – 3:30pm	8:30am – 3:30pm	8:30am – 3:30pm	8:30am – 3:30pm	8:30am – 3:30pm	8:30am – 2:30pm	8:30am – 3:30pm
After hours by prior arrangement only						

\* Note: Any Primary Freight deliveries would be as per primary freight programme

Site Map –



## 5. Distribution Centre Delivery Process

The below diagram summarises the major components in making a delivery to a Foodstuffs North Island DC.



### 5.1. Pre-Induction and Health & Safety



#### 5.1.1 Pre-Induction

##### Online Induction

Foodstuffs North Island operates an online induction system, each driver accessing our site must complete this induction before arriving at a Distribution Centre. Upon arrival the driver should expect to have their induction credentials checked. If the driver has not completed an online induction, they may be asked to leave until it is completed.

To facilitate the setting up of drivers, each carrier/supplier must have an administrator responsible for monitoring inductions for all their drivers entering Foodstuffs distribution centres. For new user account set up please email: [driverid@foodstuffs.co.nz](mailto:driverid@foodstuffs.co.nz). For existing users, please log in using the following link: [Home | FSNI Driver Induction System \(fsnitransport.nz\)](#)

##### On-site Induction Process

Upon arriving on site a driver will need to present their online Driver Site Induction ID card (printed copy or a saved image on their mobile device).

All drivers must be inducted before they deliver to FSNI sites – in the rare occasion a driver arrives on site and has not completed their Online Driver Site Induction, at the discretion of the DC Manager/DC Operations Manager the Security Guards may facilitate a manual copy of the Online Driver Site Induction as a one off. They are then required to complete the Online Driver Site Induction before next delivering to our sites.

For more information on the induction processes contact: [driverid@foodstuffs.co.nz](mailto:driverid@foodstuffs.co.nz)

#### 5.1.2 Health & Safety

Foodstuffs North Island Limited enforces strict Health & Safety regulations within each of our facilities relating to conduct and machinery operation. This includes but is not limited to the following responsibilities on any of DC sites.

- All delivery vehicles must have a current COF or WOF, RUC and COL, if required.
- All delivery vehicles must be fitted with an audible park-brake alarm (Owner drivers by 1 April 2024 and Supplier & 3rd party vehicles by 1 April 2025).
- All vehicles that have parked at docks or on-grade designated areas shall be restrained by means of mechanical or manual wheel chocks or restraints.
- All vehicles must keep within the facility speed limit.
- Delivery vehicles must be clean, free from dirt, moisture, rodent and insect infestation.
- Delivery vehicles must be either full curtain sides or solid sides, relevant to the goods carried and drivers to safely manage and secure curtains while wearing safety gloves.
- All drivers must wear Hi-Vi's safety vests and wear steel capped safety footwear (shoes/boots)

- Drivers must remain in their vehicle until they have entered the unloading area. Drivers shall then move to demarcated Driver Safe Zones.
- Drivers shall not leave their keys in the ignition or keep the keys on their person. Keys shall be handed to the dispatch office for hanging on the numbered ‘key’ board.
- All delivery vehicles are to wait in line on arrival and should not enter the designated unloading area until instructed.
- Use of mobile phones or other electronic devices only permitted in designated safe zones.
- Smoking is only permitted in designated smoking zones.
- All carriers must comply with all regulations as laid down by [Waka Kotahi NZ Transport Agency](#) & Ministry of Transport regarding the transport and delivery of the product to FSNI DCs.

### 5.1.3 Transport Limitations

There are no truck limitations on size or weight, so long as all transport regulatory and site rules are adhered to for DC deliveries, however there are store specific restrictions. Delivery vehicles must be either full curtain sides or solid sides, relevant to the goods carried. Deliveries must be provided in the correct chilled or frozen, temperature-controlled vehicle with rear access with hard sides. Ambient DC’s require curtain sides.

## 5.2. Delivery Bookings



### 5.2.1 Make a Booking Time

All deliveries into a Foodstuffs DC must have a booking time at Inward Goods. Some carriers have a ‘permanent’ booking time, which means they arrive at that same time every week, however a formal booking is still required. Other carriers must request a booking time or times as required.

#### Booking cut-off times (Prior working day):

Distribution Centre	Cut Off Time
Landing Drive (LDDC) - Ambient	3pm (15h00)
CTD Nesdale – NADC	2pm (14h00)
Robert’s Line (RLDC) – Ambient	1:30pm (13h30)
Mihaere Drive - MDDC	3pm (15h00)
Pavillion Drive (PDDC) – Fresh Produce	3:30pm (15h30) Sun to Fri 2:30pm (14h30) Sat

The booking slot covers only one vehicle. Therefore, if the order is being carried on more than one vehicle then it will be necessary to advise the DC the previous day.

Please note that all orders that comprise of a full truck load or less should be delivered in full, with no split order deliveries.

Only live purchase orders will be booked in. Purchase orders that are not live will have to be arranged between the Carrier and Supplier. (Note: purchase orders are made LIVE by the supplier acknowledging and confirming the order in the Exchange).

When booking you will be asked to supply Carrier name, Vendor/Supplier name, purchase order number/s and confirm the number of pallets and lifts to be delivered per purchase order.

To book a delivery time, please contact the Inward Goods Office of the respective DC via email.

Distribution Centre	Phone	Email
Landing Drive - Ambient	09 6210756	LDDCInwardsBookings@foodstuffs.co.nz
CTD Nesdale - NADC	09 277 5260	CTDInwards@foodstuffs.co.nz
Robert's Line (RLDC) - Ambient	06 3511661	RLDC-Inwards@foodstuffs.co.nz
Mihaere Drive - MDDC	06 3531512	PNCSInwards@foodstuffs.co.nz
Pavillion Drive (PDDC) – Fresh		FreshReceivals@foodstuffs.co.nz

Please note that the booking window is 30 minutes. Arrival outside of this window may result in the rejection of the delivery. This is at the discretion of the Distribution Centre involved.

Foodstuffs do not accept backorders or split order deliveries (for orders one truckload or less). Any quantities which are not supplied must be communicated to your buyer and will be re-ordered. All orders are closed off on the day of delivery.

**Definition of back-order vs definition of split deliveries:**

**Back order** – orders placed on the supplier for a particular delivery date, but supplier can only partially fulfill the order requirement – FSNI do not accept back orders for the remainder of the requirement, a new purchase order will need be raised.

**Split order deliveries** – FSNI do not accept split order deliveries. One purchase order must not exceed one full truck. Multiple full purchase orders may be delivered in the same truck a single delivery. Exceptions will be considered based on the urgency of the product, but communication with the buyer is required prior to delivery.

If the transport company anticipates a late arrival, then the vehicle driver is required to contact the relevant Inward Goods Office, to advise them of the delay and anticipated new arrival time.

Any delivery rejection will need to be re-booked through the relevant Inward Goods team.

**5.2.2 Change Booking Times**

If for any reason you require a change to an agreed booking, please contact the appropriate DC to arrange a new time. It is very much appreciated that this is done with as much notice as possible as it may allow for the reallocation of the abandoned time. If a change of time is requested due to a delivery running late, please be aware that the new booking needs to also suit the DC. Therefore, it may be later than you would be expecting as often spare booking times are not available, especially during peak times.

### 5.3. Delivery Rejections



Before arriving at the DC to deliver the goods, it is worth doing some basic checks that will help ensure a smooth and efficient delivery into the Foodstuffs DCs.

Foodstuffs North Island reserves the right to reject any full load or part load that fails to meet our standards. This can include but is not limited to:

- Stock delivered outside of its required temperature range.
- Damaged Stock - either physically, water or other contaminations.
- No booking and/or late into DC by more than 30min without notification
- Evidence of blood splatter on meat products.
- Unsafe pallet (not wrapped / staked appropriately).
- Pallets that cannot be safely unloaded due to shifting in transit.
- Pallets that appear to have been restacked to accommodate loading or unordered product.
- Pallets with overhang.
- Incorrect pallet types – acceptable pallets are either CHEP or Loscam.
- Loads with incomplete paperwork, or paperwork which does not reconcile with the load as presented.
- Missing Foodstuffs PO number on documentation – ensure all required documentation for delivery are present.
- Split deliveries, each order must be delivered as one complete delivery with only one packing slip.
- Unacceptable driver behavior and or failure to adhere to H&S Rules/Policy
- Vehicle or trailer not fit for purpose.

When a load or partial load is rejected, arrangements may be made for the stock to be re-presented once any issues are rectified (e.g., damaged cartons are removed).

**Serious failure to meet these requirements may result in the delivery being rejected by Inward Goods team.**

### 5.4. Delivery Guidelines



#### 5.4.1 Configuration

All stock entering one of FSNI's DCs has a predetermined pallet configuration, which the vendors should be aware of and therefore despatch each pallet in the agreed configuration. Vendors should ensure pallets are provided with correct layer configurations within the confines of pallet (no overhang is permitted), TlxHI must be consistent and as agreed. At no stage during transit should these configurations be changed and any pallets which have the appearance of having been restacked to accommodate loading may be rejected.

Any single product pallets should not exceed the following height and weight limitations as FSNI DCs are racked to accommodate these specific pallet heights.

Distribution Centre	Max Pallet Height	Max Pallet Weight	Max Individual Carton weight
Ambient	1.4m (incl pallet)	1,000 kg (incl pallet)	16 kg
TCDC	1.2m (incl pallet)		
Fresh DC - Cartons	1.2m (incl pallet)		20 kg
Fresh DC - Crates	1.8m (incl pallet)		

A product must be supplied on its own pallet when supplied as one layer or more on a pallet.

**Mixed pallets** are not permissible for Ambient and Chilled & Frozen DC receiving, unless there is an agreement between the buyer, supplier and receiving DC. Mixed pallets are permissible in the Fresh DC with allowance of no more than 3 articles per pallet with clear separation through column/layer stacking or interlayer cardboard separation. Any pallet exceeding the restricted article count per pallet may lead to rejection.

**Change of units of measure configurations:**

If the carton, inner, layer or pallet configuration differs to our warehouse data, the pallet /product may be rejected, and a claim will be raised. Any changes to a SKU's pallet or case configuration must be communicated to the Category Manager and relevant buyer prior to stock being sent.

Please ensure that all cartons on the pallets have correct barcodes and that the cartons with barcodes are facing out for ease of scanning the product in.

For date tracked lines - All outer cartons must be clearly marked on the outside with the product description, quantity, expiry / use by date.

As of August 2021, all suppliers must adhere to GS1 standards.

**Note:** Pallets must conform to the correct FSNI pallet configuration in our system.

**5.4.2 Slip-sheets/Layer boards for domestic, non-containerised pallets**

The use of cardboards slip-sheets / layer boards is not encouraged. However, if used (not between layers), we do require that these be firmly secured with plastic wrap so that they do not move in transit or pose a Health and Safety risk in high winds. Slipsheets should be no larger than the pallet footprint (no overhang). No slip-sheets or layer boards should be used in Temperature Controlled deliveries.

**5.4.3 Stretch Wrap & Labelling Requirements**

All pallets should be delivered with enough wrap to remain stable as they continue through the supply chain without FSNI staff having to intervene and add additional wrapping to allow the pallet into racked storage.

Please ensure products are wrapped to the pallets with a minimum of two layers thickness, and preferably three for heavier goods - where possible the preference is for machine-wrapped pallets rather than hand-wrapped.

No Fresh produce pallets should have any net wraps (this has implications on MHE gear box and wheel damages).

### 5.4.4 SSCC Label Placement

Remove any old labels prior to positioning your labels.

#### Single Item Pallet

Apply 2 identical labels on opposite sides of the pallet where the forklift will enter the pallet. (3 is preferred – 3<sup>rd</sup> is for transport)

Apply labels to the outside of the stretch wrap.



The target placement for the label is 600mm from ground level and between 50mm and 100mm from the right-hand edge of the pallet BUT must not be:

- closer than 800mm from the top of the pallet
- closer than 400mm from the bottom of the pallet
- closer than 50mm from the right-hand edge of the pallet
- at no more than 5° variation from vertical alignment



#### Multi Stacked Pallet

Apply 2 identical labels on opposite sides of each pallet where the forklift will enter the pallet (3 is preferred – 3<sup>rd</sup> is for transport).

When pallets are wrapped together apply labels to the cartons underneath the stretch wrap (as the wrap will be cut away). Each pallet to be individually wrapped and apply labels to the outside of the stretch wrap.



#### Single Layer Pallet

Apply 2 identical labels on opposite sides of each pallet where the forklift will enter the pallet (3 is preferred – 3<sup>rd</sup> is for transport).

When a pallet is a single layer and less than 400mm high apply labels to the outside of the stretch wrap and as high as possible.

When a pallet is a single layer, and the label is higher than the height of the cartons apply labels to the outside of the stretch wrap and fold the human readable portion over the horizontal surface of the carton.



### Mixed Pallet for Direct

Note: Deliveries into the Distribution Centres should only be one product per pallet, however deliveries direct to the store network may receive mixed pallets.

Apply 2 identical labels on opposite sides of each pallet where the forklift will enter the pallet. (3 is preferred – 3<sup>rd</sup> is for transport).

When there is more than one product on a pallet, these products must come from the same purchase order. These labels must only contain the SSCC portion of the label and no individual GTIN detail (as there are multiple products on the pallet). The one label contains all data relating to all products on the pallet.



### 5.4.5 SSCC Label Requirements

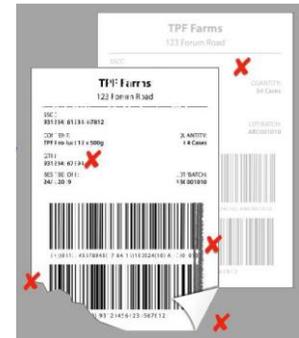
All SSCC labels must meet the GS1 standards and be fit for purpose at each retailer's sites. Accurate labelling reduces human error, misidentification and drives improved efficiencies across the Supply Chain.

The GS1 recommended print quality standard is ISO 1.5/10/670.

SSCC labels must be printed cleanly and without defects that might render the label un-scannable.

Please ensure the labels do not exhibit common issues, such as:

- Printhead defects
- Bleeding/ill-defined bars
- Faded print.
- Torn labels.
- Folded/creased labels.
- Mismatched labels (i.e., two different labels on the one pallet)
- Multiple labels on any fork entry side of the pallet
- Do not place labels over top of existing GTIN barcodes.



GS1 standards reflect the minimum standards, however FSNI have ideal labels standards, requiring additional information (see below).

#### Single Item Pallets

<b>Asaleo Care – Palmerston North</b>		<b>AMBIENT</b>	
To: Landing Drive Distribution Centre 35 landing Drive Mangere, 2020 Region: AKL		<b>1 of 16 Pallets</b>	
PO: 49002055019	Reference: 1985236	Free text Area Requirements: • The name and address for the delivery • The nature of the delivery i.e. AMBIENT • The purchase order number • The pallet number and count	
SSCC: <b>394290000598600065</b>		Human Readable Area Displays the information represented in the codes below	
Content: <b>SORBENT FACIAL TISSUES WHITE</b>		SSCC/Content/Count Mandatory detail (including GTIN barcode number)	
24 x 224s		Use By and Batch Lot Mandatory detail if displayed on carton	
19415257082668		This content is the minimum requirement. Suppliers can add more detail if they require.	
Count: 21	Use By: 23.12.2022	Batch/Lot: 254987	GTIN Barcode Captures the product detail contained on the pallet, such as product, use by date and batch number.
		SSCC Barcode Captures the pallet logistical unit, linked to ASN data.	
(02)19415257082668(37)21			
(00)394290000598600065			

#### Mixed Item Pallets

<b>Asaleo Care – Palmerston North</b>		<b>AMBIENT</b>	
To: Clendon Pak'nSave 16 Robert Ross Place Clendon, 2103 Region: AKL		<b>1 of 1 Pallets</b>	
PO: 4520497028	Reference: 1985246	Free text Area Requirements: • The name and address for the delivery • The nature of the delivery i.e. AMBIENT • The purchase order number • The pallet number and count	
SSCC: <b>394290000598600065</b>		SSCC/Content/Count Mandatory detail (including GTIN barcode number) This content is the minimum requirement. Suppliers can add more detail if they require.	
		Human Readable Area Displays the information represented in the codes below	
(00)394290000598600065		SSCC Barcode Captures the pallet logistical unit, linked to ASN data.	

### 5.4.6 Unloading

Unloading times are dependent on the quantity of pallets being delivered.

The presented delivery documents will be signed only for the number of pallets received, general condition of the exterior of the pallets and correct temperature (if applicable) and will be signed STC (subject to check/count). A more thorough check will be conducted during the receipting process which may expose discrepancies in the individual products delivered. See Delivery Documentation section for STC.

### 5.4.7 Temperature checks

All goods that are delivered to TCDC's are treated as perishable goods and therefore are subject to stringent temperature checks. Any items found to be outside the specific temperature criteria set for each product category can result in the partial or complete load being rejected.

Foodstuffs North Island DCs expect carriers must wait until FSNI performs the required temperature checks and the POD is signed for pallet counts and general condition of the pallets (STC). A notification of rejection or of an issue will be provided to the supplier and copied to the Foodstuffs Food Safety Department. It is mandatory that any rejection is noted on the POD. An explanation regarding the action taken to prevent future temperature issues should be provided to Foodstuffs in writing.

Temperature is taken between the cartons, which truck drivers need to match the process and take into consideration travel time and temperature lost during transit.

	Target Temperature	Temperature Range requiring Corrective Action	Reject Temperature
<b>Chilled Products</b>			
All Other Products	0°C - 4.9°C	5.0°C – 6.9°C	> 7°C
Carcass Meat	1°C - 7°C surface temp (will achieve deep meat temp of 10°C)	7.1°C – 10.9°C	> 11°C
Fish	0°C - 4°C	4.1°C – 4.9°C	> 5°C
<b>Frozen Products</b>			
All Other Products	<-18°C	-17.9°C to -13°C	> -12.9°C
Ice-Cream	<-18°C	-17.9°C to -15°C	> -14.9°C
<b>Fresh Produce</b>			
Chilled Foods	0°C - 4.0°C	4.1°C – 6.9°C	< 0°C & 7.0°C
Live Shellfish	4.0°C - 10.0°C	10.1°C – 11.9°C	< 4.0°C & 12.0°C
Mussels received before 24hrs	4.0°C - 16.0°C	16.1°C – 17.9°C	< 4.0°C & 18.0°C
Fresh Fish	0°C - 4.0°C (ideal – less than 2.0 °C)	4.1°C – 4.9°C	>5°C

The following criteria have been approved by the NZFSA:

- Where temperatures are at the reject temperature the product is rejected immediately
- Where temperatures are below the target temperature the product is rejected immediately
- Where goods are between the temperature range requiring corrective action and the reject temperature, the supplier is notified that rejection will occur if temperatures are not reduced to meet the target temperature for future loads.

## 5.4.8 Best Before Dates / Shelf Life

### Ambient:

- Products with shelf life less than what a supplier is contractually obliged to provide FSNI with will not be accepted into our DC – For ambient – this is 75% of the total manufactured shelf life or a minimum of 90 days shelf life, whichever is longer.
- Stock that does not meet the above expected shelf life will be rejected.
- Temporary lower minimum shelf-life dates may be granted at the discretion of the buying team.
- For products with shelf-life code dates please do not supply different dates of the same product on the same pallet. Each code date must be supplied on its own pallet as this will help us identify product should we have to ring-fence this product if a quality issue arises.
- Code dates must be visible on all sides of the pallet for ease of receipting in.
- Best Before date / expiry date labels to be printed on outer cartons (2 sides) & barcodes.
- Any stock currently in the DC that becomes code dated (has less than 30 days shelf life ambient) before it sells through, will be taken off file and an Inventory Vendor Return claim done accordingly.
- For any claims not picked up within 5 working days of the claim being emailed/faxed, FSNI reserves the right to dispose of the product at the supplier's expense.

### TCDC:

In line with industry standards, it is Foodstuff's policy that for all products received at the time of delivery, all lines should have a minimum remaining life which is equal to or greater than 75% of total manufactured life.

- Please note these requirements do not supersede the need for all stock to also be provided in rotation.
- The requirement for frozen goods is 90 days or 75% of manufacture life, whichever is longer. Where products have less manufactured life than 90 days, please ensure you discuss with your buyer and Category Manager as early as possible.
- The requirement for chilled product is 28 days or 75% of manufacture life, whichever is longer. Where products have less manufactured life than 28 days, please ensure you discuss with your buyer and Category Manager as early as possible.
- For Fresh Produce any rejections are to be picked up by supplier within 48 hours of it's delivery and any delays may lead to DC organising for dump at suppliers expense.

### Variable Weights:

For variable weight lines – each pallet must be labelled with total weight and a separate break down of CAS or PLT weights provided with the packing slip for TCDC's. Each pallet should have one line only – No mixed pallets. Pallets should have SSCC labels.

## 5.4.9 Dangerous or Hazardous Goods (for Ambient)

Prior approval with your FSNI category manager, the buying team and DC management must be sought before requesting listing of dangerous goods classified products. A valid SDS must be provided to your FSNI category manager for pre-approval. If supplying any Dangerous or Hazardous Goods, all suppliers must comply with all requirements as stipulated by the [NZ Transport Agency](#) with regards to the transport, storage and delivery of the product to FSNI distribution centres and retail outlets with any required documentation.

## 5.4.10 Damages and Discrepancies

The DC receiving staff are responsible for checking the general condition and count of pallets on arrival. Any damages or omissions are to be noted, on the driver's copy of the delivery note and clearly signed by the receiver. However, discrepancies at product/SKU level may only be identified by product at the receipting process not at the initial visual inspection.

FSNI inventory teams will advise the vendor with relevant details of product damage or count discrepancy within a 48-hour period (business days, which excludes weekends and public holidays), via a Delivery Discrepancy Note (DDN), starting a potential claims process.

A delivery may be rejected, and the carrier required to take damaged or unsafe unit of goods away immediately. This includes but is not limited to scenarios such as the load is too unstable to unload, product is wet, leaking or significantly damaged.

Please ensure Carriers have a claim number/DDN reference number when arranging uplifts as no uplift can be done without this.

Please ensure supplier contact details are correct in our system (address/email/phone details) to ensure claim notices can be received and sent to the right people.

For any claims not picked up within 5 working days of the claim being emailed, FSNI reserves the right to dispose of the product at the supplier's expense.

There are multiple forms of discrepancies as outlined below:

### **Delivery Discrepancy Note (DDN)**

DDNs are written out at the time of stock receipt at our DC. It means that our inward staff noticed a discrepancy while unloading the PO or at the time of verifying the pallets, such as damaged product, dated stock, wrong product supplied, short-supplied order but charged, and others.

### **Return Purchase Order (RPO)**

RPO are generated when a discrepancy is noticed after the receipting process concluded and the product has been put away into the DC racks. On occasions the DC staff find damages inside the pallet for instance when replenishing the pick location with new stock that was not discovered during the receipting process. Other instances where a RPO is raised include expired stock returns, supplier recalls, deleted line and others.

### **Waiting for supplier information**

In order to close a purchase order line or the entire purchase order, our DCs require a systematic feed via GS1 to update DC WMS system to the correct data. The request for data correction will be communicated by our Category team. This could relate to carton configurations, wrong TixHi information, product description discrepancies or other similar issues. Only once this updated information is received via GS1 from the supplier and downloaded to our system, the order/order line can be closed, and the inventory updated in the FSNI systems.

### **FSNI guidelines for suppliers**

To enable a clean floor policy, accurate inventory, and great service to our member stores, we need all discrepancies resolved in a timely manner. The below business rules apply for each of the above outlined discrepancies:

Requests for returns (DDN or RPO) or requests for information must be actioned by our suppliers **within two working days**.

Failure to comply with this requirement will result in a reminder to our suppliers to uplift the stock or provide the required information.

Failure to follow up on the reminder, our DC will work with DC Replenishment to resolve the issue by taking following actions:

- Reject the next supplier purchase order inbound unless the return can be loaded out upon leaving our premises.
- Stop ordering more stock from the supplier until return has been uplifted, or the required information provided.
- Donate stock to our Charity partners. Any additional cost such as transport will be charged to our supplier.
- Dispose of stock. All costs arising from this process will be charged to the supplier.

We reserve the right to act upon non supplier action by using either of the above actions after 5 working days. The supplier will be notified of the action taken.

## 5.5. Delivery Documentation



When you have arrived at the DC, you must present the following types of documentation. Regardless of the type, it must contain the vendor’s name and purchase order numbers relating to the delivery.

- Consignment or Delivery Note (which becomes the Proof of Delivery (POD)) containing an accurate unit of goods count.
- Packing Slip or Invoice containing itemised details of each SKU (product) in the delivery

The presented delivery document will be signed only for the general condition and quantity of unit of goods received and may be signed STC (subject to check). Each order must be delivered as one complete delivery with only one packing slip.

Packing slips must match the products and the amounts on the order in the Exchange. Unfortunately, without a packing slip no delivery can be made.

If no documentation is provided, the DC Inwards Goods teams reserve the right to reject either the affected purchase order or the entire delivery. There is the ability accept these documents via email if these can be provided by the carrier via email promptly enough to allow unloading to take place within the agreed booking timeslot.

### 5.5.1 Subject to Check

Subject to check is an endorsement on a POD which may be used by a DC or store and is to allow for discovery of discrepancies at SKU or article level. Some reasons for discrepancies are:

- Short delivered a product / SKU
- Dated product
- Oversupply
- Mispicked product

A stamp may be used at certain Foodstuff DC’s and signed by the Inwards goods team on the delivery note. The store network may write STC on the delivery note. Subject to check does not cover short supply of the unit of goods or obvious damage.

Transport Claim	<ul style="list-style-type: none"> <li>• 5 pallets ordered, 5 pallets delivered, however 1 pallet damaged:             <ul style="list-style-type: none"> <li>• If already damaged on the truck and seen before off loaded the POD would be signed for 4 and not 5 (damaged pallet will be left on the truck).</li> <li>• If pallet offloaded and then the store notices the damage but accepts the pallet POD will be signed as 5 received but would note on the POD as 1 pallet damaged. The claim would then be from the store to the supplier for whatever goods were actually damaged. Supplier would in turn claim on Transport.</li> </ul> </li> </ul>
Vendor Claim	<ul style="list-style-type: none"> <li>• 5 pallets ordered, 5 pallets delivered with POD signed (incl STC), however the SKU on the pallets differ from what was ordered.             <ul style="list-style-type: none"> <li>• e.g., 5 cartons ordered but 3 cartons supplied, or supplied dated products, etc</li> </ul> </li> </ul>

### Unit of Goods

Unit of Goods refers to the presented unit of freight defined on the delivery note – i.e., a pallet. A carton would only be unit of goods if this is how the freight was defined on the delivery note, not if the defined unit was a pallet which contained cartons.

## 5.6. Pallet Management



Foodstuffs North Island pallet management works on a pallet levy transfer system. This means that for any pallets arriving at the DC with goods on them, the vendor should have already established and communicated a nominated CHEP, Loscam and/or Viscount FCC pallet account to the Foodstuffs Pallet Administrator. In many instances, this nominated account may be a Third-Party Logistics company or a freight carrier.

As a carrier, if you are unsure of your arrangement, please discuss with the vendor in the first instance.

The transfer system works in the following way:

- Upon validating the delivered purchase order number into our system, we also enter the number of pallets provided. CHEP and Loscam counts are entered separately into the system.
- This generates an automated transaction onto a daily batch that WMS sends to FSNI Pallet Administrators. This batch is sent once per day and contains relevant transfers for that pallet company. The batch data contains various data elements, but most importantly, the purchase order number as the reference and the quantity of pallets.
- FSNI do have the ability to correct any quantity errors before the purchase order is closed upon completion of the goods receipt. These corrections are reflected in the batch data. This could be the same day, or in the following days, depending on when the order is closed.
- Once a week CHEP and Loscam receive this batch manually from FSNI Pallet administrators and they process it into their systems. This generates the transfer from the vendor's nominated pallet account onto the relevant FSNI DC pallet account, which includes a pallet levy.

Please contact the following contact for the topics listed below: [pallets@foodstuffs.co.nz](mailto:pallets@foodstuffs.co.nz)

- If you do not have a nominated pallet account and wish to discuss the setup process
- If you do have a pallet account but are unsure on any of the process described above
- If you have any query on the transaction generated by the transfer process
- Any general pallet management questions

The Pallet Levy Authorisation Form can be requested by emailing [pallets@foodstuffs.co.nz](mailto:pallets@foodstuffs.co.nz)

If you do not have a CHEP or Loscam pallet account, please contact those businesses to set this up.

## 6. Distribution Centre Delivery Checklist

Checklist Item	Checked ✓
Booking Date and time confirmed	
Aware of correct DC delivery address and access point	
Pallet presentation meets standards (cleanliness, stability, configuration, within weight and height limits)	
Accurate pallet counts	
Pallet labels are showing correctly	
Dangerous Goods are stored and presented in the correct manner	
Correct documentation for the delivery is at hand	
Aware of DC site health and safety requirements	
Aware of DC site induction requirements	
Aware of DC Inward Goods processes	