

# **Inward Goods Carrier Information Pack**

**Foodstuffs South Island  
Distribution Centres  
Supply Chain Operations**

**Foodstuffs**  
South Island

# 1. Document Information

Document Category	External Information
For	Supply Chain Operations
Version	4.00
Pages	19
Status	Published
Audience	Freight Carriers and Suppliers
Purpose	To provide clear guidelines around the processing of goods into FSSI Distribution Centres.

## Document Master Location:

wholesalelogistics:\Support Documentation - Manuals\Manuals - FSSI Website\ Supply Chain Operations - Inward Goods Carrier Information Pack.docx

# 2. Revision History

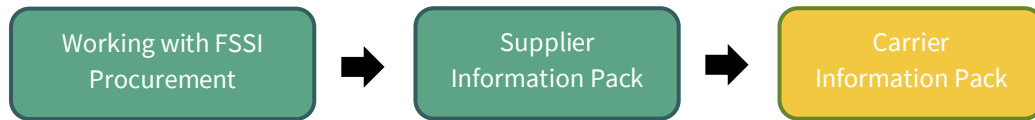
Date	Initials	Version	Change Reference
November 2020	JC	1.00	Document DRAFT released
December 2020	JC	1.01	Document published
May 2021	JC	1.02	Delivery rejection reasons updated
September 2022	BR	2.00	Updated Pallet Transfer to reference digital online form
August 2023	IO	3.00	Branding refresh
May 2025	JC	4.00	Updated to reflect changes relating to freezer pallets, updated contact details.
14 April 2026	BR	5.00	Grocery Suppler Code clarity on reasons for rejection.

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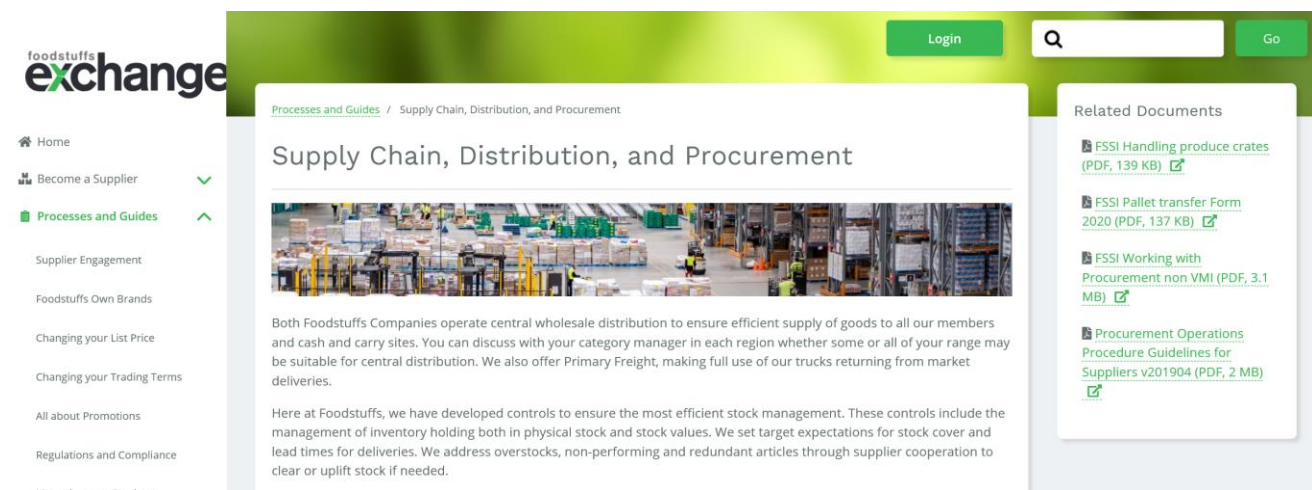
## 4. Introduction

The purpose of this document is to provide our freight carriers with clear guidelines around the expectations of the processing of goods into our distribution centres. This is one of three essential documents relating to the interaction with Inward Goods teams.



These can be accessed on the Foodstuffs South Island website:

<https://suppliers.foodstuffs.co.nz/processes-and-guides/wholesale-distribution-and-procurement/>



Foodstuffs South Island (FSSI) 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 FSSI organisation. We would encourage suppliers and carriers to become familiar with the site <https://suppliers.foodstuffs.co.nz/>

Welcome to the Foodstuffs Supplier Community



From here you can manage your trading relationship with both Foodstuffs South Island and Foodstuffs North Island.

Let's get started and learn more about Foodstuffs, our eExchange and how to maximise your business opportunity with us.

If you want to get straight to business - Login above to the eExchange portal.



**Become a Supplier**

Here at Foodstuffs, we are proud to have a trading relationship with more than 3,500 product suppliers. When you become an approved supplier, you join our community as part of New Zealand's largest grocery organisation.



**Processes and Guides**

We have provided a quick summary below about our business, our processes, and how you can make the most of your relationship with us to create a mutually beneficial business partnership.

[Read more](#)

## 5. Foodstuffs South Island Distribution Centre Network

Foodstuffs South Island Ltd has Distribution Centres located in Dunedin and in Hornby, Christchurch.

Dunedin is an ambient Regional Distribution Centre (RDC), designed to supply our southern region stores with high volume or special regional SKUs (articles).

The Hornby site in Christchurch contains multiple distribution centres – one ambient and one temperature-controlled. The temperature-controlled DC supplies all chilled, frozen and produce SKUs across the entire South Island to our member stores. The ambient DC is also a centralised DC, supplying dry grocery, general merchandise and liquor across the central and northern regions of the South Island, along with the slower moving SKUs to the southern region stores.

The Distribution Centres serve over 200 member stores, under the following banner groups.



## 6. Foodstuffs South Island Distribution Centre Details

### 6.1. Dunedin Regional DC

Contact Numbers:

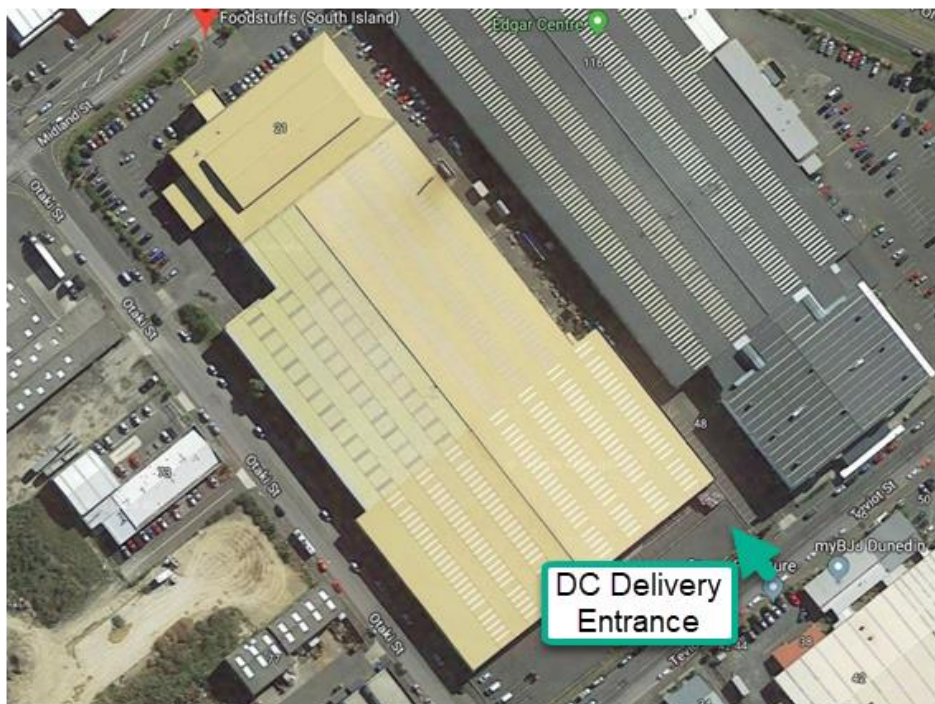
Contact	Phone Number
DC Inward Goods Direct Dial	03 466 4135
Inward Goods Supervisor	03 466 4145
DC Manager (Escalation Contact)	03 466 4101

Delivery Hours:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
05:00 - 22:00	05:00 - 22:00	05:00 - 22:00	05:00 - 22:00	05:00 - 22:00	Prior Arrangement Only	Prior Arrangement Only

Entrance:

Entry to the Dunedin Regional DC Inward Goods area is through the gate on Teviot Street, Dunedin.



## 6.2. Hornby Ambient and Temperature Controlled DCs.

### Contact Numbers:

Contact	Phone Number
DC Inward Goods – Ambient	03 372 2951
Inbound Manager – Ambient	03 244 2300
DC Manager (Escalation Contact) – Ambient	03 244 2290
DC Inwards Goods Administrator - TCDC	03 244 2227
DC Shift Manager (Escalation Contact) – TCDC	03 244 2299
DC Manager (Escalation Contact) – TCDC	03 244 2276

### Delivery Hours (Ambient):

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
05:00 - 22:00	05:00 - 22:00	05:00 - 22:00	05:00 - 22:00	05:00 - 22:00	Prior Arrangement Only	Prior Arrangement Only
After hours by prior arrangement only						

### Delivery Hours (TCDC):

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
03:30 - 22:00	03:30 - 22:00	03:30 - 22:00	03:30 - 22:00	03:30 - 22:00	04:00 - 17:00	05:00 - 17:00
After hours by prior arrangement only						

### Entrance:

Entry to the Hornby Site is through the gate on Quadrant Drive, Hornby, Christchurch. This entrance allows access to both Ambient and Temperature Controlled DC's.



## 7. Distribution Centre Delivery Process

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



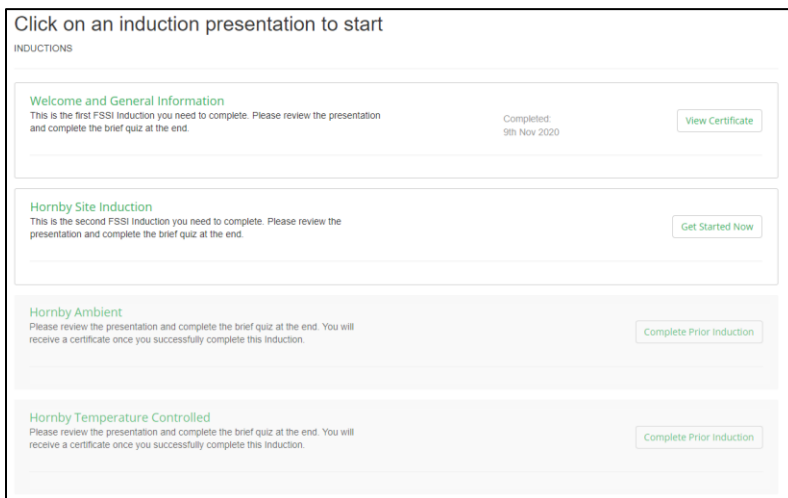
### 7.1. Pre-Induction and Health & Safety.



#### 7.1.1. Pre-Induction

##### Online Induction

Foodstuffs South 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.

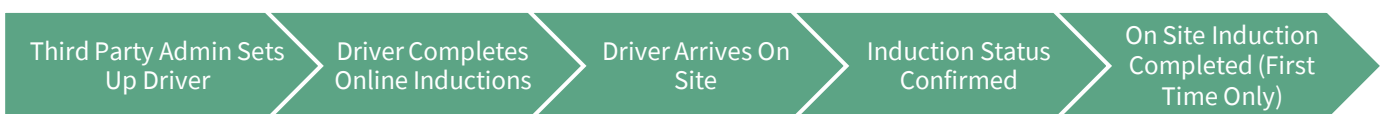


To facilitate the setting up of drivers, each carrier must have an administrator responsible for monitoring inductions for all drivers that the carrier will be sending to a Foodstuffs distribution centre.

##### On-site Induction Process

Upon arriving on site, a driver will be asked for their name, which is used to check their licence in the online system. If the induction status is current, and the driver has been on site before, they may continue.

If the driver is on site for the first time, there is a second on site induction that must be completed by a member of the distribution centre team. This needs to only be completed once per driver.



For more information on the induction processes contact [fssi.inductions@foodstuffs-si.co.nz](mailto:fssi.inductions@foodstuffs-si.co.nz)

### 7.1.2. Health & Safety.

Foodstuffs South Island Limited enforces strict Health & Safety regulations within each of our facilities relating to conduct and machinery operation. The below outlines the responsibilities on any of DC sites.

- All delivery vehicles must have a current COF and RUC licensing if required.
- 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 side, relevant to the goods carried.
- All drivers must wear Hi-Vis safety garment (shirt or vest).
- All drivers must wear appropriate safety footwear.
- Drivers must remain in their vehicle until they have entered the unloading area.
- Passengers must always stay in the delivery vehicle.
- All delivery vehicles are to wait in line on arrival and should not enter the designated unloading area until instructed.
- When on the DC site, all delivery vehicles must always have their hazard lights on.
- Use of mobile phones is 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 the LTSA regarding the transport and delivery of the product to Foodstuffs South Island DCs
- The raising and lowering of mezzanine floors is not permitted on the Hornby DC Site.
- Prior to operating any Foodstuffs Forklift, an on-site competency assessment must be completed by our training team (this requires a minimum 3-days-notification). Contact [fssi.inductions@foodstuffs-si.co.nz](mailto:fssi.inductions@foodstuffs-si.co.nz) to arrange.

### 7.1.3. Transport Limitations.

There are no truck limitations on size or weight, so long as all transport regulatory and site rules are adhered to. Delivery vehicles must be either full curtain sides or solid side, relevant to the goods carried.

## 7.2. Delivery Bookings



### 7.2.1. 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. Other carriers request a booking time or times as required and these should be made a minimum of ½ day prior to delivery.

The booking slot covers only 1 vehicle. Therefore, if the order is being carried on more than 1 vehicle then it will be necessary to advise the DC the previous day.

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

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

Distribution Centre	Direct Phone	Email
DC Inward Goods Direct Dial Contact – Dunedin RDC	03 466 4145	<a href="mailto:DunedinInwards@fssi.co.nz">DunedinInwards@fssi.co.nz</a>
DC Inward Goods Direct Dial Contact – Hornby Ambient DC	03 372 2951	<a href="mailto:Ambient.Inwards@fssi.co.nz">Ambient.Inwards@fssi.co.nz</a>
DC Inward Goods Direct Dial Contact – Hornby TCDC	03 372 2936 027 268 4976	<a href="mailto:TemperatureControlled.Inwards@fssi.co.nz">TemperatureControlled.Inwards@fssi.co.nz</a>

Please note that you have a service level period where the vehicle may only arrive up to **15 minutes prior, or 15 minutes after the booking time**. Arrival outside of this window may result in the rejection of the delivery. This is at the discretion of the Distribution Centre involved.

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.

**At the time of booking, the carrier must confirm the following details:**

- Carrier Name
- Vendor (Supplier) Name(s) of goods being delivered
- The Purchase Order number(s)
- Number of pallets and lifts to be delivered per purchase order
- Number of trucks (if more than one, additional booking slots may need to be allocated – see above detail).
- Truck type for unloading purposes

### 7.2.2. 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.

### 7.3. Delivery Pre-checks



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.

- Ensure you know the date and time you are expected to arrive and that you are delivering to the correct DC location. If you do not have or know this, refer to the delivery booking section below.
- Ensure the pallets presented are secure, clean of debris, and not damaged.
- Ensure the pallets are not over the height limit of the DC (Ambient 1400mm and TCDC 1200mm)
- Ensure the pallets are not over the weight limit of the DC (Ambient 1000KG and TCDC 1000KG)
- Ensure the number of pallets are correct to your documentation.
- Ensure any required pallet labels are showing correctly.
- Ensure any Dangerous Goods are stored and presented in the correct manner.
- Ensure you have all required documentation for the delivery.
- Ensure all pallets to be delivered are either Blue or Red CHEP or Grey Loscam as these are the only pallet types accepted.

## 7.4. Site Arrival



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

### 7.4.1. Arrival into the DC

Upon arrival at the DC your drivers will find that our sites have gated access only. There are instructions at each gate on how to gain access depending on the site you are visiting.

The only exception is for container deliveries into the Hornby Ambient DC. This gate is operated manually and will require the driver to phone through to 03 3539181 or 021579253 to gain access.

#### Parking if you need to wait

Each of our DCs have limited parking space for vehicles to park and wait which makes keeping to agreed scheduled or booked times very important.

- For vehicles serving the Hornby Ambient DC there are marked lanes on the far side of the yard from the DC. When the container entrance is utilised, there is a marked waiting bay.
- For vehicles servicing the Hornby TCDC, vehicles must park up the top, in front of the Dock Lane until the Dock becomes free.
- For Vehicles servicing the Dunedin Regional DC, the vehicle must wait by the fence until the Inward Goods unloading zone is clear of any vehicles.

### 7.4.2. Communication to staff upon arrival

Upon arrival to the Hornby Ambient DC, the driver should park in the marked lanes, cross the yard using the marked pedestrian walkway and report to either Inward Goods for deliveries or Despatch for collections. At this time the driver should expect to have their induction status checked by way of a driver's licence lookup online.

If they have not been previously inducted this will now take place. Once this has taken place a bay will be allocated for the driver to park their truck into.

Upon arrival to the Hornby Temperature Controlled DC and if allocated to dock door 4 or 20, then please contact the Inward Goods Supervisor. The supervisor will ensure staff are allocated to these dock doors to unload the truck and accept the orders.

### 7.4.3. Delivery Rejection

Foodstuffs South 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.
- Product that does not meet minimum shelf life requirements.
- Damaged Stock. Either physically, water or other contaminations.
- Evidence of blood splatter on meat products.
- Pallets that cannot be safely unloaded due to shifting in transit.
- Pallets clearly addressed to someone else.
- Loads with incomplete paperwork, or paperwork which does not reconcile with the load as presented.
- Pallets that appear to have been restacked to accommodate loading.
- Pallets with overhang.
- Split deliveries may be rejected, except for loads that have been pre-notified and appropriate booking times made.

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).

### 7.4.4. Pallet Presentation Rules

FSSI only accepts deliveries on either Red or Blue CHEP or Grey Loscam pallets. There are a small number of exceptions, so if you have anything other than these pallet types, please contact the DC prior to delivery to confirm if the delivery will be accepted.

All pallets should be intact and without significant damage. Any pallets damaged beyond a point where they are fit to continue down the supply chain will either be rejected or if a safe location can be provided, the driver may be offered the opportunity to restack the stock onto another undamaged pallet.

The DC Inward Goods team reserve the right to reject any full loads which are presented in condition that prevents either the safe or efficient unloading of the delivery. Causes may include but are not limited to: Loads that have shifted in transit, tilted lifts, significant damage, significant water ingress & non-foodstuffs freight preventing access.

### 7.4.5. Configuration

All stock entering one of FSSI's DCs has a predetermined pallet configuration, which the vendors should be aware of and therefore despatched each pallet in the agreed configuration. 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 as our DCs are racked to accommodate these specific pallet heights.

FSSI DC	Max Pallet height
Hornby Ambient DC and Dunedin RDC	1.40m
Hornby Temperature Controlled DC	1.20m

Pallets of mixed product are not accepted into the Temperature Controlled DC unless there is a prior arrangement between the vendor and their FSSI Procurement contact, communicated with the DC involved.

### 7.4.6. Overhang

Pallets delivered in the agreed configuration should not overhang the pallet. Any pallets presented with overhang may be rejected after being assessed by DC Staff.

The most likely reason for overhang is movement whilst in transit due to loads not being adequately secured.

### 7.4.7. Slip-sheets/Layer boards

We encourage the use of slip-sheets / layer boards when transporting more fragile products or to protect the lower pallets in a multiple pallet lift. We do however require that these are firmly secured with plastic wrap or straps so that they do not move in transit or pose a Health and Safety risk in strong winds.

No slip-sheets or layer boards should be used in Temperature Controlled deliveries.

### 7.4.8. Stretch Wrap

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

### 7.4.9. Freezer Automation

High quality pallet presentation is critical for frozen pallets presented to Hornby TCDC.

Pallets are highly likely to be placed into an automated storage and retrieval system (ASRS) that involves conveyors and very tight control checks around pallet quality. These frozen pallets must meet the conditions of:

1. Pallet height less than or equal to 1.2m
2. Pallet weight less than or equal to 1000kg
3. Undamaged pallets
4. No overhang
5. No loose wrap, signage, labels or documentation

### 7.4.10. Unloading

There are varying expected unloading times, depending on the size of the delivery vehicle. Typically, the times per vehicle type are detailed below.

Vehicle Type	Typical Unload Time*
Semi-trailer	60 minutes
Truck and Trailer	60 minutes
Quad-axle/Rigid	30 minutes

\* Times may vary depending on daily circumstances.

The presented delivery documents will be signed only for the number of pallets received and will be signed STC (subject to check). We will then conduct a more thorough check of the delivery during our receiving process which may expose discrepancies in the individual products delivered.

### 7.4.11. Temperature checks

All goods that are delivered to the Hornby Temperature Controlled Distribution Centre are treated as perishable goods therefore are subject to stringent temperature checks. Any items found to be outside the specific temperature criteria set for each product category can expect the partial or complete load to be rejected.

Foodstuffs South Island DCs expect carriers must wait until FSSI performs the required temperature checks and the POD is signed for pallet counts.

### 7.4.12. Damages and Discrepancies

The DC receiving staff are responsible for checking the pallets on arrival. Any damages or omissions are to be noted where possible, on the driver's copy of the consignment note and clearly signed by both parties.

The respective DC will complete a Rejection Form, which both parties sign.

**FOODSTUFFS**  
South Island

**Inwards Goods Product Rejection Notice**

Transport Company \_\_\_\_\_ Supplier \_\_\_\_\_

Product code	Description	Count	Order Number	No of Pallets

Stock rejected due to: \_\_\_\_\_

Inwards Name: \_\_\_\_\_ Time: \_\_\_\_\_  
 Drivers Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Duty Manager: \_\_\_\_\_ Signature: \_\_\_\_\_  
 Copies to: Inwards office  Buyer  Warehouse Operations Manager

FSSI will advise the vendor with relevant details of the product damage or count discrepancy within a 24-hour period, via a Notice of Discrepancy, starting a potential claims process.

A delivery may be rejected, and the carrier required to take damaged or unsafe pallets 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.

## 7.5. 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 Note or Proof of Delivery containing an accurate pallet 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 number of pallets received and will be signed STC (subject to check).

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.

## 7.6. Pallet Management



Foodstuffs South 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 and/or Loscam 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 FSSI sends to CHEP and Loscam. This batch is sent once per day, late in the evening, 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.
- FSSI 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.
- Each night CHEP and Loscam receive this batch electronically and they process it into their systems. This generates the transfer from the vendor's nominated pallet account onto the relevant FSSI DC pallet account, i.e. Dunedin or Hornby.

The only exception to the transfer system is for the Green CHEP Keg pallets. These operate on a one-for-one swap basis. That is, if we are delivered 10 Keg pallets, we will provide 10 empty Keg pallets in return.

Please contact the following contact for the topics listed below: [packagingqueries@foodstuffs-si.co.nz](mailto:packagingqueries@foodstuffs-si.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 Transfer Levy Authorisation Form can be found online at the link below:

<https://forms.office.com/r/dNFyg5Wj1u>

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

## 8. Distribution Centre Delivery Checklist

### 8.1. 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, freezer automation standards)	
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	

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