



Staples Australia Pty Limited

Supplier Ordering, Delivery & Packaging Instructions

Version 1.11 – May 2015



Overview

The objective of this document is to provide suppliers with a concise summary of Staples expectations of suppliers. Compliance with these requirements will benefit Staples, our Suppliers and our customers.

These Instructions shall be read in conjunction with [Staples Supplier Terms and Conditions](#) and Supply Agreements. This document will be periodically reviewed and updated. The latest version will be published on the [Staples Advantage website](#).

These instructions apply to all deliveries to Staples Australia Pty Limited and Educational Experience Distribution Centres.



This document is written for Australian suppliers. For Delivery and Packaging Requirements applicable New Zealand suppliers please refer to the Delivery and Packaging standards Policy for Staples New Zealand.

Section 1 Ordering and Product Data

1.1 Product Data

Prior to initial delivery of any product the supplier must provide the following complete product data to Staples either directly, via Supplier Website or through third party GS1 or electronic interface. The following are critical to ensure deliveries can be received without delay:

- a) Volumetrics – unit length, width, height, weight, volume (length = CM, weight = KG)
- b) EAN/ UPC compliant Barcode for selling unit, inner, carton, shipping carton, and pallet as applicable. Barcodes must be both scanner-readable and human-readable.
- c) Material Safety Data Sheet for Dangerous or Hazardous Goods
- d) SKU units of measure including Inner and Carton Quantity
- e) Minimum Shelf Life (Expiry or Best before Date), where applicable.

Four weeks' notice shall be given to Staples prior to any change in this data. Staples reserves the right to charge for additional warehouse processing costs when this data is not provided or updated; these costs will be calculated and charged back to supplier.

- ❖ Re labelling Minimum labour charge of \$50 plus \$1.00 per carton thereafter.
- ❖ Cubic Scanning – Minimum Labour charge of \$50 plus \$0.30c per carton scanned there after

1.2 Ordering

- a) Lead Times: Suppliers are required to ensure all deliveries are within Lead Times approved by Staples. The accuracy of lead times will be measured against the matrix in the SRM reporting.
- b) Minimum Order Quantity (MOQ) / Minimum Order Value (MOV): MOVs or MOQs must be communicated one month in advance of commencement or change, and are subject to Staples operational approval.
- c) SRM (Supplier Relationship Management): Suppliers will be required to attend SRM meetings on a structured and unstructured basis pending reviews or current performance.
- d) SIF (Supplied in Full): Delivery matches invoice. Required SIF performance is a minimum of 97%.
- e) SOT (Supplied on Time): Required service level is 95%. Delivery is equal to or less than the ETA or contracted lead time on each respective Purchase Order.
- f) Discontinued Products: Staples requires 6 weeks advance notice of the discontinuation of any stocked product supplied.
- g) Out of Stock: All out of Stock items must be communicated to Staples at the time of placing of purchase order. The supplier is responsible for providing a suitable alternative at the same cost price.

- h) Daily Reporting: Each Purchasing Officer requires daily Out of Stock and Stock on hand reports for respective trading SKUs. Required response times for these are no later than 4 hour turnaround on ETA enquiries and general product availability enquiries.
- i) Changes to Account Manager / Contact: The Supplier shall provide at least two weeks' notice of any change to Staples Account Manager / Contact and ensure that timely response to all queries is maintained.
- j) Third Party Logistics: Staples requires a minimum of 6 weeks' notice of changes to the Suppliers Third Party Logistics provider and contact information so we can assist with transition and communicate to our locations.
- k) New Supplier First Delivery: At least one week prior to first delivery to any Staples location the supplier should call the Purchasing Officer to confirm delivery and verify understanding of applicable requirements described in this document.
- l) EDI Trading Platform: Staples requires a minimum of one month's notice of any change to Suppliers Trading Platform e.g. EDI, Email, Zetafax, ARIBA
- m) Changes to Suppliers Systems or Warehouse: A minimum of one months' notice is required in the case of any change in the Suppliers in-house systems (e.g. ERP, Warehouse Management), Warehouse location or sourcing which could impact on supply to Staples.

1.3 Pre Delivery

- a) Each order has a unique purchase order number and should be processed only once.
- b) The warehouse will not accept any deliveries without reference to a purchase order clearly stating the following: correct Quantities, Item Descriptions, Staples Codes, UOM, Price and Delivery dates.
- c) In the case of electronic delivery of a purchase order, a Purchase Order Acknowledgement (POA) is required to confirm the purchase order. In sending through a POA, the Supplier agrees to all pricing, quantity delivery date and descriptions on the purchase order.

Section 2 Transport and Delivery

2.1 Transport

The Supplier must transport or arrange for transport of Products to the required delivery destination:

- a) By a method which provides adequate protection to the Products and prevents product deterioration
- b) Shipping each order in one shipment unless otherwise indicated on a Purchase Order.
- c) All deliveries must have a picking/packing slip with the goods. The paperwork must contain our Purchase Order Number, Supplier Details & Item Description/Quantities, Staples codes and Supplier item codes. These documents shall be securely attached to the outside of the first pallet or carton in a delivery. The packing list must be in a clear window envelope on the outside of the pallet or carton in a clearly visible location. The product labelling must not be obscured
- d) Container deliveries will only be accepted only with prior arrangement or agreement with the receiving warehouse. A minimum of two days' notice is normally required for container deliveries.
- e) The Supplier must ensure that all Supplier delivery drivers and Supplier delivery Contractors comply with local Staples Distribution Centre safety and traffic requirements, including but not limited to:
 - ❖ Adhering to site speed limits and instructional signage.
 - ❖ Adhering to site parking requirements.
 - ❖ Practicing safe unloading procedures.
 - ❖ Driver must stay with the vehicle at all times
 - ❖ Ensuring all drivers and assistants are wearing hi-visibility clothing.
 - ❖ Listening and adhering to verbal and written instructions from Staples receiving staff.
 - ❖ No smoking on site
 - ❖ Supplier to manage driver fatigue / work hours

2.2 Delivery Packaging

- a) All cartons shall be marked with fields as per sample label below or equivalent. A copy of this template in Word format is available at [Staples Advantage website](#).

CARTON LABEL	
Deliver to:- Enter Staples Address here	
Delivered From:- Enter Supplier Address here	
Staples Product Code	9876543
Item Description	Annual Reports
Qty in this Carton	5000
Carton number	1 of 5
Purchase Order Number	4500459619
Unit of Measure	Each
Weight (KG's)	8

- b) All items exceeding the weight limit of 15kgs must be clearly marked with a warning sticker and the weight of the carton. Acceptance of overweight items will be at the sole discretion of Staples.
- c) All Hazardous and Dangerous goods must be transported, packaged and clearly labelled in accordance with requirements of all applicable legislation and codes of practice. A Material Safety data sheet shall be provided with the delivery unless previously provided or advised as per Section 1 above.
- d) Any delivery over 8 cartons must be palletised. All pallet deliveries must be on a standard size (1165mm x 1165mm) hardwood pallet. Skids or softwood pallets will not be accepted unless previously authorised by the site.
- e) All pallets must be wrapped to the pallet and secure.
- f) Pallets cannot be higher than 1300mm for a single material, including the pallet. Mixed pallets must be no higher than 1800mm. If the pallet needs to be higher than this for a specific reason, the Supplier must contact the Receiving warehouse for prior approval.
- g) The maximum weight of any pallet must not exceed 1000Kg. Pallets exceeding 1000kg must have prior approval from the warehouse. All pallet weights must be marked.
- h) All mixed pallets/cartons must be clearly marked and numbered. The number of boxes on mixed pallets must be shown. If a product is greater than or equal to a full layer of a pallet must be delivered on its own pallet, separate to other items, as shown below. All stock must be packed in consistent quantities. Stock delivered without adequate packing or wrapping will be not accepted. Loose items, not supplied in cartons or other outer packaging shall be banded or wrapped to secure.

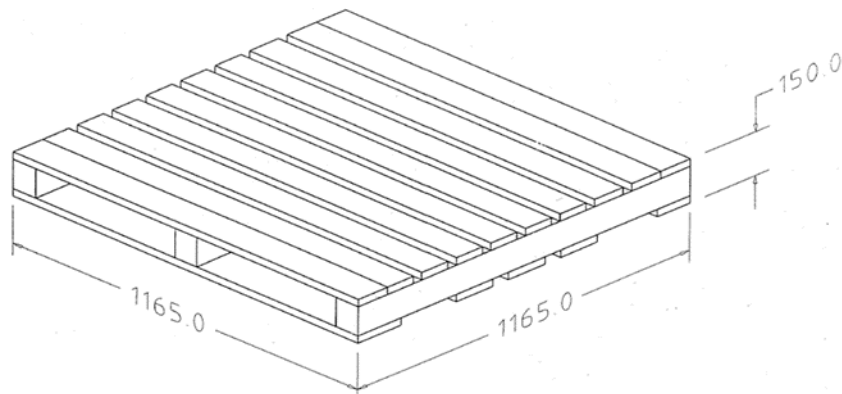


- i) All “Fragile” items such as Glassware, Crockery, Notice Boards, Whiteboards, must be individually and adequately wrapped so as to sustain distribution in the Unit of Measure sold by Staples.
- j) All Liquid items must be securely packaged and lids adequately sealed so as to avoid leakage during picking and distribution to Staples Customers.
- k) Where a product contains two or more components (such as a box and a lid) the Supplier must ensure that the components are adequately packaged together in one unit before delivery to Staples distribution centre. Component parts shall be labelled adequately to identify parts e.g. “1 of 2”, “2 of 2”.
- l) All delivery cartons must be structurally sound (in preference constructed of recycled board) and provide adequate product protection. Damaged cartons will not be accepted under any circumstances. All material used to stuff delivery cartons must be recyclable through standard commercial waste management services.

2.3 Pallet Control

This section of the policy outlines the mode and terms in which Staples accepts and manages pallets.

- a) All deliveries must be on a standard size plain non-chargeable pallet. Softwood (skids)/branded pallets will not be accepted. Plain or non-hire standard pallets are the preferred medium to receive goods from suppliers (see next page for specifications). Plain pallets will not be returned or exchanged.



- b) The specification below stipulates the dimensional and performance requirements of plain or standard pallets provided to Staples from its suppliers.

Dimensions:	1165mm x 1165 mm
The width of the front and rear locking panels:	140mm - Pallets using narrow locking planks (90mm) will not be accepted.
Make & specifications:	Pine Bearer Wood
	Standard combination wood
	Universal Hardwood pallets

- c) All pallets delivered to staples Australia must be in good condition. Pallets delivered in poor condition will not be accepted.
- d) Staples will provide a docket for transfer of CHEP and LOSCAM pallets.
- e) If the supplier chooses to use hire or 'pool' pallets, then a 28 day delay will apply to CHEP or LOSCAM pallets transferred.
- f) All hired pallet transfer dockets must have a Staples purchase order number in the Reference field.

State	CHEP Account No.	LOSCAM Acct No.
NSW	1610213793	210531
VIC	1610307282	310781
QLD	1610407729	400808
SA	1610500085	518088
WA	1610634219	615106
TAS	4000178297	715728

- g) All hire pallet deliveries will require the driver to present two copies of a pallet transfer docket to Staples staff. Staples staff will sign both copies and return one copy to the driver. In the event that the driver only provides one copy then Staples Australia will retain it. In the event that the driver does not provide a pallet transfer docket then he/she will be given the opportunity to have one faxed or emailed through to the relevant Staples Australia receiving site.
- h) All pallet transfer dockets must have a Staples purchase order number in the reference field.
- i) It is the responsibility of the supplier/carrier to notify pallet hire companies of their transfers on to Staples Australia pallet hire accounts.
- j) Staples Australia will accept pallet claims within 3 months of the receipt date with no adjustment to the original transfer provided that equipment types and quantities are correct and that Staples Australia can verify the transfer. Claims beyond this period may be accepted but the effective date of transfer will be the date of written claim enquiry to Staples

Australia or at a date determined by Staples Australia. Claims will only be investigated if the supplier/carrier can provide adequate documentation to support a claim.

- k) Staples will provide 2 copies of a pallet docket for pallets despatched from a Staples site. The pickup driver is to provide carrier details and sign and date both copies of the pallet docket. Staples Australia will retain one copy and provide the driver with the second copy.

2.4 Delivery Discrepancies

- a) Suppliers will be notified of any short-ship, oversupply, wrong goods, short-dated or damages within five working days of delivery, unless otherwise agreed.
- b) If the discrepancy is found on unloading the driver shall be required to co-sign the delivery documents before leaving.
- c) A credit claim will be automatically raised for any discrepancy between the Supplier's invoice and the Company purchase order once goods have been received, unless covered by the terms of an ullage agreement. All Staples credit claims regarding delivery discrepancies shall be resolved within 21 days.
- d) Once this has occurred, the Supplier will adhere to the Dispute Resolution Process referred to in section 9 below.
- e) All proof of deliveries provide by Staples are signed, "subject to checking" (STC) to avoid lengthy delays on the receiving dock. Staples signs only for the receipt of the consignment and not the contents until such time as the quantity and condition have been validated. Staples only accepts the signature as valid for establishing delivery of the delivery unit described not the full contents thereof e.g. Receipt for one pallet is not proof of delivery of all cartons shipped thereon.
- f) The supplier shall provide a copy of any Proof of delivery (POD) requested by Staples within two working days.
- g) Must include the Supplier name, the Staples Purchase Order number, and a pallet or carton quantity matching the physical delivery. A valid POD must be marked with an official Company stamp and/or printed employee name and number.
- h) In the case of double deliveries, it is the Supplier's responsibility to pick-up the goods and credit any invoices raised. Refer Section 12 – Returns & Collections.

2.5 Dispute Resolution Process

- a) In the event of any claim by Staples against the Supplier, payment may be withheld until such claim is resolved. Refer to Payment Terms in Staples Supplier Terms and Conditions
- b) If any claims are disputed, the Supplier shall notify the Company within two weeks of receipt of claim. After this time, the Company will consider the claim to have been approved.
- c) Disputes relating to delivery discrepancies must be supported by valid Proof of Delivery as per Section 8 above.
- d) Staples will not investigate or act upon any queries in relation to transactions that are older than 3 months.

2.6 Shelf Life

Perishable stock deliveries to Staples shall have a minimum of 75% of manufactured life unless specific exceptions are negotiated with Staples on a delivery or material basis. In the case of products with manufactured shelf life under 90 days, an ullage agreement may be negotiated to cover losses. Failure to comply with minimum shelf life will result in deliveries being rejected.

Expiry / Best before Dates shall be clearly marked on cartons and individual items. No mixed Expiry / Best before Dates shall be on the same pallet.

2.7 Returns & Collections

The supplier shall provide a return authorisation relating to excess, incorrect supply or faulty stock or warranty claims within two working days.

Stock to be returned or collected shall be collected by the Supplier, unless alternative arrangements are made, within 10 working days of notice being given. Staples reserve the right to process or dispose of returns not collected, or when other arrangements not confirmed, within 10 days of notice.

Section 3 Site Specific Delivery Requirements

Warehouse Delivery Addresses:

State	Location	Address
NSW	Erskine Park	24-66 Lockwood Road, Erskine Park, NSW, Australia, 2759
NSW	Newcastle	Unit C1, 77 Munibung Road Cardiff NSW 2285
NSW	Hume	94 Sheppard Street, Hume, ACT, Australia, 2620
VIC	Port Melbourne	111 Turner Street, Port Melbourne, VIC, Australia, 3207
QLD	Richlands	731 Boundary Road, Richlands, QLD, Australia, 4077
QLD	Gladstone	139 Goondoon Street, Gladstone, QLD, Australia, 4680
QLD	Cairns	317-323 Little Spence Street, Cairns, QLD, Australia, 4870
QLD	Townsville	10-14 Titanium Place, Mt St John. Qld 4818
WA	Kewdale	23 Miles Road, Kewdale, WA, Australia, 6105
WA	Bunbury	71 Albert, Bunbury, WA, Australia, 6230
WA	Geraldton	42 Chapman Road, Geraldton, WA, Australia, 6530
WA	Karratha	Lot 3918 Sherlock Crescent, Karratha, WA, Australia, 6714
TAS	Hobart	120 Campbell Street, Hobart, TAS, Australia, 7000
TAS	Moonah	110 Sunderland Street, Moonah, TAS, Australia, 7009
NT	Winnellie	59 Coonawarra Road, Winnellie, NT, Australia, 0820
NT	Alice Springs	6 Whittaker Street, Alice Springs, NT, Australia, 0870
SA	Adelaide	334 - 346 Cormack Road, Wingfield SA 5013

1. The Schedule of Site Delivery Requirements / Information below contains a summary of delivery requirements and information for each major warehouse. For locations not listed please contact the warehouse for further information
2. Delivery are bookings required at Erskine Park, Port Melbourne, Richlands, Kewdale and Hobart.

3. Courier delivery on behalf of vendors up to maximum of three cartons (five cartons for Erskine Park) acting for a single Vendor is exempt from the delivery appointment rules, however all other requirements remain valid and in force.
4. Booking timeslot is 15 minutes. Slots will be allocated in accordance with receiving capacity, time request received and slots already allocated.
5. No phone bookings except as indicated; email only to nominated mailbox
6. Details required to make booking:
 - ❖ Vendor Name
 - ❖ Carrier
 - ❖ Purchase Order Number
 - ❖ Number of Lines
 - ❖ Number of Pallets
 - ❖ Number of Cartons
7. All delivery time slot requests will receive an email response within one working day including booking reference number. Booking requests will be responded to on a “first come first served” basis.
8. The delivery should arrive within 30 minutes of the scheduled time slot. If the delivery arrives earlier or later, it may be refused. If delivery is running late a phone call or email is required to notify receiving.
9. Permanent Booking Slots: Suppliers who have regular recurring bookings (e.g. daily) must still email details of delivery otherwise they risk losing their allocated booking slot.
10. Late deliveries arriving after normal receiving hours will be accepted solely at the discretion of Staples and subject to warehouse capacity.



Schedule of Site Delivery Requirements / Information

Location	Address	Dock Door Numbers / Locations	Delivery Arrival Times	Bookings	Contacts / Escalation
NSW Erskine Park	Staples Regional Distribution Warehouse 44 – 66 Lockwood Rd Erskine Park NSW 2759	IT Products (STS): 1-3 Office Products: 6 – 13 Office Products (10 cartons or less): 12 – 13 Liquor, Print & Promotional Products, EDEX: 14 –15 Returns: 20-22 Furniture Products: 26 – 27	6.30am to 1pm, Monday to Friday	StaplesEpReceiving@staples.com.au Email between the hours of 7am to 2pm one day prior to the expected delivery date. For large deliveries (> 20 pallets) please call before midday to ensure slot can be arranged.	<ol style="list-style-type: none"> 1. Receiving Supervisor PH: 02-9670 9662 2. Warehouse Manager PH: 02-9670 9652 3. Operations Manager PH: 02-9670 9500
VIC Port Melbourne	Staples Regional Distribution Warehouse 111 Turner St, Port Melbourne, Victoria 3207	Liquor: 3 Office Products: 3 Office Products (10 cartons or less): 3 Print & Promotional Products: 3 Furniture Products: 26	6.30am to 12 midday, Monday to Friday	vicreceiving@staples.com.au Email between the hours of 7am to 2pm, one day prior to the expected delivery date	<ol style="list-style-type: none"> 1. Receiving Team Leader PH: 03-99348241 2. Receiving Officer PH: 03-99348244 3. Warehouse Manager PH: 03-92796528
QLD Richlands	Staples Regional Distribution Warehouse 731 Boundary Road Richlands, QLD 4077	Office Products: 9 Office Products (10 cartons or less): 9	6.30am to 1pm, Monday to Friday	qtreceiving@staples.com.au Email between the hours of 7am to 12 midday, one day prior to the expected delivery date	<ol style="list-style-type: none"> 1. Inbound Supervisor PH: 07-33650834 2. Receiving Manager PH: 07-3365 0686
WA Kewdale	23 Miles Rd Kewdale WA 6105	Office Products / Paper: Front Roller Doors Office Products (10 cartons or less) Front Roller Doors Print & Promotional Products: Door 4 (Right side of building) Furniture Products: Door 1 (Right side of building) IT Products: Front Roller Doors	7.00am to 1pm, Monday to Friday	perthereceiving@staples.com.au Email between the hours of 7am to 1pm	<ol style="list-style-type: none"> 1. Receiving Team Leader PH: 08-93655324 2. Warehouse Manager PH: 08-93655311
TAS Hobart	120 Campbell Street Hobart Tasmania 700	N/A	8.30am to 1pm, Monday to Friday	tasureceiving@staples.com.au Email between the hours of 7am to 2pm, one day prior to the expected delivery date	<ol style="list-style-type: none"> 1. Receiving PH:03 6231 4140 2. Receiving supervisor PH: 03 6232 4128 3. Warehouse Manager PH: 03 6232 4104
NTH QLD Townsville	10- 14 Titanium Place, Mt St John, QLD 4818	N/A	7.00am to 1pm, Monday to Friday	Not required. Delivery queries are to be directed to the Receiving Department or Warehouse Mgr.	<ol style="list-style-type: none"> 1. Receiving Department 07-4753 5412 2. Warehouse Manage 07-4753 5405

Section 4 Warranties & Repairs

4.1 Warranties

- a) Schedule 3 of [Staples Supplier Terms and Conditions](#) describes scope of warranties.
- b) The Supplier must support all product warranties from the date of sale to the Staples Customer.
- c) Defects in product must be addressed within 48 hours of notification to the supplier, at the Suppliers expense.
- d) Defects include but are not limited to:
 - ❖ Poor quality
 - ❖ Product does not perform as described
 - ❖ Mechanical or electronic failure
 - ❖ Damage to the product discovered after the product is removed from the manufacturer's packaging
 - ❖ Product is missing parts or components
- e) In the event that a defect with the product is identified, Staples will ordinarily bear the cost of picking the goods up from their Customer and returning it to the local Staples Distribution Centre, unless:
 - ❖ The supplier has pre-determined that the product issue needs to be addressed on site at the Customer.
 - ❖ Staples have determined that the most appropriate way to deal with the issue is to request the Supplier visit the Customer
- f) In all other circumstances, once the defective product has been returned to the local Staples Distribution Centre, the Supplier will receive notification of the defective product. The Supplier must then advise Staples as to what action will be taken by them within two working days, unless alternative arrangements are made:
 - ❖ A credit for the goods will be issued and the goods can be disposed of immediately.
 - ❖ A credit for the goods will be issued and the goods will be picked up by the supplier (at their expense) in accordance with Section 2.7 – Returns & Collections.
 - ❖ The goods will need to be inspected by a Supplier representative on site at Staples Distribution Centre before a credit is raised.
 - ❖ The goods will need to be inspected by the Supplier on their premises before a credit is raised and will be picked up by the Supplier (at their expense)

- ❖ The goods are deemed as a “repairable” item (*see g) and h) below for requirements on repairable items) and will be repaired or collected (in accordance with Section 2.7) by a Supplier representative at Staples Distribution Centre.

4.2 Repairs

a) Products Deemed as Repairable by the Supplier

The Supplier, by way of agreement with Staples Merchandising Department, can submit a request to have a product deemed as “repairable”, upon which Staples will need to transact the product differently with their client. In the absence of notification / agreement otherwise items under \$500 value will be deemed non-repairable.

A repairable item can include, but is not limited to: Office Machinery, Office Furniture, Electronic Equipment, and Luggage.

If a Supplier requires inspection of a product before issuing a Credit to Staples, or repairing a product so that it can be returned to the Client, the Supplier must submit the request to the Staples Merchandising Team representative. This is usually done at the time when the agreement is made to stock or sell the product. When a product is submitted as a “repairable item”, Staples reserves the right to accept or decline this request based on the best solution for Staples and its Clients.

If the request is declined the product will then be deemed as an NQA return from Staples clients, and Staples will require immediate credit for the defective goods.

- b) If the request is accepted, the product will be added to the Repairable Products list and the Suppliers’ requirements for the individual product will be noted and informed to all Staples representatives and Distribution staff. The Supplier will then be required to conform to items 3(e) and 3(f) above.
- c) Where goods have been picked up for repair by the Supplier, the Supplier agrees that:
 - ❖ All repair costs will be paid for by the Supplier at no extra cost to Staples.
 - ❖ All repairs must be carried out and returned to Staples Distribution Centre within 72 hours unless otherwise notified.
 - ❖ All costs of pick up and re-delivery back to Staples Distribution Centre will be paid for by the supplier at no extra cost to Staples.
- d) In the absence of any specified warranty the supplier will be expected to support the commitment to our Staples customer guarantee i.e. items found faulty or DOA within 14 days of delivery to our customer shall be credited or replacement delivered direct to customer rather than repaired.