

## **OfficeMax Delivery Handbook**

### **Delivery to OfficeMax Distribution Centres**

This guide outlines the requirements to successfully supply and deliver products to OfficeMax Distribution Centres in Auckland and Christchurch (each a DC). It is strongly recommended that you familiarise yourself with the opening hours of each DC prior to delivery.

**1.0 Purchase order variation notifications:** If you are unable to supply as per our purchase order or if there are any variations (see below), please notify the purchase order originator or e-mail: [purchasing@officemax.co.nz](mailto:purchasing@officemax.co.nz) and advise them of:

- a) Order quantity or quality variation
- b) Any items on backorder – provide estimated delivery time
- c) Price variation
- d) Pack quantity variations
- e) Obsolete items or supplier reference (product code) if different.

## **2.0 Packaging**

- 2.1 You must ensure that packaging is sufficient to ensure products are delivered undamaged. Any product received damaged will be returned to you at your expense.
- 2.2 Fragile Items must be packaged in cartons containing an impact barrier to protect against damage i.e. bubble wrap, polystyrene. Please mark the packaging of fragile items with the appropriate symbols and stickers; for example: 'Glass handle with care', 'This side up', etc.
- 2.3 Multiple component items All items that have more than one component, must be delivered to OfficeMax as a single unit unless previous authorisation has been granted by a delegated OfficeMax authority. for example: A broom; the handle and the broom head must be packed as a single selling unit.
- 2.4 Perishables A minimum 6 months of shelf life before expiry date is required unless previous authorisation has been granted by a delegated OfficeMax authority. Cartons/ bags/packs of any products for human consumption must have an expiry date or BEST BEFORE date on them; for example (expiry date 15/11/2018).
- 2.5 Dangerous goods must be packaged in cartons as per the 'Land Transport Rule – Dangerous Goods 2010 (including any subsequent amendments)' for New Zealand Transportation. The appropriate documentation must be attached. These Products must also be be labelled in accordance with New Zealand's Standard for the transport of dangerous goods on land (NZS 5433:2007).
- 2.6 Labels You must ensure each box/line is labelled clearly displaying the following
  - a) your company's name (consignee)
  - b) the correct OfficeMax address for delivery
  - c) OfficeMax purchase order number
  - d) OfficeMax product code
  - e) Unit of measure
  - f) Quantity
  - g) Expiry or used by date (if applicable)
  - h) Suppliers delivery docket number and dispatch date
  - i) The number of boxes/ pallets; for example, 1 of 10, 2 of 10, 3 of 10 etc.

Any misleading information or unrelated printed matter should be avoided. A sample format of the label is shown below:

<b>Customer:</b> OfficeMax	<b>Address:</b> Sir Woolf Fisher Drive. <b>East Tamaki, Manukau, Auckland</b>
<b>From:</b> ABC Company Ltd	<b>Carton No.</b> 1 of 5
<b>Consignment No:</b> 293165	<b>Purchase Order No.</b> 3202551- BOAH

### **3.0 Proof of delivery:**

- 3.1 Every P.O. delivered to the DC's must be signed by OfficeMax staff; for example: Inwards Goods.
- 3.2 You acknowledge that we will sign on receipt of deliveries which will verify the number of packages received, but not the contents which we will verify at a later time.
- 3.3 Any noticeable damage will be signed for as damaged on delivery, however deliveries in general will be signed for with STI, (subject to inspection). Once products have been unpacked and checked you will be notified of any damages or discrepancies.
- 3.4 Please ensure that a consignment note is signed off by the OfficeMax driver who unloads your pallets (this is your proof of delivery) and include all the P.O. numbers delivered on the consignment note.
- 3.5 You must provide a POD within 24 hours if requested.

### **4.0 Packing slips:**

- 4.1 You must always send the packing slip with your products. Place the packing slip in a self-adhesive envelope. Attach the envelope to the first pallet or outer carton of each shipment.
- 4.2 The packing slip must contain our P.O. number and the details on the packing slip are identical to the items supplied.
- 4.3 Do not include more than one P.O. number per packing slip.

### **5.0 Pallets and bulk Deliveries**

- 5.1 Each order must be supplied on a separate pallet. All pallets used for delivery to our DC's must be in good condition.
- 5.2 Please ensure that cartons fit the NZ wooden standard pallet size (990MM X 1200MM) without overhanging the pallet (to minimize product damage). Smaller pallets are not accepted.
- 5.3 Please ensure that pallets are adequately wrapped to support the contents. Maximum weight per pallet is 1000kgs. Stack the cartons on pallets to a maximum height of 1.4m.
- 5.4 If an individual product exceeds 1.4m high or it may not fit on a NZ standard pallet, exceptions may be made.

- 5.5 All pallet quantity deliveries must have a confirmed date and time delivery booking with the relevant DC. If the carrier cannot deliver at the allocated time the DC must be notified and a new booking obtained.
- 5.6 We will not accept any pallet charges. When Products are supplied on pallets, you must take away the same number and type of pallets at the time of delivery.

## **6.0 Cartons and small parcel deliveries**

- 6.1 Please ensure individual cartons weigh no more than 25kgs. These cartons (25kg) must be labelled 'Heavy or 2 Person Lift
- 6.2 We do not accept parcel deliveries that exceed more than 20 cartons per purchase order unless palletised.
- 6.3 Please do not combine multiple purchase orders into the same carton and ensure the cartons are strong and secure enough to protect the contents under normal transport conditions and distribution processes.
- 6.4 If you need to mix multiple lines from the same P.O. in the same carton, please clearly label these cartons; for example: ('Mixed stock', 'Multiple product codes enclosed').
- 6.5 A booking is not necessary for delivering small parcels. However, please check the receiving hours of the DC that you are delivering to.

## **7.0 DC Bookings**

- 7.1 Permanent bookings If you have a window date, your delivery must be within the times and dates booked, or delivery may be refused or rescheduled. If you wish to guarantee a delivery window at a DC, contact the following telephone numbers or the e-mail addresses on the table below:

<b>Regional DC</b>	<b>DC Code</b>	<b>DC Location</b>	<b>Contact</b>	<b>Phone No.</b>
Auckland	BOAH	30 Sir Woolf Fisher Drive East Tamaki, Manukau. Auckland	<a href="mailto:auckbookings@officemax.co.nz">auckbookings@officemax.co.nz</a>	64 9 2797661
Christchurch	BOCH	35 Hickory place. Hornby, Christchurch	<a href="mailto:BOCHInwardsGoods@officemax.co.nz">BOCHInwardsGoods@officemax.co.nz</a>	64 3 3446541

- 7.2 DC phone bookings for pallets: Contact the applicable DC by 3pm on the day prior to your delivery to confirm your booking. When making your booking, provide the following details:
- a) The OfficeMax P.O. number and your company name.
  - b) The number of pallets to be delivered and carrier/transport company's name
- 7.3 Booking FCL containers:
- a) Please do not deliver any containers without authorisation from us. The Inwards Goods staff will confirm booking times and locations available for placing the containers in the yard.

- b) Please do not place containers next to each other, please leave a gap of 0.5m between them for four-sided inspection.

**8.0** Rejection of deliveries: Deliveries may be rejected and returned at your expense and risk if:

- a) Non-ordered Products are received at a DC; you will be notified to pick up the goods within 24 hours after notification.
- b) An early/late delivery or pallet delivery is not booked.
- c) Poor stacking or packaging causes damage to stock
- d) Wrong or damaged stock is delivered.
- e) Incorrect pack size, pallet configuration or incomplete deliveries are delivered.

**9.0 Returns to supplier:** A Return Advice (RA) for products being returned must be provided within 24 hours of our request. To avoid untimely delays, any specific instructions in relation to supplier returns must be sent through to the OfficeMax Auckland Inventory team via email: [BOAH.InventoryControl@officemax.co.nz](mailto:BOAH.InventoryControl@officemax.co.nz)