

MYER PALLET MANAGEMENT POLICY



Owner: Supply Chain Operations

1. PURPOSE

This policy defines Myer's requirements for the management, handling, and transfer of palletised freight across Myer's supply chain network to ensure accurate pallet reconciliation, operational efficiency, and compliance with pallet hire schemes.

2. SCOPE

This policy applies to:

- All Myer Distribution Centres (VIC, NSW, QLD, WA)
- Myer stores receiving concession partner deliveries
- All suppliers, carriers, and third-party logistics providers
- All palletised inbound and outbound freight movements

3. DEFINITIONS

- **Sender Declare:** A pallet management model where the supplier is responsible for declaring and completing all pallet transfers onto the receiving party's account.
- **POD (Proof of Delivery):** Signed confirmation of goods received.
- **DC:** Myer Distribution Centre.
- **Transfer:** Electronic movement of pallet ownership between accounts within the pallet pooling system.

4. APPROVED PALLET TYPES

Myer accepts the following pallet types:

- **LOSCAM wooden pallets (1165mm x 1165mm standard)**
- **Standard plain hardwood pallets (approved specification)**
- **CHEP pallets (temporary acceptance only)**

CHEP Phase-Out Notice

- **CHEP pallets will be accepted until 8 August 2026**
- **From 9 August 2026 onwards, Myer will transition to a LOSCAM-only receiving model**
- **Deliveries arriving on CHEP pallets after this date may be refused without exception**

5. PALLET OWNERSHIP MODEL (SENDER DECLARE)

Myer operates under a Sender Declare pallet management model.

Under this model:

- **Suppliers (senders) are fully responsible for pallet declaration and system transfers**
- **All pallet movements must be correctly transferred onto Myer's nominated accounts**
- **Transport carriers/Suppliers are responsible for physical movement**
- **Myer DCs are responsible only for physical receipt verification**

Pallet ownership is not recognised until a valid system transfer has been completed in the relevant pallet pooling system.

6. RECEIVING POINTS

Myer pallet receiving locations include:

- **Myer Distribution Centres (VIC, NSW, QLD, WA)**
- **Direct-to-store concession deliveries (selected stores only)**

SPECIAL INSTRUCTIONS – DIRECT-TO-STORE DELIVERIES

- Plain pallets are accepted for all direct-to-store deliveries.
- Where branded pallets are used, pallet dockets must include accurate sender account, receiving account, pallet type, and quantities.
- All pallet dockets must be emailed to the relevant DC:
 - NSW Eastern Creek:
InwardFreightbookings.EasternCreek@myer.com.au
 - VIC NDC: ndc.dockoffice@myer.com.au
 - QLD Wacol: Wacol.dockoffice@myer.com.au
 - WA Kewdale: Debbie.Rakitic@myer.com.au
- Missing or incorrect pallet documentation will result in rejection of transfer processing.

Regional Store Exception

Dubbo, Wagga Wagga, Albury, Launceston, Hobart, Adelaide, Marion, Tea Tree Plaza, Cairns, Mackay, Townsville:

- Plain pallets only
- No CHEP or LOSCAM pallets permitted

7. PALLET TRANSFER TIMEFRAMES

All pallet transfers must be completed within:

- 30 days from confirmed delivery / POD
- 30-day delay Loscam/ 33-day delay CHEP

Transfers must be initiated immediately following delivery confirmation. Industry delay arrangements (e.g. LOSCAM delay terms) may apply commercially; however, they do not remove the obligation to initiate timely transfer processing.

8. DOCUMENTATION REQUIREMENTS

Each pallet movement must be supported by:

- Signed pallet transfer docket

- **Proof of Delivery**
- **Delivery consignment note / manifest**
- **Correct supplier and receiver account details**
- **Accurate pallet type and quantity declaration**

For direct-to-store deliveries:

- **Stores must sign delivery docket confirming pallet quantities**
 - **Dockets must be clearly marked “Direct to Store Delivery Docket”**
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9. PALLET EXCHANGE POLICY

- **Myer DCs operate a strict no-exchange pallet policy**
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10. DAMAGED / NON-COMPLIANT PALLETS

- **Damaged or unsafe pallets will be rejected at point of receipt**
 - **Safety is the primary consideration in all receiving decisions**
 - **Suppliers are responsible for ensuring pallets meet acceptable condition standards**
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11. RESPONSIBILITIES

11. Suppliers (Sender)

Suppliers are fully responsible for pallet management under the Sender Declare model, including:

- **Accurate declaration and transfer of all pallet types**
 - **Ensuring transfers are completed to the correct Myer account**
 - **Completing transfers within required timeframes following delivery**
 - **Providing accurate and complete documentation for each delivery**
 - **Rectifying missing, incorrect, or disputed pallet transactions**
 - **Maintaining compliance with Myer pallet requirements as set out in this Policy or as otherwise notified by Myer to the Supplier from time to time**
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12. SYSTEM OF RECORD (2IC PLATFORM)

Myer utilises the 2IC Pallet Management System as the official system to record pallet transactions.

13. COMPLIANCE & NON-COMPLIANCE

Non-compliance with this Policy includes (but is not limited to):

- **Failure to complete pallet transfers within required timeframes**
- **Unauthorised pallet movements**

Potential outcomes

- **Administrative recovery charges (as agreed between Myer and applicable Suppliers from time to time)**
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14. DISPUTE RESOLUTION

- **All disputes must be supported by POD and transfer documentation**
 - **Disputes must be raised within agreed industry timeframes**
 - **Unsupported claims may be rejected**
 - **Escalations to be directed to Myer.DomesticSupplyChain@myer.com.au**
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15. REVIEW

This policy will be reviewed annually or as required based on:

- **Supplier performance**
- **System or process changes**
- **Industry standards**
- **Operational requirements**