

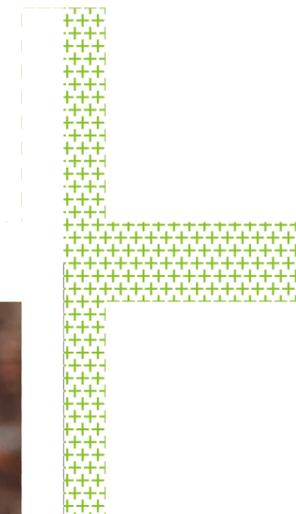
# PARTNERING FOR SUCCESS.

## WHAT YOU NEED TO KNOW

CUSTOMER GUIDE



**PRIMARY  
CONNECT+**  
SUPPLY CHAIN SOLUTIONS



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# 01

# WHY US



# 01

## WHY US

At Primary Connect+, we're passionate about providing safe, efficient and cost-effective transport, and our mission is to move products for our customers in the safest and freshest way possible.

### Who we are.

Our vision is to consistently deliver outstanding service, and to be the preferred, trusted supply chain partner for our valued customers. We tailor unique solutions for our diverse customer base, supported by strong partnerships, collaboration, transparency and the use of best-in-class systems. Our wide network and deep experience ensures that we deliver exceptional results at scale.

Primary Connect provides a reliable and convenient transport service, collecting shipments directly from our supply partners' facilities and managing all aspects of the transport and delivery process.



### Key benefits

- + OPTIMAL SERVICE, WITH AN EXPERIENCED CUSTOMER SERVICE TEAM
- + STRONG INTEGRATION WITH REPLENISHMENT, DISTRIBUTION CENTRES AND TRANSPORT PROVIDERS
- + OPTIMISED ORDER CONSOLIDATION
- + REDUCED PAPERWORK
- + SIMPLIFIED FINANCIAL PROCESSING
- + OPPORTUNITY TO CONSOLIDATE LOADS
- + CHAIN OF RESPONSIBILITY COMPLIANCE
- + ACCESS TO SUPPLY CHAIN SERVICES, SUCH AS: INTERNATIONAL SHIPPING, CUSTOMS CLEARANCE, WAREHOUSING AND BLAST FREEZING
- + ROBUST TRANSPORT SAFETY ASSURANCE FRAMEWORK

# 01

## WHY US.

### Safety and Chain of Responsibility.

PC+ cares deeply about safety for all road and rail users and takes Chain of Responsibility (COR) compliance seriously.

We have a robust transport safety assurance framework which ensures the highest safety standards and carrier compliance.

COR is the responsibility of all participants in the supply chain and we need the commitment and support of our Customers and Carrier partners to comply accordingly.

Customers should report PC+ carrier or driver safety incidents to Transport Customer Service on 1800 PRIMARY.

### Primary duty obligations.

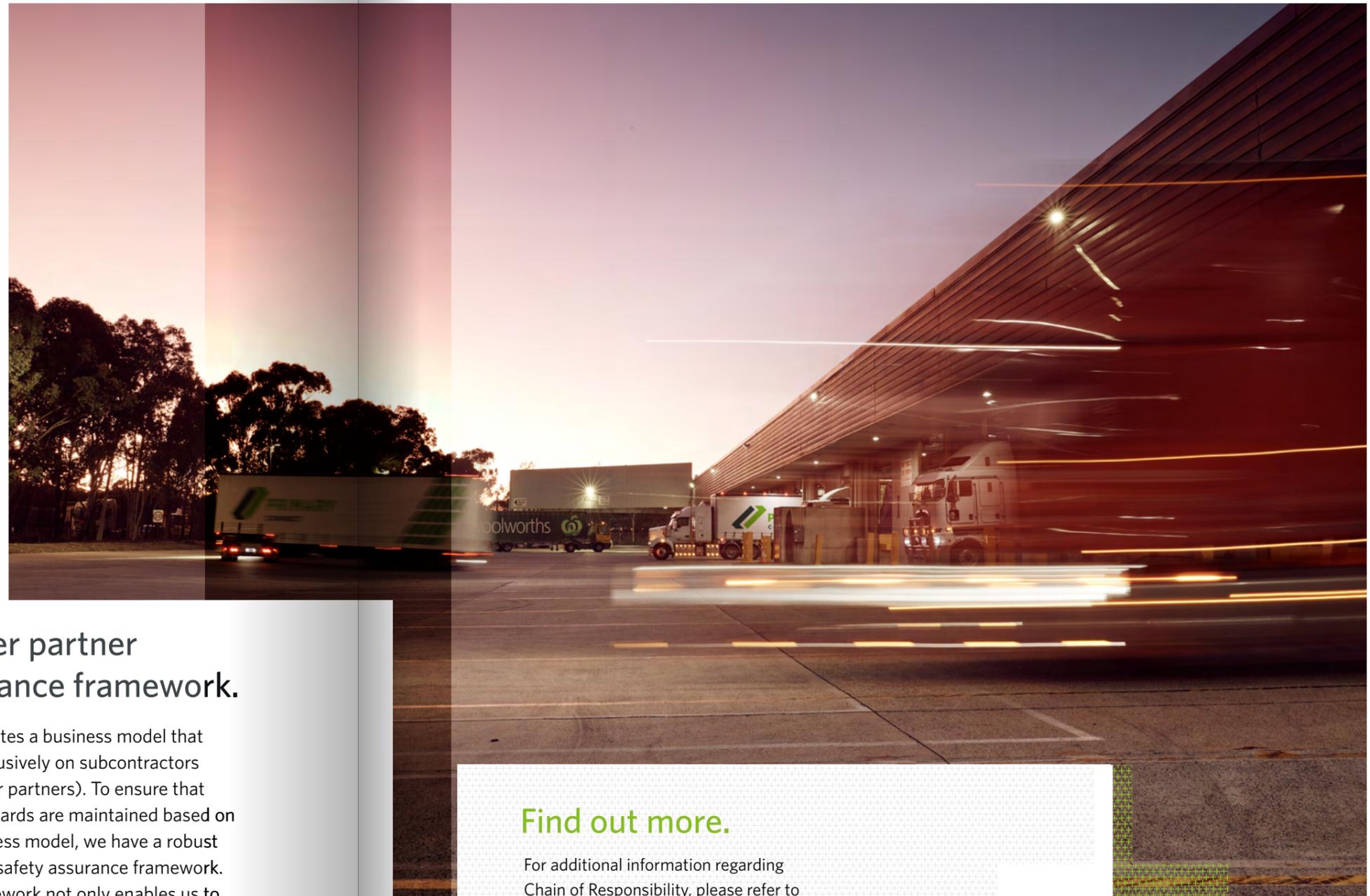
It is essential for customers to have a thorough understanding of their obligations as per the National Heavy Vehicle Law (HVNL). This includes:

- Complying with your primary duty obligations
- Knowing and understanding your transport activities
- Identifying the risks associated with your activities, starting with the main risks outlined in the HVNL: fatigue, speeding, excessive mass or dimension, poorly restrained loads, and unsafe vehicles
- Assessing the identified risks
- Implementing appropriate control measures
- Monitoring the effectiveness of the controls and updating them when necessary

### Carrier partner assurance framework.

PC+ operates a business model that relies exclusively on subcontractors (i.e. carrier partners). To ensure that high standards are maintained based on this business model, we have a robust transport safety assurance framework. This framework not only enables us to monitor the effectiveness of our own compliance efforts but also includes provisions for verifying compliance within our contractual agreements with carrier partners and third-party logistics providers (3PLs).

In the event of an incident occurring on your site involving a PC+ Carrier Partners vehicle, driver, or equipment, as well as any drug and alcohol test results, please escalate the matter to PC+ for support in investigation. Additionally, please note that PC+ supports causal drug and alcohol testing of drivers on customer's sites.



### Find out more.

For additional information regarding Chain of Responsibility, please refer to [National Heavy Vehicle Regulator \(NHVR\) Chain of Responsibility site.](#)

- + [WOOLWORTHS GROUP SUPPLY CHAIN STANDARDS](#)
- + [CHAIN OF RESPONSIBILITY \(COR\) RESPONSIBILITY MATRIX GUIDE](#)

# 01

## WHY US.

### Safe loading.

As a party in the Chain of Responsibility, our customers share the requirement for safety with every other involved party. They must do all that is reasonable within their sphere of influence, as outlined in the Heavy Vehicle National Law Act 2012 (sections 26A, B & C). In their case, this involves ensuring the packaging and loading of the vehicle are sufficient for the journey.

The process of load restraint begins with the packaging itself. Therefore, it is the responsibility of customers to provide PC+ with documentation (i.e., a 'Certified Load Restraint System') outlining the appropriate methods required for restraining their products. These methods must meet the load restraint performance standards, as specified in the 2018 Load Restraint Guide. This will ensure the load can withstand forces, meeting legal requirements such as the driver's ability to drive according to road conditions, including heavy braking to avoid collisions or navigate the roadway safely.

Various factors, including pallet configuration, outer and inner packaging types, wrap application, wrap tension, top-load-only labeling, and the integrity of the product, all contribute to determining the most appropriate load restraint methods.

Collectively, the use of load restraint equipment, choosing a suitable vehicle type, and having knowledge of these aspects will help eliminate shifted loads and their downstream effects when they arrive at a receiving point.

When loading PC+ vehicles, it is crucial to ensure that your loaders are trained and familiar with Chain of Responsibility obligations. This includes understanding load distribution on trailers, and encouraging communication between drivers regarding pallet placement while considering vehicle stability and other road users.

Other considerations include the use of weighbridges, clearly displayed weights on pallets, weight indicators on material handling equipment (MHE), and allowing drivers to observe the loading process.

### Delays.

Receiving points can experience high volumes. Therefore arriving during your allocated time slot is crucial to ensure a smooth and disruption-free network.

Importantly, delays have the potential to impact driver fatigue. It is highly encouraged that our customers identify and are familiar with the risks associated with the transport activities they influence and/or control. For example, suitable driver amenities should be made available to drivers when they present to your site.

Early notification of delays to PC+ will provide our Customer Service team with the best opportunity to liaise with the Carrier Partner and secure the allocated time slot at the destination your stock is bound for. In some instances, an alternative time slot may be provided, and you will be promptly informed.

Loading delays at customer collection points have the potential to cause missed deliveries and driver fatigue. It is important customers proactively communicate site delays to Customer Service on 1800 PRIMARY.

### Dangerous goods.

Dangerous goods (DGs) must be accompanied by these essential documents:

- + PRODUCT DESCRIPTION
- + INDIVIDUAL PRODUCT WEIGHT
- + CLASS/DIVISION
- + UN NUMBER
- + PACKING GROUP (IF APPLICABLE)
- + TYPE OF PACKAGING OR RECEPTACLE (E.G., AEROSOL CAN)
- + NUMBER OF PACKAGES OR RECEPTACLES (E.G., BREAKDOWN OF CARTONS AND UNITS)
- + LIMITED QUANTITY AMOUNT
- + QUANTITY (KG OR LITRES)
- + COMPLETED CONCESSIONAL LIMITED QUANTITIES TRANSPORT DOCUMENT
- + SAFETY DATA SHEET (SDS)

# 01

## WHY US



## Partnering for success - What you need to know.

Working with Primary Connect+ allows customers to focus on their core business and outsource transport management to a trusted partner. There are, of course, some mutual obligations and responsibilities of both parties to ensure the most efficient and successful transport partnership:

### To assist us please;

- + ENSURE THAT PALLET STACKS ARE UPDATED IN MYPC BY 11AM EST (DAY PRIOR TO COLLECTION)
- + ENSURE THAT PALLETS ARE READY FOR COLLECTION AT THE NOMINATED TIME
- + ENSURE THAT PALLETS ARE STACKED AND WRAPPED READY FOR TRANSPORTING
- + CHECK PALLETS ARE APPROPRIATELY LABELLED
- + DISPATCH PAPERWORK IS READY FOR THE DRIVER
- + ENSURE THAT PRODUCT/PALLET CONDITION CONFORMS TO END CUSTOMER'S INBOUND DELIVERY REQUIREMENTS, TO AVOID RISK OF REJECTION

# 02

# OUR PLATFORM



# 02

## OUR PLATFORM

### My Primary Connect.

My Primary Connect (MyPC) serves as our online portal for customers to book their transport needs. This innovative, one-stop digital supply chain platform simplifies and streamlines the process, allowing customers to effortlessly monitor their orders from the point of origin to their final destination.

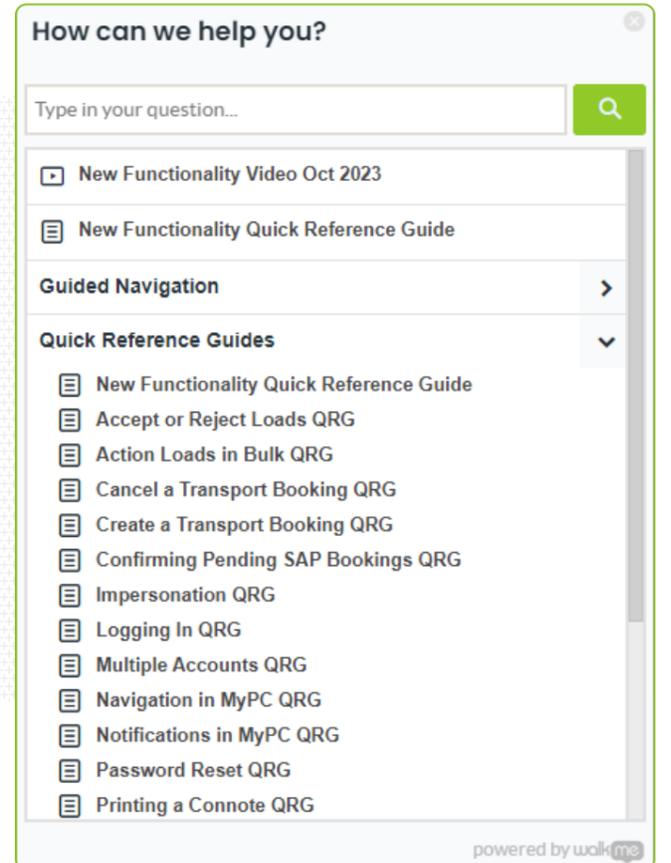


### MyPC also allows customers to;

- + SEARCH FOR SHIPMENTS/ PURCHASE ORDERS
- + ENTER CUSTOMER TRACKING NUMBERS (LINKING A CUSTOMER'S UNIQUE IDENTIFIER TO THE SHIPMENT)
- + VIEW TRANSPORT SHIPMENT STATUS
- + VIEW AND PRINT PROOF OF DELIVERY (POD)
- + VIEW AND PRINT TAX INVOICES
- + PRINT PURCHASE ORDER PALLET LABELS
- + ACCESS SELF-HELP/TRAINING TOOLS AND MORE

### Need help?

Step-by-step instructions for the common MyPC tasks (e.g. updating pallet stacks, searching for a purchase order, printing labels, PODs and more) can be found via the help tile on the MyPC portal.



## 02

## OUR PLATFORM



## Primary Connect+ lead times.

Please refer to the below link for Ambient and Chilled lead times across all states and modes.

+ [MY PRIMARY CONNECT/LEADTIME](#)

## Pallet transfer process.

### General process.

All equipment transfers must be raised as a direct transfer from the Sender to the receiving Distribution Centre (DC). Primary Connect operates under a Sender Declare model; it is the responsibility of the sending supplier or their 3PL to ensure all transfers are raised accurately and submitted to the pallet equipment provider (CHEP or Loscam) at the time of dispatch.

### Key requirements.

- + Direct transfers: Do not transfer equipment onto the carrier's account. All transfers must be raised directly to the destination DC's account.
- + Documentation: A single equipment transfer docket must be raised per Purchase Order (PO). Multiple POs on a single docket are no longer accepted.
- + Dating: The movement date must reflect the date of delivery to the receiving DC. The effective date should include the agreed-upon delay days from the date of delivery.
- + Account numbers: Customers must ensure they have the correct [CHEP/Loscam account numbers for the destination DC](#) prior to dispatch.

+ [PALLET MANAGEMENT PROCESS](#)

### Exemptions.

+ [BIG W AND SIW TASMANIA SITE PROCESS](#)

## Temperature controlled process and requirements.

+ [TEMPERATURE CONTROLLED SPECIFICATION GUIDE](#)

## Proof of Delivery.

PODs can be obtained via the MyPC platform. If a POD is not available you can contact [customerservice@primaryconnect.com.au](mailto:customerservice@primaryconnect.com.au) to request a copy.

# 03

## MORE DETAIL



## 03

## MORE DETAIL

## Fuel Levy.

The Primary Connect+ Fuel Levy is calculated on a monthly basis. It is determined using the average Caltex Terminal Gate fuel price for low-sulfur diesel fuel in Banksmeadow, Sydney, during the period from the 15th to the 14th of the preceding month.

The Monthly Fuel Levy can be viewed on our website:

+ [PRIMARY CONNECT MONTHLY FUEL LEVY](#)

## Returns and redeliveries.

If a receiving point rejects a load or part load through Primary Connect+, our Returns team will promptly contact the sending customer. This communication will include details about the rejection, such as the reasons provided by the receiving point team, and we will seek guidance on how to handle the rejected stock.

Depending on the reason for rejection, the options include returning the stock, redelivering it into the receiving point, or disposing of it. Please note that products delivered outside the allowed temperature cannot be redelivered.

In instances where the rejection results from a customer error (e.g. wrong stock supplied, product beyond the minimum shelf-life, insufficient packaging leading to rejections, not properly secured on pallets) any additional charges incurred will be transferred to the relevant customer through a manual charge.



## Invoicing.

All Primary Connect+ customers are charged for their booked transport movements through the MyPC portal. Invoices can be accessed on the portal which details the transport cost at a shipment level.

If you cannot obtain invoices through MyPC, please contact your Account Manager or our Customer Service team.

Transport charges appear as a deduction (unless a debtor account is in place) from the customer's Woolworths or Endeavour remittance advice.

## Claims.

If goods are damaged or go out of temperature during transit, Primary Connect+ initiates an investigation to ascertain liability for the stock loss. If it is determined that Primary Connect+ is at fault, we will cover the cost of goods through a formal claim process.

In the event of a justified claim, we will require a copy of the proof of pickup, along with a tax invoice that itemises the cost value of the goods.

# 03

MORE DETAIL

## Futile trips.

A futile trip occurs when a carrier arrives at the customer's premises at the scheduled collection time only to discover that the expected load is not prepared for collection.

PC+ customer service is promptly notified while the truck is still on-site, and the team makes immediate attempts to contact the customer for resolution. If these efforts are unsuccessful, a futile charge equivalent to the full cost of the booked transport will be applied on the recovery transport for the load that was not collected.

Futile trip charges are itemised on the customer's invoice alongside the PO number, with an 'FT' suffix denoting 'Futile Trip'.

### Note.

Please note that any changes or cancellations made after 4pm on the day prior to collection may incur a futile charge.

## Maximum allowable loading time.

Pallets	Spaces	Maximum waiting time at load point
1 - 10	1 - 5	40 minutes
10 - 20	5 - 10	50 minutes
20 - 30	10 - 15	60 minutes
30 - 40	15 - 20	70 minutes
40 - 48	20 - 24	80 minutes
34 - 68	34 B Double	1.5 hours
40 - 80	40 B Double	2 hours
80 - 100	50 Spaces Quad	2.5 hours



# 04

# FAQS



# 04

## FAQS

### Answers to the questions asked most.

Find out more at [primaryconnect.com.au](http://primaryconnect.com.au)

*When will my order be picked up?*

Customers will receive collection confirmation via MyPC, email or phone call.

Orders will be collected in line with the Primary Connect+ lead times (which are outlined [here](#)).

*The pallet stacks that we entered have changed - but the order has been assigned to a carrier. Can we still change them?*

Pallet stacks can be updated in certain circumstances, particularly if transport space has not yet been confirmed. Please contact Customer Service to inquire whether changes are possible in your specific instance.

*We need to cancel an order as we're using our own transport. Can we delete this out of MyPC?*

No, please do NOT delete anything out of MyPC. If you need to cancel transport or alter an order in any way, please call Customer Service.

*Can we have an earlier - or later - pick up time?*

Please call Customer Service, who can direct this query to the person managing the particular transport.

*We sent the wrong paperwork with the stock; what can we do?*

Contact Customer Service as soon as possible. You will need to email the correct paperwork and we can forward these to the carrier and DC to help avoid rejection.

*What if we haven't received notification of a pick up time?*

If you haven't been notified of a pick up time by COB the day before stock is due to be collected, please contact Customer Service.

*We can't supply this order out of our regular warehouse. Can we change the pick up location?*

Yes, you can change the pick up location - provided that the location that you need to change to is set up in MyPC.

If this is the case, please contact Customer Service and we will make the necessary changes.

If rates are not set up and this location is brand new, please contact your Primary Connect Account Manager.

*What do we need to do if Location of Finished Goods (LOFG) changes?*

Contact your Account Manager or Customer Services at least 5 days before the change is required. This will allow time to review transport rates and set up the transport lane in MyPC.

### Customer Service.

Call: 1800 PRIMARY  
[customerservice@primaryconnect.com.au](mailto:customerservice@primaryconnect.com.au)

# 04

## FAQS

*We've had an order rejected; what do we do next?*

Contact the Customer Service team and they will investigate and guide you on the next steps.

*Our order hasn't been delivered, but the stock left our warehouse on time; can you tell me where this order is?*

If you need assistance in locating your order, please contact the Customer Service team.

*How can we obtain a Proof of Delivery (POD) for an order?*

If you cannot obtain PODs through MyPC, you can email us and we will forward the POD once we have received it.

Please include all the following details when requesting a POD:

- Customer name
- Purchase Order (PO) Number as specified in MyPC
- Pick up location
- Delivery DC location
- Pick up date
- Due date

PODs may take up to 7 working days from the date of delivery.

You will be notified by email when your request has been actioned.

*We can't access MyPC; what can we do to resolve this?*

If you cannot access MyPC for any reason, please contact Customer Service and we will guide you in the appropriate direction to rectify the issue.

*We need to update pallet stacks, but can't find the order in MyPC.*

Please contact Customer Service.

*We need to raise a credit claim for a Woolworths purchase order.*

A credit claim template must be completed and forwarded to the Transaction Processing Centre (TPC) - via (03) 6245 6600 or [tpc@woolworths.com.au](mailto:tpc@woolworths.com.au).

*Do I need to supply a container weight declaration form or Marine 42?*

For containers despatched from a domestic site, suppliers must have a process that verifies the weight of the container, which includes:

- Weighing both full and empty of a container prior to transporting on road
- Making the container weight declaration for each container available to the vehicle operators and drivers prior to transporting on road

## Contact us.

Call: 1800 PRIMARY  
[customerservice@primaryconnect.com.au](mailto:customerservice@primaryconnect.com.au)

+ [ESCALATION MATRIX](#)