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On behalf of the Chemist Warehouse team, we are excited to introduce our updated Supplier Compliance Guidelines.

Chemist Warehouse strives towards process improvement aimed at increasing efficiencies, accelerating growth, and driving profitability.

Our pursuit towards operational excellence is underpinned by a safety-first culture which aims to provide a safe working environment for all our employees, stores, distribution centres and those part of our community.

This Supplier Compliance Guideline has been established as a resource to help new and current Suppliers with understanding our business practices and requirements. These guidelines will help us all to realise the benefits from an efficient and effective supply chain. Deviations from these instructions may cause delays resulting in additional and unnecessary expenses.

If you have any questions about the content of this manual, please contact:

suppliers@chemistwarehouse.com.au

Please consult the most recent publication of these guidelines located at

https://home.messageexchange.com/retailers/chemist-warehouse-edi?utm_source=document&utm_medium=pdf&utm_campaign=edi&utm_content=cw-supplier-compliance-guide

We are invested in working with you, our Supplier community, to meet these requirements.



Welcome

Chemist Warehouse history

Over the last 40 years Chemist Warehouse retail has grown from a single shop in the outer northern suburbs of Melbourne to become one of Australia's top 10 retailers. Today CW Retail has over 500 retail pharmacies, employing more than 17,000 employees.

Over the last four decades we have grown our brands (My Chemist, Chemist Warehouse, My Beauty Spot, Market Reach and ePharmacy) by combining the finest possible customer service with competitively priced quality products. We take great pride in being innovative, competitive and responsive to the changing needs and challenges of our marketplace.

We trade in all states and territories, serve over 2 million customers per week, and dispense more than 1 million prescriptions a week. We continue to strive and grow, to do more, to be better.

Purpose

This document outlines trading requirements set by Chemist Warehouse to strategically align all Suppliers. These requirements, whilst providing a checklist for Suppliers, will also be used as form of accountability and driving performance.

Furthermore, this document will communicate changes to new product introduction, product barcoding and labelling, electronic trading through to delivery of goods to Chemist Warehouse locations.

We have designed this guide to be as user friendly and as easy to navigate as possible. Requirements have been segmented into logical sections of the Supply Chain.

We hope you find this document to be a valuable resource.

Corporate Goals

Our objective is to enhance the customers healthcare outcome via the most effective and efficient means, resulting in great savings to the end user.

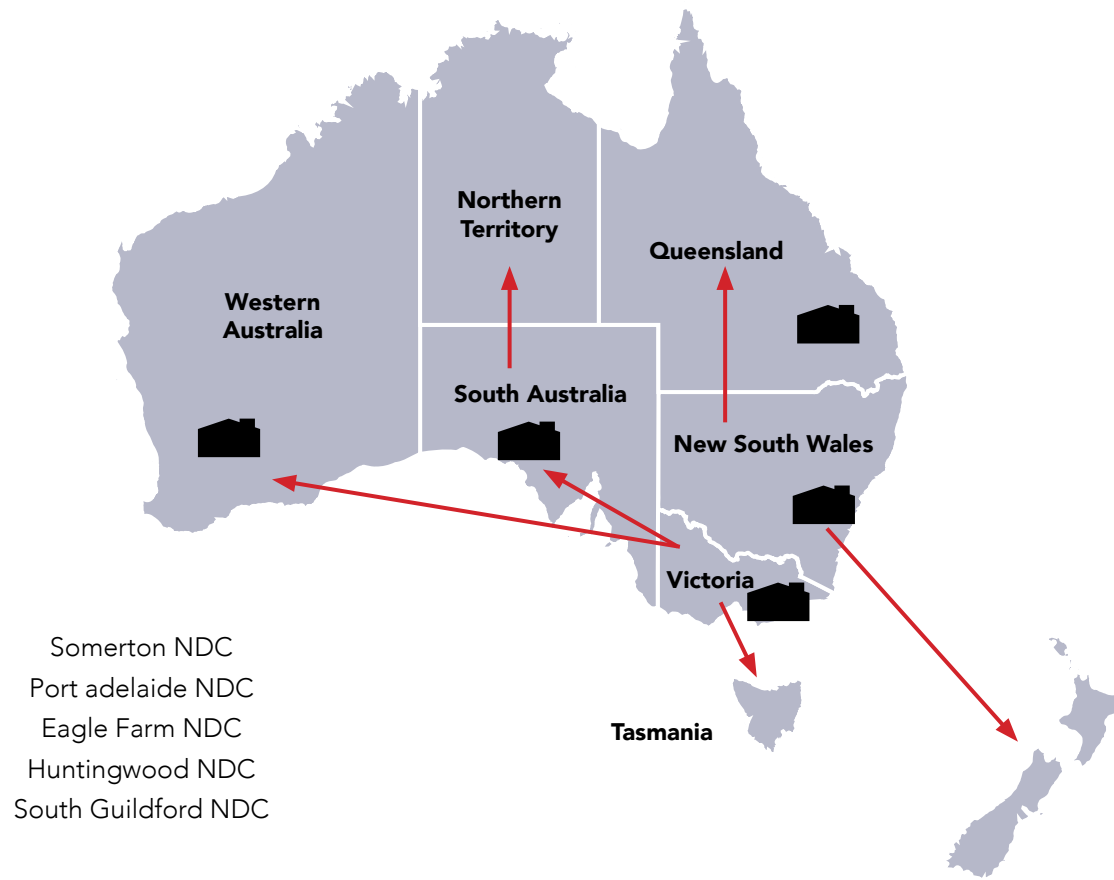
Legal Notice

This guide is intended as a helpful central reference, but it should be viewed in tandem with existing agreements, trading terms, product specifications and any applicable legislative or regulatory requirements. In the event of conflict between this document and any agreement between you and a Chemist Warehouse entity (e.g. the Supply Agreement, purchase orders, or any other agreements), the terms and conditions of that agreement shall prevail. If you have any questions about how any aspect of this document relates to your own commercial supply agreements, please discuss this with your respective Chemist Warehouse Buyer Manager.



Distribution Network Chemist Warehouse

Store Distribution Centres



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Key Contacts

SUPPLIER REPLENISHMENT AND COMPLIANCE

Key Contact	Email address
Supplier Compliance	suppliers@chemistwarehouse.com.au
Supply Planning Team	supply.planning@chemistwarehouse.com.au

BUYING DEPARTMENT

Product Types	Key Contact	Email address
H&B	Albina Reale	albina.reale@chemistwarehouse.com.au
VITAMINS	Daniel Kinder	daniel.kinder@chemistwarehouse.com.au
OTC	Andrew Collinson	andrew@chemistwarehouse.com.au

FINANCE AND ACCOUNTS

Key Contact	Email address
Accounts Payable	accountspayable@chemistwarehouse.com.au
Accounts Receivable	accountsreceivable@chemistwarehouse.com.au

Key Contacts

SHIPPING AND RECEIVING CONTACTS

State	Site Name	Key Contact	Phone	Email address
VIC	Somerton NDC	Guy Hogan	(03) 9217 3869	ordercomssom@chemistwarehouse.com.au
	EPHARM	Marcus Dean	(03) 9462 9028	ordercomsepharm@chemistwarehouse.com.au
SA	Port Adelaide NDC	Sarah Fidock	(08) 8409 3221	ordercomssa1@chemistwarehouse.com.au
QLD	Eagle Farm NDC	Melinda Ryman	(07) 3633 4523	ordercomsqld1@chemistwarehouse.com.au
NSW	Huntingwood NDC	Tracey Hodge	(02) 8866 5235	ordercomsnew1@chemistwarehouse.com.au
WA	South Guildford NDC	Muhammed Arbi	(08) 6272 3201	ordercomswa1@chemistwarehouse.com.au

MESSAGEEXCHANGE CONTACTS

Key Contact	Phone	Email address
Support Team	1300 769 414	support@messageexchange.com

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Before you can begin trading with Chemist Warehouse (CWH), the following pre-requisites are required. Information pertaining to the checklist table below is detailed throughout this Supplier Compliance Manual OR a separate link is provided.

Please use the following checklist to ensure that you are ready to trade with us.

Requirement	Contact/Location	Confirmed
CWH Supply Agreement has been correctly executed and returned to CWH.	Buyer  Click here for the Trading Agreement Form example	<input type="checkbox"/>
Supplier Code has been issued by CWH E.G. V1237.	Buyer	<input type="checkbox"/>
EDI Setup		
EDI Mailbox set-up.	1300 769 414 support@messageexchange.com	<input type="checkbox"/>
Downloaded EDI Messages.	1300 769 414 support@messageexchange.com	<input type="checkbox"/>
Contact MessageXchange and completed initial EDI testing.	1300 769 414 support@messageexchange.com	<input type="checkbox"/>
Products successfully created in CWH		
New line forms complete.	Buyer  Click here for the New Line Form example	<input type="checkbox"/>
Delivery Lead times.	Buyer/Supply Planning Team	<input type="checkbox"/>
Minimum Order quantities agreed.	Buyer/ Supply Planning Team	<input type="checkbox"/>
Product Barcoding & Labelling adheres to CWH Standards	 Click here for GS1 standards.	<input type="checkbox"/>
MobileDOCK		
Obtain access to MobileDOCK.	suppliers@chemistwarehouse.com.au	<input type="checkbox"/>

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Product Life Cycle

Each product/line brought into the CWH network, must progress through a defined Life Cycle. This Life Cycle allows for products/lines to be ranged in a defined process and strategy. It controls the way changes are managed and lines phased out, either due to end of life or being out of stock.

Product Life flow – Birth to deletion.



New Lines Process

All new products are to be submitted in accordance with the New Line Form process.

 [Click here for the New Line Form](#)

Suppliers are required to complete the New Line Form provided by the Buyers and submit it back upon completion.

The Buyers will then review, and once accepted, submit the New Line Form to Store Operations and Support Department (SOS).

SOS will then enter the approved line into the Product Information and Management system (PIMs) and allocate the line our own unique code or product identifier (MyChemID).

Once a MyChemID has been assigned the line is 'active' and available for stores to purchase and sell.



New Line flow

It is important that when submitting product information via the New Line Form, that all sections are completed to ensure seamless trading.

Additionally, the following key attributes are required to be provided but also maintained for all products sold to Chemist Warehouse:

Attribute	Description	Contact
Pricing	Determined and agreed to during product reviews.	Buyer
Order Quantities	Outer Pack, Order in Multiple of or Minimum Order Qty & Buying Multiples.	Buyer
Delivery Lead times	Time between when an order is placed and when it is delivered	Buyer/ Supply Planning Team
Dangerous and hazardous good information	If applicable to the product	Buyer
Product packaging	Hierarchy and units of measure	Buyer
Barcodes	Data is represented to applicable requirements	Buyer

Product Updates – Item and Pricing

It is imperative for CWH to be notified of any changes to products, including item information and pricing information. If incorrect information is received, orders will fail.

Product Updates

Product updates need to be notified to CWH Buyers with a minimum of 90 days notice before changes commence or enter the market. CWH may not accept the change and will discuss on an individual basis with the Supplier.

Product updates may either be triggered by the Supplier or requested by CWH. Where the change submitted is defined by the Buyer as a Hard Change, a New Line Form (process defined above) together with a summary of changes will be required.

Product changes can be grouped into the following areas:

CHANGE TYPE	CHANGE DESCRIPTION
HARD	PRODUCT REPLACEMENT/UPDATE
SOFT	PACKAGING CHANGES E.G., UNITS PER CARTON CHANGING PACKAGING DIMENSIONS
HARD	PRODUCT DIMENSION CHANGE e.g., depth, width, height, weight, content amount along with declared net content and other consumer facing declarations
HARD	MAJOR INGREDIENT CHANGE (DEFINE) BUYER TO APPROVE
SOFT	MINOR INGREDIENT CHANGE (DEFINE) BUYER TO APPROVE
HARD	MAJOR CHANGE TO ARTWORK (DEFINE) BUYER TO APPROVE
SOFT	MINOR CHANGE TO ARTWORK (DEFINE) BUYER TO APPROVE

In some cases, changes to net contents, product packaging, consumer declarations, will result in the requirement for a new barcode number (GTIN).

For specific details on when to change a barcode number, please see Section 5: Product Barcoding and Labelling in this document.

Price Changes

Prices should align with what has been agreed at time of range implementation or price review meetings. New Lines will have a 12-month price freeze when they begin at CWH unless otherwise agreed to with the Buyers. If a price change is required, a request must be submitted at a minimum of 90 Days in advance. This allows for internal processing and system updates.

All price changes must be individually signed off with Buyers. The approval of these changes will be accompanied with agreements on timing of change in line with marketing submissions.

Only when a price change has been agreed to, will it then be communicated to SOS and Supply Chain (for lines ranged in CWH DCs).

Changing Supplier Channel

If there is a need to change the supply channel of an item, this will need to be discussed and agreed to by the Buyers.

Only when this change has been confirmed, will Buyers then coordinate with SOS. This is to allow Business and Finance systems enough time to be updated. This process requires a minimum of 12 weeks notice prior to date of first orders placed.

If the supply channel is being changed to allow stores to begin purchasing directly from a Supplier, and the Supplier is not setup on CWH's System, the Supplier must be onboarded before orders can commence.

Onboarding and setup will take a minimum of 3 months to complete. Once Morpheus is completed, the 12 weeks process mentioned above will commence.

If the supply channel is being changed to allow stores to begin purchasing directly from a Supplier, and the Supplier is not setup on Chemist Warehouse's Morpheus System, the Supplier must be onboarded into Morpheus before orders can commence.

Onboarding and setup will take a minimum of 3 months to complete. Once Morpheus is completed the 12 weeks process mentioned above will commence.

Product End of Life

Products can be marked as End of Life and identified for deletion by either the Supplier or CWH. Once a line has been identified/agreed to as end of life, buyers, SOS and supply chain need to be notified so that the line can be market as “do not reorder”. This will ensure that Stores and Distribution Centres do not place new orders that can’t be fulfilled.

For all lines (direct, WH & 3rd Party wholesaler): Supplier’s need to be responsible for putting forward a clearance strategy which will then be agreed to with the Buyer. The clearance price needs to start at a minimum of 50% OFF RRP to always ensure it is lower than catalogue price. If using a 3rd party, the Supplier is responsible for notifying said 3rd part of the upcoming delete. A full funding clearance date needs to be agreed to at this time which the Supplier can propose and negotiate with the Buyer.



End of life flow

Product Recalls and Withdrawals

When a product is identified by a Supplier for recall or withdrawal, CWH must be notified as per the applicable TGA, FSANZ, ACCC, AICIS regulations.

Notification of a recall/withdrawal must be sent to the appropriate National Category Buyer. The National Category Buyer will then inform the relevant CWH channels.

For stock in the CWH distribution network, each Distribution Centre (DC) will perform a cycle count on all locations with the recalled/withdrawn stock. DC's will then transfer stock into quarantine and prepare stock for collection by Supplier (process known as Vendor Return Order).

Supplier will need to book in with DC's to collect the stock and arrange credit for the returned stock as per trading terms. Similarly, when a product is identified by CWH as requiring a recall, CWH will notify the Supplier. The Supplier must then follow the same process as mentioned above. All CWH channels must be notified as per the applicable TGA, FSANZ, ACCC, AICIS regulations.

 **Please note: Where there is a warranted recall/withdrawal case, CWH must be notified within 24 hours.**

 [Click here for more information about TGA product recall](#)

 [Click here for more information about FSANZ product recall](#)

 [Click here for more information about ACCC product recall](#)

 [Click here for more information about AICIS product recall](#)

Perishable Products

Where Suppliers/Brand owners disburse product to CWH that is perishable e.g. food, baby formula, vitamins. Batch and Expiry data is a mandatory requirement on all Advanced Shipping Notices as well as SSCC Labelling.

Given the critical nature, CWH checks this data for compliance and may reject deliveries where this information is missing.

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Chemist Warehouse utilises the GS1 standards for identification and barcoding of products.

[Click here for GS1 standards.](#)

The following table lists the acceptable barcode types for use and in which scanning environment in CWH operations.

Barcode Type	Description	Usage	Image (Data Carrier) Example Note: Images not to scale and provided as examples only
EAN-8	Symbology used to encode a GTIN-8 (8-digit GTIN). Used for small items which cannot fit an EAN-13	Retail point-of-sale scanning and Warehouse and Distribution.	 9312 3457
UPC-A	Symbology used to encode a GTIN-12. Predominantly used by US based Suppliers.	Retail point-of-sale scanning and Warehouse and Distribution.	 0 12340 00004 6
EAN-13	Symbology used to encode a GTIN-13.	Retail point-of-sale scanning and Warehouse and Distribution.	 9 312345 678907
ITF-14	Symbology used to encode a GTIN-14.	Warehouse and Distribution	 1862245090020
GS1-128	Symbology used to encode a GTIN-14.	Warehouse and Distribution.	 (01)19312345000019

Barcode Placement

Where the barcode is placed can vary by barcode type, Suppliers should note the requirements within the following information provided.

The barcode should be displayed in such a way that:

- Height is not reduced (truncated).
- Magnification meets the minimum.
- Magnification does not exceed the maximum.
- Quiet Zones are not encroached on by any wording, logos, or colouring.

The barcode must be located:

- Away from packaging flaps, seams, ripples & undulations either underneath or above if clear plastic.
- Away from the corners of blow-mould cases and not hidden behind the product.
- On a smooth, flat surface, and should not curve around corners.

If the product is round, then the barcode must run along the flat edge of the curved area in ladder format (also known as portrait format).

GS1 recommends that barcodes be in the lower right-hand side of the back of all products to improve predictability of the barcode location.

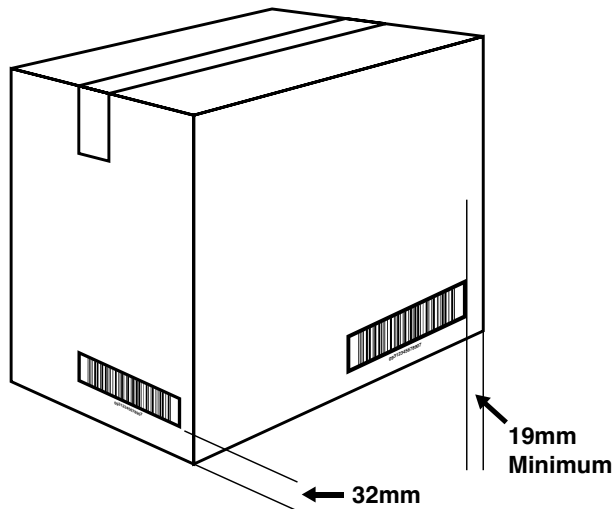
Placing the barcode on the base of any product must be avoided. They can be easily scratched and distorted from storage and shelf movement causing poor readability.



Barcode location on a Non-Retail Unit

CWH requests the barcode be located on at least 2 adjacent sides of all cartons. Cartons without space for barcodes on adjacent sides can use opposite sides.

The barcode can be positioned anywhere along the face of the carton, ensuring that the lower edge of the vertical bars of the barcode is exactly 32mm from the lower edge of the base of the carton. Including Quiet Zones, the barcode should be located no closer than 19mm from both vertical edges of the carton.



Visibility of all barcodes pre-printed or as labels must be 100% on finished goods. No partially hidden barcodes are acceptable such as under packing tape, plastic wrap, strapping, or solely on the base of a trade item.

For cylindrical trade units the barcode should be positioned in a portrait format, also known as ladder style orientation. The ladder style is mandatory for a curve with a small diameter such as a broom handle and recommended for larger diameters such as 20 litre oil drums.

In this situation, (and with other products that do not have a flat base) the base of the bars in the barcode do not need to be 32mm from the base of the item.

Location of an ITF-14 Barcode on an Outer Carton.

Number of Barcodes

The number of barcodes CWH requires can vary by packaging level. However, for all cartons, CWH requests the barcode be located on at least 2 adjacent sides.

Cartons without space for barcodes on adjacent sides can use opposite sides.

Suppliers should note the requirements under each packaging level in this guide.

Base Units (saleable item)	=	1 side
Inners	=	Minimum 2 sides preferred
Carton (Case)	=	Minimum 2 sides preferred

Barcode colour

The preferred colour for any barcode is matt black bars on a solid matt white background.

Colours in the red spectrum are not suitable at all because scanners use a red light, and as a result, will see the bars as neutral. The white background includes the Quiet Zones.

Inner and Outer barcode dimensions

50% is the minimum acceptable magnification for a GS1-128 Barcode or an ITF-14 Barcode.

Minimum barcode height for either of these types of barcodes is 32mm.

To ensure efficient scanning of the barcode in any environment, printing the barcode at 100% magnification is highly recommended.



GS1-128 Barcode dimensions at nominal (100%) magnification (not to scale)

If an ITF-14 Barcode is chosen, a magnification less than 62.5% should not be printed directly on corrugate cardboard.

The border (bearer bar) surrounding the bars assist with the print quality of the ITF-14 Barcode (on cartons and labels).

When a stereo (a print roller with a rubber stamp face) is

produced, the border will help apply equal pressure when producing the barcodes. It also highlights any misprinting heads easily as the black border will be broken (this border is not mandatory).



Nominal (100%) Magnification ITF-14 Barcode (not to scale)

Quiet Zones

The Quiet Zone of the barcode (formerly known as the light margin) is a solid, light area before the first bar and after the last bar.

The Quiet Zone enables the scanner to recognise the beginning and the end of a barcode. Where possible allow more than the minimum specified Quiet Zone space.

Quiet Zones of less than the minimum could result in a failed scan. Keep Quiet Zones clear of any colours or graphics. There are minimum specified Quiet Zones for all barcodes, and these are directly related to the magnifications.

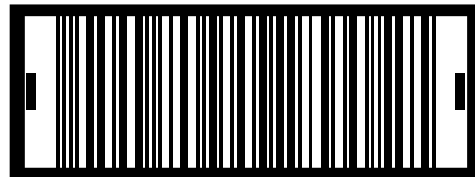
Selecting the right Barcode to use

Suppliers will need to determine which barcode type is more suitable to use depending on how the product moves through the supply chain.

The following steps provide a simple guide to assist this process:

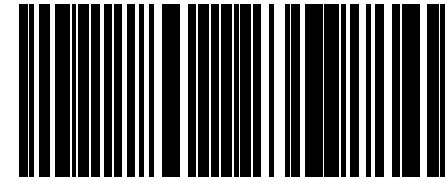
Requirement you are working through	Applicable	Recommendation
Will the product in an inner or outer carton ultimately be sold at the retail Point-of-Sale?	YES	barcode choice must be either an UPC-A or EAN-13 symbol.
	NO	bar code choice can be either an ITF-14 or GS1-128.
Will the inners and outers only be used in the supply chain and never sold at the retail Point-of-Sale?	YES	barcode choice may be either an ITF-14 or GS1-128.
	NO	N/A
Is the barcode for the trade item (Inner or Outer cartons) going to be printed directly onto the cardboard carton.	YES	ITF-14 Symbology is recommended at a minimum of 62.5% magnification
	NO	N/A

The same number (GTIN-14) can be used in both barcode types as shown below.



19312345678904

ITF-14 Barcode



(01)19312345678904

GS1-128 Barcode

GTIN Allocation (Creating GTINs)

It is the responsibility of the Brand Owner to generate and allocate the barcodes (GTINs) for their products.

When starting out for the first time with GTIN allocation, it may be best to refer to the GS1 Australia website or alternatively speak directly with GS1 Australia on 1300 BARCODE.

[Click here for GS1: Creating GTINs](#)

Some basic guidelines are provided below:

- Always assign separate GTINs to every different variation of a product, size, style, grade, and colour.
- Changes to trade items such as declared weights, net contents, packaging dimensions, require the allocation of a new GTIN. Please refer to the GTIN allocation rules for specific details. [Click here for GS1: Allocating rules](#)
- When allocating GTINs, GS1 recommends that no significance is created within the GTIN itself.

- The final digit (Check Digit) in the barcode number is not allocated by you – it is calculated by a formula. This can be done by your internal ERP systems if the same calculation GS1 uses is used. The GS1 calculator is available online or downloadable from GS1’s website.

[Click here for GS1: Check digit calculator](#)

- GTINs, if deleted, must not be re-used or re-cycled. This includes any GTIN, no matter what level of packaging it relates to.
- Use the Prefix that GS1 has allocated your company. This may be a 7 or 8 GS1 Company Prefix. Sequentially allocate the next 4 digit (or five digit if you have a 7-digit GS1 Company Prefix) starting from 0000 (without creating any relationship with the product itself) then add the Check Digit.

Please note: If you are unsure who is responsible for assigning the GTIN to the products you sell, contact CWH Supplier Enablement directly for clarification.

Secondary and Tertiary Packaging Levels (Inners and Cartons)

Secondary and Tertiary Packaging levels (Inners and Cartons) are items that consist of 2 or more Base Units or Each’s, and can be scanned in warehouse and distribution environments.

Secondary Package – Inner
Intermediate package level.
Made up of several of the same Retail Unit.

Tertiary Package – Case (Outer)
Made up of several of the same Retail Unit or Inners.

GTIN allocation to Secondary and Tertiary Packaging levels (Inners or Outers)

The methods by which a GTIN can be assigned for use on an inner and carton is illustrated below.

Method 1: The Indicator Method

This option is only available for homogenous groupings of standard trade items where all units contained in the group are identical.

It involves using an Indicator with the GTIN and recalculating the Check Digit.

An Indicator can be any number from one to eight. Indicators are used to create up to eight unique GTIN-14s to distinguish between different packaging levels or pack quantities of the same trade item.

They are chosen at the discretion of the company allocating the number.

Generating GTINS for Inners & Outers (Cartons) using the Indicator Method

Base Unit Single Item



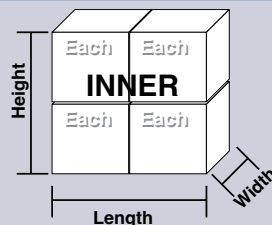
GTIN-13 = 9312345678907

- 9312345 = Company Prefix (assigned by GS1 Australia when Supplier becomes a Member)
- 67890 = Item Number
- 7 = Check Digit

Secondary Package – Inner

Intermediate package level.

Made up of several of the same Retail or base units as above.

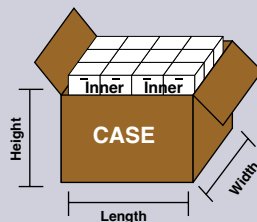


GTIN-14 = 19312345678904

- 1 = Indicator signifying that this number will become a GTIN-14
- 9312345 = Company Prefix (assigned by GS1 Australia when Supplier becomes a Member)
- 67890 = Item Number
- 4 = Check Digit

Tertiary Package – Case (Outer)

Made up of several of the same Retail or base units as above.



GTIN-14 = 29312345678901

- 2 = Indicator signifying that this number will become a GTIN-14
- 9312345 = Company Prefix (assigned by GS1 Australia when Supplier becomes a Member)
- 67890 = Item Number
- 1 = Check Digit

Method 2: The Sequential Method

The second method is to allocate a brand new GTIN-13 to the inner and outer.

If the number is to go into an ITF-14 or GS1-128 barcode, then a zero must be added at the front of the number.

This method must be used when an Inner and/or Carton contain more than 1 type of retail or base unit. It may also be used for the above scenario.

Generating GTINs for Inners & Outers (Cartons) for mixed cartons

Base Unit Single Item



GTIN-13 = 9312345678907

- 9312345 = Company Prefix (assigned by GS1 Australia when Supplier becomes a Member)
- 67890 = Item Number
- 7 = Check Digit

Primary Package Unit 2 - Base Single Item



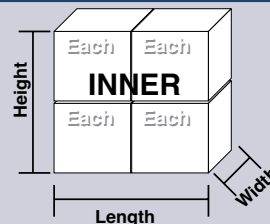
GTIN-13 = 9312345678914

- 9312345 = Company Prefix (assigned by GS1 Australia when Supplier becomes a Member)
- 67891 = Item Number
- 4 = Check Digit

Secondary Package – Inner

Intermediate package level.

Made up of a number of Retail or base units as above.



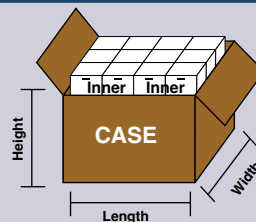
GTIN-13 = 9312345678921

- 9312345 = Company Prefix (assigned by GS1 Australia when Supplier becomes a Member)
- 67892 = Item Number
- 1 = Check Digit

Note: If using the ITF-14 or GS1-128 barcode symbology, a filler zero must be used at the start of the number.

Tertiary Package – Case (Outer)

Made up of a number of Retail or base units as above.



GTIN-13 = 9312345678938

- 9312345 = Company Prefix (assigned by GS1 Australia when Supplier becomes a Member)
- 67893 = Item Number
- 8 = Check Digit

Note: If using the ITF-14 or GS1-128 barcode symbology, a filler zero must be used at the start of the number.

When to change a GTIN – Checklist

Generally, a unique GTIN is required for every new version of a trade item and for every variation of a retail or base units.

However, there are cases when a GTIN does not need to be changed.

 Please See GS1: Do I need a new GTIN

The following table outlines the requirements and recommendations from GS1

When to change a GTIN - examples

Proposed Change	Change GTIN
Change in quantity of contents (including promotions with extra contents)	Yes
Product feature changes which alter the use or presentation	Yes
Weight change – Declared	Yes
Weight change – Not declared	No
Item or brand change	Refer to GTIN Rules for specific information
Significant item description changes	
Ingredient formulae change not impacting consumer declaration	
New label for same item.	No
Change in packaging dimension greater than 20%	Yes

Additional information required on packaging

Human Readable Information (as opposed to machine readable e.g. barcodes) on trade units (inners and outers) must be in English.

The following requirements must be printed on at least two adjacent sides (not handwritten) of every level of trade item packaging:


- Barcode
- Retail or base unit description (includes product, variant & size as printed on the retail unit)
- Supplier part number (as printed on the retail unit)
- Batch, Serial Numbers, Dates of expiry (if applicable)
- Supplier details and/or Brand name
- Quantity of primary units within. (This is to be done at each level of packaging)
- Total gross weight of the trade item
- Warning and advisory symbols or labels if applicable
- Hazardous labelling (if applicable)

Application Identifiers (additional data attribute information)

GS1 Application Identifiers (AIs) allow for additional data attributes of a physical object to be correctly processed in user applications.

They are represented as two or more digits at the beginning of an Element String that uniquely defines its format and meaning.

Examples of additional attribute data information may be Batch Number, Expiry Date or Serial Number.

GS1 has defined over a 100 Application Identifiers (AIs). Each Application Identifier is a standard two, three, or four-digit numeric code. For the full list of GS1 Application Identifiers and their definitions, please refer to section 3.2 of the  GS1 General Specifications.

EG: A consumable item such as a box of perfume probably does not need a serial number whereas a box of Duro-Tuss Dry Cough Lozenges may.

Or, the expiry date might be required for some types of sunscreens or chemicals perhaps whereas a product such as hair combs will not?


If you are not sure if the product you are supplying requires additional information as above, please contact suppliers@chemistwarehouse.com.au

An example of barcode containing a GTIN, Expiry Date and Batch Number



(01)0345123000006(17)050325(10)LGH-28

The following Application Identifiers have been nominated to allow for minimum requirements to be met for CWH.

 **Please note: not all the adjacent mentioned AIs will be relevant for all products. It will be up to each Supplier to decide which ones are suitable for the product being labelled.**

CWH will be accepting the following Application identifiers:

- (10) Batch or Lot Number
- (17) Expiration Date
- (21) Serial Number
- (11) Production Date

Summary of Barcode and Labelling Requirements


Suppliers will need to be compliant in the areas listed below with products identified and barcoded as appropriate:

1. All levels of packaging (base, consumer unit, inner, carton) of a product, are required to have a unique identification number. This number is known as a Global Trade Item Number (GTIN). This number will need to be represented in an appropriate barcode.
2. The GTIN is to be physically represented in a barcode (GS1 Data Carrier), printed, and applied onto each level of packaging (as appropriate).
3. The GTIN can be represented in several ways. Chemist Warehouse accepts the following GTIN formats: GTIN-8, GTIN-12, GTIN-13, GTIN-14
4. Barcodes will be required to meet minimum quality requirements for magnification, barcode colour, quiet zones, location, and height; based on the GS1 Specifications.
5. The product's packaging (where applicable) needs to be clearly identified with product descriptions:
 - Net contents (where applicable).
 - Gross weight (where applicable).
 - Other hazardous or dangerous goods.
 - Special handling.
 - Weight labels (where applicable).

2D Barcoding

2D Barcoding is delivering substantial results for retailers and brand owners, including reductions in waste and major improvements in safety.

This incorporates the ability to stop the sale of expired or recalled products at the checkout. Web links, date codes, recall notifications and much more can be linked to a single 2D data carrier and made available when scanned at point-of-sale and across the supply chain.

The Therapeutic Goods Administration (TGA) has introduced a new standard for serialisation of medicines and use of data matrix codes (2D barcoding). Please click link  <https://www.legislation.gov.au/Series/F2021L00333>

TGA mandates the use of Datamatrix codes if a medicine is serialised and sets out the requirements for the medicine sponsor. Linear barcodes are still required in addition to any 2D barcodes during the transition period. Where there are multiple barcodes on a pack, they must contain the same GTIN.

 <https://www.gs1au.org/download/GS1au-healthcare-guideline-multiple-barcode-guidance.pdf/file>

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Ordering and Supplying with CWH

CWH will place orders for goods in accordance with the terms of your Supply Agreement entered in to with CWH.

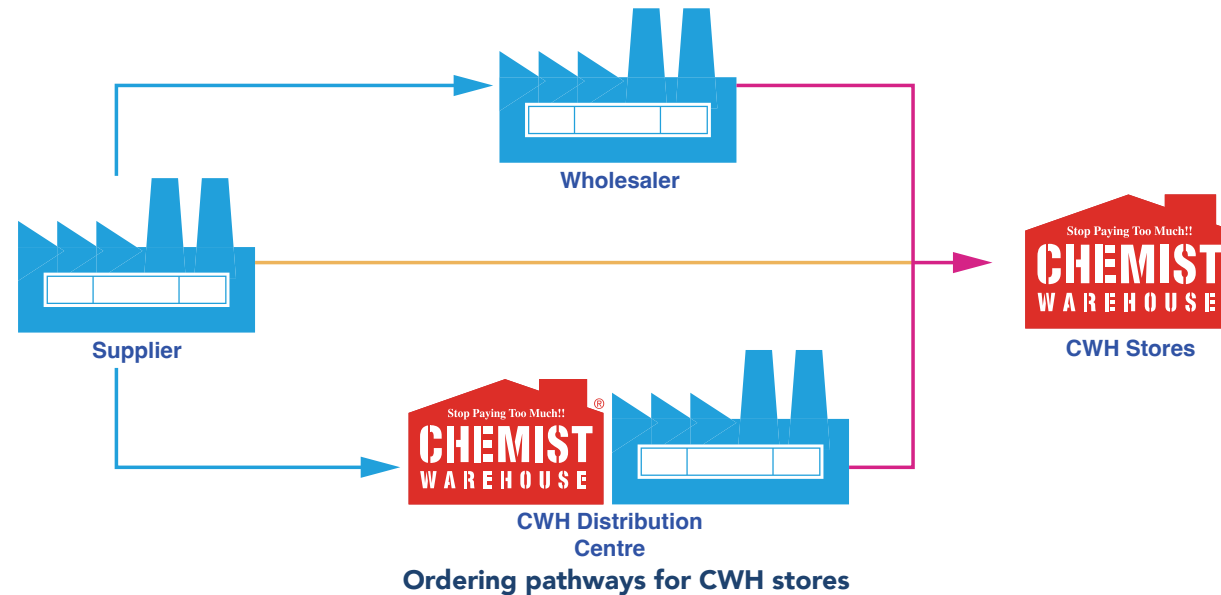
There are three avenues for stock to be supplied to CWH:

1. Stores order stock via a wholesaler, Sigma or Symbion. Once SKU range and pricing has been confirmed with both CWH and the Wholesaler, stores will be able to order their own needs via PharmX.
2. Stores order directly via the Supplier/Manufacturer, and electronic transmission via PharmX gateway connection. Once SKU range and pricing has been confirmed with CWH, the ordering process for the Supplier will need to be confirmed. This may be PharmX or Supplier ordering platform (online ordering platform).

The Supplier will also need to complete set up requirements, as detailed in Section 3 of this guide prior to stores commencing ordering.

3. Stores order via CWH distribution network. This scenario is applicable if it was agreed that CWH will order stock from the Supplier into the CWH Distribution Network. CWH will determine ordering quantities (Product orders and placement), of which stores can then order as required.

Each Supplier will be required to be EDI compliant and complete their EDI set up via MessageXchange as outlined in Section 7 of this guide.



Purchase Orders and Order Placement

Buyers are responsible for determining initial order quantities whilst Supply Chain is responsible for placing the orders (for the 5 Distribution Centres (DCs), as well as the ePharmacy Distribution Centre).

As the Distribution Centres fulfil store orders and ePharmacy fulfills direct customer orders, the logic used for each is slightly different and outlined below.

DC Order Cycle

The CWH Demand Planning team works the forecast for each line at each DC to determine the weekly forecast of sales from DC to store, taking into consideration seasons, promotions etc.

When placing orders for DCs, CWH will assess each supplier individually for appropriate ordering frequencies.

CWH will place top-up orders if demand has exceeded the forecast, and there is a risk of running out of stock before the next orders arrive.

All orders will be placed in each's, however, the minimum order quantity and order multiple will be based on the preferred buying multiple per DC. For example, if a SKU has a case quantity of 6 each's, CWH will order at least 6, and then in multiples of 6. If there is a minimum order quantity or buying multiples greater than a case, the Buying team need to have formally agreed to this.

CWH can provide projection plans of future orders if agreed to by both parties. Providing parameters are met, these plans are generated every Monday and updated off the latest information.

Epharmacy (EPH) Order Cycle

The CWH Demand Planning team works the forecast for each line at each DC to determine the weekly forecast of sales from DC to store, taking into consideration seasons, promotions etc.

When placing orders for ePharmacy, CWH will assess each supplier individually for appropriate ordering frequencies.

CWH will place top-up orders if demand has exceeded the forecast, and there is a risk of running out of stock before the next orders arrive.

All orders will be submitted in each's for SKU, however, the minimum order quantity and order multiple will be based on the carton quantity. For example, if a SKU has a case quantity of 6 each's, CWH will order at least 6, and then in multiples of 6. If there is a minimum order quantity or buying multiples greater than a case, the Buying team need to have formally agreed to this.

CWH can provide forecast plans of future orders if agreed to by both parties. Providing parameters are met, these plans are generated every Monday and updated off the latest information.

📌 Please note: For both DC and E-Pharm, forecast projections are not a commitment by CWH for any purchases or volumes.

Ordering Multiples

Chemist Warehouse, where possible will place orders for a SKU in minimum multiples of a layer. The aim of this is to streamline EDI and operational processes for both the Supplier and the receiving DC.



Purchase Order Details

When CWH sends through a Purchase Order (PO) to a Supplier, the below key fields will be provided (this is not the comprehensive list). For the full list of fields, please refer to the MIGs (message implementation guide) provided separately by MessageXchange.

Key Fields	Description
Po Number contents	Unique identifier of the Purchase Order
MyChem ID	The SKU ID used by CWH systems
Supplier SKU ID	This is SKU ID used by the Supplier
GTIN	The Barcode used by CWH stores to sell the item
RDD	The Requested Delivery Date for stock to arrive at the DC. This is not a booking date and should be used as an indication of when CWH requires the stock to be available to stores.
QTY	Unit quantity being ordered
Cost	The purchase price in AUD for each unit

Once the PO has been sent, Suppliers are required to review the PO in their EDI platform (detailed in section 7) and confirm back all fields to CWH.

This confirms the final quantity, pricing and ETA for each line being ordered. This is referred to as the Purchase Order Response (POR) and is required to be sent back within 48 Hours (excluding weekends and public holidays) of receiving the original PO.

When a POR is received by CWH, our system will review for changes. Should no changes be made by the Supplier, the PO is confirmed and made available to Distribution Centres to receive stock.

If a change has been made by the Supplier, the Supply Planning team will review the changes and decide to either accept or reject the changes.

Once this has been actioned, a Replacement PO is sent back to the Supplier as PO Confirmation. This will have the same PO Number and act as a final confirmation of the PO CWH expects to be receiving. It is against the PO Confirmation that CWH will measure PO accuracy and fill rate KPIs for Suppliers.

Minimum Life on Receipt (MLOR)

CWH will only accept stock into DCs and ePharmacy Preston that has a minimum of 12 months shelf life remaining.

Should a Supplier wish to supply stock with less than 12 months, this must be approved prior to delivery with the Buying department.

Short Supply

When a Supplier confirms that a line is being short supplied, CWH will report this internally as Manufacturer Cannot Supply.

Chemist Warehouse EDI supports backorder functionality. Back-orders are a means to keep an existing PO open. Chemist Warehouse does not open a new PO for the specific purposes of back-order fulfillment.

When back-orders in EDI are used, the quantity being supplied, the quantity being backordered, and the approximate date backorders will be fulfilled will be confirmed through EDI.

This will then be used by Supply planners to communicate internally about future availability of stock.

Long Term Out of Stock

If a Supplier confirms that a line cannot be supplied for at least 3 months, this line is defined as a Long Term Out of Stock.

Long Term Out of Stock lines will be temporarily deactivated from CWH systems until the line is available again. Once stock is available it will need to be reactivated using the New Line Process detailed in Section 4 of this guide.

It is the Supplier's responsibility to communicate regardless of lines going direct to stores or via wholesalers/CWH distribution Centres.

Length	Action	Action to reinstate
Out of Stock for less than 1 month	Line will remain active until more information is provided.	No action required. Internal out of stock procedures apply.
Out of Stock between 1-3 months	Line will be moved to 'Do Not Reorder'.	Stores will be advised to resume ordering. Stock will be untagged as DNR.
Out of Stock for more than 3 months	Line will be deactivated.	New Line Form required to be resubmitted Buyer to approve a reinstatement.

Product Expiry

As stock in CWH Distribution Centres and ePharmacy approaches 6 months expiry, Supply chain will notify the appropriate Buyer, who in return will inform the affected Supplier.

The Supplier and Buyer will then agree on a course of action to clear through stock before it becomes expired.

When stock becomes expired, CWH Distribution Centres and ePharmacy will move all affected stock to quarantine and process a Vendor Return Order for Suppliers. A Vendor Return order allows the credit and collection of stock.

Please Note: This is subject to any specific agreement separate to the commercial agreement.



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EDI (Electronic Trading) and Requirements

EDI is an efficient, secure, and timely method of communicating business transactions.

CWH has engaged MessageXchange to provide a complete suite of EDI services. All EDI data to or from CWH is processed through MessageXchange, and CWH requires all Suppliers to trade using EDI communications.

For EDI enablement, Suppliers must first discuss with our internal supply team who will advise on next steps suppliers@chemistwarehouse.com.au

For all new Supplier relationships, we're providing Colladium, a free web portal for you to receive orders and send back purchase order responses, advanced shipping notices and invoices. This will allow Suppliers to exchange EDI messages for free. Suppliers can choose to stay on Colladium long-term, or move to a fully integrated EDI solution, to action everything from their ERP system.

MessageXchange hosts the most current documentation related to our EDI program on a CWH specific portal. [click to access MessageXchange Portal](#)

You can also contact Supplier Enablement address any queries you might have. suppliers@chemistwarehouse.com.au

Please note: Whatever solution you decide to use as your long-term, supplier-funded Assortment and EDI solution, it is a requirement that you formalise and become Production Ready on your chosen solution by the end of the initial 60-day period.



The following document types are supported by CW through MessageXchange and are required for all electronic trading enabled Suppliers.

- Purchase Order Message
- Purchase Order Response Message
- Despatch Advice Message
- Invoice Message
- Syntax & Service Report
- Logistics (SSCC) labels

Suppliers exchanging documents in EDIFACT should verify receipt of Syntax & Service Report message (CONTRL) for all Purchase Order Responses (ORDRSP), Despatch Advice (DESADV) and Invoices (INVOIC) transmitted. Contact Chemist Warehouse's supplier team if a CONTRL is not returned.

MessageXchange provides validation based on business set by CWH. Please monitor for any error messages from MessageXchange.

It is the Supplier's responsibility to make corrections and re-process any transactions rejected by MessageXchange.

If you have any questions regarding an error, please contact your EDI provider (VAN) and they will assist in identifying the cause of the error and any necessary steps to make the appropriate corrections.



Mandatory EDI Fields

The following document types are supported by Chemist Warehouse through MessageXchange and are required for all EDI enabled suppliers:

Document Name	Description
PO	Purchase Order/s: Are a purchase request on a Supplier for the supply of goods.
POR	Purchase Order Response. Confirms the final quantity, pricing and ETA for each line being ordered.
ASN	An advance ship notice or advance shipping notice (ASN) is a notification of pending deliveries, like a packing list.
INVOICE	Invoice is a message for claiming payment for goods or services supplied under conditions agreed between the Supplier / Trade Partners and Chemist Warehouse.

Purchase Order Types

CWH will send Purchase Orders Direct to Distribution centre (DC) order.

Generally, vendors, should be prepared to see Purchase Orders with the following application:

- Direct to Distribution centre (DC)– Product will ship direct to a Chemist Warehouse DC for later disbursement to the final location or online fulfilment centre.

CWH will use a MyChemID (outlined in Section 4) as the primary identification for products being ordered.

CWH can also send GTIN (outlined in Section 5) in an order where this is available in our Product Master Data (PIMs). However, this is for reference purposes only and the primary identifier will always be the MyChem ID displayed on the order.

The GTIN is purely a reference number for CWH and not used in our systems to link to items, so we are unable to use the GTIN as primary on orders.

Purchase Order Dates

Chemist Warehouse communicates the following dates on each order:

- Order date – Date order was generated in Chemist Warehouse System.
- Delivery date – Date on which Purchaser requests goods to be delivered.

All deliveries must be delivered in accordance with our delivery requirements.

It is the Supplier's responsibility to advise CWH of any anticipated changes in order fulfillment timing. By having notice of shipping delays, we will be able to accurately adjust our requirements for ordering and delivery schedules.

Please see the section on Purchase Order Response (outlined in section 6) regarding further details on how to communicate discrepancies on a purchase order including shipping dates.

Purchase Order Message Function Codes

Original, Replacement and Cancellation Purchase Orders will be sent via the same Purchase Order format.

- Original – an original order.
- Replacement – a replacement of a previous Purchase Order message with the same Purchase Order number.
- Cancellation – a cancellation of a previous Purchase Order message with the same Purchase Order number.

Purchase Order Response Types

CWH takes advantage of the following Purchase Order Response types. Please pay extra attention to the distinction made by including all details.

- A Purchase Order Response message must be returned to CWH within 48 hours (excluding weekends and public holidays of receipt of the Purchase Order and prior to the goods being dispatched.)

Below is a list of ways CWH will accept order acknowledgements. Please review EDI specs for valid codes to be sent at the header level.

Accepted without amendment
If this code is sent, all line items sent on Purchase Order must be sent back on the Purchase Order Response and must have line action code 'Accepted without amendment'.
Not accepted
If this code is sent, all line items sent on Purchase Order must be sent back on the Purchase Order Response and must have line action code 'Not accepted'.
Change
If this code is sent, all line items sent on Purchase Order must be sent back on the Purchase Order Response and the line action code must indicate the status of the line ('Accepted without amendment', 'Not accepted' or 'Changed').

Line-Item Change Details

CWH takes advantage of the below line-item changes within the POR transaction set and expects these changes to be communicated through EDI.

CWH also acknowledges that there are some occasions whereby line-items cannot be filled per the PO instructions as they are not accommodated by the below change codes.

Please contact the buyer of the PO (sender of the PO) to communicate any additional required changes.

Below is a list of ways CWH will accept line acknowledgements. Please review EDI specs for valid codes to be sent at the line level.

Item Accepted without amendment
If this code is sent, all line items sent on Purchase Order must be sent back on the Purchase Order Response and must have line action code 'Accepted without amendment'.
Item Not accepted (Rejected)
If this code is sent, all line items sent on Purchase Order must be sent back on the Purchase Order Response and must have line action code 'Not accepted'.
Item Changed
If this code is sent, all line items sent on Purchase Order must be sent back on the Purchase Order Response and the line action code must indicate the status of the line ('Accepted without amendment', 'Not accepted' or 'Changed').

Advanced Shipment Notice Requirements

CWH uses warehouse management technology to receive and receipt goods in via the data transmitted in Supplier's ASN (DESADV).

Suppliers must make every effort to ensure that shipments are 100% accurate and include all requested data.

The ASN should only contain the items and quantities being shipped in the individual shipment. Any product not shipped should not be included in the ASN.

One ASN is required for each delivery included in the Purchase Order. In case of a split delivery, Supplier must send one ASN for each delivery.

Each delivery must correspond to a unique Carrier's Reference Number or Consignment note number (Con note number). This number will be transmitted in the ASN. Vendor can send multiple ASNs, one for each delivery, for one order.

The ASN message must be sent before goods are physically delivered and is a key performance measurement reviewed by CWH. This makes it possible for CWH to use the data to prepare efficiently for the receipt of the goods.

Each unit delivered (pallet or carton) should be uniquely identified.

In the Despatch Advice (ASN) message, the products contained in each uniquely identified unit are described. When the goods are received, the physical shipment and the electronic message will be cross checked. Discrepancies are immediately identified.

It is recommended using a standard GS1 Serial Shipping Container Code structure to identify the units.

The shipment models supported are:

- SOPI (Shipment, Order, Pack/Carton, Item –used for loose cartons) format. In this format, the Supplier indicated the Despatch Advice (ASN) message contains the SSCC code (GS1 Shipping label) at Carton level.
- SOTI (Shipment, Order, Tare/Pallet, Item – used for contained pallets) format. In this format, the Supplier indicated the Despatch Advice (ASN) message contains the SSCC code (GS1 Shipping label) at Pallet level.

When is an ASN required?

The Despatch Advice (ASN) message must be sent on departure of the delivery from the Supplier or 3rd Party Delivery Vendor.

Any system issue that prevents the transmission of a timely ASN (DESADV) should be reported to suppliers@chemistwarehouse.com.au immediately.

If ASN (DESADV) data is not provided for a pallet, carton or shipment, the shipment may be refused.

Invoice Transmission

The EDI invoice (INVOIC) is required by CWH to eliminate redundant data entry whilst promoting accuracy and timely payments.

This electronic invoice must be sent for each delivery and is a key performance measurement reviewed by CWH.

Electronic invoices for shipments sent, must also be accompanied with a paper invoice for each delivery of goods.

Suppliers are to create one invoice per Despatch Advice (ASN for the delivery). If a PO requires multiple deliveries, then each of those deliveries must have a separate invoice and ASN. These multiple deliveries will always reference the same PO.

If the Supplier needs to resend an invoice, the Supplier will need to contact CWH. If the invoice has not been processed, CWH will delete it and the Supplier will need to send a new invoice.



Invoices must contain the correct ABN for the buying organization. Order can be sent from CWH management and ePharmacy Group Pty Ltd.

Buying company name	Buyer Code	ABN
CW management	CW01	55936350450
E-pharmacy Group Pty Ltd	074A	66122952624

Additional EDI, ASN information and Supplier Requirements

A Supplier must receive a valid purchase order from the Supply team. If arrangements have not been made with CWH to receive an EDI purchase order, the Supplier will receive a computer-generated purchase order via email.

 **Please Note: Suppliers are not to accept phone orders or verbal commitments.**

- The Supplier must ensure all purchase order details including delivery requested date, product price, and quantity are accurate before they are transmitted through EDI to CWH.
- The Supplier acknowledges that CWH is making further orders and arrangements in reliance on these details.
- Do not ship your goods if product information is incorrect. If these types of errors occur, the original PO may need to be rejected. Supplier will need to contact CWH to confirm.
- POR is required for an original PO but not required for a replacement or cancellation PO. A POR message must be returned within 48 hours of receipt of the PO.
- If the Supply Team has not received the POR message within the 48 hours, CWH may reissue the PO and/or may contact you. CWH highly recommend Suppliers to contact the Supply Team if the replenishment orders are not received in expected time or if Suppliers are having issues with their EDI system.
- Supplier must contact CWH if they identify an order response is sent with incorrect information.
- CWH will not process an ASN with a quantity higher than agreed via order response.
- CWH will not process an ASN with pricing higher than agreed via order response. Delivery may also be refused if the ASN quantity is incorrect.
- PO's must be validated to ensure that duplicate orders are not processed without prior approval from CWH.
- Suppliers are expected to replace CWHs' original order with the POR.
- The quantity line will show the ordered quantity with the default unit of measure being in each.
- Price is the calculation net price (including allowances or charges) of the ordered unit, exclusive of tax.

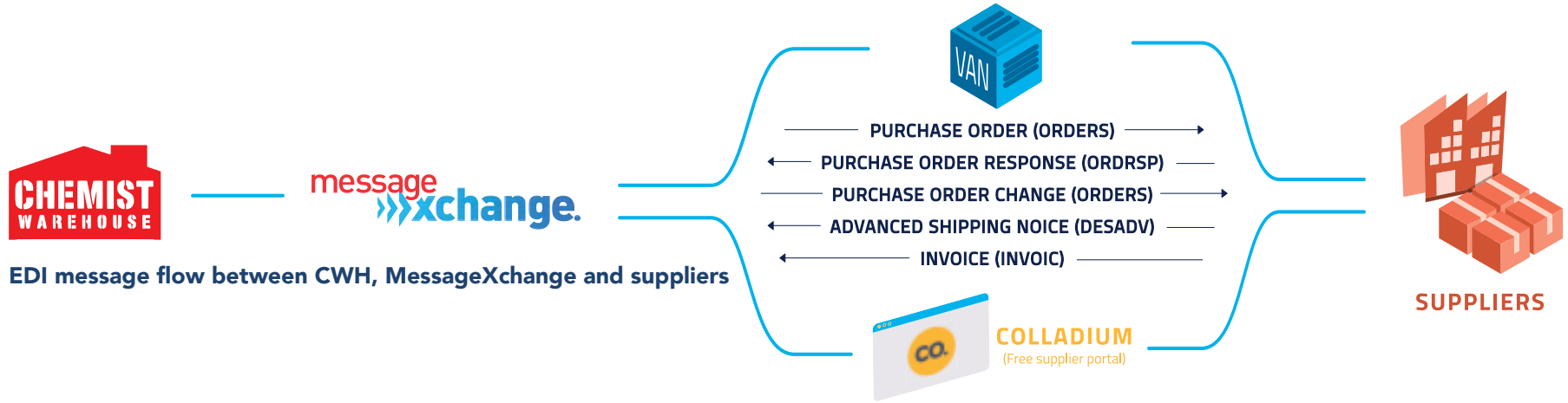
EDI Business Rules

CWH will raise orders as and when required by the CWH Supply Planning Team. CWH is unable to predetermine transmission times to Suppliers and PO's will generally be sent as required. Daily checking of the EDI mailbox by the Suppliers is required to process the orders in the shortest possible time.

CWH will only accept one Purchase order response per purchase order. Supplier must contact CWH if they identify an order response is sent with incorrect information, as subsequent PORs will be rejected.



EDI Supplier Enablement



EDI message flow between CWH, MessageXchange and suppliers

If you have in-house EDI capabilities or have already partnered with an EDI provider (VAN), please have your VAN reach out to MessageXchange to conduct testing before going live in production.

If you don't yet have an EDI provider or capability, we're providing Colladium, a free web portal for you to receive orders and send back purchase order responses, advanced shipping notices and invoices.

Suppliers can choose to stay on Colladium long-term, or move to a fully integrated EDI solution, to action everything from their ERP system. For enquiries about moving to a fully-integrated EDI solution, please contact MessageXchange.

If a new EDI system is installed or any major changes are made to your current system, MessageXchange must be contacted for re-certification of the trading relationship. This will ensure that future transmissions continue to meet Chemist Warehouse standards.

MessageXchange
support@messagexchange.com
1300 769 414

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Supplier – Inbound booking process

All deliveries into CWH utilises Distribution Centres and ePharmacy must have a confirmed booking prior to delivery of stock. This is a key performance measurement reviewed by CWH.

Chemist Warehouse has decided to implement a system based inbound booking platform for all our Distribution Centres.

MobileDOCK

MobileDOCK is the platform Chemist Warehouse uses to improve site access, security and safety for all users. MobileDOCK is an online booking tool that enables CWH to automate, streamline and formalise bookings for deliveries and pickups to and from their sites.

This will provide:

- Direct control of carrier and Supplier flow in and out of the docks.
- Reduced congestion and time inefficiencies via improved turnaround times at docks and within the site.
- Improved performance management of Suppliers and Carriers.

Suppliers are required to book through MobileDOCK and will need to email our Supplier team to be connected. suppliers@chemistwarehouse.com.au

Please Note: Distribution Centres have limited capacity and reserve the right to schedule deliveries at times other than requested. Any attempt to deliver stock without a confirmed booking will result in the delivery being rejected at the supplier's expense.

Allowance times for Inbound Deliveries

State	Site Name	Allowance times for
VIC	Somerton NDC	+/- 30 mins of MobileDOCK arrival time.
	EPHARM	+/- 30 mins of MobileDOCK arrival time.
SA	Port Adelaide NDC	+/- 30 mins of MobileDOCK arrival time.
QLD	Eagle Farm NDC	+/- 30 mins of MobileDOCK arrival time.
NSW	Huntingwood NDC	+/- 30 mins of MobileDOCK arrival time.
WA	South Guildford NDC	+/- 30 mins of MobileDOCK arrival time.

Delivery Documentation

As mentioned in Section 7, all deliveries will require a physical invoice to accompany the physical goods, and all invoicing information to be sent electronically as part of the ASN.

For deliveries into CWH DC and ePharmacy a physical invoice is required at time of delivery as well as electronic invoice via EDI.

The delivery docket must display the CWH PO number and include a unique delivery number. Where possible, both these references should be printed as barcodes on the delivery documentation.

Printed barcodes should always use the GS1-128 symbology using the appropriate Application Identifier.



Safety

We want to ensure that your safety is maintained at our workplace. To do this, we ask that you understand and follow CWH Supply Chain Receiving Requirements when delivering product to us:

- Visitors and drivers must adhere to site speed limits 10 kmph.
- High visibility safety vests and steel cap safety footwear must be worn on site at all times.
- Drivers must follow all traffic management regulations, including driver safety zones, whilst loading and unloading is occurring.
- All Distribution Centres across Australia are smoke free - this includes not smoking or vaping in vehicles while on site.
- Mobile phones are to be turned off or only used in driver designated areas.
- Children under 18, passengers and animals are not permitted on site

📌 Please note: The above-mentioned requirements may form part of the safety requirements specific to a warehouse. Each new driver, visitor, contractor etc. is required to perform a Site Induction upon arrival.

Packing and Labelling

It is imperative that all products sent through the CWH network are done so to the highest quality. Issues with pallets, packaging or labelling can have an impact on all elements of our supply chain. Shipments will be monitored by CWH for compliance with the following instructions.

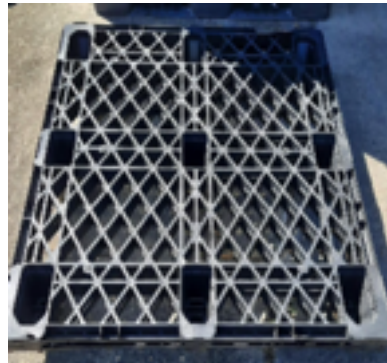
Pallet Types

CWH only accept plain standard Australian Compliant Pallets according to Australian Standard AS4068-1993. [Click for AS4068-1993 information](#)



All Pallets must be:

- 1165mm x 1165mm x 150mm
- Plain standard and not CHEP, Loscam or Non-Australian standard pallets (see examples below)



Please Note: Any pallets (including CHEP or Loscam pallets) received at any CWH site will be at the expense of the supplier. CWH will not partake in the management, handling, return or reconciliation of any CHEP or Loscam pallets. All pallets delivered to CWH will be considered the property of CWH and will be retained, disposed of, or otherwise dealt with by CWH at its discretion, unless otherwise agreed in writing, without incurring any liability. Under no circumstances will CWH have any liability in respect of pallets delivered to any of its sites. The Supplier will be liable for any third-party claim relating to pallets left at a CWH site by the Supplier.

Pallet Quality

Pallets are to be received with the requirements listed below as a minimum:

- No protruding nails, broken or missing boards or visible damage.
- Free from contamination or foreign bodies.
- Be intact and secure.
- Have clear and unobstructed fork entry.



Product Presentation

Pallets are to be received with adherence to the requirements listed below:

- Product should be either glued or wrapped to the pallet.



- The weight of loaded pallets should not exceed 1000Kg.
- Rainbow pallets - Where possible that loads come in layers or corners and one line or multiple lines per pallet (not one line spread over multiple pallets). Where sandwich layers apply, do not place heavy product on top of light product.
- Weight icon labelling is to be used where required, denoting the weight of the carton. This must be clearly visible.
- The height of loaded pallets should not exceed 1.4 metres

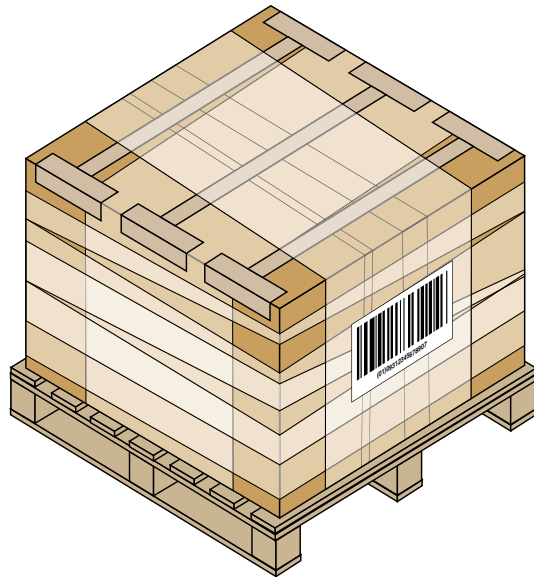


Please Note: Chemist Warehouse reserve the right to reject non-compliant deliveries.

Logistics unit

A logistics unit is an item of any composition established for transport and/or storage which needs to be managed through the supply chain.

A logistics unit may be a full pallet of the same product, a partial pallet, a mixed pallet, a handling unit comprising loose products and cartons, a grouping of cartons or may even be a single carton.



Examples of logistics units



Shipping Carton Specifications

All goods shipped to Chemist Warehouse DC must be packaged in new corrugated cartons appropriate for product requirements.

All goods must be:

- Free from punctures, tears, rips.
- Free from staples, nails, strapping.
- Damage free. Any damaged corners on the box are not acceptable and all flaps must be intact.
- Appropriately packaged to prevent breakage during normal shipping and handling.
- Able to be handled safely.

It is important to choose a box strength that is suitable for its contents and transit purposes.

Packing Requirements

Chemist Warehouse requests the consolidation of each's into master packs whenever possible.

Materials for cushioning may consist of the following:

Bubble Packing – This is plastic wrap with bubbles for extra protection that can be used around corners and edges, especially to protect lightweight items.

Air bags – These are used to fill spaces inside the box for the protection of lightweight items that do not have sharp corners or edges. Extreme temperatures may impact the durability of airbags and diminish their ability to provide protection.

Corrugated Carton Board – This material isn't recommended for fragile items. It is used to create partitions, liners, pads, or trays. It is the same type of material used for boxes but is cut and joined together.

Wrinkled Paper – This is used to fill spaces for light to medium-weight items that are not fragile. It is best to use 4 inches of tightly crumpled paper around and between items. Do not use newspaper.

Paper Cushioning – This is multi-layered paper that produces cushioning for wrapping medium to large-sized items that are not fragile. This material also absorbs moisture and fills excess space.

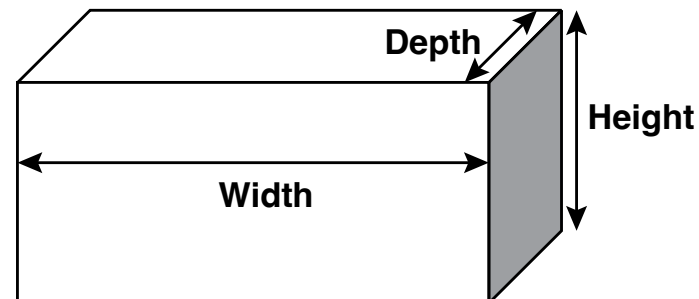
CWH encourages the use of environmentally friendly packing materials whenever possible.

Do not place unnecessary material on or around the cartons. It can cause damage to the carton or to sorting equipment. Please refrain from using the following when packing:

- No bands.
- No straps (Do not strap items together even if they are box 1 and box 2 for the same SKU.)
- No metal.
- No string.

Measuring Boxes

The length is the longest side of the box, whilst height and width are used interchangeably.



Pallet and Logistics Labelling

SSCC Label

CWH requires that all logistics units e.g. pallets or cartons, are labelled with a SSCC Label. The SSCC label includes the assignment of a unique SSCC number for each logistics unit.

It is a requirement that enables Chemist Warehouse to scan and receipt deliveries, ensuring accurate capture of product and delivery information whilst improving receipting efficiencies.

The SSCC Label works in conjunction with the Advanced Shipping Notice (Despatch Advice), and it is vital that information on the label matches the information provided in the ASN.

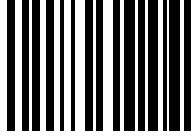
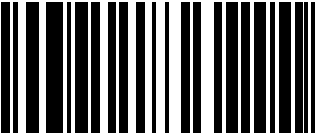
Each logistics label (SSCC Label) should correspond to one and only one SKU. Chemist Warehouse will not process SSCC Labels with mixed SKUs.

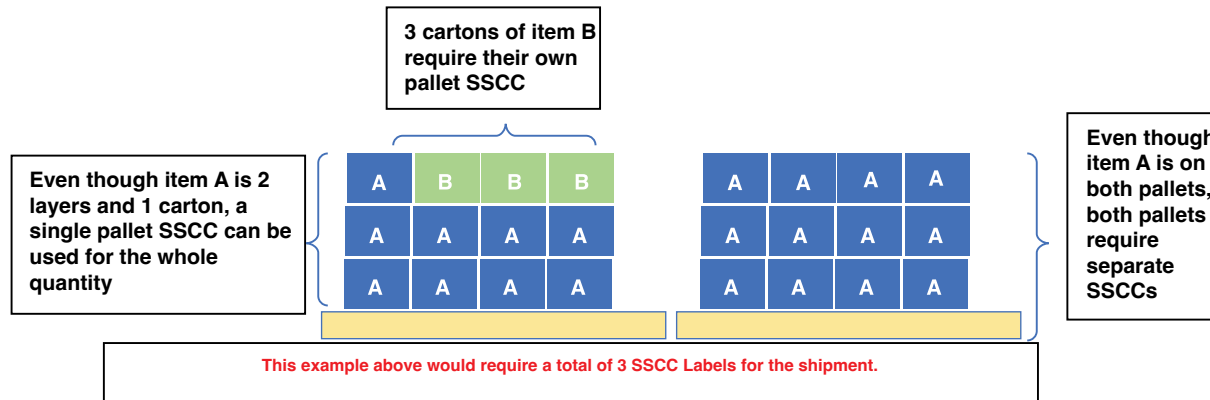
For mixed pallets (different items), a logistics label is required on each Carton or each pallet layer. Please see example below

Scenario 1: If an order is for 3 cartons of an item, the item requires 1 pallet SSCC and all 3 cartons packed together, on the same pallet.

Scenario 2: If an item is ordered in a full pallet, it needs only 1 pallet SSCC.

Scenario 3: If an order is for 1 pallet and 3 cartons, 2 pallet SSCCs are required.

Ship From: Ship From Name Address 1 Address 2 City, State Postal Code	Ship To: Ship To Name Address 1 Address 2 City, State Postal Code
 (420) 5051	Carrier: PRO #: Number of Cartons:
PO #: SKU #: GTIN #: Carton Qty:	Vendor Part #: Description: Batch #: Expiration Date:
 (01)09312345678907	



Please refer to the "Chemist Warehouse SSCC label" document for the SSCC label requirements of CWH via the link below.

https://home.messageexchange.com/retailers/chemist-warehouse-edi?utm_source=document&utm_medium=pdf&utm_campaign=edi&utm_content=cw-supplier-compliance-guide

Packing Slips

There must be a packing list for each purchase order shipped.

When wrapped pallets are shipped, the packing list(s) must be attached to the pallet in a pouch marked "Packing List Enclosed."

If loose cartons are shipped the packing list(s) must be attached to the cartons in the same manner.



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SECTION 9 DELIVERY KEY PERFORMANCE INDICATORS

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Supply Performance Metrics

CWH expects that Suppliers meet standards outlined throughout this document. Above all, product entering our DC will be of high quality, will be safe to transport and handle, will be clearly identified, and will comply with all relevant regulations and standards.

DC teams have the capacity to record the following non-conformance issues:

Requirement	Performance Indicator	Compliance
Safety		
All deliveries must be received by CWH DC in a safe manner.	Product restrained during transport	100% per pallet
	Product secure to pallet	100% per pallet
	Pallets in good condition	100% per pallet
Quality		
All deliveries must be received by CWH DC in accordance with the standards detailed within this document.	SSCC Label	100% per pallet
	Pallet Type	100% per pallet
	Pallet Height	100% per pallet
	Pallet Weight	100% per pallet
	Pallet Wrapping	100% per pallet
Delivery		
	Paper Invoice	100% per delivery. Either attached to the delivery and/or emailed to the DC.

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DC Reporting and Countermeasure:

- Suppliers will be contacted should a non-conformance occur above.
- Suppliers are required to provide a concern and countermeasure regarding the non-conformance.

CWH records, calculates, and reports various supply performance metrics including:

Requirement	Performance Indicator	Compliance
EDI		
EDI compliant by providing all EDI documentation prior to stock being delivered in DCs.	POR processed	96%
	ASN processed	96%
	Electronic Invoice processed	96%
MobileDOCK		
All deliveries booked via MobileDOCK	MobileDOCK booking	100%
	MobileDOCK booking adhered too	100%
Delivery of goods		
Suppliers fulfill stock requirements within Purchase Order Response.	DIF (Delivered in Full)	99.5%
	DOT (Delivered on Time)	98%
	DIFOT (Delivered in full on time)	97.5%

CWH Reporting and Countermeasure:

- Discussion will be held at each Supplier meeting regarding performance.
- Suppliers are required to supply evidence regarding how to improve supplier performance.

We ask and expect that, where below standard supply performance is sustained, Suppliers will investigate root causes and implement action plans to ensure improvement.



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SECTION 10 FINANCIAL AND ACCOUNTS PAYABLE

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Payment Policies

All products must be invoiced per the unit of measure found on the PO. Product ordered at the case, prepack or assortment level must also be invoiced per that same unit price.

All Invoices must quote the relevant PO number. Do not duplicate an invoice number.

Any product being invoiced that does not correspond with a valid PO number cannot be processed via EDI.

Product GTIN must be present for each item on each invoice.

Do not include quantities for product not fulfilled/shipped.

Due Dates

Payment due dates are based on the date that the invoice is received at CWH, not the invoice created date on EDI invoice. Invoices cannot be back dated.

Payment Terms

Payment terms must be in accordance with those specified in the Supplier Agreement entered between Supplier and CWH.

Monthly Statements

Monthly statements should be emailed to the Chemist Warehouse Accounts Payable Department: apwarehouse@chemistwarehouse.com.au

Accounts Payable Suppliers Address

The Accounts Payable Suppliers address is maintained using the address included on the Supplier's current invoices.

Changes due to mergers, acquisitions, company closings or any changes to the remittance address must be communicated in writing on a company letterhead and signed by a Senior Officer of the company.

The following information must be included in the letter:

- Company name
- Old parent company name and new parent company name
- Chemist Warehouse assigned Supplier number(s)
- Previous company address and current company address
- Statement of what is taking place (i.e. merger, etc.)
- Effective date of change

The written notification for any changes in the above categories should be emailed to apwarehouse@chemistwarehouse.com.au



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SECTION 11 GLOSSARY OF TERMS



Glossary of Terms

Term	Definition
ACCC	Australian Competition and Consumer Commission
AICIS	Australian Industrial Chemicals Introduction Scheme
ARES (Advanced Record Extraction system)	Electronic gateway for pharmacies and suppliers to exchange orders and invoices. ARES is an internal CW Management (CWM) application that read a PDF document and converts the information into a CWM invoice.
Consignment Note number	A unique number assigned by the carrier to identify a specific shipment.
CWH	Abbreviation for Chemist Warehouse and includes (where applicable in the context) any company, entity or person forming part of or associated with the Chemist Warehouse group and/or its affiliated businesses and brands.
Carton	A box or container that can reference either the inner or outer carton, however when used alone refers to the outer carton.
DC	Distribution Centre.
Despatch Advice Message or Advanced Shipping Notice (ASN)	Mandatory message for Chemist Warehouse ASN is a notification of pending deliveries and provides detailed information about a shipment. The purpose of an ASN is to notify the customer when shipping occurs and provide physical characteristics about the shipment so the customer can be prepared to accept delivery. EDI standard supported: EDIFACT DESADV D01B
EAN	Unique Identifier for Trade items. EAN may also be referred to as GTIN, TUN, UPC or barcode.
Eachs	The base unit or individual piece product.
EDI	Electronic Data Interchange: allows companies to send information from one business system to another, using a standardized format.
EDIFACT	United Nations standard for electronic data interchange, administration, commerce and transport.
ePharmacy	Warehouse located in Preston, Victoria catering to online internet pharmacy orders.
ERP	Enterprise Resource Planning
FSANZ	Food Standards Australia New Zealand

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Term	Definition
GTIN (Global Trade Item Number).	Global Trade Item Number (GTIN) is an ISO certified globally unique identifier for trade items, developed and administered by GS1 to uniquely identify products universally. GTINs may be 8, 12, 13 or 14 digits long. Each of these 4 numbering structures are constructed in a similar fashion, combining GS1 Global Company Prefix, Item Reference, and a calculated Check Digit (GTIN-14 adds another component- the Indicator Digit, which can be 1-8). GTIN may also be referred to as EAN, TUN, UPC or barcode.
GS1	GS1 is an international not-for-profit organization that administers barcodes and supply chain standards. Formally known as EAN - UCC
GS1 Company Prefix	GS1 Company Prefix is a globally unique code allocated to a member company by GS1.
Invoice	Mandatory message for Chemist Warehouse. Invoice is a document for claiming payment for goods or services supplied under conditions agreed between the Supplier and CWH. EDI standard supported: EDIFACT INVOIC D01B
MIG	Message Implementation Guide (MIG). Derived from the international UN/EDIFACT directory D.01B.
MLOR	Minimum life on receipt.
MORPHEUS	CWH Invoicing structure for FMCG stock. Only Applicable for direct purchasing of inventory by stores from CW Management.
MychemID	CWH unique primary identifier for trade items.
New Line Form	Form used whereby all new products are submitted and reviewed by the buying team.
MessageXchange	Supply Chain EDI enablement (EDI provider/VAN) partner to CWH
Pharmx	Electronic gateway for pharmacies and suppliers to exchange orders and invoices. PharmX is a 3rd party electronic gateway for Pharmacies and Suppliers to exchange orders and invoices. CWH and MYC stores send orders by transmitting via 'Orders' in My Retail Manager POS to PharmX. The Supplier then sends an electronic invoice back through PharmX and stock direct to store or required end point.
PIMs	CWH Product Master Data.
Purchase Order (PO)	Mandatory message for Chemist Warehouse. Purchase Order/s: Are a purchase request for goods or services ordered under conditions agreed between the Supplier and CWH. EDI standard supported: EDIFACT ORDERS D01B
PO Number	Unique identifier of the Purchase Order.

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Term	Definition
Purchase Order Response (POR)	Mandatory message for Chemist Warehouse. Purchase Order Response. Confirms the final quantity, pricing and ETA for each line being ordered. Each PO sent by CWH will require confirmation by the Supplier, using the Purchase Order Response message. EDI standard supported: EDIFACT ORDERS D01B
Rainbow Pallets	Delivery containing multiple varieties of a certain product on a singular pallet.
RDD	The Requested Delivery Date for when CWH expect the stock to arrive at the DC.
SSCC (Serial Shipping Container Code)	SSCC is an 18-digit number used to identify logistics units. To automate the reading process, the SSCC is often encoded in a barcode, generally GS1-128. The SSCC comprises an extension digit, a GS1 global company prefix, a serial reference, and a check digit. It is all numeric.
Qty	Quantity
SSCC Label	Physical Label containing the SSCC number required for delivery to DCs.
SKU	Unique item DC relationship.
SOS	Store Operations Support department.
Supplier	For the purposes of this document, the terms "Vendor/s" and "Supplier/s" will be used interchangeably throughout and refers to any of CWH supply partners.
Supplier SKU ID	This is SKU ID used by the Supplier.
Supply Agreement	The supply arrangement or agreement pursuant to which the Supplier supplies goods to CWH.
TGA	Therapeutic Goods Administration
Vendor	For the purposes of this document, the terms "Vendor/s" and "Supplier/s" will be used interchangeably throughout and refers to any of CWH Supply partner.
Vendor Return Order	Allows the credit and collection of stock.

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SECTION 12 SUPPLEMENTARY INFORMATION



EDI Validation Failure Email List and Follow Up Actions

Document	Description	Email sent to	Action
ASN	Purchase order not found	Supplier	Resend ASN with correct PO Number
ASN	Duplicate ASN Number received	Supplier	Resend ASN with correct, unique, SSCCs
ASN	ASN Received before PO Response	Supplier	Send POR, ASN is being held until POR is received
ASN	UOM for items on ASN do not match sent	Supplier	Resend ASN with UOM that matches original PO
ASN	Multiple data checks failing	Supplier	Resend ASN with all data reviewed and updated to meet business rules
INV	Purchase order not found	Supplier	Resend invoice with correct PO Number
INV	Product not found	Supplier	Resend Invoice with correct MyChem IDs
INV	Incorrect Company Charged	Supplier	Resend Invoice with correct company listed
INV	Invoice Received before ASN	Supplier	Send ASN, Invoice is being held until ASN is received
INV	MyChemID do not match with the ASN	Supplier	Resend Invoice, only lines on ASN may be invoiced
INV	ASN Doesn't match	Supplier	Resend invoice with correct ASN referenced
POR	48 Hours have passed since the PO was created	Supplier	Send POR, Supply Planners to follow up
POR	PO Number Does Not Match a CWH PO Number	Supplier	Resend POR with correct PO Number
POR	Incorrect Vendor Identifier	Supplier	Resend POR with correct Vcode
POR	Items do not match	Supplier	Resend POR with correct MyChem IDs
POR	Number of Lines do not match	Supplier	Resend POR with correct number of lines. If a Supplier is not sending stock for a line, they must still send a POR with 0 qty
POR	Only One Response Accepted	Supplier	2nd and subsequent PORs are rejected from CWH systems
POR	Line UOM Mismatch	Supplier	Resend POR in same UOMs as was placed on original PO
POR	Multiple data checks failing	Supplier	Review all lines and resend POR with all correct data

FAQ

Question Number		
1	Question	What are ASNs and SSCCs?
	Answer	ASNs (Advance Shipping Notice) is a notification of pending deliveries and provides detailed information about a shipment. SSCC (Serial Shipping Container Code) is a unique identifier for the individual cartons and/or pallets that make up the ASN.
1A	Question	Why are these important for Chemist Warehouse?
	Answer	ASNs allow the Chemist Warehouse Supply Planners and DC staff to better prepare for upcoming deliveries, as well as intercept and resolve any potential issues before the stock arrives at the DC. SSCCs give the DCs the ability to receive stock faster, as they can scan a single SSCC to cover a whole pallet of stock.
2	Question	When should an ASN be sent to CWH?
	Answer	ASNs allow the CWH Supply Planners and DC staff to better prepare for upcoming deliveries, as well as intercept and resolve any potential issues before the stock arrives at the DC. SSCCs give the DCs the ability to receive stock faster, as they can scan a single SSCC to cover a whole pallet of stock.
3	Question	If I am sending multiple Shipments for the same PO, do I need to send multiple ASNs?
	Answer	Yes, each delivery requires its own ASN.
4	Question	If I am sending stock across multiple POs in the same delivery, do they require different ASNs?
	Answer	Yes, an ASN relates to one PO, and cannot be related to multiple POs. Example: <ul style="list-style-type: none"> • 50 each of product A is requested against Purchase Order#1 and Purchase Order#2. • Supplier tries to send 100 against Purchase Order#1, and 0 for Purchase Order#2, • When the ASN comes into our system it won't be processed as it will see that PO1 has been over shipped. • 50each would need to be sent on 2 separate ASNs

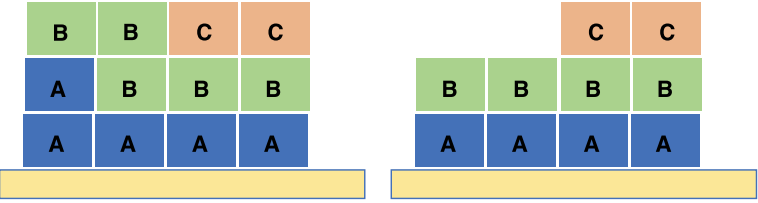
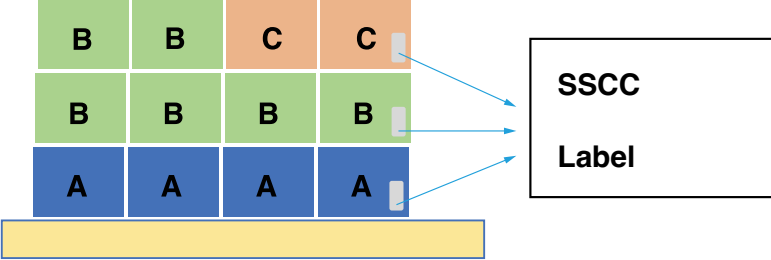
FAQ

Question Number		
5	Question	Can I change the details of an ASN or SSCC once it has been sent to CWH?
	Answer	<p>No. Once an ASN and the SSCCs have been sent they cannot be changed. If an additional ASN is sent, the system automatically assumes the 1st is still valid and will generate an 'over shipped' error of the total amount being sent across both ASNs (the 1st that needs correction and the 2nd that is the update).</p> <p>For resolution, it is advised to contact the Supply Planning team to discuss the ASN in question. The 1st ASN may be deleted from our warehouse system and a new ASN and SSCCs manually approved.</p>
6	Question	What needs a SSCC?
	Answer	<p>Each item should have an SSCC for the whole quantity being sent, up to a maximum of a full pallet quantity per SSCC. This means, if an order is for 3 cartons of an item, the item requires 1 pallet SSCC and all 3 cartons packed together, on the same pallet. If an item is ordered in a full pallet, it needs only 1 pallet SSCC. If an order is for 1 pallet and 3 cartons, 2 pallet SSCCs are required.</p> <div style="text-align: center;"> <p style="color: red; text-align: center;">This example above would require a total of 3 SSCC Labels for the shipment.</p> </div> <p>Recommendation is that you group the same items together on the same pallet where possible. In this instance, place the SSCC label on the outside edge of one of the cartons.</p> <p>If it is only a single carton of that SKU, it must have its own label.</p> <p>If there are 2 cartons of a SKU, but they are split across two pallets (we strongly request that this is avoided), each carton must have its own SSCC.</p>

FAQ

Question Number		
7	Question	How do I use SSCCs for eaches? i.e. There is a quantity to be shipped that is less than a full carton
	Answer	All orders will be placed in each's and each SKU should have an SSCC for the whole quantity being sent. However, orders should be in multiples of at least carton quantities. If an order is received for less than a full carton, please raise this with the Supply Planning team supply.planning@chemistwarehouse.com.au CWH is open for discussions to review ordering quantities to support where required.
8	Question	How do I use SSCC for mixed cartons?
	Answer	As per above each SKU should have an SSCC for the whole quantity being sent. If an order is received for less than a full carton, please raise this with the Supply Planning team supply.planning@chemistwarehouse.com.au CWH is open for discussions to review ordering quantities to support where required.
9	Question	Can I still use a pallet SSCC if I'm not sending a full pallet?
	Answer	Yes, a pallet SSCC denotes a quantity rather than a literal full pallet. Example: <ul style="list-style-type: none"> • Order requires 5 cartons of one SKU and nothing else. • Pallet of a single SKU is built and then wrapped. • The SSCC Label is placed on the outside wrap of the pallet so is visible without breaking down the pallet.

FAQ

Question Number		
10	Question	Does that mean I cannot use 'rainbow' or mixed pallets?
	Answer	<p>Rainbow or mixed pallets are acceptable, but each unit item will require its own SSCC. All cartons for that item should be packed together on the pallet. Ideally this would be in whole layers.</p>  <div data-bbox="1541 528 2045 719" style="border: 1px solid black; padding: 5px;"> <p>Both these are acceptable - the second is preferred. If the second isn't possible because of CWH Order quantities, you may reach out to your Supply Planner and request we review our order quantities on your lines.</p> </div>
11	Question	Where do the pallet SSCCs need to be placed if I am plastic wrapping the pallet? Does this change for a 'rainbow' or mixed pallet?
	Answer	<p>When building a rainbow pallet, please try and group all the SKU's together – preference is to build the pallet in layers. In this case place the SSCC label on a carton with the label preferably on the front or back of the pallet, but definitely on an outer edge of the pallet. Do not place on the top of the carton as there is a risk of damage to the barcode when the pallet is in transit.</p>  <p>In this instance the label goes onto the actual carton and the pallet is then wrapped. If a mixed pallet, do not put the labels on the wrap, but on the cartons.</p>

