

Important Process Reminders

Operating hours

Coles Collect is open from 6am-5:30pm Monday to Friday and 7am-3pm Saturday

1300 732 552 – Option 2

colescollect@coles.com.au

When contacting us by email, please ensure the Coles Purchase Order is added in the subject line followed by the reason for your email. e.g. 68543285A cancel shipment

Shipment creation

There are prescribed cut off times that need to be adhered to in order to meet due dates. Whilst we make every effort to accommodate all deliveries, there are no guarantees that late shipments will move and make the due date

Local shipments (Within State):

Cut off - 9am day prior to pick up

Linehaul shipments (Across border):

Cut off - 11am day prior to pick up

Accurate shipment creation is necessary for the following reasons;

- To ensure due dates are met
- COR requirements are satisfied
- To ensure the correct size and type of vehicles are provided

You must ensure all details are entered and that those details accurately reflect the load to be moved. The details are;

- Correct PO number / commodity code combination
- Correct Origin Facility Code
- Number of actual Pallets
- Number of actual Pallet Spaces
- Total gross weight of the Shipment

Origin Facility Code - Start each shipment by checking the origin from where stock is to be supplied. If the origin listed is incorrect, please ensure this is changed by removing the incorrect origin and entering the correct origin from the drop-down list. Remember origins are linked to commodity codes.

Maximum Spaces - The maximum spaces for any shipment is 34. Please ensure that there are no shipments that exceed 34 spaces. Note: some forms of transport or states require smaller shipment sizes. Please ensure you are aware of your maximum.

Multiple Loads - If an order requires multiple loads, then there must be multiple shipments created. In addition, separate ASN's must be created to reflect each shipment.

Order not in OneNet - If an order isn't in One Net, please email the Coles Collect team on colescollect@coles.com.au and advise order number and due date.

NOTE: If a shipment has been raised incorrectly or needs amending, please raise a new shipment and email us to cancel the original.

Due Dates

Due dates must not be changed. If there is a change required by Coles, you should create the shipment with the original due date and then send an email to Coles Collect requesting the shipment be changed to reflect the revised due date. Coles Collect will then liaise with Coles and the Carrier.

Lead Times

Your shipment must also take into account the lead days required for transit. These vary by State, mode of transport and commodity. Generally, transit to a neighbouring state is next day and local deliveries same day except for temperature controlled deliveries which are next day. Make sure you check the lead time on every shipment and if in doubt contact colescollect@coles.com.au

What can happen when shipments are incorrect?

- Wrong Dates - Orders will be late.
- Wrong pallets / spaces/ weight. ** – not picked up or left off the delivery vehicle. Orders will be late.
- Wrong Origin – No pick-up. Orders will be late.
- Not enough shipments – Load will not move. Orders will be late.
- Spaces exceed 34 on a shipment – Load will not move. Orders will be late

**** Incorrect weights can cause overloading and breach COR**

Duplicate Shipments

When you see this message

Create Shipment

 Shipment Number is not unique.

Do not attempt to create the shipment again

The system will complete generating the shipment number. (this is because there is sometimes a delay in the internet)

Instead, move on to creating your next shipment and when all shipments have been entered, then return to the search screen and check that all the shipments are visible.

Note: Interstate shipments will have 'Legs' listed next to the shipment numbers – this is just the movement between carriers/warehouses. You just want to be checking the main shipment numbers as shown above.

POD Requests

All POD requests for Coles Collect deliveries need to come through to the coles collect team, not via carriers.

Email requests for PODs needs to include the following:

- Coles PO number in the subject line (if only one PO is required)
- Clearly state a POD is required and why the POD is required
- Order number/s in the body of the email and when they were due into the DC
- If its stock for a non-Coles site, shipment number/movement number needs to be provided along with the date it was due

If we can see in the system that the PO number has been received in full, a TMS screen shot will be provided rather than the stamped document

Coles Supply Standards

[Coles Supply Standards](#) This link from the Coles Supplier Portal is to the current Coles Supply Standards, which covers the presentation of goods required for acceptance into Coles and aimed at minimising rejections at our DCs. You should already be familiar with this.

Please ensure your pallets conform 100% to the requirements of the Coles Supply Standards

What can happen if these guidelines are not adhered to?

- Stock not wrapped to pallet – rejected by DC. Cost of rework and redelivery charged to supplier.
- No ASN in system – stock rejected. Cost of redelivery charged to supplier.
- Missing or incorrect SSCC labels – stock rejected. Cost of rework and redelivery charged to supplier.
- Stock out of MLOR - stock rejected. Cost of redelivery or return charged to supplier