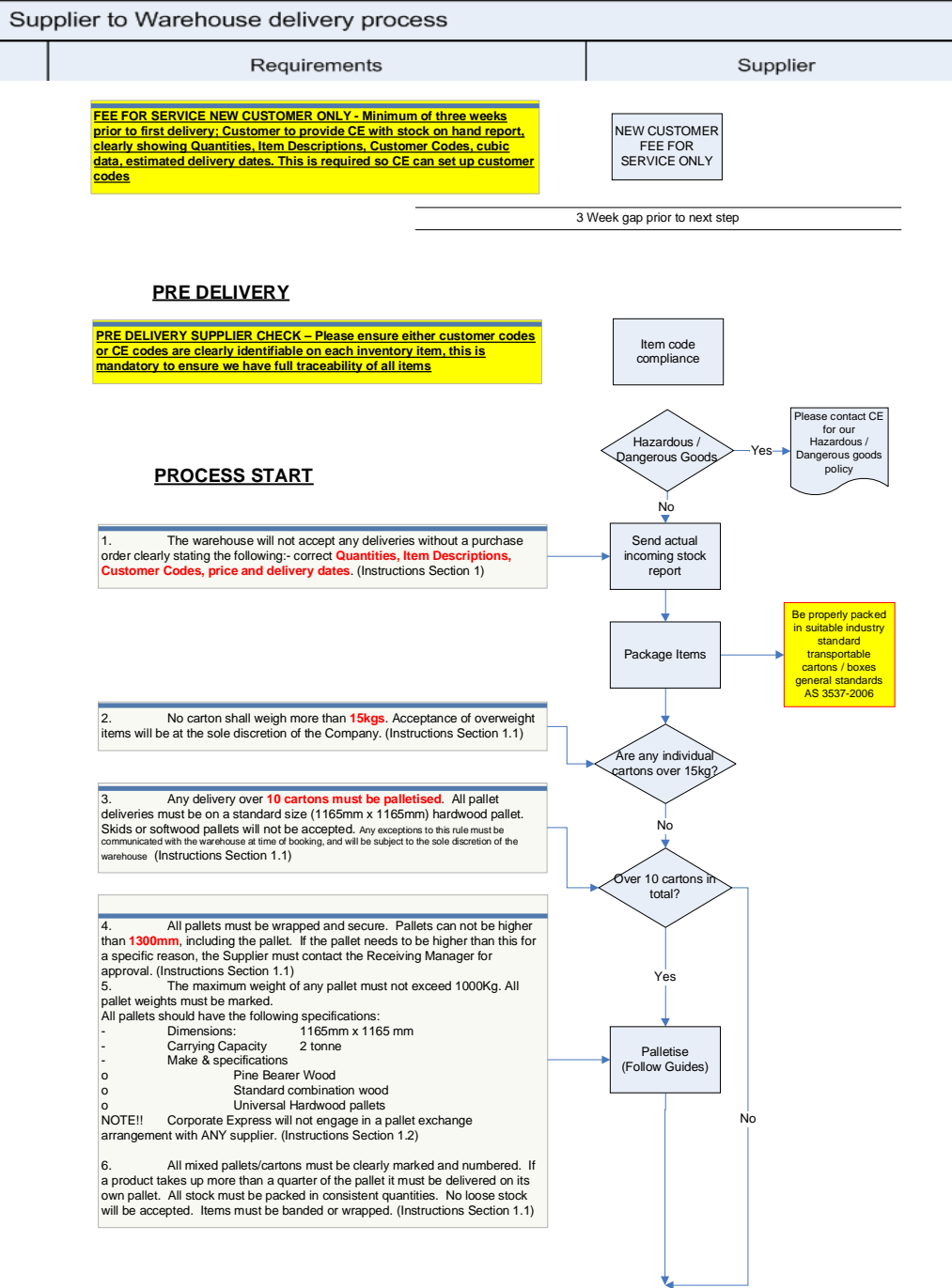


Corporate Express Australia Limited

Supplier Ordering, Transport, Packaging Instructions

This document provides instructions to our partners who supply into our warehouse the operational requirements that must be met in order for CE to achieve Customer Satisfaction and improved warehousing capability.



Corporate Express Australia Limited

Supplier Ordering, Transport, Packaging Instructions

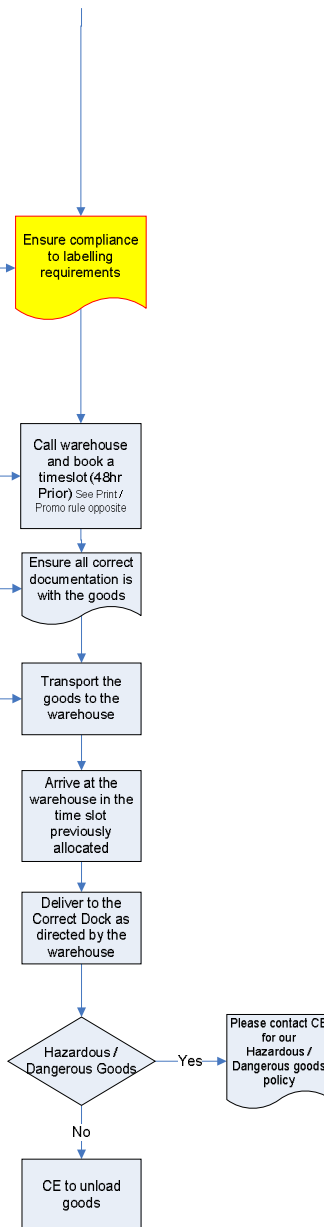
This document provides instructions to our partners who supply into our warehouse the operational requirements that must be met in order for CE to achieve Customer Satisfaction and improved warehousing capability.

CARTON LABEL	
Deliver to:- Enter Corporate Express Address here	
Delivered From:- Enter Supplier Address here	
Corporate Express Product Code	9876543
Item Description	Annual Reports
Qty in this Carton	5000
Carton number	1 of 5
Corporate Express Purchase Order Number	PEW 123456789
Unit of Measure	Each
Weight (KG's)	8

7. All deliveries greater than 9 cartons must be booked into a timeslot by calling the receiving dock no later than 48 hours prior to delivery. (24hrs for Print/Promo items). (Instructions Section 1.4)

8. All deliveries must be accompanied by an itemised picking/packing slip containing a Company purchase order number, supplier details and item description and quantities ordered, delivered and on backorder. Deliveries without paperwork will be refused. (Instructions Section 1.4)

9. Transport the goods to the warehouse and arrive within appointed time slot. (Instructions Section 1.4)



Failure to meet these requirements will incur additional warehouse processing costs; these costs will be calculated and charged back to the parties concerned.

Re labelling - Minimum labour charge of \$50 plus \$1.00 per carton there after. (E.g. 4 cartons = \$54)

Cubic Scanning – Minimum Labour charge of \$50 plus \$0.30c per carton scanned there after

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1. Pre Delivery

- a) The warehouse will not accept any deliveries without a purchase order clearly stating the following: correct Quantities, Item Descriptions, Customer Codes, Price and Delivery dates.
- b) In the case of electronic delivery of a purchase orders a Purchase Order Acknowledgement (POA) is required to confirm the purchase order. In sending through a POA, the Supplier agrees to all pricing, quantity delivery date and descriptions on the purchase order.
- c) A credit claim will be automatically raised for any discrepancy between the Supplier's invoice and the Company purchase order once goods have been received.
- d) Each order has a unique purchase order number and should be processed only once. In the case of double deliveries, it is the Supplier's responsibility to pick-up the goods and credit any invoices raised.

1.1 Packaging

All Products supplied must:

- a) Be properly packed in suitable industry standard transportable cartons / boxes; and be marked by the Supplier complying with the Company's instructions and any statutory requirements.
- b) Be clearly, truthfully and accurately labelled with printed, legible labels (See below).

CARTON LABEL	
Deliver to:- Enter Corporate Express Address here	
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Item Description	Annual Reports
Qty in this Carton	5000
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- c) All cartons must be marked with fields as above (BLANK LABEL TEMPLATE CAN BE FOUND ON THE WEBSITE)
- d) All SKU units of measure will remain consistent; the following steps are required in regards to changing unit of measure (UOM). 4 (Four) weeks notice will be given to CE prior to UOM change, this is to allow for SKU maintenance, adjusting off inventory in the "old" UOM and then readjusting "on" in the new UOM.
- e) No carton shall weigh more than 15kgs. If an item must exceed the weigh limit of 15kgs, the item must be clearly marked with a warning sticker and the weight of the carton. Acceptance of overweight items will be at the sole discretion of the Company.
- f) All Hazardous and Dangerous goods must be clearly marked with its classification and be accompanied by a Material Safety Data Sheet (MSDS) and must comply with the requirements of all applicable legislation.
- g) Any delivery over 10 cartons must be palletised. All pallet deliveries must be on a standard size (1165mm x 1165mm) hardwood pallet. Skids or softwood pallets will not be accepted. Any exceptions to this rule must be communicated with the warehouse at time of booking, and will be subject to the sole discretion of the warehouse
- h) All pallets must be wrapped and secure. Pallets can not be higher than 1300mm, including the pallet. If the pallet needs to be higher than this for a specific reason, the Supplier must contact the Receiving dock for approval.
- i) The maximum weight of any pallet must not exceed 1000Kg. Pallets exceeding 1000kg must have prior approval from the Receiving dock. All pallet weights must be marked.
- j) All mixed pallets/cartons must be clearly marked and numbered. If a product takes up more than a quarter of the pallet it must be delivered on its own pallet. All stock must be packed in consistent quantities. No loose stock will be accepted. Items must be banded or wrapped.

1.2 Pallet Control

This section of the policy outlines the mode and terms in which Corporate Express accepts and manages pallets.

- a) Corporate Express will not engage in an exchange arrangement with **ANY** supplier.
- b) Non preferred suppliers accept there own risk for all pallets.
- c) Standard Pallets are the medium to receive goods from suppliers (see next page for specifications).

Hire pallets will only be received under transfer policy.

If the supplier chooses to use hire or 'pool' pallets then a:

28 day delay will apply to LOSCAM pallets transferred

28 day delay will apply to CHEP pallets transferred

All hire pallet deliveries will require the driver to present a pallet transfer docket to Corporate Express staff. In the event that a driver is unable to do this then he/she will be given the opportunity to have one faxed through to Corporate Express. Hired pallets will not be unloaded without a completed transfer docket.

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All hired pallet transfer docket must have a Corporate Express purchase order number in the Reference field.

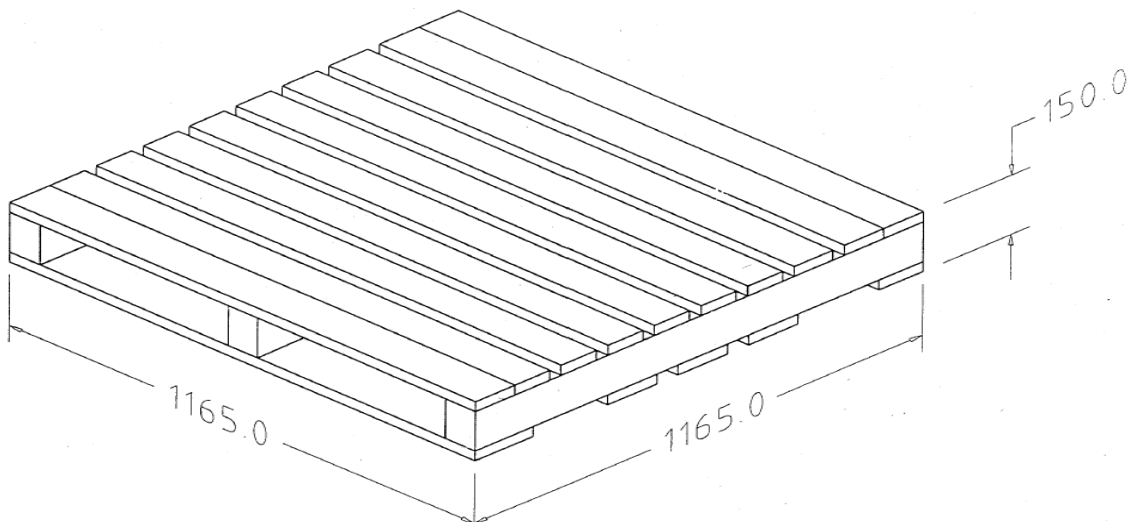
State	CHEP Account No.	Loscam Acct No.
NSW	1610213793	210531
VIC	1610307282	310781
QLD	1610407729	400808
SA	1610500085	518088
WA	1610634219	615106
TAS	4000178297	715728

Plain or Standard Pallet Specifications

The below stipulates the dimensional and performance requirements of plain or standard pallets provided to Corporate Express from its suppliers.

All pallets should have the following specifications:

- Dimensions: 1165mm x 1165 mm
- Carrying Capacity: 2 tonne
- Make & specifications:
 - Pine Bearer Wood
 - Standard combination wood
 - Universal Hardwood pallets



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1.3 Transportation

The Supplier must transport or arrange for transport of Products to the required delivery destination:

- a) Complying with the terms of a purchase order, including quantities, and the Company's instructions, and in any event, within the timeframes specified in a purchase order;
- b) By a method which provides adequate protection to the Products and prevents product deterioration;
- c) shipping each order in one shipment unless otherwise indicated on a Purchase Order;

1.4 Delivery and Warehouse Operations

- a) **All deliveries must comply with the rules set in this policy. Failure to meet these requirements will incur additional warehouse processing costs; these costs will be calculated and charged back to the parties concerned.**
- b) All deliveries on a pallet, container or greater than 9 cartons must be booked into a timeslot by calling the receiving dock no later than **48** hours prior to delivery (24hrs for Print / Promo items).
- c) Transport the goods to the warehouse and arrive within appointed time slot.
- d) All deliveries must be accompanied by an itemised picking/packing slip containing a Company purchase order number, supplier details and item description and quantities ordered, delivered and on backorder. Deliveries without paperwork will be refused.
- e) Any proof of deliveries are signed, "subject to checking" (STC) to avoid lengthy delays on the receiving dock. Suppliers will be notified of any short-ship, wrong goods or oversupply within seven days of delivery.
- f) Proof of deliveries must quote the purchase order and contain an itemised list of goods received.
- g) A valid POD must be marked with an official Company stamp and/or printed employee name and number.
- h) The Company may change delivery schedules or delivery dates specified in a purchase order.

1.5 Delivery of Hazardous / Dangerous Goods

- a) Please contact CE for a copy of our Hazardous / Dangerous goods policy if you believe you may be delivering such items.