



2026

TWG Local Booking and Delivery Guide



Supplier Engagement
The Warehouse Group
September 2026

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Local Supplier Delivery Requirements

To strengthen our New Zealand retail brands, The Warehouse Group continues its journey of creating exceptional brands that customers love. For us to achieve this, we need to leverage our platforms, shared services, and strong partnerships with our suppliers and carriers.

This toolkit has been developed as a guide to help our local partners navigate our Distribution Centre delivery requirements with ease. By working together, we can care better for our customers and support an exceptional brand experience.

Distribution Centres

Below are the locations and contact information for our DCs.

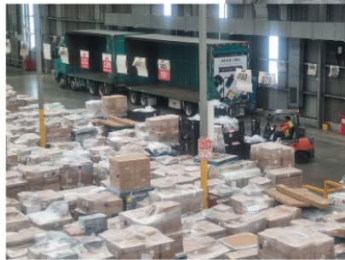
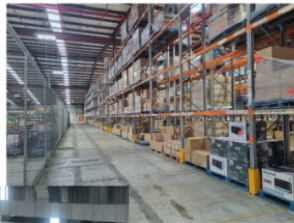
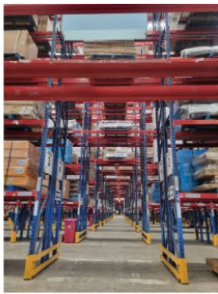
LOCATION	ADDRESS
North Island DC	92 Langley Road, Wiri, 2104 (For General Merchandise, Grocery, Apparel, and Noel Leeming DC)
South Island DC	12-36 Izone Drive, Rolleston, Christchurch, 7675
Value Add	108 Glen Murray Road Rangiriri Whangamarino Waikato
Noel Leeming Hubs	CHCH 75 Barnes Road, Casebrook, Christchurch, 8051
	DN 8 Otaki Street, South Dunedin, Dunedin 9012
	HAM 152 Collins Road, Melville, Hamilton 3206
	TRG 50 Paerangi Place, Tauriko, Tauranga 3171
	WHG 50 Kioreroa Road, Port Whangārei, Whangārei, 0110
	WLG 4 Prosser Street, Elsdon, Porirua 5022

Stores

TWG has 217 retail stores, online stores, and distribution centres throughout New Zealand. We also have two overseas sourcing offices located in China and Bangladesh. We are a people-centred business with over 10,000 team employees across our locations. Visit this website <https://www.thewarehousegroup.co.nz/about-us> for more information.



OUR DISTRIBUTION CENTRES



Delivery for DC Inwards Goods

SENDING ORDERS TO THE DC



All suppliers and carriers delivering trade orders to TWG distribution centres (DCs) must book through the [C3 Booking System](#). If you use a third-party (3PL) carrier, the carrier is responsible for consolidating purchase orders (POs) into one reservation.

i Noel Leeming Hubs listed on page 2 are exempt and do not require C3 bookings.

COURIER DELIVERIES



- A maximum of 10 cartons per PO is considered as 'Courier Delivery.'
- POs exceeding 10 cartons must be palletised and booked on C3 as a 'Truck Delivery.'
- See [Courier Deliveries to DC and Stores](#) for more information.

NON-TRADE DELIVERIES



Non-Trade Deliveries do not require a C3 booking. However, all deliveries must be pre-advised to the DC via email before arrival.

For **NIDC and Value Add DC** non-trade deliveries

1. Suppliers or carriers must email the following details to:
 - a. **NIDC:** TWGDC3_STORE_NON_TRADE@twgroup.co.nz
 - b. **Value Add:** valueadd@thewarehouse.co.nz
2. Details in the email must include the following:
 - a. Expected delivery date and approximate time of arrival
 - b. TWG Reference Number – A **reference number** is a **TWG-Coupa PO ID** in the format C + 6 digits (e.g. C123456).
 - c. Copy of packing slip – if the TWG-Coupa PO ID is not available
 - d. Number of cartons or pallets
3. Wait for the acknowledgement email from the DC confirming your delivery schedule. **Do not deliver until you have received confirmation from the DC.**
4. Set your delivery address to:
 - a. **NIDC:** DC1, Door 14, 92 Langley Road, Wiri
Attention: Jennifer Carvajal and Karen Purnell
 - b. **Value Add:** 108 Glen Murray Road, Rangiriri, Whangamarino, Waikato, 3782
5. A digital or printed copy of the acknowledgement email from the DC confirming your delivery schedule is required. Please have this document ready when you arrive at the DC gatehouse.

For **SIDC** non-trade deliveries

1. No booking or pre-email advise is required. The gatehouse will direct the carrier straight to the DC reception.

OVERSUPPLY



TWG does not accept oversupply. According to [TWG's General Terms of Trade](#) (TOT), Suppliers will be given five (5) working days from the date they receive notification from the DC or stores to retrieve over-supplied products at the supplier's expense. TWG reserves the right to dispose of them at its discretion if the products are not retrieved within this timeframe.

ASN REQUIREMENT (FOR EDI POS ONLY)



***What is an ASN?** An Advance Shipping Notice (ASN) is a digital document **created by the supplier** which contains confirmed information about an incoming shipment.

ASN must be submitted on or before dispatch, when the delivery leaves the supplier's or carrier's facility.

- Allow 30 minutes to one hour after ASN submission for it to appear in our Warehouse Management System (WMS), as updates are not reflected in real time.
- ASNs must NOT be triggered only when the truck arrives at the DC gatehouse, as the system may not update in time and the booking may be rejected.
- If a 3PL is consolidating multiple POs into one booking, the 3PL must verify the ASN and allocation status of all POs before dispatching the delivery. See [Appendix 2](#)

- **For a truck carrying a SINGLE booking:** The DC gatehouse will reject the booking if any PO in the booking has no ASN.
- **For a truck carrying MULTIPLE bookings:** The DC gatehouse will reject ALL bookings loaded in the truck if any PO in any booking has no ASN.

Requirements When Creating a Booking

The following information is required for the C3 Booking System:

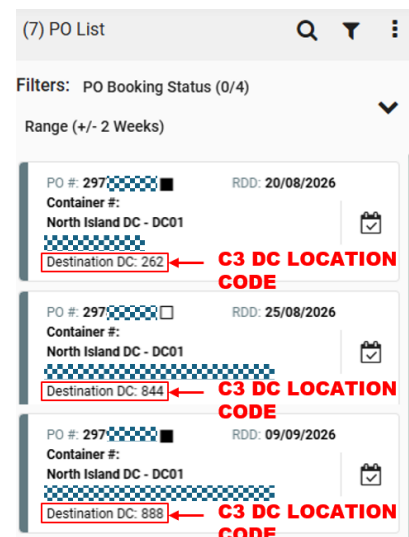
Valid TWG PO Number	Number of Pallets	Pallet Type	Booking Date	Booking Time
	 HANDLING UNITS	 CHEP/LOSCAM		

Distribution Centre Yard-Rule

FOR DISTRIBUTION CENTRE DELIVERIES

- Bookings must be made by carriers or suppliers using our C3 Online self-service portal. You may access the booking system: <https://twgroup.c3reservations.com/app/login>. For more information, visit our [Supplier Support](#) webpage
- For SIDC**, since both DC locations can be loaded in one reservation, one C3 booking should only be loaded in one truck. Carriers must consolidate all POs into one booking when all POs are going to be loaded onto the same truck.
- For NIDC**, multiple bookings with different DC locations can be loaded in one truck
- As NIDC assign truck deliveries to different DC doors, carriers must consolidate a booking for North Island DC Orders in C3 per door, and avoid mixing DC locations. To know where to find the DC locations when booking, below are the groupings of the 'DC Location Codes,' which must be booked separately in C3 according to the relevant DC location group.

(S) Single or (M) Mixed locations	WHEN BOOKING IN C3	NIDC LOCATION CODES IN C3
	S or M	888 + 870 + 875 (General Merch, Apparel and Footwear)
	S	844 (Grocery)
	S	262 (Online Fulfilment)
	S	H4 (Noel Leeming)
	S	F1 (Noel Leeming)
	S	Yard Door (Containers)



Where to find the DC location codes in C3



C3 Solutions

TWG DCs will reject truck deliveries not booked via our online booking system (C3 Reservations). As a supplier, you are responsible for contacting your carrier and advising them of this process.

For C3 access and account creation, please contact the TWG Supplier Engagement Team.



NON-TRADE DELIVERIES

When sending non-trade deliveries in NIDC or Value Add DC, a digital or printed copy of the acknowledgement email from the DC confirming your delivery schedule is required.

FOR DISTRIBUTION CENTRE DELIVERIES



DC DELIVERY ADDRESS

All DC deliveries must be addressed to one of the locations below.

- **NIDC:** 92 Langley Rd, Wiri
- **SIDC:** 12-36 Izone Drive, Rolleston, Christchurch
- **Value Add:** 108 Glen Murray Road, Rangiriri, Whangamarino, Waikato, 3782



NO SPLIT CONSIGNMENTS

All pallets for an order must be delivered on the same truck. Split consignments, where one purchase order is split across multiple trucks, are not allowed.



At the DC gatehouse, our security personnel will verify delivery compliance (i.e. PO allocation, ASN status, arrival time, packing slip, consignment note) before directing carriers to the appropriate drop-off point.

Important Note: If a booking contains an EDI PO without an ASN or any PO without allocation, the entire booking will be rejected, regardless of whether the other POs within the same booking have valid ASNs or allocations.

Exemptions: The ASN DC Yard Rule does not apply to NLG DC, Couriers, Value Add DC, international shipment non-trade deliveries, and Primary Freight partners.



RESERVATION VS TRUCK

SIDC

- Multiple POs should be consolidated into one booking.
- One truck should only load one booking.

NIDC – since this DC location has different doors

- One booking can have multiple POs
- Multiple POs with the same DC location should be consolidated into one booking.
- One truck can load multiple bookings
- Refer to the list of NIDC location codes in C3 on page 4.



CONSIGNMENT NOTE AND PACKING LIST

Drivers must arrive at the gate with all required paperwork

- The DC will not print documents for carriers.
- A **Consignment Note** must be presented for every booking at the gatehouse
- A **Packing Slip** per PO must be securely attached to the outside of the corresponding pallets.

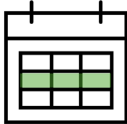
If any required documents are missing or unavailable, the booking or bookings in the truck will be rejected.

FOR DISTRIBUTION CENTRE DELIVERIES



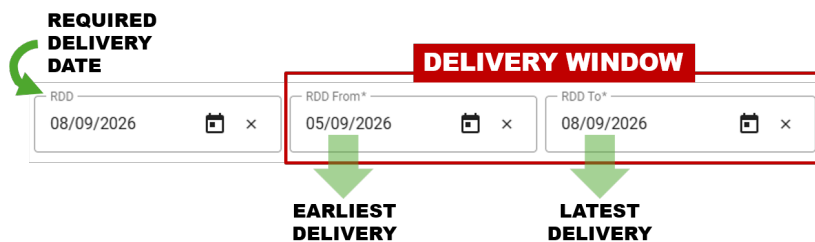
DELIVERY WINDOW

- Trucks with scheduled bookings should follow the ± 30 -minute DC Yard Rule. They may enter the yard no earlier than 30 minutes before and no later than 30 minutes after their booked delivery time.
- Arrivals outside this window will be rejected. This rule will be strictly enforced.



REQUIRED DELIVERY DATE

- All booked trade deliveries must be completed within the specified delivery window. The latest delivery date is identified as the Required Delivery Date (RDD).
- Bookings made before the PO's earliest delivery date may be rejected and require rebooking.



C3 BOOKINGS AND CHANGES CUT-OFF

Bookings and amendments must be submitted in C3 before the cut-off:

	DC	Booking/Amendment Cutoff
NIDC	DC 1 Trade - Truck	5 PM the day before
	DC 2 Trade - Truck	3:30 PM the day before
	NLG DC - AKL	3 PM the day before
	Trade - Courier	No booking needed
	Non-Trade	Email confirmation from the DC is required
SIDC	Trade - Truck	3 PM the day before
	Trade - Courier	3 PM the day before; Booking is required
Value Add	Trade - Truck	NO CUTOFF; Allows same-day booking
	Trade - Courier	No booking needed
	Non-Trade	Email confirmation from the DC is required

For trade deliveries, same-day booking amendments or changes submitted after the cut-off times above will not be permitted for next-day delivery at any DC.

FOR DISTRIBUTION CENTRE DELIVERIES



PO UPLIFT

Below is the step-by-step process on how to uplift stock from the DC:

1. The DC accepts the delivery as planned.
2. If the DC identifies any discrepancies, the affected stock will be processed and prepared for collection.
3. Once the affected stock is ready for uplift, the DC will email the supplier with collection instructions.
4. Suppliers have five (5) working days from the notification date to collect over-supplied products at their own expense.
5. The supplier must arrange pickup directly with the DC.
6. If the products are not collected within this timeframe, TWG reserves the right to dispose of them at its discretion.

i C3 bookings are NOT needed for uplift. Any uplift approval request in C3 will be rejected once logged.

Pallet Swap Rules for PO uplift only:

- SIDC: 1:1 pallet swap is allowed.
- NIDC: No pallet swap.

FOR STORE DELIVERIES



FREE INTO STORES
(FIS)

Store deliveries must be arranged and delivered directly to stores according to the purchase order (PO). There is **NO NEED** to book via our reservation portal.

C3 Reservations

An online booking system that enables suppliers and carriers to create their reservations.

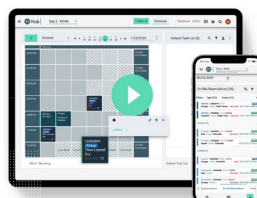
Enables suppliers and carriers to plan and select available booking slots. Receive real-time and automated booking confirmations.

THE WAREHOUSE GROUP ONLINE BOOKING PLATFORM



Synchronised booking requests with dock availability, automated communication with all supply chain partners, and reporting availability

- Most carriers have been onboarded. If in case your team or carrier is not yet using this system, please contact twgsupplierengagement@twgroup.co.nz
- Each supplier and carrier have their account in C3. Every business account will have a designated supplier admin or carrier admin role. These roles grant the authority to create new users under their respective business accounts.
- If suppliers are using a third-party carrier to book for their delivery, they should inform the carrier about any upcoming purchase orders for booking either in advance or as soon as their orders are confirmed. This will help ensure that carriers can secure slots from the distribution centre for timely delivery.
- Below are the important links you will need when booking your deliveries. We recommend that you bookmark the web addresses for your future reference:
 - C3 log-in screen - <https://twgroup.c3reservations.com/app/login>
 - C3 Booking Tool User Guide here - https://www.thewarehousegroup.co.nz/download_file/force/c0b5c021-b361-4a6a-8d4e-5305a50a697b/1063
 - C3 video guides and additional notes on the TWG Supplier Support Page: <https://www.thewarehousegroup.co.nz/supplier-centre/supplier-support>



C3 Reservations Basic Navigation

The screenshot shows the C3 Reservations Basic Navigation interface. Key elements and annotations include:

- Toggle your correct DC location:** Points to the "North Island DC" dropdown menu.
- PO List (0):** Points to the "PO List (0)" section, with a note: "Lists of purchase orders for booking".
- Standing Appointments (0):** Points to the "Standing Appointments (0)" section, with a note: "A placeholder set in shifts to reserve slots/capacity for reservations".
- Pending Reservations (0):** Points to the "Pending Reservations (0)" section, with a note: "Scheduled booking that requires approval".
- + New Reservation:** Points to the "+ New Reservation" button, with a note: "Book you reservation".
- Container Delivery:** Points to the "Container Delivery" dropdown menu.
- Truck Delivery:** Points to the "Truck Delivery" dropdown menu.
- On Site Reservations (0):** Points to the "On Site Reservations (0)" section, with a note: "Generate your performance or activity report".
- Find your PO:** Points to the "Find your PO" section.
- Approved Reservations (0):** Points to the "Approved Reservations (0)" section, with a note: "Scheduled approved booking".

4 STEPS to create a reservation

1. First, locate the Purchase Order number.
2. Next, provide the necessary booking reservation details.
3. Then, confirm the site where the reservation will be delivered.
4. Finally, select the date and time for the appointment.

4 WAYS to book purchase orders

1. Using the "+ New Reservation" green button
2. Under the Reservations page
3. Through your Standing Appointment
4. Using the Purchase Orders page

2 STAGES to create a reservation

1. **Prepare.** This is where you create a reservation with its details but without a date and time.
2. **Request.** This option is where you create a reservation and request approval, but it won't be placed in a shift yet.

BOOKING single or multiple POs

To book a single PO:

1. Click the calendar icon with a check inside.

To book multiple POs:

2. Click the "More options menu" or the 3-dot icon.
3. Toggle the "Show PO Cart."
4. Click the "Add PO to Cart" icon.
5. Click "Book these POs" to proceed.



The navigation icons and their corresponding actions are:

- Settings icon:** Edit your account and user profile
- Search icon:** Quick search of PO or existing booking
- User profile icon:** Customise your display preference

Health and Safety

The Warehouse Group prioritises the health and safety of our employees and partners. We focus on initiatives that promote positive health and safety outcomes within the Group. Our commitment is to maintain a safe environment for our team, customers, contractors, and visitors.

We ask everyone visiting our sites to treat our staff respectfully, follow safety protocols, and act professionally and courteously.

Safe Delivery Guidelines

Pallet Weight and Dimensions

Prior approval from the relevant TWG DC is required for pallets exceeding the dimensions or weight limits below.

	Maximum weight of 800kg
	Maximum height of 1.5m (inclusive of both pallet base and products)

Safe and Secure Pallet Shipment

TWG DCs have the right to reject any unsafe, unstable, damaged or non-compliant truck load. Suppliers and carriers must ensure all loads are safe and secure before arrival.

- Pallets must be securely wrapped to the bottom of the pallet and in good condition to minimise damage.
- Brown pallets must not be stacked on top of CHEP or LOSCAM pallets when delivering to TWG DCs. All palletised DC deliveries must be presented directly on CHEP 16001 (NZ Blue Pallet) or LOSCAM pallets only.
- Pallets must be stacked evenly and remain stable during transport and unloading.
- Pallets must not contain loose, leaning, crushed or damaged cartons.



DC Yard and Driver Safety Rules

Truck drivers must follow all DC yard and safety instructions while on site to protect themselves, TWG team members and other visitors.

Dos and DON'Ts



- ✓ Remember to keep your hazard lights flashing at all times while on site.
- ✓ Ensure you have the required paperwork with complete details. See page 6 – 9 for more information.
- ✓ Keep to the site speed limit of 10 km/h or less. Slow down further around pedestrians or during busy traffic periods.
- ✓ Hi-vis vest and safety shoes are required.
- ✓ Drivers are expected to stay at the designated 'Driver Safety Box' while waiting for the unloading to finish.



- ✗ Truck passengers are not permitted on-site unless required for despatch or pre-approved training purposes. Passenger access must be arranged in advance by emailing the TWG Supplier Engagement Team.
- ✗ U-turns or reversing on-site are not allowed due to the one-way system.

Emergency Evacuation



1 - If the fire alarm is not already sounding, activate the nearest fire alarm call point.



2 - Stop what you are doing and walk to the nearest exit.



3 - Exit the truck immediately and do not drive.



4 - Meet at the assembly point.



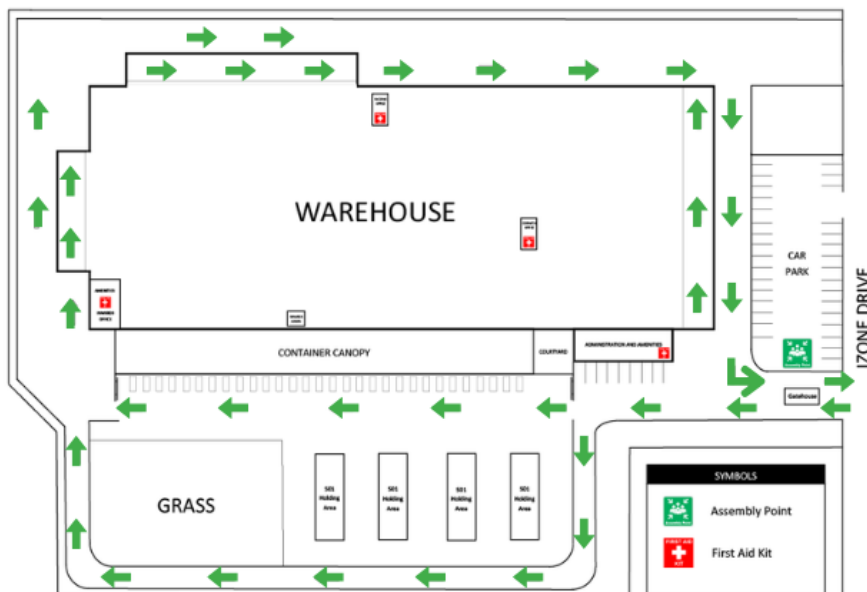
5 - Wait at the assembly area until the Fire Warden gives you the all-clear to return to the building.

TWG Traffic Management Plans

North Island Distribution Centre (NIDC) Traffic Management Plan

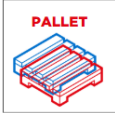
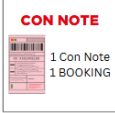


South Island Distribution Centre (SIDC) Traffic Management Plan



Palletised Delivery Rules

TWG reserves the right to reject deliveries that do not meet these requirements.

FOR DC DELIVERIES	
	Using CHEP and/or LOSCAM pallets ensures pallets are safe and fit for racking within our DCs and conform to our principles of environmental sustainability. • CHEP 16001 (NZ Blue Pallet) or LOSCAM pallets must be used for all palletised deliveries to TWG's distribution centres and stores. • Deliveries on brown pallets or other types of pallets will be rejected. • Pallets must be delivered in a safe and secure condition. Specifically: ▪ The pallet must be structurally sound ▪ Products should be securely packed with the heaviest product on the bottom. ▪ Loads must not overhang pallet sides except where product dimensions exceed pallet size. • Oversized goods and international goods delivered locally on a non-standard pallet require prior approval from the relevant TWG DC before delivery.
	• Deliveries within the maximum number of cartons per PO and within size and weight limits per carton are considered courier. • For NIDC and Value Add DC, trade courier deliveries don't require C3 booking; however, for SIDC, trade courier deliveries require booking. • POs with more than 10 cartons must be palletised and booked via C3 Reservations.
	Only one PO per pallet is permitted except where specifically approved or individual products exceed these dimensions.
	All pallets must be clearly labelled with the TWG PO Number with one (1) consignment note per booking.
	All pallets for an order must be sequentially numbered (for instance, 1 of 3, 2 of 3, 3 of 3) to enable DCs to receive the complete order.
	All pallets for an order must be delivered on the same truck. Split consignments, where one PO is split across multiple trucks, are not allowed.
	If there is any difference between actual pallets arriving and pallets booked, orders may be rejected (at DC discretion).

Pallet Equipment and Rental Guidelines

This section sets out the mandatory pallet equipment and rental requirements for deliveries to TWG DCs and stores. Suppliers and carriers must follow these requirements to reduce pallet disputes, prevent rejected transfers, and ensure all pallet movements are recorded correctly between suppliers, carriers, stores and distribution centres.

SUMMARY

- Accepted Pallet Types**
- TWG DCs only accept CHEP 16001 (NZ Blue Pallet) and LOSCAM pallets.
 - Stores and NLG DC Hubs accept all types of pallets.

	Accepted Pallet Types			Pallet Transfer	1:1 Swap
	CHEP	LOSCAM	Other		
Pallet Swaps and Online Transfers					
DCs	☒	☒	☒	Yes	No
STORES (WSL/TWS)	☒	☒	☒	Yes - CHEP	Yes - LOSCAM
STORES (NLG)	☒	☒	☒	No	Yes - CHEP and LOSCAM
NLG DC HUBS	☒	☒	☒	No	Yes - CHEP and LOSCAM
Transfer Timing	• Pallet transfer must be done within 21 days from the actual delivery date. • Pallet transfer disputes must be done within 90 days from the actual delivery date. • Pallet transfers must only be completed after the stock has been accepted at the DC.				
Dispute Requirement	Proof of delivery must be provided for all pallet dispute claims.				

DISTRIBUTION CENTRES AND STORES

Pallet Transfer Process

- **Online transfer required:** Suppliers and carriers must complete online pallet transfers for all CHEP or LOSCAM pallets delivered to TWG DCs and stores.
- **'Reference' and 'Docket Number' format:**
 - CHEP Transfers:** The TWG PO number (DC deliveries) and TWG PO number and store number (store deliveries) must be entered as the **'Reference'** field in MYCHEP using digits only, with no prefixes, suffixes, spaces or additional text.
 - LOSCAM Transfers:** The TWG PO number (DC deliveries) and TWG PO number and store number (store deliveries) must be entered as the **'Docket Number'** field in LOSCAM ONLINE using digits only, with no prefixes, suffixes, spaces or additional text.
- **Transfer rejection:** Transfers submitted without a TWG PO number, or with an empty, incorrect or incomplete 'Reference' or 'Docket Number' field, will be rejected.

DISTRIBUTION CENTRES AND STORES

Pallet Transfer Process

HOW TO IDENTIFY THE 'REFERENCE' OR 'DOCKET' NUMBER:

For the sample PO below, **delivering to the DC**, 'Reference' or 'Docket Number' should be **29788661 (TWL and WSL)** or **1124871 (NLG)** with NO prefixes, suffixes, spaces or additional text.



For deliveries using **CHEP pallets to Stores**, the 'Reference' format should be **PO#Store#** (e.g. 29792965125) with NO prefixes, suffixes, spaces or additional text.

Distributions for P/O: **29792965** * Shipment 01

PO Line Nbr	GTIN/Barcode	Supplier Reference Code	Description	Units of Measure	Qty of Units	Qty of Outers
Destination Store		125 - OAMARU (SWAS)				
5	9415599665324	Store #		EA	1	1
Branch Total					1	1

i For deliveries using **LOSCAM pallets to Stores**, do not transfer **LOSCAM pallets onto a TWG account**. A 1:1 pallet swap must be completed at delivery. If no swap is available, the driver must resolve this directly with the store before leaving.

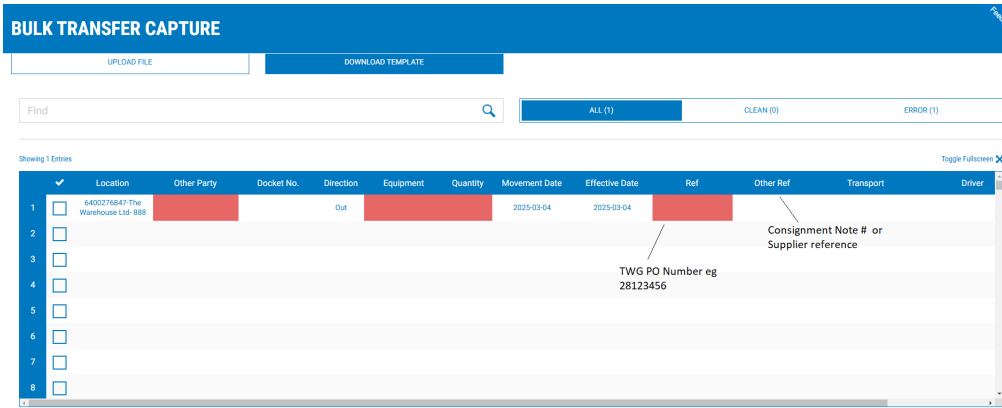
i When delivering orders to **Noel Leeming (NL) stores** or **NLG DC Hubs** using **CHEP pallets**, suppliers and carriers must not transfer pallets onto a TWG account. A **1:1 pallet swap must be completed at the time of delivery**. If a swap is not available, the driver must resolve this directly with the store before leaving.

DISTRIBUTION CENTRES AND STORES													
Pallet Transfer Agreement	Suppliers delivering to TWG DCs must have an active Pallet Transfer Agreement in place. If your business does not have an agreement, please contact the TWG Transport team for assistance. New suppliers will be required to sign a Pallet Transfer Agreement as part of the onboarding process.												
Deadline for Transfers	- Suppliers must transfer pallets to our account within 21 days from the actual DC receipt date. - Pallet disputes or enquiries will be acknowledged and processed if raised within 90 days from the actual DC receipt date. <table> <tr> <td>Approved Date <i>Date the booking was made</i></td><td>8/9/2026</td></tr> <tr> <td>Scheduled Date <i>Date the order is expected for delivery</i></td><td>10/9/2026</td></tr> <tr> <td>Depart Date <i>Actual DC receipt date</i></td><td>10/9/2026</td></tr> <tr> <td>Pallet transfer start date <i>Earliest date you can process the pallet transfer</i></td><td>10/9/2026</td></tr> <tr> <td>Pallet transfer deadline <i>Latest date you can process the pallet transfer</i></td><td>1/10/2026 (21 Days)</td></tr> <tr> <td>Pallet transfer dispute deadline <i>Latest date you can request the pallet transfer dispute</i></td><td>9/12/2026 (90 Days)</td></tr> </table>	Approved Date <i>Date the booking was made</i>	8/9/2026	Scheduled Date <i>Date the order is expected for delivery</i>	10/9/2026	Depart Date <i>Actual DC receipt date</i>	10/9/2026	Pallet transfer start date <i>Earliest date you can process the pallet transfer</i>	10/9/2026	Pallet transfer deadline <i>Latest date you can process the pallet transfer</i>	1/10/2026 (21 Days)	Pallet transfer dispute deadline <i>Latest date you can request the pallet transfer dispute</i>	9/12/2026 (90 Days)
Approved Date <i>Date the booking was made</i>	8/9/2026												
Scheduled Date <i>Date the order is expected for delivery</i>	10/9/2026												
Depart Date <i>Actual DC receipt date</i>	10/9/2026												
Pallet transfer start date <i>Earliest date you can process the pallet transfer</i>	10/9/2026												
Pallet transfer deadline <i>Latest date you can process the pallet transfer</i>	1/10/2026 (21 Days)												
Pallet transfer dispute deadline <i>Latest date you can request the pallet transfer dispute</i>	9/12/2026 (90 Days)												
Effective Date	The Effective Date of the pallet transfer will be the actual delivery date to our DCs, not the scheduled/booking date. Example: <table> <tr> <td>Scheduled Date</td><td>28/07/2026</td></tr> <tr> <td>Rescheduled Date</td><td>31/07/2026</td></tr> <tr> <td>Departed Date</td><td>31/07/2026 (Effective Date)</td></tr> </table>	Scheduled Date	28/07/2026	Rescheduled Date	31/07/2026	Departed Date	31/07/2026 (Effective Date)						
Scheduled Date	28/07/2026												
Rescheduled Date	31/07/2026												
Departed Date	31/07/2026 (Effective Date)												
DC Pallet Account #s	<table> <tr> <td>CHEP Account #</td><td>6 4 0 0 2 7 6 8 4 7</td></tr> <tr> <td>NI LOSCAM Account #</td><td>1 1 6 1 5 8</td></tr> <tr> <td>SI LOSCAM Account #</td><td>1 1 6 1 5 9</td></tr> </table>	CHEP Account #	6 4 0 0 2 7 6 8 4 7	NI LOSCAM Account #	1 1 6 1 5 8	SI LOSCAM Account #	1 1 6 1 5 9						
CHEP Account #	6 4 0 0 2 7 6 8 4 7												
NI LOSCAM Account #	1 1 6 1 5 8												
SI LOSCAM Account #	1 1 6 1 5 9												
Contact	For pallet transfer enquiries or disputes, please contact chepcontroller@thewarehouse.co.nz .												

MyCHEP Sample Form

A. For Distribution Centres

When creating an online pallet transfer, you must **enter the TWG purchase order (PO) number as the 'Reference'** on MYCHEP with NO prefixes, suffixes, spaces or additional text.

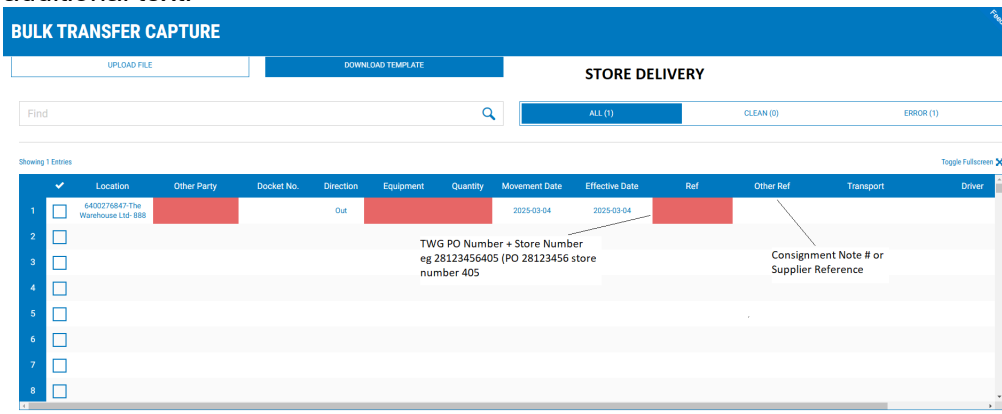


Below is where you will find any reversal information provided by the TWG Transport team.

✓	Effective Date	Create Date	TDN Number	Reason	Invoice Date	POD	Print	Transport	Driver	Vehicle Reg.	Created By	Invoice No.
1	☐	2026-08-25	2026-08-26								BATCH_SM	
2	☐	2026-08-25	2026-08-27	Load not received							PP-SINGHALV	

B. For Stores

When creating an online pallet transfer, you must **enter the TWG purchase order (PO) number and Store # as the 'Reference'** on MYCHEP with NO prefixes, suffixes, spaces or additional text.



LOSCAM Online Sample Form

When creating an online pallet transfer, you must **enter the TWG purchase order (PO) number as the 'Docket Number'** on LOSCAM ONLINE with NO prefixes, suffixes, spaces or additional text.

Trade Courier Deliveries to DC and Stores

Distribution Centres	Delivery Window (Mon-Fri only)	Is booking required?	Condition
North Island DCs	6:30 AM – 2:30 PM	✓ WITH EXEMPTIONS ⁽¹⁾	10 cartons or less per PO
South Island	1 PM – 3 PM	✓	
Value Add	7 AM – 12 PM; 1 PM – 3 PM	✗	

TRADE COURIER DELIVERY CONDITIONS



- For trade courier delivery, a maximum of ten (10) cartons per PO is allowed.
- Ten tied or strapped multiple cartons do not count as one carton. If you have more than ten cartons, they must be palletised and not strapped together.
- Orders with more than 10 cartons must be booked as truck deliveries.
- Carton size should be within the acceptable dimensions. See below.
- All trade deliveries delivered as courier will be directed to Door 14 from the DC Gatehouse.



All courier parcels must be within both the approved parcel size and weight limits: maximum parcel size of **0.125 m³** and **maximum weight of 25 kg per parcel**.

Parcels that exceed either the size or weight limit must be palletised and booked in C3 as a truck delivery. For health and safety reasons,

TRADE COURIER DELIVERY CONDITIONS

deliveries that exceed these limits and are not palletised and booked as a truck delivery may be rejected.



To help expedite small customer order deliveries to the **TWL and WSL Fulfilment Centre (DC 262), and NLG Fulfilment Centres in Auckland**, small orders from the courier companies listed below may be accepted without a booking, provided they meet the first and second conditions above.

- | | |
|-------------------------|-------------------|
| • CourierPost / NZ Post | • Fliway |
| • NZ Couriers | • PBT |
| • Post Haste | • Mainfreight |
| • Castle Parcels | • Urgent Couriers |
| • DHL | • Pace Couriers |

Carriers not listed above must secure a booking before sending courier deliveries to our NIDC fulfilment centres.⁽¹⁾



Designated couriers below have one or two pre-assigned delivery slots (Standing Appointments) each week. Suppliers should arrange pickups, and couriers will deliver in the next available slot.

NIDC	SIDC
- NZ Couriers - Post Haste	- Aramex - CourierPost / NZ Post - Post Haste - Maxwell



Palletised deliveries, or POs exceeding ten (10) cartons, require C3 delivery bookings and must follow the truck delivery guidelines.

Deliveries requiring a C3 booking will be rejected if they arrive without an approved booking.



Store courier deliveries **don't require a C3 booking**. You may deliver the parcel straight to stores.

Contact Information

For any inquiries, please reach out to us using the contact information provided below.

Enquiries and Support	Email Address
PO booking and support, supplier and carrier notices, other enquiries	twgsupplierengagement@twgroup.co.nz
EDI Support for ASN queries	edisupport@thewarehouse.co.nz
Pallet transfer queries	chepcontroller@thewarehouse.co.nz
Invoicing and order payment disputes	accountspayable@thewarehouse.co.nz
Non-trade deliveries	NIDC: TWGDC3_STORE_NON_TRADE@twgroup.co.nz Value Add: valueadd@thewarehouse.co.nz
PO amendment (i.e. quantity change, RDD change, cancellation, PO split, etc.)	Please contact your buyer
PO Uplift	An email will be sent to you from one of our DC team members.

Appendix 1

Store Addresses

#	Branch	Branch Address
103	WESTCITY	22-30 Railside Ave, Westcity Mall, Henderson, Auckland, 0612
107	NEW LYNN	7-13 Rata Street, New Lynn, Auckland, Auckland, 0600
110	TE AWAMUTU (SWAS)	5-7 George Street, Te Awamutu, Te Awamutu, 3800
111	PUKEKOHE	124 Manukau Rd, Pukekohe, Auckland, Auckland, 2120
113	NEWMARKET (SWAS)	64-74 Broadway, Newmarket, Auckland, Auckland, 1023
116	WHANGAREI (SWAS)	Port Road, Whangarei, Whangarei, 0110
117	KAITAIA	2 North Park Drive, Kaitaia, Kaitaia, 0410
119	ALBANY	Don Mckinnon Drive, Albany, Auckland, Auckland., 0632
120	NORTHLANDS (SWAS)	40 Northlands Shopping Centre1, Cnr Of Sissons Dr And Sawyers, Christchurch, 8052
122	ROLLESTON (SWAS)	15 Masefield Dr, Rolleston, Rolleston, Christchurch, 7614
123	EASTGATE	Cnr Linwood Ave & Buckleys Rd, Linwood, Christchurch, 8062
125	OAMARU (SWAS)	27 Eden Street, Oamaru, Oamaru, 9400
126	NELSON (SWAS)	23 St Vincent Street, Nelson, Nelson, 7010
127	TIMARU (SWAS)	11 Victoria Street, Parkside, Timaru, 7910
128	HORNBY	Chalmers Street, Hornby, Christchurch, Christchurch, 8042
131	PETONE (SWAS)	Annie Huggin Grove, Petone, Wellington, Wellington, 5012
132	PORIRUA (SWAS)	Cnr Wineera Drive & Tutuira Pl, Porirua, Wellington, 5022
135	PARAPARAUMU	Coastland Shopping Centre, Paraparaumu, Paraparaumu, 5032
136	MASTERTON (SWAS)	Cnr Chapel And Russell, Streets, Masterton, Masterton, 5810
137	LEVIN (SWAS)	Cnr Queen & Bristol Street, Levin, Levin, 5510
138	UPPER HUTT (SWAS)	Maidstone Mall Queen Street, Upper Hutt, Wellington, Wellington, 5018
139	LOWER HUTT (SWAS)	Corner Of Knights Road &, Bloomfield Terrace, Lower Hutt, Wellington, 5010
140	HAWERA (SWAS)	275 High Street, Hawera, Hawera, 4610
141	HAMILTON	Cnr Angelsea & Bryce Streets, Hamilton, Hamilton, 3204
142	ROTORUA (SWAS)	Rotorua Central Mall, Cnr Amohau And Fenton Sts, Rotorua, 3010
144	NEW PLYMOUTH	67 Courtenay Street, New Plymouth, New Plymouth, 4310
145	WANGANUI (SWAS)	Trafalgar Square, Wilson Street, Wanganui, Wanganui, 4500
146	PALMERSTON NORTH (SWAS)	Cnr West St & Pioneer Highway, Palmerston North, Palmerston North, 4412
147	TOKOROA	Cnr O'Sullivan & Roslin St, Tokoroa, Tokoroa, 3420
148	TAUPO	11 Taniwha St, Taupo, Taupo, 3330
149	THAMES (SWAS)	Goldfields Shopping Mall, Thames, Thames, 3500
151	HASTINGS	620 Karamu Road, Hastings, Hastings, 4122
152	NAPIER	319 Hastings Street, Napier, Napier, 4110
153	GISBORNE	80 Customhouse St, Gisborne, Gisborne, 4010
154	MATAMATA (SWAS)	43-47 Waharoa Road East, Matamata, Matamata, 3400
155	WHAKATANE (SWAS)	31 Kakahoroa Drive, Whakatane, Whakatane, 3120
156	PAPAMOA	Palm Beach Shopping Plaza, Domain Rd, Papamoa, Papamoa, 3118
157	MORRINSVILLE	47 Studholme St, Morrinsville, Morrinsville, 3300
158	FEILDING	101 Kimbolton Rd, Feilding, Feilding, 4702

159	CAMBRIDGE	33 Wilson Street, Cambridge, Cambridge, 3434
160	HILLCREST (SWAS)	265 Clyde Street, Hamilton, Hamilton, 3216
161	DANNEVIRKE	Cnr High And Miller Streets, Dannevirke, Dannevirke, 4930
163	FRASER COVE (SWAS)	229 - 231 Fraser Street, Tauranga, Tauranga, 3112
164	BELL BLOCK (SWAS)	26 Bell Block Court, Bell Block, New Plymouth, New Plymouth, 4312
165	DARGAVILLE	Victoria Street, Dargaville, Dargaville, 0310
168	TE KUITI	Cnr Rora & Alexander Streets, Te Kuiti, Te Kuiti, 3910
169	WAIPAPA	8 Klinac Road, Waipapa, Waipapa, 0295
170	LYALL BAY (SWAS)	Cnr George Bolt And Cochrane, Lyall Bay, Wellington, 6022
171	INVERCARGILL (SWAS)	100 Leven Street, Invercargill, Invercargill, 9810
172	GORE	5 Irwell Street, Gore, Gore, 9710
173	BLENHEIM (SWAS)	14 Redwood St, Corner Kinross And Redwood St, Blenheim, 7201
174	GREYMOUTH	Mawhera Quay, Greymouth, Greymouth, 7805
176	ASHBURTON (SWAS)	10 Kermode Street, Ashburton, Ashburton, 7700
177	ALEXANDRA	58-64 Tabet St, Ex Arthur Barnetts, Alexandra, 9320
178	BARRINGTON	Athelstan Street, Barrington Mall, Christchurch, Christchurch, 8024
179	QUEENSTOWN	24 Grant Rd, Frankton, Queenstown, Queenstown, 9371
180	RANGIORA (SWAS)	11 High Street, Rangiora, Rangiora, 7400
182	MOTUEKA	270 High Street, Motueka, Motueka, 7120
183	DUNEDIN SOUTH (SWAS)	64 Hillside Road, Dunedin South, Dunedin South, 9012
184	BALCLUTHA	25-29 Charlotte Street, Balclutha, Balclutha, 9230
185	TE RAPA (SWAS)	Rhendova Road, The Base, Te Rapa, Hamilton, 3200
186	SYLVIA PARK (SWAS)	286 Mt Wellington Highway, Sylvia Park Shopping Centre, Mt Wellington, Auckland, 1060
187	ST LUKES	Warehouse St Lukes, 7 Wagener Place, St Lukes, Auckland, 1025
188	ROYAL OAK	100 Pah Road, Royal Oak, Auckland, Auckland, 1023
189	WHITIANGA	40 Joan Gaskell Drive, Whitianga, Whitianga, 3510
190	LUNN AVE (SWAS)	101 Lunn Ave, Mt Wellington, Auckland, 1072
191	SILVERDALE (SWAS)	61 Silverdale Street, Silverdale, Auckland, Auckland, 0932
192	MT ROSKILL	22 Stoddard Road, Mt Roskill, Auckland, Auckland, 1014
193	TAKANINI (SWAS)	30 Walters Road, (Off Arion Road), Takanini, Auckland, 2112
195	ORMISTON (SWAS)	226 Ormiston Road, Flat Bush, Ormiston, Auckland, 2016
196	WARKWORTH (SWAS)	68 Woodcocks Rd, Warkworth, Warkworth, 0910
197	ONLINE SALES CHANNEL	26 The Warehouse Way, Off Akoranga Drive, Takapuna, Auckland, 1310
198	WSL ONLINE STORE	26 The Warehouse Way, Off Akoranga Drive, Takapuna, Auckland, 0740
202	BOTANY DOWNS	Botany Downs Shopping Centre, Cnr Ti Rakau Drive And, East Tamaki Road, East Tamaki - Auckland, 2013
204	KAIKOHE	17 Station Road, Kaikohe, Kaikohe, 0405
205	CLENDON	Clendon Shopping Centre, Cnr Roscommon Rd & Weymouth Rd, Manurewa, Auckland, 2103
207	LINCOLN CENTRE	111 Lincoln Rd, Henderson, Auckland, Auckland, 0610
208	WESTGATE	Westgate Shopping Centre, Fernhill Drive, Massey, Auckland, 0614
209	AIRPORT (SWAS)	John Goulter Drive, Auckland Airport, Mangere Sth, Auckland, 2022
210	GLENFIELD MALL (SWAS)	40-48 Downing Street, Glenfield, Auckland, Auckland, 0629
211	RICHMOND	186 Queen St, Richmond, Nelson, 7020
212	WANAKA (SWAS)	95 Sir Tim Wallis Drive, Three Parks, Wanaka, 9305
220	RICCARTON (SWAS)	265 Blenheim Rd, Upper Riccarton, Christchurch, 8041

221	ATRIUM	Atrium On Elliott, 21-25 Elliott Street, Auckland Central, Auckland, 1010
222	TAURANGA CROSSING (SWAS)	2 Taurikura Drive, Tauriko, Tauranga, Tauranga, 3110
299	TWL ONLINE FALLBACK	92 Langley Drive, Wiri, Auckland, Auckland, 2104
302	WSL WAIRAU PARK	17-19 Croftfield Lane, Wairau Park, Auckland, 0627
303	WSL NEWMARKET (SWAS)	64-74 Broadway, Newmarket, Newmarket, Auckland, 1023
305	WSL EAST TAMAKI	Cnr Greenmount & Ti Rakau Dr, Auckland, Auckland, Auckland, 2013
306	WSL NEW LYNN	13 Rata Street, New Lynn, New Lynn, Auckland, 0600
307	WSL GLENFIELD (SWAS)	40-48 Downing St, Glenfield, Auckland, 0629
308	WSL ROLLESTON (SWAS)	15 Masefield Dr, Rolleston, Rolleston, Christchurch, 7614
309	WSL ONLINE COMMERCIAL	26 The Warehouse Way, Off Akoranga Drive, Takapuna, Auckland, 0740
310	WSL HASTINGS	3/300 St Aubyn Street, Hastings, Hastings, Hastings, 4122
312	WSL ROTORUA (SWAS)	Rotorua Central Mall, Cnr Amohau And Fenton Sts, Rotorua, Rotorua, 3010
314	WSL HAMILTON	Cnr Ward And Anglesea Streets, Hamilton, Hamilton, Hamilton, 3200
315	WSL TAURANGA	399 Cameron Rd, Tauranga, Tauranga, 3110
316	WSL LINCOLN ROAD	111-115 Lincoln Road, Henderson, Henderson, Auckland, 0610
317	WSL PETONE (SWAS)	Annie Huggan Grove, Petone, Petone, Petone, 5012
318	WSL SOUTH CITY	11-13 Winchcombe St, Christchurch, Christchurch, 8011
319	WSL DUNEDIN	140D Cumberland Street, Dunedin Central, Dunedin Central, Dunedin, 9016
320	WSL NELSON (SWAS)	23 St Vincent St, Nelson, Nelson, Nelson, 7010
322	WSL NAPIER	Duckworth Building, 15 Thackeray Street, Napier, Napier, 4110
325	WSL KILBIRNIE (SWAS)	27-31 Bay Road, Wellington, Wellington, Wellington, 6022
326	WSL WHANGANUI (SWAS)	Trafalgar Square, Wilson Street, Whanganui, 4500
327	WSL PUKEKOHE	106 Manukau Road, Auckland, Auckland, 2120
328	WSL TAUPO	106-112 Ruapehu Street, Taupo, Taupo, 3330
329	WSL TIMARU (SWAS)	Inside The Warehouse, 11 Victoria Street, Parkside, Timaru, 7910
331	WSL COASTLANDS	Coastlands Shoppingtown, Main Highway, Paraparaumu, 5036
332	WSL BLENHEIM (SWAS)	14 Redwood St, Corner Kinross And Redwood St, Blenheim, 7201
333	WSL EASTGATE	Eastgate Shopping Centre, 20 Buckleys Road, Christchurch, 8062
334	WSL CHARTWELL (SWAS)	265 Clyde Street, Hamilton, Hamilton, 3216
335	WSL ST LUKES	8/1 Wagener Place, Mega Centre, St Lukes, Auckland, 1025
336	WSL MASTERTON (SWAS)	Cnr Chapel And Russell Steets, Masterton, Masterton, 5810
338	WSL AKL AIRPORT (SWAS)	Inside The Warehouse, 1 John Goulter Drive, Auckland, 2024
339	WSL INVERCARGILL (SWAS)	70-100 Leven Street, 70-100 Leven Street, Invercargill, 9810
340	WSL WHAKATANE (SWAS)	31 Kakahoroa Drive, Whakatane, Whakatane, 3120
341	WSL FRASER COVE (SWAS)	229 - 231 Fraser Street, Fraser Cove, Tauranga, 3112
342	WSL PAPANUI (SWAS)	Cnr Sissons Drive & Sawyers, 40 Northlands Shopping Cntr, Christchurch, 8053
343	WSL THAMES (SWAS)	Goldfields Shopping Centre, Goldfields Shopping Centre, Thames, 3500
346	WSL UPPER HUTT (SWAS)	7-9 Queen Street, Upper Hutt, Upper Hutt, Upper Hutt, 5018
347	WSL WHANGAREI (SWAS)	42 Port Road, Whangarei, Whangarei, Whangarei, 0110
351	WSL PALMERSTON NORTH (SWAS)	Cnr West St & Pioneer Highway, Palmerston North, Palmerston North, Palmerston North, 4412
352	WSL WELLINGTON CENTRAL	129 Tory Street, Te Aro, Te Aro, Wellington, 6011
354	WSL NEW PLYMOUTH VALLEY (SWAS)	26 Bell Block Court, Bell Block, New Plymouth, New Plymouth, 4312
356	WSL WHITIANGA	7/9 JOAN GASKELL DRIVE WHITIANGA,
357	WSL MANUKAU	Mj0122 Unit D, Manukau Supa Centa, 72 Cavendish Drive, Manukau, Auckland, 2104

358	WSL PORIRUA (SWAS)	Cnr Wineera Drive & Tutuira Pl, Porirua, Porirua, 5022
359	WSL MOUNT MAUNGANUI	Unit 1C, 2 Owens Place, Mount Maunganui, Mount Maunganui, Mount Maunganui, 3116
360	WSL WANAKA (SWAS)	95 Sir Tim Wallis Drive, Three Parks, Wanaka, 9305
362	WSL ALBANY	7A, 140 Don Mckinnon Drive, Albany, Albany, Auckland, 0632
363	WSL ASHBURTON (SWAS)	10 Kermode Street, Ashburton, Ashburton, 7700
364	WSL KERIKERI	3 Cobham Road, Kerikeri, Kerikeri, 0230
365	WSL GISBORNE	70 Customhouse St, Gisborne, Gisborne, 4010
366	WSL RICCARTON (SWAS)	265 Blenheim Rd, (Inside The Warehouse), Upper Riccarton, Christchurch, 8041
367	WSL LEVIN (SWAS)	Cnr Queen & Bristol Street, Levin, Levin, Levin, 5510
368	WSL TE AWAMUTU (SWAS)	5-7 George Street, Te Awamutu, Te Awamutu, 3800
369	WSL SOUTH DUNEDIN (SWAS)	64 Hillside Road, Dunedin South, Dunedin South, 9012
370	WSL NEW PLYMOUTH CENTRAL	210 Devon Street East, New Plymouth, New Plymouth, New Plymouth, 4310
371	WSL RANGIORA (SWAS)	11 High St, Rangiora, Rangiora, 7400
372	WSL THE BASE (SWAS)	Rhendova Road, The Base, Te Rapa, Hamilton, 3200
373	WSL WARKWORTH (SWAS)	68 Woodcocks Road, Warkworth, Warkworth, 0910
374	WSL SILVERDALE (SWAS)	61 Silverdale St, Silverdale, Auckland, 0932
376	WSL ROYAL OAK	100 Pah Rd, Royal Oak, Auckland, 1023
377	WSL MATAMATA (SWAS)	43-47 Waharoa Road East, Matamata, Matamata, 3400
379	WSL OAMARU (SWAS)	27 Eden Street, Oamaru, Oamaru, 9400
381	WSL LOWER HUTT (SWAS)	Corner Of Knights Road &, Bloomfield Terrace, Lower Hutt, Wellington, 5010
383	WSL TAKANINI (SWAS)	30 Walters Road, (Off Arion Road), Takanini, Auckland, 1060
384	WSL SYLVIA PARK (SWAS)	286 Mt Wellington Highway, Sylvia Park Shopping Centre, Mt Wellington, Auckland, 1060
386	WSL QUEENSTOWN	5 Mile Centre, 26 Grant Rd, Frankton, Queenstown, 9300
387	WSL WESTGATE	57-61 Maki St, Westgate, Auckland, 0814
390	WSL LUNN AVE (SWAS)	101 Lunn Ave, Mt Wellington, Auckland, 1072
391	WSL ORMISTON (SWAS)	226 Ormiston Road, Flat Bush, Ormiston, Auckland, 2016
392	WSL TAURANGA CROSSING (SWAS)	2 Taurikura Dr, Tauranga, Tauranga, 3110
393	WSL HAWERA (SWAS)	275 High St, Hawera, Hawera, 4610
399	WSL ONLINE FALLBACK	92 Langley Drive, Wiri, Wiri, Auckland, 2104
405	MANUKAU	54 Cavendish Drive, Manukau, Auckland, Auckland, 2104

Distribution Centres Addresses

#	Branch	Branch Address
826	CENTRALISED RETURNS CENTRE	9A Mahunga Drive, Mangere Bridge, Auckland, Auckland, 2022
844	NI GROCERY DC	92 Langley Drive, Wiri, Auckland, Auckland, 2104
845	S.I. GROCERY DC	12-36 Izone Drive,, Rolleston, Christchurch, Christchurch, 7675
870	APPAREL DISTRIBUTION CNTR	92 Langley Road, Wiri, Manukau City, Auckland, 2104
872	REWORK DISTRIBUTION	108 Glen Murray Road, Rangiriri, Whangamarino, Waikato, 3782
873	VALUE ADD	108 Glen Murray Road, Rangiriri, Whangamarino, Waikato, 3782
875	APPAREL FLAT PACK DC	92 Langley Drive, Wiri, Auckland, Auckland, 2104
888	NORTH ISLAND DISTRIBUTION	92 Langley Drive, Wiri, Auckland, Auckland, 2104
897	S.I. DISTRIBUTION CENTRE	12-36 Izone Drive,, Rolleston, Christchurch, 7675
H4 F1	NOEL LEEMING DC, AKL	17 Mayo Road, Wiri, 2104
	NOEL LEEMING DC, CHCH	75 Barnes Road, Casebrook, Christchurch, 8051
	NOEL LEEMING DC, DN	8 Otaki Street, South Dunedin, Dunedin 9012
	NOEL LEEMING DC, HAM	152 Collins Road, Melville, Hamilton 3206
	NOEL LEEMING DC, TRG	50 Paerangi Place, Tauriko, Tauranga 3171
	NOEL LEEMING DC, WHG	50 Kioreroa Road, Port Whangārei, Whangārei, 0110
	NOEL LEEMING DC, WLG	4 Prosser Street, Elsdon, Porirua 5022

Appendix 2

How to Check Whether Your Booking's Purchase Orders Will Be Accepted or Rejected?

C3 Solutions

Approved Reservations (3)

Filters: Type (0/5)

Booking #	Supplier Name	Total Planned Pallets	PO # / Container #	PO #	ASN Status	DC Action			
27/02/2026 08:00 AM	ARM	FID	T&TNonMezz	102	Cube Total: 3.16	Destination DC: 844 - NI Grocery DOOR 22B	Consignment Note:	ASN Received	DC will accept the delivery
27/02/2026 0	BSB	FID		242	Cube Total: 39.38	Destination DC: 844 - NI Grocery DOOR 22A		NO ASN Received	DC will reject the delivery
27/02/2026 0	BSB	FID		36	Cube Total: 42.26	Destination DC: 844 - NI Grocery DOOR 22B		NO ASN Needed	DC will accept the delivery

How to Check If Your Booking Is Late, Too Early, and Whether It Will Be Accepted or Rejected?

C3 Solutions

APPROVED Booking #

Supplier Name Total Planned Pallets: 3

PO # / Container # PO #

Buyer: ARM Term: FID

Carrier: T&TNonMezz

Total Handling Units: 102 Cube Total: 3.16

Destination DC: 844 - NI Grocery

Consignment Note:

Truck Delivery

27/02/2026 08:00 AM

DOOR 22B

Booking date and time

If your truck arrives at

	7:30 - 8:00 a.m.	-30 mins
	DC will accept the delivery	
	8:00 - 8:30 a.m.	+30 mins
	DC will accept the delivery	

If your truck arrives at

	before 7:30 a.m.	truck driver will be advised to come back
	after 8:30 a.m.	DC will reject the delivery