



PALLET POLICY

1. Introduction & Purpose:

This Pallet Policy outlines the rules and requirements for the transfer of CHEP, Loscam or Exchange of pallets between:

- 1.1 SLR Trans and trading partners (referred to as “Third Parties” or individually as “Third Party”), on the other hand.

2. Policy Application:

The standard pallet requirements set out below apply unless a specific commercial agreement is in place. The said policy is effective dated 14-11-2023.

3. Policy Statement:

- SLR Trans only recognizes **CHEP wooden pallets (10001)** and **LOSCAM wooden pallets (WP)** for the purpose of pallet transactions with our trading partners/customers.
- Pallets must be received in good condition; SLR Trans reserves the right to reject any damaged equipment.
- For receivers who do not have an account, where direct transfer cannot be raised directly by the sender, only those pallets will be accepted by SLR Trans. All pallets will be delayed by **30 days with effect from the date of delivery (conditions may apply)**. Except for certain customers who have individual agreements.
- If the receiving partner holds an active pallet account, the pallet transfers are to be raised directly to the receiver & and not SLR Trans.
 - Including but not limited to, E.g., Woolworths DCs, PFD locations (excluding Mackay), and Coles Dc’s.
- SLR Trans reserves the right to pass on any day delays implemented by the receiving customer/trading partner to the sending customer’s account including but not limited to:
 - Bidfood, PFD, Metcash – where 45 days’ delay is required.
- SLR Trans reserves the right to amend a transfer quantity when a discrepancy is identified.
- SLR Trans reserves the right to correct, adjust, or reject any transactions that they believe are incorrect.
- It is the responsibility of the sender to raise and present a pallet transfer at pick-up. SLR Trans Tracking Number/Connote/Manifest number or a reference number relevant / noted on the booking must be provided on the pallet transfer docket. If a pallet transfer docket is not presented to, signed by, and a copy given to our driver or receivals staff at pickup/delivery, then no liability for the pallets is passed to or accepted by SLR Trans. Any unknown transfers onto the SLR Trans account will not be accepted.

- **Exchanges** –SLR Trans accepts that some receivers will not have pallet accounts and pallets will need to be exchanged on delivery. SLR Trans will not exchange on pick up and will not “run a book” on pallets picked up but not transferred On.
- If pallets are required to be exchanged upon delivery the sending customer must ensure that empty pallets are available upon delivery to avoid a futile charge.
- Freight for delivery to a location where pallets are deemed unrecoverable (e.g.: Showgrounds, Conventions, Export Freight or Community based events, or where no pallet accounts exist, freight must be on plain pallets as all transfers to SLR Trans will be rejected.
- If a receiving partner rejects a transfer or the pallets are unrecoverable, then SLR Trans reserves the right to transfer the rejected pallets back to the sending party’s account.
- CHEP pallets that are not recovered and hold an outstanding balance with SLR Trans (exceeding 7 days) will incur a daily hire fee of approximately \$0.27 per pallet per day. If the outstanding balance, then exceeds 30+ days SLR Trans will invoice the cost of recovering pallets (approximately \$50 per pallet) to the relevant customer/trading partner.

4. Policy Compliance:

Failure to comply with this Policy may result in Pallet Transfers being rejected by SLR Trans.

- If a Pallet Transfer was not provided on delivery, please contact the SLR Trans Pallet Team to provide Proof of Delivery and the pallet transfer.
- All pallet transfer on to SLR Trans account, the docket must carry the purchase or shipment reference number along with the paperwork. SLR Trans has the right to reverse the transfer on if the reference number or the paperwork with respect to the shipment are not being shared before the delivery.
- Non-compliant Pallet Transfers may be rejected by SLR Trans without prior communication to the Trading partner.
- All pallet enquiries must be made in writing with the following supporting documentation per enquiry in one email before any reversal or rejections.
 - a) Copy of the Pallet Transfer referencing the Purchase / Shipment Order number; and
 - b) Signed Proof of Delivery.
- All pallet queries must be emailed to the relevant email address within a 90-day period of the transaction; any queries outside of this time frame will only be investigated at the discretion SLR Trans management. **Valid claims made within 90 days** of the movement date will be accepted at the **original effective date. Claims older than 90 days, if accepted, will be on the date of inquiry.** SLR Trans will not be responsible or authorize any transfers/reinstatements/corrections processed outside 180 days.
- All pallet enquiries are to be sent to - **palletcontroller@slrtrans.com.**

5. Policy Amendment:

This Policy cannot be amended without approval from the Policy Owner unless it is for non-material changes to the Policy e.g., corrections, modification to titles, revision of forms, and the like, which shall not require further approval.

ANNEXURE A

POLICY GUIDLINES

Definitions

"CHEP" pallet	In Australia means CHEP 10001 equipment.
"Loscam" pallet	In Australia means WP equipment.
"Pallet Account"	Means to have an active Account with the pallet supplier enabling electronic transfers to occur.
"Pallet Transfer"	Means the document used to record the movement or transfer of pallets from one Pallet Account to another Pallet Account, and such document must include the following information as a minimum: <ul style="list-style-type: none">• Shipment/Receipt/Movement date – Date of delivery into SLR Trans• Effective date – Date of delivery into SLR Trans• Reference –Purchase / Shipment order number• Sending account number – Third Party CHEP or Loscam account number• Receiving account number – SLR CHEP or Loscam account number• Quantity – Number of CHEP or Loscam pallets being delivered into SLR Trans• Pallet transfer number – The unique pallet transfer number used to transfer the CHEP or Loscam pallets from the Third Party to SLR Trans.
"Exchange"	Means the physical swap of pallets.
"Rejected"	Means to transfer the pallets back to the Third Party's Pallet Account
Claim	Means a query related to a Pallet Transfer that: <ul style="list-style-type: none">• has not been processed by the Third Party.• has been rejected by SLR; or• corrected by SLR.

Related Documents:

SLR Trans Terms and conditions.