



International Supplier Manual

(All Countries)

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About this document

Who is it for? This document is for international suppliers.

Where to file it File this document in a secure location.

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Styles and icons

What are styles and icons?

A style is a way of representing text so that it stands out.

An icon is a sign or symbol that replaces words to identify a special situation.

The table below describes the styles and icons used in this document.

This document uses:	to show:	Example
bold text	• which key to press • which button to click • what text to type/write.	• Press Enter. • Click OK. • In the Register column, write I6.
italic text	references to other: • documents • manuals • policies.	Refer to: • <i>Financial Limits</i> • the <i>Security Manual</i> • the <i>Annual Leave Policy</i>.
	that the reader should pay special attention to the text.	When in the vault, do not leave the key in the door.
	the section continues over the page.	
	the end of a section.	



Sea freight—DHL Global Forwarding

Booking with freight forwarder

Suppliers must make a booking with the DHL at least 7–10 working days before the Freight Forwarder Due Date.

To make a booking send a correctly completed Shipping Order (SO) form to the Freight Forwarder office as per the contact list.

Supplier booking cutoff is 1500 hours, Monday to Friday.

Supplier deliveries

Refer to the table below for supplier delivery requirements.

Type of delivery	Supplier requirement	Example
CFS Shipments (Container Freight Station) where the supplier delivers to the Freight Forwarder Consolidation Facility	Suppliers will be required to deliver to the Freight Forwarder (FF) either 2 days prior to or on the FF/cons date (China & HK origins only).	If the FF due date is the 12 th of March, the supplier is expected to deliver between the 10 th and 12 th of March. An early delivery will not be accepted.
CY (Container Yard) containers where the supplier packs the container and delivers directly to the Container Terminal/Port	Suppliers are required to deliver to the terminal between the FF due date + 7 days and not before (China & HK origins only).	If the FF due date is 12 th of March, the supplier will deliver to the terminal between the 12 th and 19 th of March. An early delivery will not be accepted.

Shipping Order Form

Refer to the example below of the Shipping Order Form.

SHIPPING ORDER / MATE'S RECEIPT				International Supply Chain		DHL	
(PST section to be completed by Supplier/Forwarder as applicable)				Tel: Fax:		ATTN:	
Account Code				Shipping Order Number			
Shipper (Name & Address)				Manufacturer (Name & Address)			
Please enter your (the supplier) company name and address here				If the Manufacturer's name or address is different to that detailed in the "Shipper (Name & Address)" section, please detail here otherwise please state "Same as shipper".			
From: Your (the supplier) e-mail address		Contact: Contact person		E-mail: E-mail address of shipper		Contact: Contact address of shipper	
Tel: Contact phone number		Fax: Contact fax number		Tel: E-mail address of shipper		Contact: Contact address of shipper	
Country of Origin				Country of origin of goods		P.O. No. & Smart order no.(s)	
Manufacturer (Name & Address)				Manufacturer (Name & Address)			
Vessel/Voyage				Also Notify Party (Name & Address)			
Part of Loading to be entered here				Part of Unloading to be entered here			
If known, please enter here				If known, please enter here			
Place of Delivery				Shipping Terms			
T1: PO Number				Agreed Incoterms: FOB, EXW etc.			
Manufacturer's				Description of Reg. & Goods			
Item Quantity				Product description			
Quantity of Packages				Weight			
Smart order no.(s)				Cubic metres			
Smart item code(s)				Select one of the below			
Quantity of items loaded				PERMIT TO EXPORT: YES NO			
Quantity of packages loaded				BANKRUPTCY NOTICE: YES NO			
				EXPORT LICENSE: YES NO			
				FREIGHT: COLLECT BY PREPAID			
Date when the cargo will be ready				Other notes/conditions for the destination of the cargo			
Shipper's Stamp and Signature				Date:			
Closing Date/Time				Ship Vessel:			
Total Net Packages Received (UNSCURED)				Booking Approved By:			
Comments:				Date:			
Received By:				Date:			
Notes:				1. International Supply Chain (ISC) and other regulations for which the supplier is responsible. 2. ISC and other regulations for which the supplier is responsible. 3. ISC and other regulations for which the supplier is responsible.			



Shipping Order

In order to make a booking a completed Shipping Order must have information provided in the following fields:

- Purchase order number
- Inco terms (FOB/EXW)
- Keycode/Item code(s)
- Supplier Name
- Unit of Measure (units or cartons)
- Total number of cartons (units, cubic meters, kgs)
- Port of loading
- Port of discharge (if available for EXW)
- Country of Origin
- Container Type
- Delivery Window/Collection Date (-7 days to FF due date).

One Shipping Order form can be used for multiple POs/Multiple Containers per destination, provided the equipment quantity, incoterm, weight, CBM and PO quantity for each PO are clearly stated.

Contact details

Click the following link [SO CTC Consignee Details Jun10.xls](#) to access:

- Shipping Order Form
- North and South China contact details
- Rest of World contact details
- Consignee and Notify Party contact details.

DHL link

Click the following link to access the DHL web site <http://www.dhl.com/splash.html>.

Questions

Refer any queries to:

- Alice Yau, Kmart Supply Chain Operations Manager—South China & Hong Kong, Tel: 852 2732 3077
- Jason Zheng, Kmart Supply Chain Operations Manager—North China, Tel: 8621 2308 6226
- Dale Macartney, Kmart International Supply Chain—Operations Manager, +61 (03) 9902 3235
- Harvey Wilfred, Kmart International Supply Chain—Air Freight, +61 (03) 9902 2791.



Carton markings

Click on the following link [Supplier Update Shipping Marks May 2010.pdf](#) for information regarding:

- Outer carton markings for Kmart Australia and Kmart New Zealand
- Side carton markings
- Inner carton markings
- Outer carton sizes
- Large and bulky merchandise
- Heavy and bulky carton markings
- Apparel and footwear carton labelling
- Additional shoe diagram on outer carton markings
- Girl Xpress label for apparel/footwear and accessories orders
- Packaging labels for fragile items.

Container fill guidelines

Refer to the table below for container fill guidelines. Failure to meet these guidelines may result in a request to move the cargo via the DHL CFS facility.

Type of container	Guidelines
20' GP	Limited use for heavy, bulky, dangerous, palletized and food product.
40' GP	58 CBM
40' HC	68 CBM

Documents

Send documents to cmldocument.isc@dhl.com.

Refer to the table below for the required documents.

Document title	Quantity
Commercial Invoice	1
Packing and Weight List	1
Packing Declaration. Refer to 'FCL Annual Packing Declaration' and 'FCL Packing Declaration'	1
Fumigation Certificate (for natural or wooden products)	1
Manufacturer Declaration* (Declaration for Toiletries & Cosmetics products/Details of manufacturer for MDF or HDF/ Declaration for Plush Toys).	1
Cargo Release Confirmation (CRC)* required at time of booking only when Coles Group Asia is the buying Agent.	1



Document title	Quantity
Certificate of Origin (Form A)	1
Country of Origin Declaration (CO)	1
Dangerous Goods Certificate (if applicable)	1
Factory Load Declaration	1
Lead Cadmium Certificate (for stoneware/porcelain mugs)	1

FCL Annual Packing Declaration

Refer to the example below of the FCL Annual Packing Declaration.

Company Letterhead (MUST be issued by the packer or supplier of the goods, and MUST include the company's name AND address)	
FCL ANNUAL PACKING DECLARATION	
Exporter's Name:	
Importer's Name:	
PROHIBITED PACKAGING MATERIAL STATEMENT (Prohibited packaging material such as straw, bamboo, peat, hay, chaff, used fruit & vegetable cartons)	
Q1	Have prohibited packaging materials or bamboo products been used as packaging or dunnage in the consignment covered by this document?
A1	YES ☐ NO ☐
TIMBER PACKAGING/DUNNAGE STATEMENT (Timber packaging/dunnage includes: crates, cases, pallets, skids, and any other timber used as a shipping aid.)	
Q2a.	Has timber packaging/dunnage been used in consignments covered by this document?
A2a	YES ☐ NO ☐
ISPM 15 STATEMENT	
Q2b	All timber packaging/dunnage used in the consignment has been treated and marked in compliance with ISPM15
A2b	YES ☐ NO ☐
BARK STATEMENT (Bark is the external natural layer covering trees and branches. This statement is only required if timber/packaging dunnage is declared using the timber or ISPM 15 statements. A bark statement is required for all timber packaging/dunnage including ISPM 15 compliant packaging/dunnage.)	
Q3	Is all timber packaging/dunnage used in this consignment free from bark?
A3	YES ☐ NO ☐
CONTAINER CLEANLINESS STATEMENT The container(s) covered by this document has/have been cleaned and is/are free from material of animal and/or plant origin and soil.	
Signed:	Printed name:
(Company Representative)	
Position Held:	Date of Issue:
	(DDMM/YYYY)



FCL Packing Declaration

Refer to the example below of the FCL Packing Declaration.

Company Letterhead

(MUST be issued by the packer or supplier of the goods and MUST include the company's name AND address)

FCL PACKING DECLARATION

Vessel Name: Voyage Number:

Consignment identifier or numerical link:

PROHIBITED PACKAGING MATERIAL STATEMENT

(Prohibited packaging material such as straw, bamboo, peat, hay, chaff, used fruit & vegetable cartons)

Q1 Have prohibited packaging materials or bamboo products been used as packaging or dunnage in the consignment covered by this document?

A1 YES ☐ NO ☐

TIMBER PACKAGING/DUNNAGE STATEMENT

(Timber packaging/dunnage includes: crates, cases, pallets, skids, and any other timber used as a shipping aid.)

Q2a. Has timber packaging/dunnage been used in consignments covered by this document?

A2a YES ☐ NO ☐

ISPM 15 STATEMENT

Q2b All timber packaging/dunnage used in the consignment has been treated and marked in compliance with ISPM15

A2b YES ☐ NO ☐

BARK STATEMENT

(Bark is the external natural layer covering trees and branches. This statement is only required if timber/packaging dunnage is declared using the timber or ISPM 15 statements. A bark statement is required for all timber packaging/dunnage including ISPM 15 compliant packaging/dunnage.)

Q3 Is all timber packaging/dunnage used in this consignment free from bark?

A3 YES ☐ NO ☐

CONTAINER CLEANLINESS STATEMENT

The container(s) covered by this document has/have been cleaned and is/are free from material of animal and/or plant origin and soil.

Signed: Printed name:.....

(Company Representative)

Position Held: Date of issue:.....

(DD/MM/YYYY)

Packing Declarations

Click on the following links to access FCL Annual Packing Declaration and FCL Packing Declaration:

[fcl ann pack dec.doc](#)

[fcl pack dec.doc](#)

Supplier payment terms

Payment of supplier invoices will be as per the agreed terms.



Preparation of FCR

Process

Forwarder will issue an FCR within 1 working day on settlement of all origin charges and submission of complete and accurate documents.

FCR is issued per Supplier set of documents. If one region is delayed by customs the Supplier will be requested to split the invoice.

Shipper – must be same as specified on Shipping Order.

Confirmation of draft FCR

The supplier must confirm the draft FCR within 24 hours of the FCR being issued. If the FCR is not confirmed within 24 hours, DHL will print the original; subsequent amendments may incur an FCR re-issuance charge.

For any QC processing, the FCR date will be after QC and receipt of CRC.

DHL origin charges

The supplier/factory pays all origin charges prior to the release of FCR's.

Refer to the table below for DHL origin charges.

		DHL Deliveries			Factory Packed		
Country	Port	Currency	CFS charges	Min CBM	Currency	20'	40'
Hong Kong	Hong Kong	HKD	170	1	HKD	2065	2750
CHINA	Fuzhou	RMB	70	1	RMB	\$475	\$755
CHINA	Nanjing	RMB	48	3	RMB	\$475	\$755
CHINA	Ningbo	RMB	50	3	RMB	\$475	\$755
CHINA	Qingdao	RMB	60	5	RMB	\$475	\$755
CHINA	Shanghai	RMB	48	3	RMB	\$475	\$755
CHINA	Shenzen - Chiwan	HKD	130	1	RMB	\$475	\$755
CHINA	Shenzen - Shekou	HKD	130	1	RMB	\$475	\$755
CHINA	Shenzen - Yantian	HKD	130	1	RMB	\$475	\$755
CHINA	Tianjim - Xingang	RMB	42.5	4	RMB	\$475	\$755
CHINA	Xiamen	RMB	70	1	RMB	\$475	\$755



Air Freight—Pacific Network Global Logistics (PNC)

Ex-Hong Kong

Booking

Factories send the PNCs SLI to PNC with full details of the shipment 5 days before the expect delivery date (PNC booking form can be obtained from local office). Ensure the following information is on the SLI:

- Order No.*
- Case Pack No.*/Style Pack No.*/Keycode*
- No. of Cartons*
- Estimated Weight
- Estimated Volume
- Quantity of Each Order Number
- Freight Payment Term.

* compulsory information

Delivery

Airfreight Warehouse
Unit LG6, Newport Centre
116 Mataukok Road
Tokwawan Kowloon
Hong Kong

Tel: (852) 23306172 or 23306173

Contact: Mr S. M. So

Shipper to ensure the goods are sorted by order, keycode, and destination.

PNC contacts

PNC Office
Pacific Network Cargo Global Logistics Ltd.
23rd Floor, Billion Plaza
8 Cheung Yue Street
Cheung sha Wan
Kowloon Hong Kong



Ex-Hong Kong (continued)

Main contacts

Johnny Chong

Tel: (852) 36510841

e-mail: johnny-chong@hkg.pnc-global.com.

Jacky Lau

Tel: (852) 36510842

e-mail: jacky-lau@hkg.pnc-global.com.

Ex-Shanghai

Booking

Factories send the PNCs SLI to PNC with full details of the shipment 5 days before the expect delivery date (PNC booking form can be obtained from local office). Ensure the following information is on the SLI:

- Order No.*
- Case Pack No.*/Style Pack No.*/Keycode*
- No. of Cartons*
- Estimated Weight
- Estimated Volume
- Quantity of Each Order Number
- Freight Payment Term.

* compulsory information

Delivery

PNC c/o HAS

58 Senlin Road

Pudong New Area

Shanghai China

Tel: 86 (21) 5893 6897

Settlement of prepaid freight and FOB charges

Unless pre-arrangement is made and agreed on, PNC will not offer credit facility to CGAs vendors and HAWBs will only be released upon settlement of prepaid freight and/or FOB charges.

PNC contacts

PNC Office (Shanghai)

Pacific Network Cargo Global Logistics Ltd.

Unit 901–903, Walton Plaza

801 Chang Le Road

Shanghai China

Postal Code: 200031



**Ex-Shanghai
(continued)**

Main contacts

Angela Wang
Tel: 86 (21) 5403 6823 ext: 110
e-mail: angela-wang@sha.pnc-global.com.

Fanny Wang
Tel: 86 (21) 5403 6823 ext: 111
e-mail: fanny-wang@sha.pnc-global.com.

**Other China
origins—Qingdao,
Dalian, Xiamen &
Guangzhou**

Booking

Factories send the PNCs SLI to PNC with full details of the shipment 5 days before the expect delivery date (PNC booking form can be obtained from local office). Ensure the following information is on the SLI:

- Order No.*
- Case Pack No.*/Style Pack No.*/Keycode*
- No. of Cartons*
- Estimated Weight
- Estimated Volume
- Quantity of Each Order Number
- Freight Payment Term.

* compulsory information

Settlement of prepaid freight and FOB charges

Unless pre-arrangement is made and agreed on, PNC office will not offer credit facility to CGAs vendors. HAWBs will only be released upon settlement of prepaid freight and/or FOB charges.



**Delivery order form
by keycode**

Refer to the example below of the Delivery Order Form by
keycode.



百昌国际货运代理(上海)有限公司
Pacific Network Cargo Global Logistics Ltd.
Tel: 86-21-5403 6823 Fax: 86-21-5467 0498 E-mail: shanghai@pnlchina.com



PACIFIC NETWORK
Global Logistics

中国上海市徐汇区长乐路801号华尔登广场901-903室
Unit 901-903, Waltham Plaza, 801, Chang Le Road, Shanghai, P.R. China. Postal Code: 200031

Delivery Order Form (入仓紙)
K-MART (Ordered by Keycode)

DATE: _____

发货人		中间商	
预计进仓时间		收货人	

进仓编号	PO	KEYCODE	CTNS	DEST	TTL CTNS

货到时间 _____

仓库确认结果: _____

仓库签收确认 _____

日期 _____

**Delivery order form
by style number and
style pack number**

Refer to the example below of the Delivery Order Form by style
number and style pack number.



百昌国际货运代理(上海)有限公司
Pacific Network Cargo Global Logistics Ltd.
Tel: 86-21-5403 6823 Fax: 86-21-5467 0498 E-mail: shanghai@pnlchina.com



PACIFIC NETWORK
Global Logistics

中国上海市徐汇区长乐路801号华尔登广场901-903室
Unit 901-903, Waltham Plaza, 801, Chang Le Road, Shanghai, P.R. China. Postal Code: 200031

Delivery Order Form (入仓紙)
K-MART (Ordered by Style no. & Style Pack no.)

DATE: _____

发货人		中间商	
预计进仓时间		收货人	

进仓编号	PO	STYLE NO.	STYLE PACK NO.	CTNS	DEST	TTL CTNS

货到时间 _____

仓库确认结果: _____

仓库签收确认 _____

日期 _____



Delivery order forms

Click on the following link [delivery_order_form.xls](#) to access the delivery order form.

PNC contact details

Click the following link to access the Pacific Network Global Logistics web site <http://www.pacnet.com.au/>.

Click the following link [PNC CTC Details.xls](#) to access PNC contact lists for:

- China Xiamen
- China Tianjin
- China Shenzhen
- China Shanghai
- China Qingdao
- China Ningbo
- China Guangzhou
- India Mumbai
- India—New Delhi.



Airfreight Shippers Letter of Instructions

Refer to the example below of the Airfreight Shippers Letter of Instructions.

AIR FREIGHT SHIPPERS LETTER OF INSTRUCTIONS																																						
SHIPPER 		HEAD OFFICE (VIC) TEL 03 9333 1300 FAX 03 9310 3600 EXPORT AIR DEPT. TEL 03 9333 1360 FAX 03 9331 6696 AIR FREIGHT EMAIL scassarm@mel.pacnetglobal.com																																				
CONSIGNEE 		PICK UP REQUIRED FROM																																				
NOTIFY 		INCOTERMS EXW(EX WORKS) DDU (DELIVERY DUTY UNPAID) FOB (FREE ON BOARD) DDP (DELIVERY DUTY PAID) CFR (COST & FREIGHT) DUTY DRAWBACK YES DUTY DRAWBACK NO																																				
CONTRACT 		ORIGIN OF FREIGHT <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; height: 20px;"></td> <td style="width: 50%; height: 20px;"></td> </tr> </table>																																				
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TOTAL NO OF PIECES	TOTAL GROSS WEIGHT (KGS)	DESCRIPTION																																				
Special Instructions:																																						
PLEASE NOTE THAT SLI IS TO BE SENT BACK WITH INVOICES TO MEET OUR 12:00NOON CUT-OFF The shipper certifies that the shipment does/does not contain dangerous goods as defined in the International Air Transport Association Dangerous Goods Regulations. If any part of the shipment contains dangerous goods, such part is to be properly described by name and in proper condition for carriage by air in accordance with the International Air Transport Association Dangerous Goods Regulations. Goods having explosive, corrosive, flammable, poisonous or other hazardous characteristics must be accompanied by a Shipper's Dangerous Goods Declaration and any other relevant documentation (Please delete as necessary). Dangerous Goods ☐ Yes ☐ No The Shipper hereby authorises the Company to either issue an Air Waybill or to procure the issue of an Air Waybill based on these instructions. The Shipper acknowledges that it is aware of and accepts the terms of the Air Waybill and any Tariff incorporated therein. 1. The Shipper warrants that each of the particulars shown hereon furnished by the Shipper is correct. 2. The Shipper acknowledges that it has been offered the opportunity by the Company (as agent for insurers) to arrange marine transit insurance against loss and damage to the goods, in accordance with the insurer's policy terms (details of which are available on request and stay extrajudicial). 3. Insurance against consequential loss or damage or other restrictive policy terms. All businesses, (except only that part of the carriage of the goods described on the face of the Air Waybill), is conducted in accordance with the standard trading conditions of the Company set out on the reverse. The part of the carriage of the goods described on the face of the Air Waybill is undertaken in accordance with the terms and conditions of the Air Waybill, a copy of which is available on request.																																						
WE CERTIFY ALL DETAILS INCLUDING WEIGHTS AND VALUES SHOWN ON THE FORWARDING INSTRUCTION TO BE TRUE AND CORRECT SIGNATURE NAME DATE Once completed, please print, sign and fax to 03 9334 5227 or scan and email to SCASSARM@MEL.PACNETGLOBAL.COM																																						

Click the following link [AIR_SLI.xls](#) to access a copy of the Airfreight Shippers Letter of Instructions.

