

# PACKAGING & LABELLING SPECIFICATIONS FOR PRODUCT BEING DELIVERED TO SERVICES AUSTRALIA OR ITS AGENTS.

---

These instructions are the minimum standard required for all deliveries into the Services Australia warehouse and are intended to minimise delays when receipting/verifying the delivery.

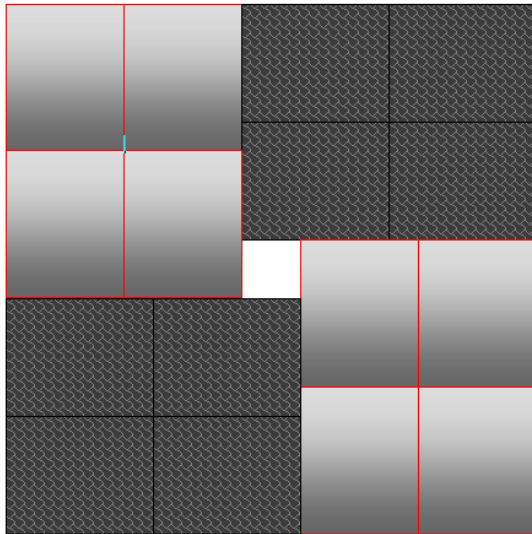
Failure to comply with these packaging/labelling requirements may result in the delivery being rejected and returned to the originating supplier. Alternatively, additional charges could apply where the Services Australia warehouse is required to correctly sort, re-pack or re-label any delivery.

The specific requirements are as follows:

- All materials for delivery to Services Australia must be packed in plain unbranded cartons. Each carton to have a wall thickness of at least 4mm and be manufactured from a minimum 560gsm. Carton type is to be Regular Slotted Carton (RSC)
- The carton weight is to be a maximum of 12 kg
- Quantities packed into each carton are to be uniform with consistent bundling and must occupy the whole carton.

For all product suppliers must ensure:

- precise product fit
  - cartons must be packed full to avoid crushing
  - maximum allowable gap on the side is 15 mm
  - cartons must be of the same grammage and wall thickness
- 
- Pallets **MUST** be in good condition, standard industry size (1170 W x 1170 L x 1200 H) - hardwood pallets only.
  - Supplier to ensure the consignment is delivered in good condition.
  - No top stacking allowed.
  - Pallet surfaces must be protected with a sheet of heavy cardboard to prevent damage to the bottom layer of cartons.
  - No skids allowed.
  - Pallet management is the responsibility of the supplier.
  - Maximum weight of the pallet should not exceed 850kgs
  - Cartons stacked on pallets must show carton label to the outside (where possible).
  - Maximum pallet height when packed is 1200 mm (including pallet).
  - Pallets to be shrink wrapped with a minimum of 4 layers of 25um thickness Cast Film Stretch Wrap.
  - Materials packed in cages are not acceptable without prior arrangement.
  - Cartons stacked on pallets are not to extend beyond the perimeter of the pallet, and should be arranged in standard brick formation (16 standard A4 cartons per layer).



## **CARTON AND PALLET IDENTIFICATION & MARKINGS**

Each individual carton and pallet must be labelled with a carton label of a minimum size 70mm x 100mm. (examples shown below)

Each label **MUST** contain the following information:

### **CARTON LABEL**

**TITLE:** (the description of the product as per Purchase Order including the Product Code, Product Version and Product Description e.g. *SC279.1303 Parenting Payment*)

**BUNDLE QTY:** (quantity packaged as an “inner”. eg: bundles of 50 or as specified on the Purchase Order)

**QTY PER CTN:** (the total quantity (eaches) per carton)

### **PALLET LABEL**

**TITLE:** (the description of the product as per Purchase Order including the Product Code, Product Version and Product Description e.g. *SC279.1303 Parenting Payment*)

**CTNS ON PALLET:** (quantity of cartons on the pallet)

**QTY PER PALLET:** (the total quantity (eaches) of product per pallet)

Box or CTN labels to be affixed to the end of each carton.

Each pallet **MUST** have a pallet label affixed to the side of the pallet under the Cast Film Stretch Wrap.

***Carton label example***

Title: SC279.1303 Parenting payment

Bundle quantity: - 25

Qty per ctn: - 500

***Pallet label example***

Deliver:

National Mailing and Marketing  
C/- Services Australia Warehouse  
Att: Ali Don  
P: 02 6269 1000  
63 Sawmill Circuit  
HUME ACT 2620

Title: SC279.1303 Parenting Payment

Total number of Cartons: 64

Total quantity on pallet: 32,000