

Deliveries to GPC Asia Pacific.

GPC Asia Pacific is committed to ensuring that our supply chain facilities always operate in a safe and efficient manner. Following feedback from transport providers and our operations team, we are implementing several initiatives to improve processes and support our growing business. From **1 June 2014**, we will require all inbound shipments from local suppliers to be pre-booked online and confirmed prior to arrival. Key suppliers participating in the Factory Gate program are not required to use this system. During the next 30 days we will be engaging other carriers, vendors and drivers to ensure a smooth transition.

This process will improve traffic flow, on-time delivery and reduce delays for your drivers. Our new booking system at **gpcinbound.com** is easy to use, available 24/7 and allows bookings up to 24 hours prior to delivery*. Trading partners can make a booking or have carriers make an appointment on their behalf. Carriers that regularly deliver into our sites are also encouraged to book weekly timeslots. Please consider the **receiving hours listed on the next page**. Deliveries outside these hours are not accepted unless alternative arrangements have been made in advance with the site manager.

If you have any further enquiries, please contact our friendly team listed on the next page.

Kind Regards,

Jamie Walton

GM Supply Chain & Customer Connectivity Systems

GPC Asia Pacific



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* Delivery appointments are booked on a first come, first served basis and subject to availability.

Contacts

Implementation Enquiries:

timeslotting@gpcasiapac.com

Operational Enquiries & Urgent Shipments:

Capital City	Site Address	Contact Name	Phone Number	Open	Close
Adelaide	6 Senna Rd, Wingfield SA 5013	John Jenkins	(08) 8343 1264	07:00	14:00
		Ryan Taylor	0403 440 193		
Brisbane	5 Viola Place, Brisbane Airport QLD 4006	Jesse Bandisch	(07) 3358 9515	05:30	13:00
		Andrew Dickson	(07) 3358 9592		
Melbourne	20 Green St, Doveton VIC 3177	Michael Hunt	0403 017 612	08:00	14:30
		Gerard Meagher	(03) 8710 2350		
Perth	85 Pilbara Rd, Welshpool, WA 6106	Gurteaj Atwal	(08) 9311 9902	08:00	16:00
		Rhianne Johnson	(08) 9311 9903		
Sydney	16 Williamson Road, Ingleburn, NSW 2565	Malcolm Johns	0433 915 990	06:00	14:00
		Terry Clarke	0478 319 575		

Purchasing Enquiries:

atrevillian@repc.com.au

Frequently Asked Questions:

1) How does my organisation create a booking online?

- 1) Go to **gpcinbound.com** and select **Adelaide, Brisbane, Melbourne, Perth** or **Sydney** from the navigation bar.
- 2) Select your **shipment type** from the drop down menu and wait until a calendar appears.
- 3) Select your **date** and **time** from the calendar and scroll down towards the bottom of the module.
- 4) Type in your **carrier name, contact person, email address** and **phone number** before clicking continue.
- 5) Enter **shipment information (pallet count, vendor, PO number)** and click **Finish**.
- 6) Finished! Your booking is confirmed and a **confirmation email** will be delivered to your email address.

2) Are suppliers responsible for creating bookings?

Yes, any shipment arriving at our facilities must have a pre-booked appointment. Suppliers may wish to have carriers create a booking on their behalf. Repco's key vendors participating in the Factory Gate program do not have to make a booking; our providers will automatically make an appointment on your behalf.

3) If my delivery does not have a booking, will you reject my shipment?

We do not accept shipments that do not have a pre-booked appointment; your vehicles must arrange another booking.

4) Does an expedited or urgent shipment require a booking to enter your facilities?

Yes, please give us a call to ensure we can receive expedited or urgent shipments.

5) How do we modify or reschedule an existing booking? Do we need to create an account?

To modify or reschedule an existing booking, please create an account at the end of a booking and use it to login.

5) Do you expect us to enter in the pallet count for each shipment?

Yes, please enter the number of pallets for your shipment. If you do not know the number of pallets at the time of the booking, please estimate and update when the shipment is despatched by logging into your account.

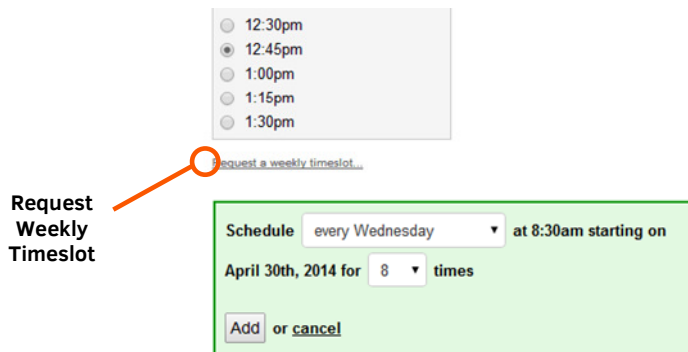
6) I need further assistance to make a booking, where can I get help?

In the first instance, please contact the local DC contact listed on the previous page.

Frequently Asked Questions (continued):

7) My organisation regularly delivers to GPC Asia Pacific on a weekly basis, what is recommended?

In this case, we recommend that you click 'request a weekly timeslot' to create a regular booking in the system.



8) What is the process for deliveries that are running more than 30 minutes late?

Please contact your local DC contact and they will assist you to reschedule an appointment.

9) What is your non-conformance process and escalation path?

We work collaboratively with trading partners and aim to resolve issues. In the event of repeated non-conformances, we will apply a 'three-strike' policy to identify and escalate issues. Corrective action plans will be deployed in conjunction with the Assistant Category Manager and your carrier. If these corrective actions are unsuccessful, your account manager will be contacted by the relevant Category Manager.

