



M.A.T.E.S

**Material for Advancement in
Training for Excellence in Sales**

TOYMATE PALLET CONTROL POLICY

OVERVIEW

The information contained in this Policy is designed to give you the knowledge required to Manager empty pallets in your store. Familiarise yourself with this Policy.

It is not only important for you to be able to understand this policy, but to also realise the consequences to the business if our best practices are not followed as outlined in this Policy.

Following the guidelines set out in this policy will ensure that this expectation is met.

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PALLET CONTROL POLICY

1. PURPOSE

- 1.1 This Policy outlines the conditions and obligations of Toymate's ('TOYMATE') employees' with regards to Refund and Exchanges at Toymate.
- 1.2 This Policy, where relevant, operates in conjunction with an employee's contract of employment.

2. COMMENCEMENT OF THE POLICY

- 2.1 This Policy will commence from 11/7/2020. It replaces all other leave policies of Toymate ('Toymate') which deal relating to Refund and Exchanges.

3. APPLICATION OF THE POLICY

- 3.1 This Policy applies to employees (including temporary employees) of Toymate who take receipt of refund and exchanges.
- 3.2 This Policy does not form part of any employee's contract of employment. The Policy is not intended to override the terms of any award, enterprise agreement or contract that applies to an employee.

4. DELIVERY

- 4.1 When warehouse stock is delivered to Toymate stores and pallets stripped down leaving the empty pallets there are processes which need to be followed and executed correctly to ensure the pallets are collected and either returned to the warehouse or in the case of interstate stores sold off as per the policy below.

5. INTERSTATE STORES

- 5.1 Unbranded pallets can be sold off in interstate stores. Loscam and Chep pallets or **branded pallets are not to be sold** as they belong to Chep and Loscam. Local deliveries are a pallet exchange process where branded pallets arrive at the store carrying Toymate stock. The driver will take back empty branded pallets exchanging for what has been dropped off. If done correctly and consistently there will be little build-up of empty pallets at the store. In some cases where local deliveries take place the driver may wait until stock is checked and taken off the pallets and take back the empty pallets.

5.2 Interstate Stores - QLD – PERTH – VIC – ACT.

Unbranded empty pallets once accumulated can be sold off by the store Manager. The pallets are sold off at a price set by Idan/Danny and communicated to the store Manager by Loss Prevention prior to advertising the sale. Plain unbranded pallets will generally not fall below \$3 a pallet. No pallets are to be sold unless written authorisation has been given by Loss Prevention who will ensure Idan and Danny are aware of the sale in advance.

- 5.3 QLD stores are to retain all empty pallets. The pallets will be regularly purchased and removed from each site by the purchaser. This will eliminate the need for pallets to return to a third-party warehouse where we have little control of the pallets.

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6. NSW STORES

- 6.1 **NSW stores** – When warehouse deliveries take place the driver will take back previously dropped off pallets. The transport company keep pallet docket records of pallets dropped off and pallets collected. The transport company will provide Toymate Loss Prevention with pallet dockets every month for all pallets collected/exchanged.
- 6.2 Branded Pallets which have come from local supplier deliveries will be collected by them on their next delivery. No pallets are to be sold off in NSW.

7. PALLET CONTROL REGISTER

- 7.1 The pallet control register is to be utilised from the start to finish of the entire process. On the 1st day of every month the register is to be sent to the Loss Prevention Manager via email. All details must be entered in the register.

PALLET CONTROL REGISTER									
STORE NAME :									
<i>Pallet Register to be completed in full and emailed to Loss Prevention on the 1st day of every month for reconciliation against actual pallets delivered</i>									
PLAIN PALLETS QTY	DATE	RECORDED BY (Name)	PALLETS SOLD QTY	DATE	SOLD BY (Name)	WITNESS (Name)	SALE PRICE \$	BUYERS NAME AND CONTACT NUMBER	BROKEN, DAMAGED, UNSALEABLE PALLETS COMMENTS

7. SELLING PALLETS

- 7.1 Manager is to contact prospective purchasers and look on gumtree. If no purchasers can be found the manager is to advertise the sale on gumtree.
- 7.2 We will normally wait until we have at least 20 pallets accumulated before we start the process.
- 7.3 Good Pallets will be sold at a price set by Idan and Danny prior to advertising the sale and the price per pallet may fluctuate from time to time.
- 7.4 Damaged Pallets may be sold at a lower rate than normal. Price will again be set by Idan and Danny prior to advertising the sale.
- 7.5 Pallets which are unsalable can be disposed of but must be recorded on the pallet register as \$0 value and with a comment stating unsalable.
- 7.6 Below is a list of some pallet suppliers/purchasers for reference however Toymate will continue to source out the best deal which suits the business.

NSW & ACT

Advanced Pallets
Anthony – 0418 967 944

VIC

Aussie Pallets

James – 0403 471 500

WA

Half Price Pallets

John – 0419 041 790

QLD

Pallet Masters

07 3283 4020

9. BANKING THE MONEY

- 9.1 The money collected from the sale of the pallets must be banked within 48 hours.
- 9.2 Once the deposit has been made a copy of the deposit confirmation slip must be sent to the Loss Prevention Manager, Idan and accounts via email. The original is then stapled to the pallet control register. When making the deposit ensure the deposit reason states what the deposit is for such as, “Joondalup pallet sale. 100 pallets”. This ensures accounts can reconcile the deposit.

Deposit details are as follows

H&D Retail Pty Ltd

BSB 032 058

Acct 244071

