

# Booking Refrigerated Pallets for Pickup by Big Chill

## 1. Decide if the Order Should Go on a Pallet

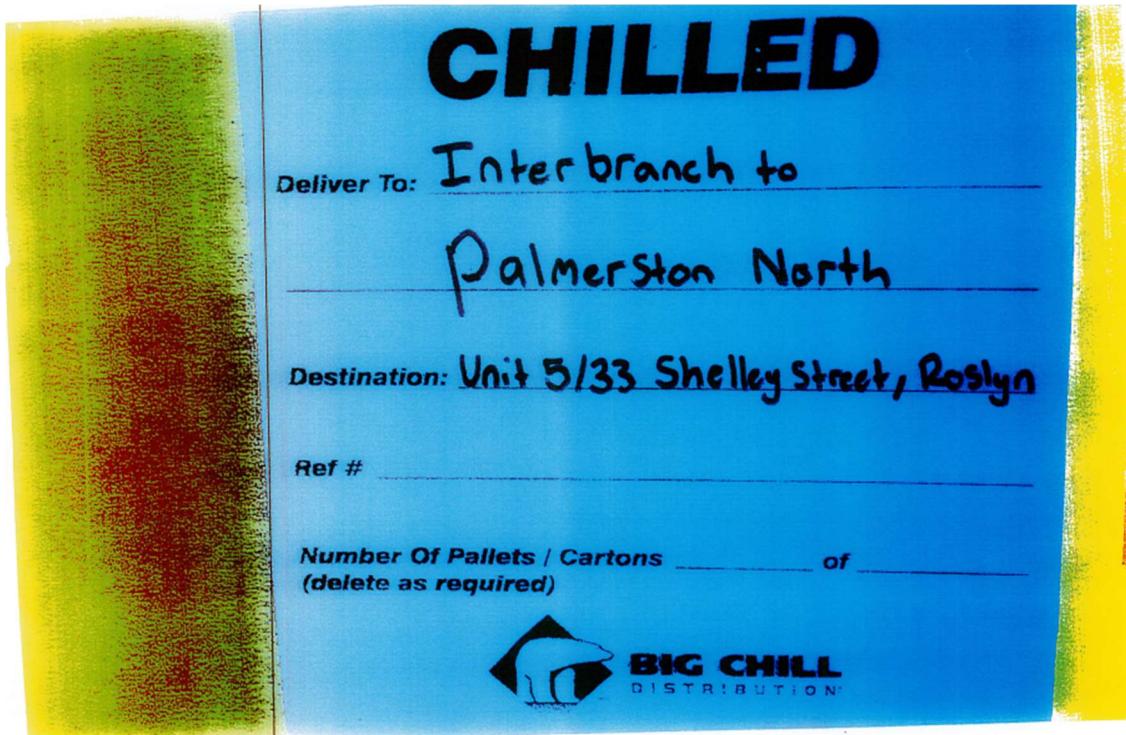
- Pallet bookings are **slow and expensive** → only use when justified.
  - Typical case: **chilled interbranch orders** with multiple **Vetscan boxes**.
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## 2. Prepare the Pallet

1. Load the order onto a pallet.
  2. Wrap the pallet securely.
  3. Place the pallet in the **chiller**.
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## 3. Complete Big Chill Paperwork

1. Get a **Big Chill consignment sheet** (the standard form).
2. Fill in:
  - Destination (e.g. *Interbranch to Christchurch*)
  - Delivery address
  - Invoice number
  - Pallet count (e.g. “1/2, 2/2”)
3. Photocopy the sheet.
4. Tape one copy to the **front** of the pallet and one to the **back**.
5. Attach the **invoice** to the outside of the pallet.



#### 4. Phoenix Entry

- In **Phoenix**, select **Prepaid Collect**.
- Do **not** generate NZC or Toll labels.

#### 5. Update the Excel Manifest

1. Open the **Big Chill BCD Manifest SVS Te Rapa.xlsx**.
2. Update fields:
  - **Pickup Date** → next working day
  - **Deliver To / Delivery Address** → e.g. *SVS Christchurch – 57 Hammersmith Drive, Wigram*
  - **Cust Ref** → invoice number (e.g. 3430105)
  - **Pallet Height** → usually *HFPLTS / up to 1.2m* (measure if taller)

- **Frozen/Chilled** → *Chilled*
  - **CHEP Count** → N/A
3. Save file as:

Big Chill BCD Manifest SVS Te Rapa {Date}

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## 6. Email Big Chill

- Compose email with subject line like:  
SVS Hamilton - Pallet Pickups for {Date}
- Body of email:

Hello,

See attached pick-ups here for SVS Hamilton, 535 Te Rapa Road, Hamilton, going {Destination name}.

Pallets are ready for collection on {Collection Date}.

Any questions, please let me know via email.

Thanks!

- Attach the saved Excel manifest.

### Recipients (as at September 2025):

#### - To:

- [hamiltondispatch@bigchill.co.nz](mailto:hamiltondispatch@bigchill.co.nz) = Hamilton Dispatch Big Chill  
- [NIManifest@bigchill.co.nz](mailto:NIManifest@bigchill.co.nz) = BCD-Manifest North Island

#### - CC:

- Paul Yaxley (PaulY@svs.co.nz)  
- Deegan Begovich (DeeganB@svs.co.nz)  
- Jaz Clark (JazC@svs.co.nz)

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## 7. Collection

- Big Chill will collect the pallet(s) **the next working day**.
  - Keep a signed copy of the consignment if provided.
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Done! Pallet is now booked for chilled freight with Big Chill.



Kyle Walker



Wed 11/06/2025 2:02 PM

To: +2 others

Cc:  Paul Yaxley;  Deegan Begovich; +1 other



Hello.

See attached pick-ups here for SVS Hamilton, 535 Te Rapa Road, Hamilton, going to SVS Palmerston North and SVS Christchurch

Pallets are ready for collection on **11/06/2025**

Any questions, please let me know via email.

Thanks!