



# GIB® PLASTERBOARD CUSTOMER ALLOCATION PROCESS OVERVIEW

# 1

## CUSTOMER ORDER REQUEST

Discuss with store order requirements, including:

- Desired date of delivery
- Delivery service type
- Order M2 needed

# 2

## STORE ORDER REVIEW AND PROCESSING

Store check if order can be included in their allocation for the desired month of delivery.

Accept order.

Load order to store ordering systems.

Send order to Winstone Wallboards during the merchant order placement window for the required delivery month.

Move order to another month where allocation M2 is available.

Advise customer and follow above steps.

# 3

## ORDER PROCESSING

Winstone Wallboards processes and returns order confirmation as per normal process.

Order delivery will be scheduled as close as possible to the desired delivery date.

# 4

## ORDER CHANGES

Via your store, orders can be modified, cancelled or delivery date changes requested up to 10 working days prior to the scheduled delivery date subject to store allocation limits and delivery service availability.

### Sites Not Plasterboard Ready

For DTS deliveries, Winstone Wallboards will not deliver to sites which are not plasterboard ready. We will work with the customer to find a suitable new delivery date.

For DTS plasterboard ready site requirements visit [gib.co.nz](http://gib.co.nz)

# 5

## PLASTERBOARD DELIVERY

**FIS DELIVERIES:**  
Delivery as per standard FIS delivery process.

**DTS DELIVERIES :**  
Delivery as per standard DTS delivery process. Service availability region dependent.

**EX WORKS COLLECTION:**  
As per standard ex works collection. Service availability region dependent.



## WHY GIB® PLASTERBOARD ALLOCATION?

- Since the August 2021 lockdown unprecedented levels of forward orders have seen GIB® plasterboard lead times increase significantly.
- As a result Winstone Wallboards is temporarily moving to an allocation model from 1<sup>st</sup> of July.
- The new Tauranga plasterboard plant, which is due to be operational mid 2023 will significantly increase plasterboard capacity well in excess of current and forecasted demand levels.

## VISUAL SUMMARY OF THE CUSTOMER ORDER GROWTH WINSTONE WALLBOARDS HAS SEEN OVER THE LAST 6 MONTHS.



## AIM OF THE ALLOCATION PROCESS

- Provide merchant stores with a forward view of their monthly GIB® plasterboard volumes available for use in servicing customer orders.
- Maximise the amount of GIB® plasterboard arriving onto sites, just prior to when lining installation is to occur.

## MAXIMISING GIB® PLASTERBOARD ARRIVING ON SITE JUST PRIOR TO INSTALLATION

- Supplying plasterboard which then ends up being stored for an extended time period prior to lining, ultimately compromises other customers who are ready to line now.
- To improve this situation Winstone Wallboards is not carrying out Delivered to Site deliveries to sites which are not plasterboard ready.
- Merchant stores can also help by checking with customers that their sites are at lining installation stage prior to supplying the plasterboard.

## STORE ALLOCATION PROCESS SUMMARY INFORMATION

- Winstone Wallboards will provide stores with forward visibility of their monthly plasterboard allocations to help them work with customers to plan out future project requirements and delivery dates.
- Store monthly plasterboard allocations are in M2, covers all plasterboard types including GIB Barrierline® and GIB Weatherline® and can be used across all service types subject to service availability.
- GIB® compounds, GIB-Cove® and accessory products are not included in the allocation process and can continue to be ordered as per normal. Currently a 2 week lead time applies.

## STORE ORDER PLACEMENT WINDOWS FOR DELIVERY MONTHS

- Winstone Wallboards will commence accepting orders from stores 2 months out from the desired month of delivery.

### Key store ordering window dates for the first 6 delivery months

- Desired delivery dates of orders need to be reasonably evenly distributed across the month. Winstone Wallboards reserves the right to move order dates as required to achieve this.

Delivery Month:	Store Order Placement Windows:	Order Changes/ Cancellations
July 2022	May 2022	Changes and/or cancellation of customer orders via stores are permitted up to 10 working days before the orders confirmed delivery date.  This is subject to store allocation limits and service availability.
August 2022	June 2022	
September 2022	July 2022	
October 2022	August 2022	
November 2022	September 2022	
December 2022	October 2022	