

Procurement Lifecycle Document for Bidfood Foodservice

CUAGRO2019 – Common Use Arrangement for
Bulk Groceries and Fresh Produce

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Last updated: 16 November 2021

Bidfood Foodservice

ABN: 45 102 255 587

ACN: 102 255 587



Contact information

Tania Palat

Phone: (08) 9410 9200

Email: sales.perth@bidfood.com.au

Orders / Enquiries: sales.perth@bidfood.com.au

Websites: www.mybidfood.com.au

Postal Address: PO Box 1555, Bibra Lake WA 6163

Admin hours: Monday to Thursday 7.45am to 6.00pm, Friday 7.45am to 4.30pm

Buying methods

Place an Order

You can use the CUA Order Form or your organisation's own order form to make a purchase from Bidfood Foodservice. Please make sure that you quote the CUA number "CUAGRO2019".

OPTION A – Use CUA Order Form or Agency Order Form:

STEP 1 (if required): Use email or phone to communicate with the Contact Person for Customer Orders – Tania Palat – via the enquiries email address as per the contact details on page 2 to set up a CUAGRO2019 Account.

STEP 2: Fill in the CUA Order Form or your organisation's own order form with the products you require.

STEP 3: Send the CUA Order Form to Supplier Name via a dedicated email address – sales.perth@bidfood.com.au for fulfilment. If you have any questions, contact Tania Palat via the details on page 2 for further information.

OPTION B – Use Supplier Name's Website Ordering System:

STEP 1 (if required): Use email or phone to communicate with the Contact Person for Customer Orders – Tania Palat – via the enquiries email address as per contact details on page 2 to set up a CUAGRO2019 Account and Login details for the Supplier Name website.

STEP 2: Browse the Supplier Name website and select the required products.

STEP 3: Either pay online via the Supplier Name website, or indicate that you will pay on your Account in the near future. If you have any questions, contact Tania Palat via the details on page 2 for further information.

Minimum Order Thresholds

The following Minimum Order Thresholds apply:

- Minimum Order Threshold Product Conditions = **Not applicable**

Payment of invoices

Either pay online via the Supplier Name website, or pay on your Account via EFT – Account details as follows:

BSB: 06200

Account Number: 11181368

Contact: Pamela Omay (Accounts Receivable) - accounts.perth@bidfood.com.au

Delivery

Perth metropolitan area and the City of Mandurah

Free delivery is available to any nominated delivery point located within the Perth Region and the City of Mandurah, including any nominated carrier's depot where consignment to country areas is involved. Free delivery to these locations applies for both Standard Products and Non-Standard Products.

Products will be delivered free-of-charge to your site within 24 hours of ordering.

Regional Deliveries

For Regional orders, the order timeframes are as follows:

- All regional orders placed with Bidfood are despatched to the nominated third party carrier the next business day for orders placed by 1pm the previous business day.
- The third party carrier's despatch schedule and delivery timeframes vary depending on the destination and should be confirmed via the third party carrier.
- Bidfood are happy to assist customers with obtaining this information on a case by case basis.

If you have any questions, contact Tania Palat – sales.perth@bidfood.com.au – (08) 9410 9200 for further information.

Discounting

Non-Standard product discounts

The following discounts apply to Products supplied by Bidfood Perth that are not listed in the Price Schedule.

Table 2 - Non-Standard Product Discounts		
Category	Subcategory	% Minimum Discount (e.g. 10%)
Category 1 - Shelf Stable, Non Perishable and Dried Goods	All subcategories	15%
Category 2 - Bread and Bakery Products	All subcategories	15%
Category 3 - Ready-to-Drink Beverages	All subcategories	15%
Category 5 - Frozen Meat, Poultry, Seafood and Savoury Products	All subcategories	15%

Category 7 - Dairy Products, including Yoghurt, Milk, Cheese and Eggs	All subcategories	15%
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Disposal and recycling

Bidfood Perth will take back pallets in the Perth Metropolitan area for customers who receive their food orders from Bidfood on Chep or Loscam pallets. Please contact Tania Palat who can be contacted via the details on page 2.

Return of rejected goods

Where prior to acceptance, the Products delivered are found to be unsuitable for acceptance due to sub-standard quality, the Customer may reject any or all of the Products ordered.

To reject the Products, the Customer must notify the Contractor within three (3) Business Days for non-perishable and one (1) Business Day for perishable or fresh produce. The Products must be removed at the Contractor's expense within such reasonable time as the Customer may direct.

Should the Contractor fail to duly and properly remove the rejected Products within the time specified by the Customer, the Customer shall be entitled to have the rejected Products returned at the Contractor's risk and expense to the Contractor's premises, whereby the Contractor must afford every facility to accept the return of the Products.

To request action on unsuitable products for return please contact customer service on 9410 9200 or sales.perth@bidfood.com.au within the indicted time period.

Details will then be lodged so that pick up and a credit can be arranged for the identified products, which would occur on our next delivery to the site.

Account management and invoicing

If required, Bidfood Foodservice must provide consolidated invoicing in specific formats as agreed with the Customer. The Account Manager for Customer queries and invoicing is Tania Palat: sales.perth@bidfood.com.au

Contact information

General enquiries

Admin

Tania Palat

Phone: (08) 9410 9200

Facsimile: (08) 9494 2999

Email: sales.perth@bidfood.com.au

Orders / Enquiries: sales.perth@bidfood.com.au

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