

# Procurement Lifecycle Document for PFD Food Services Pty Ltd

CUAGRO2019 – Common Use Arrangement for  
Bulk Groceries and Fresh Produce

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**Last updated: 26 October 2021**

# PFD Food Services Pty Ltd

**ABN:** 29 006 972 381

**ACN:** 006 972 381



*when reputation counts*

## Contact information

**Paul Kift**

**Phone:** (08) 9240 9600

**Mobile:** 0488 908 181

**Email:** [PKift@pfdfoods.com.au](mailto:PKift@pfdfoods.com.au)

**Orders / Enquiries:** [orderswa@pfdfoods.com.au](mailto:orderswa@pfdfoods.com.au)

**Website:** [www.pfdfoods.com.au](http://www.pfdfoods.com.au)

**Postal Address:** PO Box 900, Balcatta, WA 6914

**Admin hours:** Monday to Friday 8.00am to 5.00pm

# Buying methods

## Place an Order

### Order online

Order online: [www.pfdfoods.com.au](http://www.pfdfoods.com.au)

### Times (AWST) Orders can be placed

Online portal available all hours but order must be placed by 8am for next day delivery (Metro).

Depending on locality of regional WA, lead times may vary between 2 to 3 days maximum.

#### Additional information

Our PDF online ordering system customers can search our extensive item range, manage their own pantry lists, check stock availability and process their own orders.

We can set-up a locked pantry list so only approved products can be ordered.

Order must be placed by 8am (AWST) for next day delivery (Metro).

### Email order

Email your order to [orderswa@pfdfoods.com.au](mailto:orderswa@pfdfoods.com.au)

8am to 5pm (AWST) Monday to Friday

We can provide sites with a customised order form with only approved products listed.

### Phone orders

Phone: (08) 9240 9650

8am to 5pm (AWST) Monday to Friday

Sits are able to place an order over the phone using either our product codes or stating the product and only the approved products will be entered.

A pantry list with all approved product with our product code can be supplied to sites.

### Fax orders

Fax: (08) 9240 7669

8am to 5pm (AWST) Monday to Friday

Customised order forms are available to suit your requirements to be faxed through to telesales before 5pm (AWST) for next day delivery.

## Minimum Order Thresholds

The following Minimum Order Thresholds apply:

Minimum Order Threshold Product Conditions	\$ Threshold	Volume Threshold (cartons, crates etc)	Orders Below Threshold Accepted (Yes/No)	Delivery Fee (for Orders below threshold)
Total Minimum Order	\$200	N/A	No	N/A

## Payment of invoices

Either pay online via the PFD Food Services website [www.pfdfoods.com.au](http://www.pfdfoods.com.au) or pay your account via:

**Name:** PFD FOOD SERVICES PTY LTD

**BSB:** 013 128

**Account Number:** 837 491 147

**Reference:** PFD Customer Number

Please either email a copy of your remittance to [credit@pfdfoods.com.au](mailto:credit@pfdfoods.com.au) or fax the copy to (03) 9756 2943.

## 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:

- Depending on locality of regional WA, lead times may vary between 2 to 3 days maximum.
- PFD Food Services will only deliver to Customers in the Perth Metropolitan Free Into Site (FIS), any other sites covered under that are outside of the Perth Metropolitan area, PFD Food Services will not pay any freight costs or enter into any delivery cost payments, all freight/delivery costs will be the responsibility of the Customer ordering the stock. PFD Food services will deliver to the nominated Freight company in the Perth metropolitan area FIS, but any freight costs from the Nominated Perth Metropolitan

freight depot to the customer will be the responsibility of the customer ordering and be between the customer and the freight company they have nominated to transport with.

If you have any questions, contact Paul Kift via – [pkift@pfdfoods.com.au](mailto:pkift@pfdfoods.com.au) or phone – (08) 9240 9650 for further information.

## **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.

Stock can be returned with the driver at the point of delivery if required. If stock is of inferior quality this needs to be conveyed by email to [orderswa@pfdfoods.com.au](mailto:orderswa@pfdfoods.com.au) or phoned through to the customer service team on 9240 9650.

Please note we will require the batch number, best before date and any photos of the product. This information is required so we can notify the manufacturer. Our driver will collect the goods on the next scheduled delivery and a credit will be issued to the site.

## **Account management and invoicing**

If required, PFD Food Services must provide consolidated invoicing in specific formats as agreed with the Customer. The Account Manager for Customer queries and invoicing is Paul Kift or Tania Melville who can be contacted via the details on page 2.

# Contact information

## General enquiries

### Admin

**Paul Kift**

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