

# Procurement Lifecycle Document for Tip Top Bakeries

CUAGRO2019 – Common Use Arrangement for  
Bulk Groceries and Fresh Produce

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**Last updated: 16 November 2021**

# Tip Top Bakeries

**ABN:** 4500 842 9632

**ACN:** 008 429 632



## Contact information

**Tip Top National Customer Service**

**Phone:** 1300 361 965

**Facsimile:** (08) 9262 3292

**Email:** [tiptopcustomerservice@gwf.com.au](mailto:tiptopcustomerservice@gwf.com.au)

**Orders:** [tiptopwa.aff@gwf.com.au](mailto:tiptopwa.aff@gwf.com.au)

**Websites:** [www.tiptop-foodservice.com.au](http://www.tiptop-foodservice.com.au)

**Address:** Level 2, Building A, 11 Talavera Road, North Ryde NSW 2113

**Admin hours:** Order lead time – 2 days prior to delivery – exceptions apply for State & National Public Holidays.

Orders to be placed by 3pm, 2 days prior to delivery.

Tip Top National Customer Service are available from 7.00am to 3.00pm Monday to Sunday

# Buying methods

## Place an Order

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

Tip Top Bakeries can also create a user-friendly order form on request.

### Option A – Use CUA Order Form or Agency Order Form

**Step 1:** (if required): Use the order email address, fax or phone to communicate with the Contact Person for Customer Orders – Tip Top National Customer Service – via the orders 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. Please ensure this contains your Tip Top Bakeries 7-digit Customer number.

**Step 3:** Send the CUA Order Form to Tip Top Bakeries Orders via a dedicated email address – [gov.orders@supplier.name.com.au](mailto:gov.orders@supplier.name.com.au) for fulfilment. If you have any questions, contact Tip Top National Customer Service via the details on page 2 for further information.

### Option B – Use Supplier Name's Website Ordering System

From January 2020, Tip Top Bakeries is offering an online ordering portal which can be used to place orders. Certain sites may be engaged earlier to participate in trialling this ordering method.

**Step 1:** Use <https://orders.tiptop-foodservice.com.au> to set up a Tip Top Account and obtain Login details for the Tip Top Bakeries website.

**Step 2:** Browse the Supplier Name website and select the required products. Proceed through the steps to finalise your order.

**Step 3:** All payment of invoices will remain external to the ordering portal. Please refer to Payment of Invoices section.

## 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)
The total order value must achieve the \$ threshold. This allows a mix of products to be ordered.	\$30 excluding GST	N/A	No	No

## Payment of invoices

Invoices are emailed to the requested site recipient on a Monday morning. Each site can nominate up to 4 email recipients. Please communicate any email recipient changes via [tiptopcustomerservice@gwf.com.au](mailto:tiptopcustomerservice@gwf.com.au)

Tip Top offers varied payment options.

### EFT – Account details

Account Name: Tip Top Bakeries

**BSB:** 037-816

**Account Number:** Use 7- digit Customer number here

Contact Supplier Name – [majors@gwf.com.au](mailto:majors@gwf.com.au)

Direct debit is also available. If you wish to have this organised, please email [majors@gwf.com.au](mailto:majors@gwf.com.au)

### Credit Card

Payment via credit card is available. A processing fee will apply.

0.95% Visa & Master

1.5% Amex

# 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.

The order lead time is by 3pm, 2 days prior to the requested delivery day. Public Holiday variations apply, please ask Tip Top Customer Service in the lead up to a public holiday for the order/delivery schedule to assist with planning. Goods are manufactured the day prior to the scheduled delivery day.

Delivery times to site will be estimated when the account is created. Tip Top will work with the location to organise a suitable delivery time and location for the goods to be placed.

## Regional Deliveries

For Regional orders, the order timeframes are as follows:

- The order lead time is by 3pm, 2 days prior to the requested delivery day. Public Holiday variations apply. please ask Tip Top Customer Service in the lead up to a public holiday for the order/delivery schedule to assist with planning. Goods are manufactured the day prior to the scheduled delivery day.
- Tip Top Bakeries offers service to the following Regional locations. A delivery fee will apply (currently \$3+GST per delivery).
  - Goldfields-Esperance: Kalgoorlie-Boulder within 20km
  - Great Southern: Albany within 20km
  - Mid-West: Geraldton within 20km
  - Peel: All Locations Except City of Mandurah
  - South West: Bunbury within 20km
  - South West: Only to the locations listed below
  - Wheatbelt: Northam within 20km
  - Wheatbelt: Only to locations listed below

### South West locations

Augusta 6290	Bunbury 6230	Dalyellup 6230
Australind 6233	Busselton 6280	Donnybrook 6239
Balingup 6253	Capel 6271	Dunsborough 6281
Boyup Brook 6244	Collie 6225	East Bunbury 6230
Bridgetown 6255	Cowaramup 6284	Eaton 6232

Gelorup 6230	Manjimup 6258	Vasse 6280
Greenbushes 6254	Margaret River 6285	Walpole 6398
Harvey 6220	Nannup 6275	West Busselton 6280
Karridale 6288	South Bunbury 6230	

### **Wheatbelt delivery locations**

Beacon 6472	Jurien Bay 6516	Newdegate 6355
Bencubbin 6477	Kalannie 6468	Northam 6401
Beverley 6304	Kellerberrin 6410	Nungarin 6490
Bindoon 6502	Kondinin 6367	Pingelly 6308
Bolgart 6568	Koorda 6475	Quairading 6383
Brookton 6306	Kukerin 6352	Southern Cross 6426
Bruce Rock 6418	Kulin 6365	Tammin 6409
Cadoux 6466	Kununoppin 6489	Toodyay 6566
Calingiri 6569	Lake Grace 6353	Varley 6355
Cataby 6507	Lake King 6356	Wagin 6315
Corrigin 6375	Marvel Loch 6426	Westonia 6423
Cunderdin 6407	Meckering 6405	Wickepin 6370
Darkan 6392	Merredin 6415	Williams 6391
Dowerin 6461	Moorra 6510	Wongan Hills 6603
Dumblebung 6350	Moorine Rock 6425	Wyalkatchem 6485
Gingin 6503	Mukinbudin 6479	Yelbeni 6487
Goomalling 6460	Narembeen 6369	Yerecoin 6571
Hayden 6359	Narrogin 6312	York 630

Delivery times to site will be estimated when the account is created. Tip Top will work with the site to organise a suitable delivery time and location for the goods to be placed.

If you have any questions, contact [tiptopcustomerservice@gwf.com.au](mailto:tiptopcustomerservice@gwf.com.au) or phone – 1300 361 965 for further information.

## **Disposal and recycling**

Tip Top Bakeries is a significant contributor of flexible plastic packaging into the marketplace. Tip Top Bakeries was a foundation partner of the REDcycle program in Australia and has been involved since 2012/13. Through our REDcycle partnership post-consumer recycling of soft plastic packaging has continued to grow.

The REDcycle Programme was developed to recover and recycle post-consumer soft plastic packaging through a network of retail drop-off points around Australia. Our Tip Top Baking Division is in its 6th year as a key supporter of the program and results demonstrate that customers are continuing to utilise the scheme and adopt more sustainable behaviours around recycling. Through its participation in the program, Tip Top's post-consumer plastic bread bags and bakery item flexible packaging material are recovered, processed and converted into products such as benches; bollards; decking; fencing; playground equipment and tree guards for schools and communities.

The Tip Top Bakeries poly packaging used to hold loaf bread and bread rolls is made from material which can be recycled via the REDcycle system.

For details on locations in your area offering REDcycle drop off points, please use the following link: <https://www.redcycle.net.au/where-to-redcycle/>

## Return of rejected goods

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

To reject the Products, the Customer must notify Tip Top Bakeries within 2 Business Days of receiving the goods.

Please contact Tip Top Customer Service on 1300 361 965 or email [tiptopcustomerservice@gwf.com.au](mailto:tiptopcustomerservice@gwf.com.au) for support on this matter.

Please have the quik lock tag details made available when communicating product quality feedback.



If the Products must be removed for further investigation, this will be at the Contractor's expense within an agreed reasonable time for collection between both parties.

Tip Top Customer Service will provide assistance with late order, re-order and/or credit of the goods relative to each case.

Should the Contractor fail to duly and properly remove the rejected Products within the agreed time, 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.

Should additional support be required on any occurrence, please contact the Contract Manager.

## **Account management and invoicing**

Tip Top Bakeries will issue a valid Tax Invoice at the end of each week for processing by the Customer. This invoice is sent electronically to the Customers requested email address recipient(s). This can include up to 4 email recipients. Any change or addition to the invoice email recipient can be made via the Tip Top Customer Service team. See page 2 for contact details.

If required, Tip Top Bakeries will work collaboratively with the Customer to provide consolidated invoicing in specific formats. Any specific formatting requests should be sent to the Account Manager. Details available in Appendix 1.



# Contact information

## General enquiries

### Admin

**Michelle Cooper**

**Mobile:** 0405 378 396

**Email:** [michelle.cooper@gwf.com.au](mailto:michelle.cooper@gwf.com.au)

**Websites:** [www.tiptop-foodservice.com.au](http://www.tiptop-foodservice.com.au)

**Postal Address:** Level 1, Building A, 11 Talavera Road NSW 2113

**Hours:** Monday to Saturday 8.00am to 6.00pm

## Accounts

### Accounts Manager

**Finley Himawan**

**Mobile:** 0449 195 295

**Email:** [finley.himawan@gwf.com.au](mailto:finley.himawan@gwf.com.au)

**Postal Address:** 35 Magnet Road Canning Vale WA 6155