

Procurement Lifecycle Document for Odeum Produce Pty Ltd trading as Freshcorp Farms

CUAGRO2019 – Common Use Arrangement for
Bulk Groceries and Fresh Produce

Contact information

Buying methods

Place an Order

Minimum Order Thresholds

Payment of invoices

Delivery

Discounting

Disposal and recycling

Return of rejected goods

Account management and invoicing

Contact information

General enquiries

Accounts

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Freshcorp Farms

ABN: 56 009 404 031

ACN: 009 404 031

Contact information

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Postal Address: 34 Catalano Road, Canning Vale, WA 6155

Admin hours: Monday to Friday 8.00am to 4.00pm, Saturday 5.00pm to 10.00pm,
Sunday 4.00pm to 10.00pm



Buying methods

Place an Order

OPTION A – Order via Freshcorp Farms App:

To install the device on your mobile device, search for the app in the Apple App Store or the Google Play store.

- Install the app on your device.
- User Name and password will be supplied. Change your password immediately following the directions below.

CHANGING YOUR PASSWORD (or forgotten your password!)

- Use 'Forgot your password?' on the log in screen. Enter your username (email address), and a link to reset your password will be emailed to you.

LOGGING IN

- The first time the Fresh Orders app is used, enter your email address and password combination. If the 'Remember Me' box is checked, only the password will need to be re-entered on subsequent log-ins.

NAVIGATION

- For android users, the back button will generally take you to the My Orders page. If used from the My Orders page, it will close the app.
- Swipe left (or tap on the Menu button – top left corner) from My Orders will open more options.
- Swipe left when placing an order will show product department/categories.
- Tap on the Menu (top left corner) to bring up the Help Screen. This will explain the icons used within the app.
- After logging in you will see the "My Orders" screen. You will start on the "CURRENT" tab, showing all un-invoiced orders and carts, regardless of who entered the order. Once an order has been invoiced, it will move to the "PAST" orders tab. From "My Orders", you can:
 - Create a new cart/order
 - View an existing cart/order
 - Modify an existing cart/order, add products, change quantities, delivery dates or notes (dependent upon system settings)
 - Delete a cart or an order (swipe left or right)

NEW ORDERS

- Click on the New Order button to create a new cart/order. The next delivery cut off time is displayed. Select your delivery date from the list displayed or pick a date from the calendar.

- Products can be chosen by department/category, from the Specials page, from the Recently Ordered page, or from the Favourites page. Alternatively, you can search by product name or product code. Use Unlisted Products to add a product that you cannot find. NB: These icons are at the bottom of the screen for ios devices (pictured) and near the top for android devices.
- Use the + or – buttons to increase/decrease the quantity, or enter the quantity using the keypad. On any page, you can mark/unmark a product as a favourite by tapping the heart.
- Notes can be added; click on the bookmark to make this a default note that will show against that product every time you order via the Fresh Orders Mobile app.
- If you frequently order the same list of products, these could be marked as a favourite, and the majority of ordering could be done solely through the favourites page.

FAVOURITES

- Favourites are sorted by product code/description. They can be manually sorted by tapping and holding, then dragging into your preferred position. This will automatically turn on 'Manually sort favourites'. If you want to go back to the default product code/description sort order, go to the menu, and turn off 'Manually sort favourites'.
- When in a product screen, you can drag with your finger from left to right to display department/category selections (see screenshot to the left), or tap on the breadcrumb (circled in green on the right hand screenshot) to navigate to a new department/category.
- When finished, tap on the order total (top right hand corner) to Review Order. From here, you can add further products, add more notes against the product, add a reference or add delivery instructions. Tap on Submit to create your order, or tap on My Orders to save as a cart, and return to the My Orders page.

COPY ORDER

- From the past orders tab, tap on the copy icon (outlined below on left screen shot). An order can also be copied from the View Order screen once the order is no longer editable (right screen shot). Once copied, additional products can be added or quantities can be modified.

EDITING CARTS AND ORDERS

- Submitted carts and orders can be modified until the cut off period has passed (dependent upon system setting).

OTHER OPTIONS

- Use the menu button (circled) to open the Menu (or swipe left from the My Orders page). From here you can:
 - Change DC or customer using Settings
 - Change your favourite sort option

- Contact Us via email
- Access a help page
- Log Out

OPTION B – Order by Freshcorp Farms Online Ordering System:

Home Page (Calendar View)

- The Home page (Calendar View) is always accessible from the menu bar.
- From here you can access order history, shopping lists and create and modify orders.
- It displays a 2 week calendar of delivery days for you to choose from. If a day is greyed out, it means you are
- not allowed to order for delivery on that day.
- Click New Order on the delivery date you require, to start a new order.
- The Future Orders button allows the creation and viewing of orders where the delivery date is outside the 2
- week calendar view.
- This document is available via the User Guide button on the home page.
- Red buttons indicate that an order that was previously submitted has been modified and not yet resubmitted.

Add Products

- Toggle between the Grid and List views using the buttons at the top of the filter selection.
- The view of products has a category filter on the left. Selecting a category will show only products from that category or selecting a category header will show you all products within that department. Selecting All Products will remove the filter and display all products available to order.
- View all current specials by selecting the Specials filter on the filter selection.
- You can Show/Hide the filter bar with the toggle button at the top of the filter selection.
- You can expand/collapse the filter with the buttons at the top of the filter selection.
- You can use the search function on the top right of the page to search for a known Product Code or Description.
- Type the quantity desired and click Add to add the product to your shopping cart. Clicking Add again will increment the quantity of that product in your cart by the amount you entered.
- Click View Cart to modify or remove products from your order. You may also print your cart via the Printer Icon.

- Use the Add Unlisted Products button to add any products that you are unable to locate or to add special request items.
- Click Check Out to take you to the Check Out page.

Order Check Out

- Review your order here and enter pick notes for products, delivery instructions and your invoice reference.
- You can make delivery instructions or pick notes your default by clicking on the blue pin that appears next to the item after you change it and click away from the field.
- Remove products from your order or modify the quantities as required. Add more products to this order by clicking on the Add Products button in the top left corner.
- Order Options allows you to easily create, overwrite or append to shopping lists, or to add an existing shopping list to this order.
- Use the Change button to select a different delivery date. Note that a popup containing products that cannot be ordered may appear for the new delivery day if there are any that fall into this category.
- You can also print your order via the Printer Icon on the top of the page.
- Once you are happy with this order, you can submit it for processing using the Submit button.
- You are able to modify an Order that has been submitted. Changes on the order will be marked in blue and the Submit button will turn red indicating there are un-submitted changes for an already submitted order. Re-Submit your order once you have made the changes required.

Shopping Lists

- Can be created from scratch or from a current or past order.
- You can append an existing order to a shopping list to build a list of products you generally order.
- You can have multiple shopping lists allowing for seasonal or departmental ordering etc.
- The Zero button on the Qty column sets all quantities to zero. Any product that has a zero quantity will not be added to an order when you order that shopping list. This allows you to have a master list of products and only pick the ones you wish to order on any given day.
- Selecting the Shopping List button on a given delivery day from the Home page (Calendar View) will display prices relevant to that delivery day.
- Product Pick notes are specific to the shopping list allowing you to override any defaults you might have.
- You are able to print any of your shopping lists using the Printer Icon in the shopping lists detail view.

- A system maintained "Recently Ordered" shopping list will show you all products ordered in the past 2 months.

Order History

- View last 30 days of orders by default. You can change the date range to show more.
- Can reorder a past order directly by copying it. Prices on the new order will reflect the delivery date chosen.
- Viewing the details of a past order will give you the order options to create, overwrite or append to a shopping list as well as Copy the order to create a new order.

OPTION C – Order via Email with Product Specified Order Form:

Email: orders@freshcorp.com.au

- Please attach a completed Product Specified Order form or the Blank Order form
- Please specify the Day and Date the order is required
- Orders can submitted until 6pm the night before delivery

OPTION D – Order via Fax with Product Specified Order Form:

Fax: 08 6270 4420

- Please fax the completed Product Specified Order form or the Blank Order form.
- Please specify the Day and Date the order is required.
- Orders can submitted until 6pm the night before delivery.

OPTION E – Order via Phone:

Call 08 9256 8100, select option 1 and speak with our team to place your order.

- If our lines are busy please leave a message stating your Name, Contact number, Company you are calling from and the Date you require the delivery. Please stipulate the Product and Quantity required.
- Please be specific about product for example large, small, colour (red, green) etc.
- Orders can submitted until 6pm the night before delivery.

Minimum Order Thresholds

The following Minimum Order Thresholds apply:

- Minimum Order Threshold = **S150.00**

Payment of invoices

Pay on your Account via EFT – Account details as follows:

Freshcorp Farms

BSB: 086-492

Account Number: 583710580

Ref: CUAGRO2019

Email remittances to accounts@freshcorp.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:

- South West: 6pm the night before dispatch from DC
- North West: 6pm night before dispatch from DC (please note that it take up to 3 days for the order to arrive at its destination depending on location and transport company)

If you have any questions, contact our admin team via orders@freshcorp.com.au or phone – (08) 9256 8100 for further information.

Discounting

Settlement discount

Discount offered if payment of the Price or part of that Price is made within the timeframe specified below:	% Discount
Twenty-one (21) days	2%

Non-Standard product discounts

Category 6	Subcategory	Minimum Discount
Fresh Fruit & Vegetables, including Prepared Vegetables	All subcategories	10%

Disposal and recycling

Freshcorp Farms provides a packaging collection service for Customers in the Perth Metropolitan Area. For further details, please contact Duc Hua 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.

First report to return product is required within 24 hours of delivery, a reason is required with proof of issue description and/or photo is recommended.

The issue is immediately actioned to confirm for first available pickup if possible (Perth metro region).

When the product is collected a stock return docket is completed and a copy given to the customer as proof of return.

After the product is returned to our warehouse, a Credit note of goods is generated, the credit note includes the reference from original delivery invoice. This is then emailed / faxed to the customer.

Account management and invoicing

If required, Freshcorp Farms must provide consolidated invoicing in specific formats as agreed with the Customer. The Account Manager for Customer queries and invoicing is Karlee Tomasini who can be contacted via the details on page 2.

Contact information

General enquiries

Admin

Karlee Tomasini

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