

# **Dardanup Butchering Company**

Procurement Lifecycle Document Version 1.0

CUAGRO2019 – Common Use Arrangement for  
Bulk Groceries and Fresh Produce

# CONTACT PERSON FOR CUSTOMER QUERIES

## Dardanup Butchering Company



ABN: 89 869 494 617

ACN: 009 070 624

**Matt Tierney – Food Service Sales Manager  
DBC**

**T:** (08) 9395 6400     **M:** 0438 920 932

**F:** (08) 9418 1807

**E:** [salesmanager@tastedardanup.com.au](mailto:salesmanager@tastedardanup.com.au)

**Orders :**  
[perthoffice@tastedardanup.com.au](mailto:perthoffice@tastedardanup.com.au)

**Enquiries :**  
[salesmanager@tastedardanup.com.au](mailto:salesmanager@tastedardanup.com.au)

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

**Postal Address:**

PO Box 2177 Kardinya WA 6163

**Orders Via:**

Please see Buying Process Outline

**Hours:**

5.00am to 3.00pm Monday to Friday

## CUSTOMER QUOTE/ORDER PROCESS

To place an Order with Dardanup Butchering Company, please use the Buying Process Outline below.

### BUYING PROCESS OUTLINE

#### PLACING AN ORDER

##### OPTION A – Metropolitan Orders:

Order Placement - Perth Metropolitan Area (including Mandurah and Yanchep)

- Phone number for placement of orders: 08 9395 6400
- Fax number for placement of orders: 08 9418 1807
- Email address for placement of orders:  
[perthoffice@tastedardanup.com.au](mailto:perthoffice@tastedardanup.com.au)
- Service ability: Week Days – Monday through to Friday.

- Order/delivery lead times: Order to be placed before 1pm of the working day prior to your scheduled delivery.
- Minimum Order Value \$150.00

### **OPTION B – Regional Orders:**

#### Order Placement – South West Area

- Phone number for placement of orders: 08 9754 6122
- Fax number for placement of orders: 08 9754 6133
- Email address for placement of orders:  
[bsnwsadmin@tastedardanup.com.au](mailto:bsnwsadmin@tastedardanup.com.au)
- Service ability: Week Days – Monday through to Friday.
- Order/delivery lead times: Order to be placed before 1pm of the working day prior to your scheduled delivery.
- Minimum Order Value \$150.00

### **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)
Minimum Order Value	\$150.00		YES	\$25.00

### **PAYMENT OF INVOICES**

Either pay via credit card, or pay on your Account via EFT – Account details as follows:

BSB: 016-560

Account Number: 837229915

Contact Donna O’Shea – [credit@tastedardanup.com.au](mailto:credit@tastedardanup.com.au)

## **DELIVERY**

### **PERTH METROPOLITAN REGION AND 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.

Order/delivery lead times: Order to be placed before 1pm of the working day prior to your scheduled delivery.

### **REGIONAL DELIVERIES**

DBC has an extensive fleet of delivery vehicles that service directly to the customer, ranging in area through the South West down as far as Albany and back through the wheatbelt up as far as Narrogin. All other orders can be delivered free of charge into the freight company of choice.

If you have any questions regarding regional delivery schedules, please contact:

Ashley Knipe - [swmanager@tastedardanup.com.au](mailto:swmanager@tastedardanup.com.au) or

Deb Wood - [sworders@tastedardanup.com.au](mailto:sworders@tastedardanup.com.au)

or phone – (08) 9754 6122 for further information.

## **RETURN OF REJECTED GOODS**

All rejected goods must be returned to DBC via the next delivery van, or returned by notifying DBC and pick up will be organised.

All returned goods and customer complaints are passed on to QA for further investigation. After checking details of the complaint, the QA Manager will discuss corrective action with the Manager or Supervisor of that division.

A Customer Incident Report Form is filled in with all the details of complaint.

When the investigation of the complaint is completed, appropriate corrective and preventative action is taken and reported in the Customer Complaint Form. Customer complaint report is then sent to the customer and records are then maintained for future reference.

## **ACCOUNT MANAGEMENT AND INVOICING**

The Account Manager for Customer queries and invoicing is Matt Tierney who can be contacted via the details on page 2.

Invoicing and payment enquiries to be directed to our Credit Control Officer: Donna O'Shea.

Phone: (08) 9780 6010 Fax: (08) 9725 4205

Email: [credit@tastedardanup.com.au](mailto:credit@tastedardanup.com.au)

## APPENDIX 1 – CONTACT NAMES FOR THE CONTRACT MANAGER

### CONTACT DETAILS AND CONTACT PERSON – GENERAL QUERIES

#### Dardanup Butchering Company



ABN: 89 869 494 617

ACN: 009 070 624

- Category 4 – Fresh Meat

**Brian Pittendreigh**

**T:** (08) 9780 6000    **M:** 0438 254 214

**F:** (08) 9725 4205

**E:** [brianp@tastedardanup.com.au](mailto:brianp@tastedardanup.com.au)

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

**Postal Address:**

PO Box 277 Bunbury WA 6231

**Orders Via:**

Please see Buying Process Outline

**Hours:**

7.00am to 5.00pm Monday to Friday

### CONTACT PERSON FOR SALES REPORTING

As above.

### CONTACT PERSON FOR INSURANCES

As above.

### CONTACT PERSON FOR CONTRACT MANAGEMENT MEETINGS

As above.