Procurement Lifecycle Document for Goodman Fielder

CUAGRO2019 – Common Use Arrangement for

Bulk Groceries and Fresh Produce

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**Last updated: 6 February 2023**

# Goodman Fielder

**ABN:** 45 004 205 449

**ACN:** 004 205 449

## Contact information

**Baking Customer Service Centre**

**Phone:** 1300 225 464

**Email / Orders:** [bakingcustomerservice@goodmanfielder.com.au](mailto:bakingcustomerservice@goodmanfielder.com.au)

**Websites:** [www.gffoodservice.com.au](http://www.gffoodservice.com.au)

**Postal Address: Level 5, 40 Mount Street North Sydney NSW 2060**

**Admin hours: Mon – Fri 6am – 2pm AWST, Sat – Sun 6am – 1pm AWST**

# Buying methods

## Place an Order

|  |  |  |
| --- | --- | --- |
| **All orders emailed** [**bakingcustomerservice@goodmanfielder.com.au**](mailto:bakingcustomerservice@goodmanfielder.com.au)  **Minimum Order Quantity 10 units** | **24 hours per day/ 7 days per week.** | **Customer service will process the orders in accordance with their operating hours**   * Mon – Fri 6am – 2pm AWST * Sat-Sun 6am – 1pm AWST   All orders require 48 hours’ notice  Cut off times -  12.30pm Mon – Friday 11.30 am Sat-Sun |
| **All orders phoned through to Customer Service with correct product codes and quantities within Customer Service Centres operating hours**  **PH 1300 225 464**  **Minimum Order Quantity 10 units** | Mon – Fri 6am – 2pm AWST  Sat-Sun 6am – 1pm AWST | All orders require 48 hours’ notice  Cut off times -  12.30pm Mon – Friday 11.30 am Sat-Sun |
| **All orders faxed on CUAGRO2019 order template**  FAX 1300 131 199  **Minimum Order Quantity 10 units** | **24 hours per day/ 7 days per week.** | **Least Preferred method of ordering – but is available in exceptional circumstances where no access to phone/ email may occur.**  **Customer service will process the orders in accordance with their operating hours**   * Mon – Fri 6am – 2pm AWST * Sat-Sun 6am – 1pm AWST   All orders require 48 hours’ notice  Cut off times -  12.30pm Mon – Friday 11.30 am Sat-Sun |

## 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 quantity of 10 mixed single unit size sku’s offered by Quality Bakers Australia in the product guide |  | 20 PACKAGES | NO | N/A |

## Payment of invoices

**EFT payment bank details are as per the below and can be determined/requested at the point an application form is submitted:**

Westpac Bank 037-803 XXXXXX (SAP account number)

Forward payment advice to us on the same day as you make the payment to:

[remittances@goodmanfielder.com.au](mailto:remittances@goodmanfielder.com.au)

**Direct Debit**

If you have supplied us with a direct debit form, your payment will be automatically deducted from your specified

account according to your trading terms.

**Credit Card**

You may call to pay your account over the phone on 1800 853 938

Visit our website [www.mygoodmanfielder.com.au](http://www.mygoodmanfielder.com.au) - make a payment

All Invoices are sent via email. Contact accounts.receivable@goodmanfielder.com.au or call us on 1300 662 975.

## Customer Assistance - More information

Our Customer Service is available from 8.00am until 4.00pm, Monday to Friday. The toll-free number is 1300 225464.

For any Account Enquiries please phone 1800 853 938 or email to accounts.receivable@goodmanfielder.com.au.

## Delivery

### Perth Metropolitan Region 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 48 hours of ordering in accordance with ordering cut off times (12.30pm Mon – Friday, 11.30 am Sat-Sun).

### Regional Deliveries

Products will be delivered to your site within 48 hours of ordering in accordance with ordering cut off times (12.30pm Mon – Friday, 11.30 am Sat-Sun).

|  |  |
| --- | --- |
| **Gascoyne Region: Carnarvon within 20km** | Free On Board (FOB) Free delivery to customers nominated metropolitan on-forwarder - customer to pay freight from there. |
| **Gascoyne Region: All Other Locations** | Free On Board (FOB) Free delivery to customers nominated metropolitan on-forwarder - customer to pay freight from there. |
| **Goldfields-Esperance: Esperance within 20km** | Free On Board (FOB) Free delivery to customers nominated metropolitan on-forwarder - customer to pay freight from there. |
| **Goldfields-Esperance: Kalgoorlie-Boulder within 20km** | Free Into Store (FIS) Free delivery direct to store via QBA independent contractor |
| **Goldfields-Esperance: All Other Locations** | Free On Board (FOB) Free delivery to customers nominated metropolitan on-forwarder - customer to pay freight from there. |
| **Great Southern: Albany within 20km** | Free Into Store (FIS) Free delivery direct to store via QBA independent contractor |
| **Great Southern: All Other Locations** | Free On Board (FOB) Free delivery to customers nominated metropolitan on-forwarder - customer to pay freight from there. |
| **Kimberly: Kununurra within 20km** | Free On Board (FOB) Free delivery to customers nominated metropolitan on-forwarder - customer to pay freight from there. |
| **Kimberly: Other Locations** | Free On Board (FOB) Free delivery to customers nominated metropolitan on-forwarder - customer to pay freight from there. |
| **Mid-West: Geraldton within 20km** | Free Into Store (FIS) Free delivery direct to store via QBA independent contractor |
| **Mid-West: All Other Locations** | Free On Board (FOB) Free delivery to customers nominated metropolitan on-forwarder - customer to pay freight from there. |
| **Peel: All Locations Except City of Mandurah** | Free On Board (FOB) Free delivery to customers nominated metropolitan on-forwarder - customer to pay freight from there. |
| **Pilbara: Port Hedland within 20km** | Free On Board (FOB) Free delivery to customers nominated metropolitan on-forwarder - customer to pay freight from there. |
| **Pilbara: All Other Locations** | Free On Board (FOB) Free delivery to customers nominated metropolitan on-forwarder - customer to pay freight from there. |
| **Southwest: Bunbury within 20km** | Free Into Store (FIS) Free delivery direct to store via QBA independent contractor |
| **Southwest: All Other Locations** | Free On Board (FOB) Free delivery to customers nominated metropolitan on-forwarder - customer to pay freight from there. |
| **Wheatbelt: Northam within 20km** | Free Into Store (FIS) Free delivery direct to store via QBA independent contractor |
| **Wheatbelt: All Other Locations** | Free On Board (FOB) Free delivery to customers nominated metropolitan on-forwarder - customer to pay freight from there. |

If you have any questions regarding delivery, contact

**P: 1300 225 464**

**E :** [bakingcustomerservice@goodmanfielder.com.au](mailto:bakingcustomerservice@goodmanfielder.com.au)

**Orders :** [bakingcustomerservice@goodmanfielder.com.au](mailto:sales@suppliername.com.au)

**Enquires :** [bakingcustomerservice@goodmanfielder.com.au](mailto:sales@suppliername.com.au)

**Website:** **www.gffoodservice.com.au**

## Discounting

Supplier Name offers the following discounts on the product pricing listed in the Pricing Schedule:

## Non-Standard Product Discounts

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

|  |  |  |
| --- | --- | --- |
| **Table 2 - Non-Standard Product Discounts** | | |
| **Category** | **Subcategory** | **% Minimum Discount (e.g., 10%)** |
| Category 2 - Bread and Bakery Products | FLAT BREADS | 10% |

## Disposal and recycling

Goodman Fielder utilises reusable bread crates for the delivery of our bread nationally.  These crates are returned to our bakeries for reuse.  Each crate has the potential to eliminate the use of up to 3,500 single use cardboard shippers over their useful life.

Goodman Fielder is also a foundation partner of the RedCycle program which allows end users to return bread bags (and other soft plastics) to one of nearly 2000 drop off locations around Australia.

## 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 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.

Goodman Fielder’s return of goods processes are as follows:

QA Issues customer contacts Consumer Advisory Centre (CAC)

* [cac@goodmanfielder.co.nz](mailto:cac@goodmanfielder.co.nz)
* PH 1800 810 599
* 4.30am – 3.30pm AWST Monday - Friday

Each account is supported by an Account Management and Regional Management Team The relevant QBA division will contact the Account Manager responsible for the account. The dedicated account manager will contact the customer and detail what action can be taken to satisfy their immediate needs.

Customers are not charged for goods accepted as damaged or of inadequate quality by the CAC team or CSC teams.

## Account management and invoicing

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# Contact information

## General enquiries

### Admin

Phone: 1300 225 464

Email: [bakingcustomerservice@goodmanfielder.com.au](mailto:bakingcustomerservice@goodmanfielder.com.au)

Websites: www.gffoodservice.com.au

**Postal Address**:

Unit 4B, 2-36 Bannister Road, Canning Vale, WA 6155

**Orders**

Email:[bakingcustomerservice@goodmanfielder.com.au](mailto:sales@suppliername.com.au)

Please see Buying Process Outline

**Hours**

Monday to Friday 6.00am to 2:00pm, AWST

Saturday- Sunday 6am – 1pm AWST

## Accounts

### Accounts Manager

**Cushla Fraser**

Mobile: 0403 179 583

Email: [cushla.fraser@goodmanfielder.com.au](mailto:cushla.fraser@goodmanfielder.com.au)