Procurement Lifecycle Document for Superstock Food Services Pty Ltd

CUAGRO2019 – Common Use Arrangement for Bulk Groceries and Fresh Produce

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**Last updated: 17 November 2021**

# Superstock Food Services Pty Ltd

**ABN:** 34 442 265 923

**ACN:** 009 181 373

## Contact information

**Nathalie Vodicka**

**Phone:** (08) 6244 0150

**Email:** [nathalie.vodicka@superstock.com.au](mailto:nathalie.vodicka@superstock.com.au)

**Orders / Enquiries**: [orders@superstock.com.au](mailto:orders@superstock.com.au)

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

**Postal Address: PO Box 1078 Wangara DC, WA 6947**

**Admin hours:** Monday to Thursday 7.00am to 5.00pm, Friday 7.00am to 4.00pm

# Buying methods

## Place an Order

You can use the CUA Order Form or your organisation’s own order form to make a purchase from Superstock Food Services Pty Ltd. Please make sure that you quote the CUA number “CUAGRO2019”.

**OPTION A – Use CUA Order Form or Agency Order Form:**

**STEP 1** (if required): Use email or phone to communicate with the Contact Person for Customer Orders – Nathalie Vodicka – via the enquiries 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.

**STEP 3**: Send the CUA Order Form to Superstock Food Services Pty Ltd via a dedicated email address – [orders@superstock.com.au](mailto:orders@superstock.com.au) for fulfilment. If you have any questions, contact Nathalie Vodicka via the details on page 2 for further information.

**OPTION B – Use Superstock Food Services Pty Ltd Website Ordering System:**

**STEP 1** (if required): Use email or phone to communicate with the Contact Person for Customer Orders – Nathalie Vodicka – via the enquiries email address as per contact details on page 2 to set up a CUAGRO2019 Account and Login details for the Superstock Food Services Pty Ltd website.

**STEP 2**: Browse the Superstock Food Services Pty Ltd website and select the required products.

**STEP 3**: Orders will be placed on your Account to be paid in the near future. If you have any questions, contact Nathalie Vodicka via the details on page 2 for further information.

## Minimum Order Thresholds

The following Minimum Order Thresholds apply:

|  |  |  |  |
| --- | --- | --- | --- |
| **Minimum Order Threshold Product Conditions** | **$ Threshold** | **Orders Below Threshold Accepted (YES/NO)** | **Delivery Fee (for Orders below threshold)** |
| N/A | $150.00 | YES | $40.00 |

## Payment of invoices

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

**BSB:** 086-420

**Account Number:** 340006265

Contact Supplier Name – [accounts@superstock.com.au](mailto:accounts@superstock.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.

Order cut off for next delivery day is 12pm prior.

### Regional Deliveries

For Regional orders, the order timeframes are as follows:

* South West: 24 Hours
* All other regions: 48 hours

If you have any questions, contact Nathalie Vodicka via – [orders@superstock.com.au](mailto:orders@superstock.com.au) or phone – (08) 6244 0150 for further information.

## Discounting

### Non-Standard product discounts

The following discounts apply to Products supplied by Superstock Food Services Pty Ltd that are not listed in the Price Schedule.

|  |  |  |
| --- | --- | --- |
| **Non-Standard Product Discounts** | | |
| **Category** | **Subcategory** | **% Minimum Discount (e.g. 10%)** |
| Category 1 – Shelf Stable, Non Perishable and Dried Goods | Basil & Oregano | 10% |
| Category 2 - Bread and Bakery Products | Fresh Bread | 10% |
| Category 2 - Bread and Bakery Products | Cake and Bakery Products | 10% |
| Category 3 - Ready-to-Drink Beverages | Fruit Juices | 10% |
| Category 3 - Ready-to-Drink Beverages | Bottled Water | 10% |
| Category 4 - Fresh Meat, Poultry and Smallgoods | Refridgerated processed meats and smallgoods | 10% |
| Category 5 - Frozen Meat, Poultry, Seafood and Savoury Products | Frozen Seafood | 10% |
| Category 5 - Frozen Meat, Poultry, Seafood and Savoury Products | Frozen Savoury Products | 10% |
| Category 6 - Fresh Fruit and Vegetables, including Prepared Vegetables | Fresh Vegetables | 10% |
| Category 6 - Fresh Fruit and Vegetables, including Prepared Vegetables | Fresh Fruit | 10% |
| Category 6 - Fresh Fruit and Vegetables, including Prepared Vegetables | Frozen Vegetables | 10% |
| Category 6 - Fresh Fruit and Vegetables, including Prepared Vegetables | Frozen Fruit | 10% |
| Category 7 - Dairy Products, including Yoghurt, Milk, Cheese and Eggs | All categories | 10% |

## 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.

**STEP 1**: Use email or phone to communicate with the Contact Person or Customer Service via the enquiries email address as per contact details on page2 to notify Superstock Food Service Pty Ltd of goods to be returned or rejected and reason why.

**STEP 2**: Superstock Food Services Pty Ltd will organise pickup of goods as soon as possible or with next order.

## Account management and invoicing

If required, Superstock Food Services Pty Ltd must provide consolidated invoicing in specific formats as agreed with the Customer. The Account Manager for Customer queries and invoicing is Nathalie Vodicka who can be contacted via the details on page 2.

# Contact information

## General enquiries

### Admin

**Nathalie Vodicka**

**Phone:** (08) 6244 0150

**Email:** [nathalie.vodicka@superstock.com.au](mailto:nathalie.vodicka@superstock.com.au)

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### Sales Reporting

**Aaron Griffith**

**Phone:** (08) 6244 0150

**Mobile:** 0408 114 963

**Email:** [aaron.griffith@superstock.com.au](mailto:aaron.griffith@superstock.com.au)

**Orders / Enquiries**: [orders@superstock.com.au](mailto:orders@superstock.com.au)

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

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