



SIW CUSTOMER HANDBOOK



**STATEWIDE
INDEPENDENT
WHOLESALERS**

LIMITED



Delivering the goods to our customers



SIW is Tasmania's largest distributor of fast-moving consumer goods (FMCG) which operates as a joint venture between Woolworths (60% ownership) and Tasmanian Independent Retailers (40% ownership).

Our Board consists of a Chairman and is represented by Woolworths and TIR nominee directors, reflecting the ownership distribution. SIW provide wholesale grocery and liquor lines to around 170 IGA and independently bannered stores around Tasmania as well as supplying 31 Woolworths Stores, 35 BWS and 2 Dan Murphy's Liquor outlets.

SIW operates out of a +60,000m² Distribution Centre (TasRDC) at Western Junction in Northern Tasmania. The TasRDC picks and dispatches around 37million cartons per annum, including ambient, temperature-controlled and produce goods. SIW deals with approximately 700 suppliers who provide both trade and non-trade goods to our operation.

SIW employs over 430 team members consisting of full time, part time and casual arrangements. Our team members are employed either under Contract or Enterprise Agreement conditions.

On site are several contracted companies providing security, cleaning, maintenance, transport and health & well-being services to SIW.

Although SIW procures the goods directly from suppliers, Woolworths and TIR are responsible for negotiating trading terms and managing the relationship with their respective suppliers.

SIW is dedicated to providing a superior service and supply of grocery & frozen/chilled products. This will support retailers to operate successfully, profitably and remain strong within the market place.

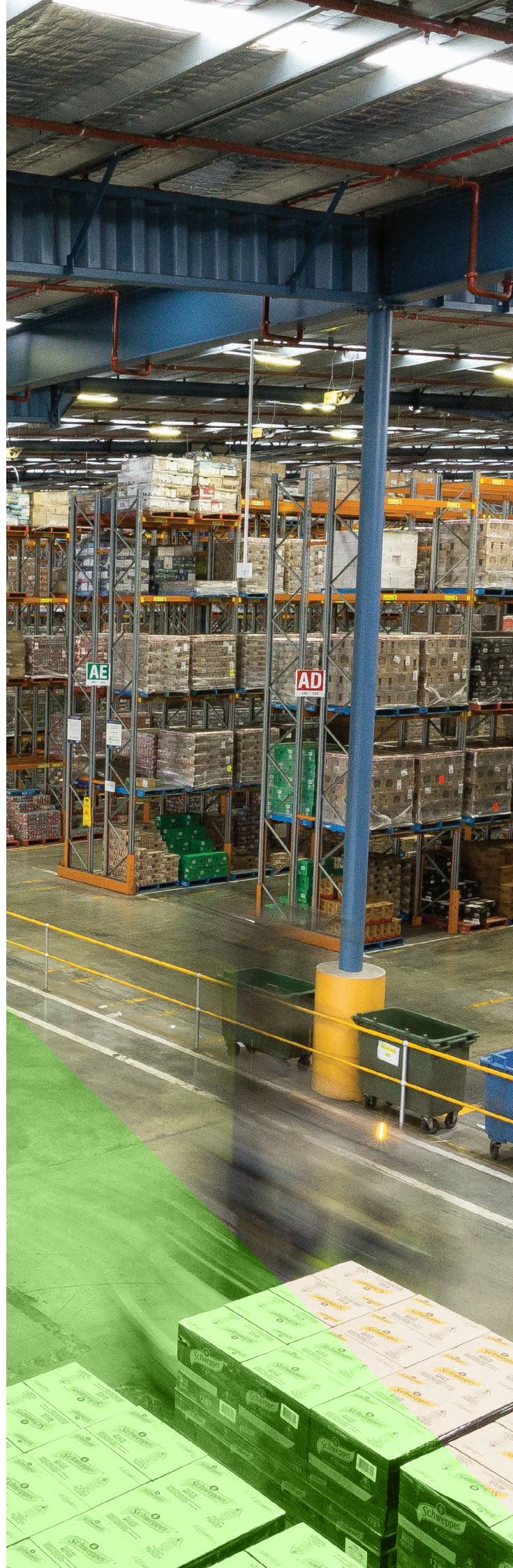
Our Distribution Centre enables customers to obtain as many requirements as possible from one organisation.

Stuart Robins
Commercial Manager, SIW

Welcome to Statewide Independent Wholesalers Limited (SIW) Customer Handbook, our customer introduction to Tasmania's largest distributor of food and groceries. This handbook will hopefully assist you as a quick reference guide for key information related to SIW.

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About SIW

Delivering the goods in Tasmania since 1981

From humble beginnings, to becoming Tasmania's largest grocery distribution centre, Statewide Independent Wholesalers (SIW) has undergone tremendous change in its 40-year history.

The formation of Statewide Independent Wholesalers Limited was achieved due to the foresight of a group of dedicated grocery retailers who ran their own retail outlets and warehouses.

During the late 1970's, there were two dominant grocery organisations in Northern Tasmania, Roelf Vos Holdings, (owned by Mr. Roelf Vos) and Northern Wholesalers Co-Operative Society Limited (now known as Tasmanian Independent Retailers Co-operative Society).

The foresight of Mr. Vos, his management team and the Directors of Northern Wholesalers, enabled the Prospect Distribution Centre, now known as Statewide, to be built and commence operations during April 1981.

With the normal parochial environment found amongst the retailers in Tasmania, this unique joint venture was a bold move to bring the two groups together however once the benefits of the joint venture were recognised, tremendous growth was achieved.

Woolworths Limited purchased the Roelf Vos Holdings share of the business in 1982.

In the early 1990's SIW's customer base grew as a result of the southern supermarkets & stores who were previously serviced from the Purity warehouse and other wholesalers.

In December 1998 SIW opened the Breadalbane Frozen & Chilled Distribution Centre near the Launceston airport which gave SIW the capacity to provide improved service to its customers.

In September 2008 SIW announced the construction of a composite distribution centre which was to be based in the Launceston area. This decision would mean the decommissioning of the Prospect, Derwent Park, Devonport and Breadalbane Distribution Centres. The final cost was estimated to be \$115 million.

Due to the global financial crisis it was decided to separate the development into 2 stages. The first would be the establishment of the Tasmania Regional Distribution Centre (TasRDC) at Western Junction which would supply ambient groceries, liquor and produce. This would mean SIW would continue to run the freezer/chiller out of the current Breadalbane facility and result in the decommissioning of 3 facilities in Prospect, Derwent Park and Devonport.

In 2012 the TasRDC commenced receiving stock and first despatch from the then new site occurred to Tasmanian Supermarkets in March 2012.

October 2019 then saw the commissioning of the newly built Temperature Controlled facility which was integrated into the TASRDC site and resulted in the closure of the Breadalbane Frozen & Chilled Distribution Centre.

Now in its 40th year, SIW employs over 430 Tasmanians at the TASRDC at Western Junction and as an essential service, supplies around 70% of Tasmania's Groceries.

Delivering the Goods in Tasmania



230+
customers



Over 430 team
members employed



+60,000m²
warehouse space



over 14,000
products held



37 million cartons
moved yearly



1,000+ site truck
movements per week



\$70M+
Stockholding



1,100 store deliveries
per week

SIW is a proud supporter of Food Bank



SIW are suppliers to



OTHER
INDEPENDENT
STORES

Our business operation

Ambient, Produce, Liquor DC (APL)



Size: **46,000sqm**



Number products held: **11,000**



5,000sqm is chilled for produce



Throughput: **500,000 cartons per week**



114 Material Handling Equipment



12 Trucks & 19 semitrailers

Temp Control DC (TC)



Size: **12,000m2**



Number products held: **3,500**



Chiller and Freezer facility



Throughput: **150,000 cartons per week**



41 Material Handling Equipment



Opened in 2019



OUR PURPOSE



OUR STRATEGY



OUR CORE VALUES

OUR VISION

To remain Tasmania's leading wholesaler of fast moving consumer goods.



OUR MISSION

Delivering the goods by providing **S**ervice, **I**nnovation and **W**ellbeing to our retail partners and people.

Think Customer – We meet the needs of our customers – every day and in every role



Quality Policy

Statewide Independent Wholesalers Limited (SIW) aims to meet the buying needs of retailers by warehousing, supplying and delivering a wide range of food and non-food products including groceries, cigarettes & tobacco, confectionery and snack foods, liquor, produce and general merchandise.

Our staff strive to provide our products and services at a standard which meets and exceeds the expectations of our Customers, complies with agreed specifications for quality, and meets relevant legal and regulatory requirements.

To implement and support this policy and assure the quality of products and services to customers, SIW's Distribution Centres will:



Ensure customer requirements and expectations are understood and met.



Provide a competent and committed workforce through training and employee participation.



Pursue continuous improvement of the quality system, based on HACCP principles (A food safety program).

All members of our Distribution Centre Teams, including sub-contractors, are committed to supporting these principles and working together to continually improve service to our customers.



Ordering via the TasRDC

Purchasing from the TasRDC (ambient & TC)

Ambient & Cigarettes

Customers purchasing from the TasRDC must buy a minimum of 50 cartons per order; cigarettes & tobacco are not included in a 50 carton buy.

Frozen/Chilled

Customers must buy a minimum of 40 cartons per order. SIW prefers customers to submit orders on a weekly cycle to enable deliveries under stringent cold chain guidelines.

Price structure

Every SIW customer purchases stock at the same wholesale cost price. This cost price is competitive as all deals and special allowances given to SIW are passed on to our customers in the landed into store cost (LISC). All prices quoted are net and exclude GST, if applicable.

The applicable GST is indicated on the invoice and shows the total charged at the base of the invoice. The only variation in cost is on the rate of Service Fee charged to each customer and whether or not a Transport Fee is charged.

Service fee & scale

The Service Fee is on a sliding scale and therefore the larger the weekly purchases, the lower the percentage of Service Fee charged (see Scale to right).

Service Fee is applicable to all purchases from the TasRDC (Ambient, Cigarettes, Frozen/Chilled).

The Service Fee scale is based on weekly purchases, calculated on a four week cycle, includes cigarettes (capped at \$120 per item) & tobacco purchases and is adjusted in the fifth week.

Effective 20 November 2023

The Service Fee scale is based on weekly cartons purchased, calculated on a four week cycle, and is adjusted in the fifth week. TIR directs are not included. Directors may reduce the Service Fee rates without notice, however any increase will be notified. Service Fee scale will be reviewed annually and changes will be applied from the beginning of each financial year. However, please note an interim adjustment may be applied in March 2024.

Please note: Arnotts products are subject to different service fee arrangements.

Service fee scale effective 20 November 2023 (based on average weekly purchases)

\$ Based (current)			Carton Based (new)		
LOWER LIMIT	UPPER LIMIT	SF%	LOWER LIMIT	UPPER LIMIT	SF%
\$ 0	\$ 3,900	8.00	0	104	7.50%
\$ 3,901	\$ 6,400	6.50	105	171	6.10%
\$ 6,401	\$ 12,900	5.00	172	344	4.70%
\$ 12,901	\$ 19,400	4.00	345	517	3.75%
\$ 19,401	\$ 26,000	3.75	518	693	3.50%
\$ 26,001	\$ 32,300	3.50	694	862	3.30%
\$ 32,301	\$ 38,700	3.25	863	1032	3.05%
\$ 38,701	\$ 46,700	3.00	1033	1246	2.80%
\$ 46,701	\$ 54,200	2.75	1247	1446	2.60%
\$ 54,201	\$ 62,100	2.60	1447	1656	2.45%
\$ 62,101	\$ 72,500	2.50	1657	1934	2.35%
\$ 72,501	\$ 83,100	2.40	1935	2216	2.25%
\$ 83,101	\$ 93,400	2.30	2217	2491	2.15%
\$ 93,401	\$ 106,400	2.20	2492	2838	2.10%
\$ 106,401	\$ 119,200	2.15	2839	3179	2.05%
\$ 119,201	\$ 132,100	2.10	3180	3523	2.00%
\$ 132,101	\$ 145,300	2.05	3524	3875	1.95%
\$ 145,301	\$ 158,000	2.00	3876	4214	1.90%
\$ 158,001	\$ 171,000	1.95	4215	4561	1.85%
\$ 171,001	\$ 184,000	1.90	4562	4908	1.80%
\$ 184,001	\$ 197,000	1.85	4909	5254	1.75%
\$ 197,001		1.80	5255	0	1.70%

Promotional Charges - Customers will be charged their normal Service Fee rate, applicable at the time, on promotional purchases. The wholesale price on promotions is usually much lower than normal wholesale price.

Note: The Service Fee Scale is usually reviewed annually, taking into account CPI movement and other associated input costs.



Cigarettes & tobacco

Cigarettes & tobacco are available from the TasRDC. The Price Book lists the range and wholesale prices of cigarettes & tobacco. It should be noted these prices are subject to a fixed Service Fee charge of 0.35%, however the Transport Fee is not applicable for cigarettes & tobacco. The service fee is subject to annual review.

Weekly update

Customer statements usually have the following information attached:

1. New Products
2. Suspended Products
3. Price Increases including Deals
4. Important Notices, etc.

Trading terms & conditions

Trading Terms and Conditions as well as delivery contracts must be signed and returned together with a formal Application for Credit to SIW before trading can commence.

All accounts are generally fourteen (14) days net, and customers must lodge a Direct Debit Request. (See annexure 3 for an explanation of the Direct Debit System).

If a Direct Debit payment is rejected by a bank, charges levied from time to time by the Bank and SIW will be borne by the customer and payable prior to further purchases. It is important to note the account will be placed on "STOP SUPPLY" if this occurs. Continued rejections may result in changed account terms.

Interest is charged on overdue accounts, the rate is set by Directors and may vary from time to time.

Invoicing

There are various types of invoices produced at SIW Distribution Centres.

1. **DISTRIBUTION CENTRE INVOICES** are despatched with each order.

The Tax Invoice is used for General and Promotional Orders plus Credits. The date, Tax Invoice number and amount of each invoice is printed on weekly statements, no further copies are made available unless requested.

The Tax Invoice shows the total purchase cost of each item, promotion products, a suggested retail price on every item, percentage margin on each item, ullage percentage, and a finished cost per each item including transport but excluding GST. Items not subject to Service Fee are shown "0.00".

The base of each invoice breaks the cost up into wholesale (ex GST), GST, Service Fee value charged, transport cost (if applicable), ullage, invoice total, total retail, percentage margin, and total units. Also included is a GST Summary indicating taxable and non taxable purchase amounts. (Refer to annexure 4 for a sample invoice)

There are a number of different invoice formats available and you should contact the Business Manager Store Systems at TIR. (Refer to section "Who to Contact at TIR" on page 20)

2. **MANUAL INVOICES** refer to non-computer produced invoices, which can be either typed or handwritten (Note: This process is not commonly used).

Statements

Important information regarding your statement from SIW.

3. **CREDIT NOTES** may refer to shortages in previous deliveries, damaged goods, incorrect pricing, or other miscellaneous items. The original copy of every adjustment note (credit note) is forwarded to enable you to check your records to ensure discrepancies are corrected. (Refer to annexure 4.1 for details)
4. **CASH** refers to payments received since last statement.
5. **INTEREST** is shown on debtors' statements if accounts are outside SIW's trading terms, under code s1.
6. **TIR**. Any charges from TIR relating to customers for Advertising, etc., are shown on your weekly statement from SIW, under the Code dbtir.

Credit Limits

SIW credit limits are set at three times the average weekly purchase amount (by customer) with an additional tolerance.

Credit limits are reviewed quarterly and are subject to change at the discretion of the SIW & TIR board.

Everything in this Customer Handbook is related to SIW's standard Terms & Conditions. Please refer to your SIW Trading Terms Agreement for full Terms & Conditions.

If further information is required on any transaction on your statement, please contact Accounts. (Refer to section "Who to Contact at SIW" on page 19)

Ordering from SIW distribution centres

Ambient – Ambient Goods including cigarettes

TC – Frozen/Chilled Goods

The general ordering procedure is the same for both DC's, other than different order receipt times.

SIW have engaged a transport contractor to deliver frozen/chilled goods from the TasRDC. If further information and details are required, please contact the TasRDC Frozen/Chilled Shift Operations Manager. (Refer to section “Who to Contact at SIW” on page 19).

All electronic transmissions for the Distribution Centres must be sent to TIR Group Controller.

Note: For minimum ordering quantities and specific ordering rules, refer to section “Purchasing from the TasRDC Ambient & TasRDC Frozen/Chilled” on page 9.

Ordering procedure

Orders may be sent to SIW from either a compatible in-store scanning system or from a suitable stand-alone Portable Data Entry Unit (PDE Unit) via TIR order receiver.

Information on the various options for sending your order electronically can be obtained from the TIR Business Manager Store Systems. (Refer to section “Who to Contact at TIR” on page 20).

Timely transition of orders

Orders need to be received by 8am the day before delivery.

Turn-in orders

A Turn-In Order is an order placed with a Manufacturer's Representative who then passes the order onto SIW to supply. Turn-In Orders are collated by TIR and processed through SIW under the following conditions:

1. All orders must bear the customer's name, address and SIW Customer Account Number.
2. The order must be signed by the customer as proof of authority; only Cadbury Confectionery orders will be ordered outside this system, because they are received electronically.
3. Despatch is in accordance with the customer's normal delivery/ collection schedule.
4. Generally returns of Turn-in products will not be accepted. Only incorrect picks and product recalls / withdrawals will be allowed for return.

Charge-through facility

Through TIR, members are offered the facility to receive direct charges from suppliers. A full list of suppliers & contact details is available from TIR upon request. (Refer to section “Who to Contact at TIR” on page 20)

Statements are issued weekly by TIR showing all charges for the week. The amount due for TIR directs each week is incorporated into the total amount of the Direct Debit payment by SIW (See annexure 1 for sample Debtor Statement).

Please refer to the codes on the SIW statement. The weekly TIR directors are consolidated as one figure, this is shown as the key code **dbtir**.

Products not supplied with order

An “Alternative non supply” list is produced at the same time as the Invoice and shows products ordered but which are out of stock. Customers should re-order these ‘out of stock’ items on the next order. This list, as well as your Invoice will be supplied with the order. (Refer to annexure 5 for a sample report with details)

For a list of all codes, definition and recommended action shown on a “Non-Supplied Reason Code” refer to annexure 5.1 for details.

Short weeks

During weeks which include public holidays, SIW delivery schedules are sometimes altered to ensure customer orders are still supplied. Prior to short weeks for these SIW deliveries, customers affected are notified of amended order receipt and delivery schedules. Should further information be required please contact our Despatch or Transport Office staff (Refer to section “Who to Contact at SIW” on page 19).

Receipt of goods

The receipt of any type of goods into a store is critical to the business and unless properly supervised by a responsible person the process could have an adverse effect on your profitability.

The person receiving the goods must know exactly how many pallets and/or cigarette/security cartons to receive and an accurate count must be kept during the course of receiving. The person delivering must also keep a count of any discrepancies and any over-supplies should be noted on delivery documents. Goods delivered by SIW are required to be signed for on the driver's delivery and pallet movement docket book. The customer must sign the docket to confirm the number of cigarette/security cartons and pallet movements in/out.

After receipt, goods should be checked against actual invoice(s) (Refer to annexure 4 for details), and discrepancies noted thereon. The relevant Distribution Centre number:

- Ambient 1800 006 155
- Temp Controlled (frozen/chilled) 1800 999 655

Should be called within 24 hours of receiving the load/invoice and a SIW Discrepancy form completed and emailed to credits@siw.com.au (Refer to section "SIW Stock Return Policy" page 14 and annexure 6 for more details).

A Discrepancy form must accompany the goods when returned to the TasRDC and under no circumstances will goods be accepted later than 14 days after the date of delivery or where no notification of discrepancy has been provided within 24 hours of receiving the load, unless by special Manufacturer's recall/withdrawal of products.

Special arrangements must be made to return frozen/chilled product to the TasRDC as the goods will be delivered to your Supermarket by a contract carrier. (Refer to section "Stock Return Policy", TasRDC – Frozen/Chilled on page 14)

SIW delivery details

The conditions listed below are required to be maintained at all times, as strict timetables are set for our drivers and contractors engaged by SIW.

1. On arrival the area where the goods are to be unloaded, should be clear of stock, rubbish, etc.
2. Assistance must be given to unload the entire load.
3. The goods being delivered are to be unloaded as near as possible to your storeroom entrance or front door; at no time is the driver to carry stock to the selling area.
4. The pallets from the previous delivery are to be returned on receipt of following delivery or as arranged with driver.
5. Customers should not supply drivers with drinks or delay them with invoice problems etc.
6. Customers will be required to sign the Delivery Pallet Movement Docket for the driver to record actual pallet movements in/out and to confirm cigarette/security cartons quantities delivered, if applicable.

7. Any variation in the number of pallets or cartons and quantity recorded on delivery documents must be noted on documents and signed by receiver. A Discrepancy form must be completed immediately and returned to the Distribution Centre, if shortages or damages are identified. (Refer to section "Receipt of Goods" on page 12 and email sent to credit@siw.com.au).

For TasRDC – Frozen/Chilled Only

8. To maintain the "COLD CHAIN" product should be taken to an appropriate storage location immediately after receipt.

Goods Not Delivered on SIW Transport

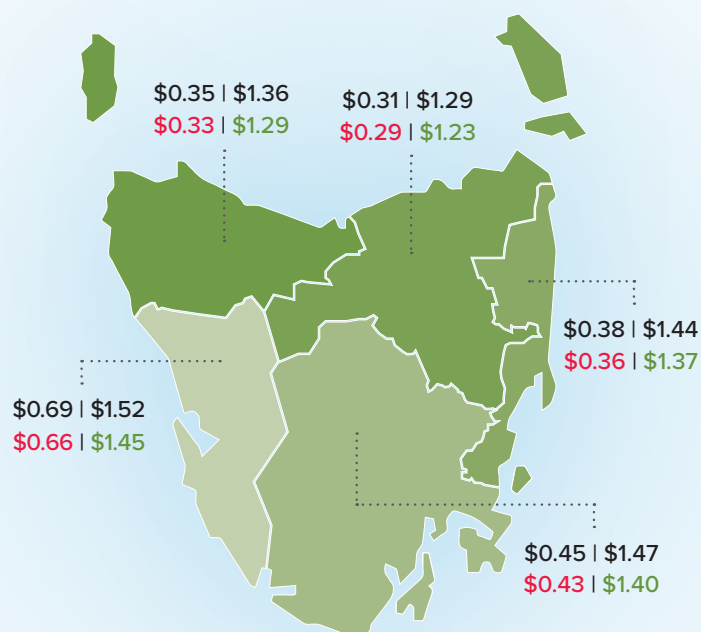
For any goods NOT delivered on SIW transport, once the goods have left the Distribution Centre building, the goods are the responsibility of the customer / authorised carrier. In this scenario, customers should ensure they have adequate insurance in case of any accidents or theft.

TasRDC – Transport Rates

Base rate per carton excluding fuel surcharge and GST.

These Rates are effective 30th October 2023 and will be reviewed annually.

● Ambient ● Temp Controlled



King & Flinders Island exclude shipping costs.

Goods collected by freight carriers for customer

Any differences to the quantity despatched/invoiced from a shrink-wrapped pallet via customers own transport carrier, where shrink-wrapping has been broken, should be claimed from the customer's insurer/Transport Company.

Any differences to quantity despatched/invoiced where shrink-wrapping has not been broken or tampered with, should be notified to Distribution Centre Despatch or Transport staff as soon as possible after receipt of goods. (Refer to section "Receipt of Goods" on page 12)

SIW obtain signatures from Carriers who collect on behalf of SIW customers, therefore any shortages or damage should be the responsibility of the Carrier concerned if the Carrier is contracted by the SIW customer.

All transport carriers personnel must be inducted before coming onto site.

Insurance on goods in transit

Orders delivered by SIW owned vehicles are fully covered by SIW's Insurance Policies. When an outside Carrier picks up goods the carrier does so as the Agent of the Retailer. At that point the goods become the responsibility of the customer unless the Carrier is contracted by SIW to deliver on our behalf.

Some SIW country customers have already taken out a cover against loss of goods during transit. Should you wish to insure your consignment of goods, contact your Insurer. When customers elect to use contract Carriers, the insurance of goods in transit is the customer's responsibility, once the product leaves the Distribution Centre. Due to Cold Chain regulations, no products will be collected from the TasRDC – Frozen/Chilled unless correct vehicle specifications are available.

Damaged stock at retail stores – Ullage Allowance

One of the most contentious aspects of food retailing over the years has been the degree of damaged stock at retail outlets and the problems associated with returning the goods to Distribution Centres for credit.

Our Company has been very mindful of the problems for all stakeholders concerned and therefore introduced an "ULLAGE PLAN". Shown on each Invoice is an allowance given for ullage (minus % per product) on the purchases of all products other than cigarettes from our Distribution Centres. Ullage will appear on invoices and credits, and applies to all stock purchased, with cigarettes & tobacco being the only exceptions. Selected products have a higher ullage allowance, due to faster deterioration.

Grocery/General Merchandise	– Ullage -0.15%
Frozen/Chilled	– Ullage -0.15% to -0.50%

As a result of the Ullage credit deducted from each Invoice, **INDIVIDUAL ITEMS OF DAMAGED STOCK WILL NOT BE ACCEPTED** by the Distribution Centres for credit.

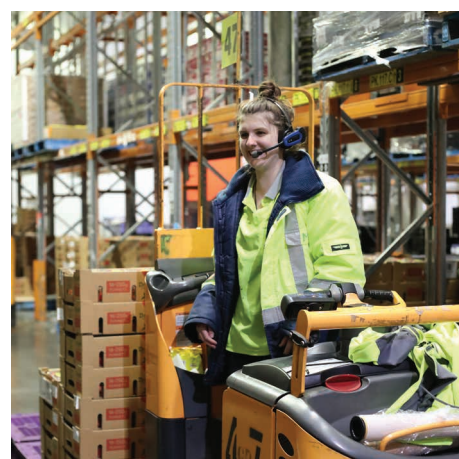
Please remember... AN ALLOWANCE FOR ULLAGE WILL BE DEDUCTED OFF INVOICE.

Stock delivered by SIW's own transport CAN BE REJECTED DUE TO DAMAGE AT TIME OF DELIVERY; however stock delivered by customers Agents can only be rejected on collection from the Distribution Centre.

Where any major stock problems such as faulty manufacture or product recall occur, SIW and TIR will provide all relevant information and customer support. Ullage is not designed to cover such circumstances.

As there may be a need for retailers to return original cartons for some other reason, other than damaged stock referred to above, it will then be necessary to make suitable arrangements for a smooth return of such stock.

Contact with our Despatch or Transport staff must always be made prior to short date coded stock being sent back to Distribution Centres. Failure to make suitable arrangements may cause credits not to be processed.





SIW stock return policy

Types of Returns

Retailers may have a need to return goods because of five types of errors:

1. Stock ordered, not received.
2. Stock received, not on invoice.
3. Stock ordered in error.
4. Stock received damaged.
5. Stock received low – out of date.

If large quantities of code 3 are returned, SIW reserves the right to levy a charge to cover costs of returning the product to pick slots.

Information required when returning stock

The following outlines the process to lodge a SIW Discrepancy Form for both Distribution Centres. This is to be used in conjunction with the “Receipt of Goods” section.

1. Email credits@siw.com.au with the following details:
 - a. Store Number
 - b. Invoice Number
 - c. Invoice Date
 - d. Number of cartons to be returned
 - e. Date goods were received
 - f. Details of goods and reason for return request
 - g. Drivers name & signature
2. Truck drivers will not accept any returns unless accompanied by a Discrepancy Form.
3. Once the returned stock has been received at the Distribution Centre it will be checked off against the Discrepancy Form, your email and customer invoice.
4. Refer to “Receipt of Goods” section for further information on page 12

Important information

Any stock returned without correct paperwork or prior advice, may not be credited and SIW reserve the right to dispose of the stock at its discretion after fourteen (14) days.

An email must be sent to credits@siw.com.au within 24 hours of receiving the load/invoice.

SIW RESERVE THE RIGHT TO REJECT GOODS RETURNED AFTER 14 DAYS FROM DATE OF RECEIPT.

Only full cartons will be accepted for return, unless for a specific Manufacturer’s product recall.

UNDER ALL CIRCUMSTANCES, A DISCREPANCY FORM MUST BE RETURNED WITH STOCK.

Stock discrepancy pads can be ordered by emailing credits@siw.com.au



TasRDC – Frozen/Chilled – Specific stock return details

Important Note - Always refer to the previous section in the SIW Stock Return Policy before carrying out the below steps.

Stock can be returned to TasRDC – Frozen/Chilled by following the procedure below:

- Our contracted carrier takes responsibility for your stock when the stock is collected from the TasRDC.
- Our contracted carrier has the right to reject stock because of damage or temperature issues.
- Our contracted carrier has no control over short date coded stock.
- On delivery to your store/supermarket by our contracted carrier, you have the right to indicate you are not prepared to take responsibility of some stock due to damage or temperature issues. You should sign the delivery docket accordingly and immediately complete a Discrepancy form which should be faxed or e-mailed, if possible, and then mailed to the TasRDC.
- The accepted temp check method includes ensuring temperature is taken from the product inside the pallet, not from the outside of the pallet and product should be probed.

Arrangements will then be made to:

- credit your account, and
- advise arrangements for collection and return of stock

It must be understood our contracted carrier cannot on most occasions take stock back at time of delivery. Any returns will be arranged between the TasRDC, the contracted carrier and the customer at a time convenient to all parties.

General Information

- At retail outlets, if a retailer finds damaged stock not previously visible at the time of receipt of the delivery a discrepancy form should be forwarded immediately to the TasRDC where the Manager or stock control staff can discuss the circumstances with the customer.
- **Stock returns** for large quantities of wrongly ordered product may incur a fee.
- **Stock returns for wrongly ordered or supplied in error** will have to be arranged by communication between the TasRDC, transport provider and the customer to ensure there is a vehicle available.
- **Once again communication** will ensure a vehicle with correct temperature control is available to return frozen/chilled stock to the TasRDC. A discrepancy form should be completed as soon as the customer is aware of the wrongly ordered product or product supplied in error has occurred.

SIW's contracted carrier will offer assistance where possible, however specific trips will incur a charge with the rate being \$25 per pallet or \$2.00 per carton (or whichever ever is the lowest) plus GST, plus fuel surcharge. The cost will be borne by the TasRDC if supplied in error or by the Customer if incorrectly ordered.

Summary

- Our main focus is to ensure COMMUNICATION is effective as this will ensure the system works for everyone. The major difference between the TasRDC Ambient and TasRDC Frozen/Chilled is that in most cases the specialised refrigerated transport, which has delivered to your store/supermarket, will not be returning directly to the TasRDC – Frozen/Chilled.
- The Discrepancy form, with all information completed should be faxed/e-mailed/mailed to TasRDC – Frozen/Chilled as quickly as possible.
- Our contracted carrier driver's delivery paperwork must be signed and any problems with damages and temperature must be noted - This is very important.

Stocktake transmissions

SIW will accept transmissions from customers who wish to do their stocktake with either a compatible in-store scanning system or a suitable PDE Unit for a charge of \$100.00 plus GST.

Stocktake procedures are as follows:

1. Enter normal store number and order type 5 - eg. 9995
2. Enter product number, then actual quantity on shelf.
3. Cigarettes - If you use 480000 or 490000 numbers, then count as outers not single packets. If you use the 900000 number, then count and enter as single packets.
4. Tobacco - count as single packets.
5. "Count" lines (loose sweets) should be counted as outers, not as singles, "Random Weight Cheese" – weigh all pieces, enter nearest number of Kilogram, e.g. 3 x 2 Kg – enter 6.
6. Keep a record of all transmissions and when you have transmitted the final one, contact our Stocktake Staff (Refer to section "Who to Contact at SIW" on page 19) and advise you have finished. Our staff will process your stocktake as quickly as possible and mail the results.

Important scanning information

With Point of Sale Scanning Systems installed in many Supermarkets, it is very important a full investigation is carried out prior to purchasing a new system.

1. SIW do not have a preferred Supplier, however we may not be able to support some systems, so it is of vital importance for customers to contact the TIR Business Manager Store Systems (Refer to section "Who to Contact at TIR" on page 20), prior to making any decision.
2. HOST MAINTENANCE / FILE SUPPORT - The definition of "Host Support" is stated as:
SIW making available, and maintenance of, all possible product information and being able to transmit or forward this information to your agent, TIR, for collection by members.
3. A charge will be levied by TIR to each retail store for the provision of "Host Support" and is currently \$10.00 (plus GST) per week.



Store shelf ticket/label

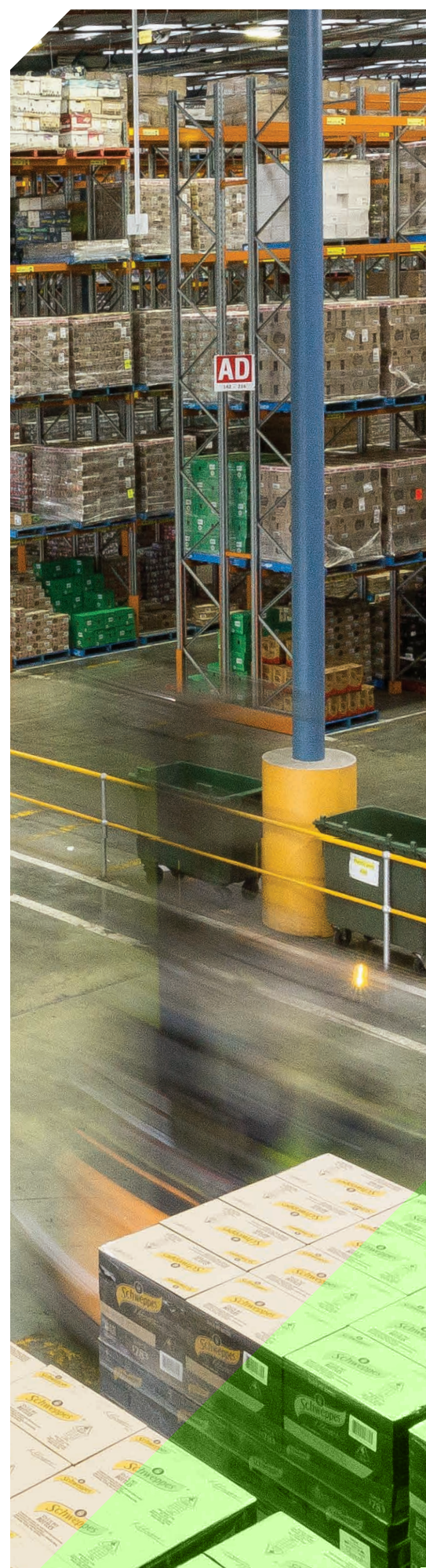
For stores without an in-store scanning system which produces store shelf tickets, SIW will generate these from our document centre. The store shelf tickets or adhesive labels will be automatically generated each week for price changes, product description or size changes. Store operators can also place an adhoc request (transmitted to SIW) if replacement store shelf tickets or adhesive labels are required.

The store shelf ticket/label contains the following information:

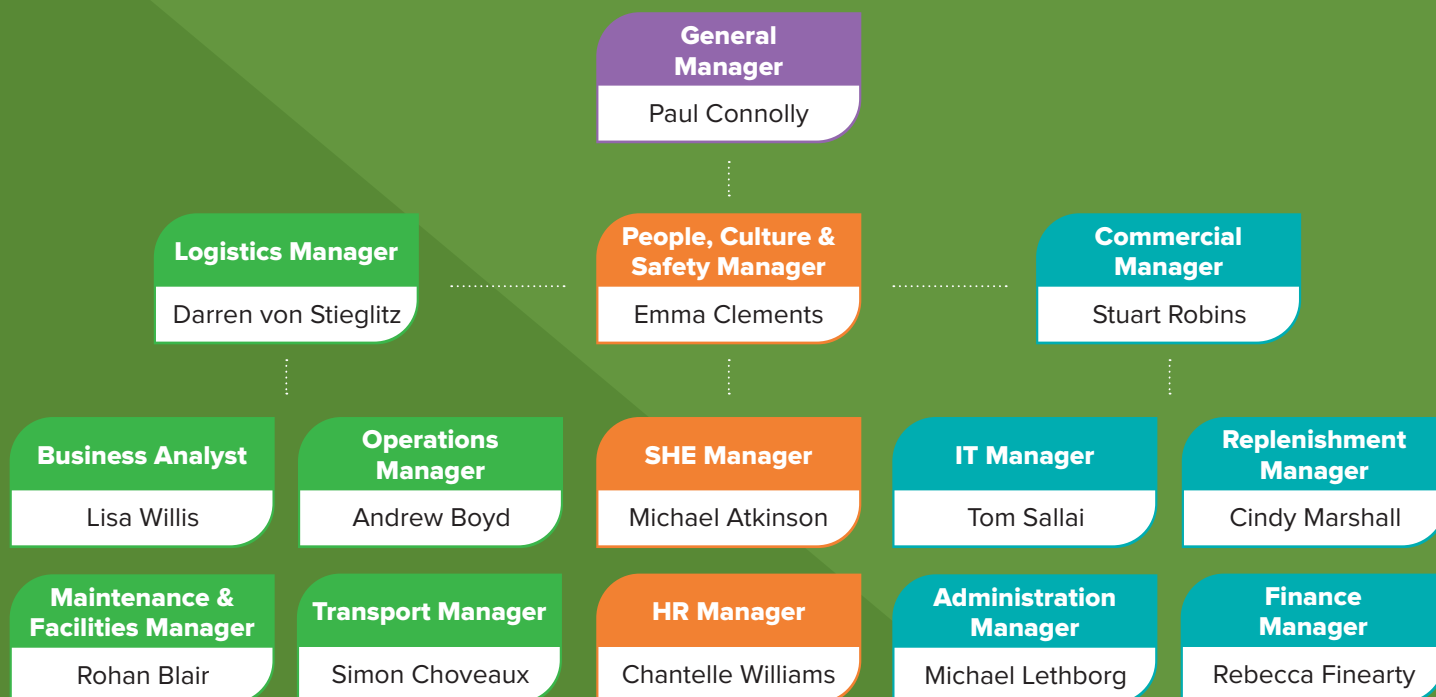


Field Value/Format	Field Definition
*	GST applicable indicator ("blank" if no GST applies)
12/2009	Month / Year of shelf ticket / label generation
GR	Grocery Warehouse (FZ = Frozen/Chilled warehouse or MC = Metcash warehouse, ND – Direct product)
Bar Code	Bar code used to scan the product for ordering, stocktaking or new ticket / label request purposes
2.69	Retail Price
24	Carton quantity - also referred to as retail quantity per unit (RQPU)
010428	Product number
\$4.48 per 1LT	Unit Pricing (Comparative Pricing) Value - displays the price of goods per unit of measure
9315596200231	APN number (if multiple APN's exist for the same product then the APN will be shown as 999999999999)
"blank"	"blank" for a normal product (*DIR* = direct product, *TRN* = turn-in product) – this would print on the left of the retail size where applicable
600ML	Retail size and unit of measure
SCHW LEMONADE	Product description

Please do not hesitate to call the TIR Business Manager Store Systems representative for more information.



SIW MANAGEMENT STRUCTURE



SIW DIRECTORS



Annette Karantoni

Annette had 20 plus years experience working in various leadership roles across the Woolworths Group. In October 2021 Annette was appointed to Chief Supply Chain Officer & Managing Director of Primary Connect. Annette was appointed to the SIW Board in July 2023.



Michael Baxter

The current Chairman of the TIR Board and previously a long term IGA store owner. Michael was appointed to the SIW Board in September 2019.



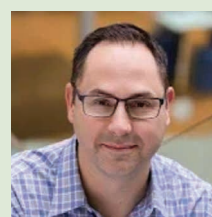
Gavin Skews

Gavin began with Woolworths Ltd in 2017 and held various finance roles before his current role of Finance Director – Primary Connect which he has held since December 2021. Gavin was appointed to the SIW Board in December 2023.



Drew Freeman

In November 2023 Drew was appointed as the Chief Executive Officer of Tasmanian Independent Retailers Co-Op Society. Previously Drew had held senior roles across Tasmania with Kemp & Denning Limited, Neville Smith Forest Products and SIW. Drew was appointed to the SIW Board in December 2023.



Craig Adams

Craig began with Woolworths Ltd in 2017 and held various operational roles before his current role of Director Strategic Operations which he has held since August 2023. Craig was appointed to the SIW Board in December 2023.



Auditors

Deloitte Touche Tohmatsu Grosvenor Place, 225 George Street SYDNEY NSW 2000

Contacts

Contact our reception offices for general enquiries:



Ph: 6391 0800



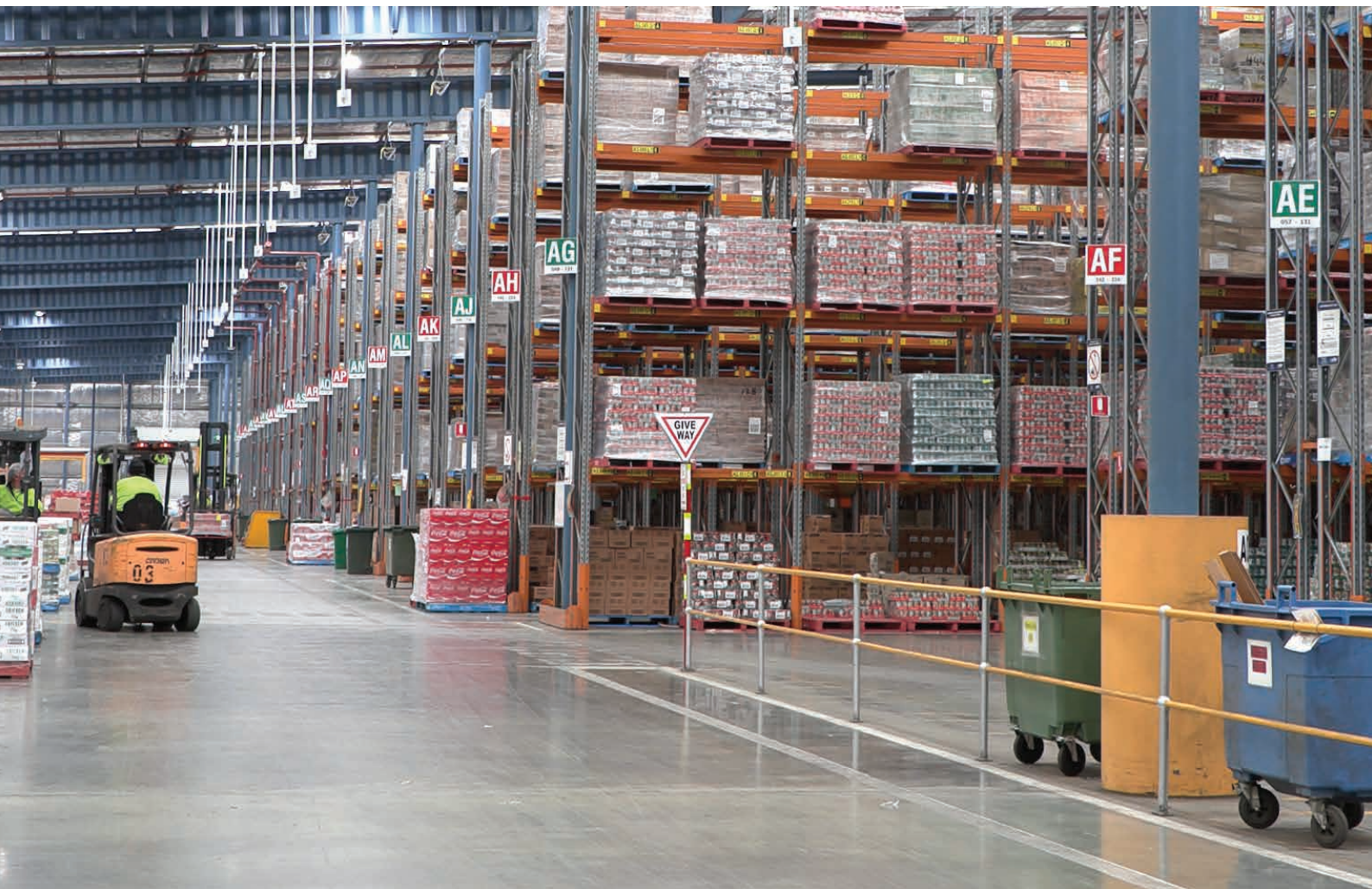
Ph: 6391 0200



Ph: 6341 1900

Contacts for each business can be found via the link below:

https://docs.google.com/spreadsheets/d/1vRNJLBBM9LcamiaxtAI6_Oq9Gltcj-DJ8PveOc_XmvA/edit?usp=sharing



Annexure 1

Sample Customer Statement

[illegible]

Annexure 3

PAYMENT SCHEDULE UNDER THE DIRECT DEBIT SYSTEM

(14 Day Account)

Week 1

Week of Purchase:

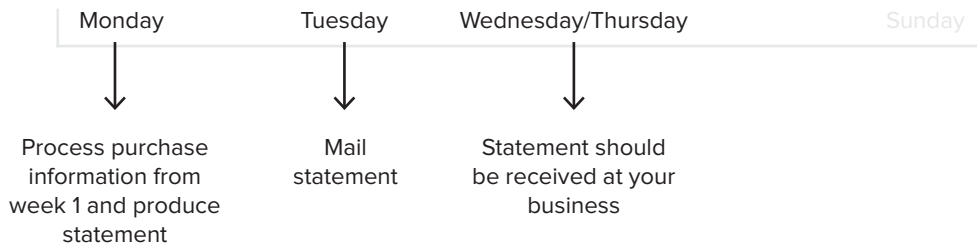
- This will be Monday through to Sunday.

Monday ← Purchases of the week → Sunday

Week 2

Statement:

- The statement is produced on Monday of Week 2 and includes all goods purchased in Week 1.
- The statement is emailed/posted every Monday/Tuesday.
- The amount shown in the current column will be the value of goods purchased in Week 1.



Week 3

Payment:

- Payment for goods purchased in Week 1 will be made on Friday in Week 3.



Annexure 4

Sample Tax Invoice

Statewide Indep. W/salers Ltd
A.C.N. Number: 009 519 546
A.B.N. Number: 51 009 519 546
XMIT 30356

Grocery Warehouse TAX INVOICE NO 467130 AS AT 01NOV22

PAGE: 1

** SPECIALS **

TUN TAIL	PRODNO	QTY	WGHT	UNIT	DESCRIPTION	SIZE	Q/U	W/SALE PRICE	S/F %	ULL %	SUB TOTAL	GST	TOTAL COST	UNIT COST	RETAIL PRICE	MARGN %	DEAL /CTN
00738	123852	1	0.0	CART	SARD WONDER SOAKER 1KG	1KG	6	22.07	4.00	-0.15	22.92	10.00	23.42	3.90	5.49	21.9	
00908	302455	1	0.0	CART	MISSION NAAN GRL/HRB 4	4PK	6	13.69	4.00	-0.15	14.22	10.00	24.72	2.45	5.99	18.1	
00927	130912	1	0.0	CART	FTO ESPRE GR BAG 200GM	200GM	4	26.33	3.00	-0.15	27.08	0.00	27.08	6.90	7.99	13.7	
06081	130912	1	0.0	BAG	HARTZ SPRING WTR 10LT	10LT	1	8.53	4.00	-0.15	6.05	0.00	6.05	6.90	7.49	12.6	
06932	293990	1	0.0	CART	U/T CHEWY APRICOT	185GM	10	29.07	4.00	-0.15	30.19	10.00	30.69	3.07	3.69	18.4	
06970	214842	1	0.0	CART	SOLO ZERO SUGAR 10X375	10PK	6	16.02	4.00	-0.15	17.31	10.00	17.79	2.97	4.00	14.3	
07424	214842	1	0.0	CART	MILK SNACK BARS 6S	160GM	6	16.66	4.00	-0.15	17.31	10.00	17.79	2.97	4.00	14.3	
07788	208362	1	0.0	INNE	ND PURE R/ON WOMENS	50ML	12	13.47	4.00	-0.15	13.68	10.00	14.18	2.36	3.49	28.6	
08286	019107	1	0.0	CART	KIRKS C/SODA PET	1.25LT	12	15.90	3.00	-0.15	16.36	10.00	16.86	1.30	1.65	18.0	
09782	019414	1	0.0	CART	COCA COLA DIET	600ML	12	53.03	3.00	-0.15	54.84	10.00	55.04	2.29	3.49	27.8	
10813	384748	1	0.0	CART	ARN TIM TAM ORIGINAL F	365GM	12	43.08	0.00	-0.90	42.86	10.00	43.36	3.61	4.99	29.5	
12439	275514	1	0.0	CART	MT FRANKLIN 1.5LT	1.5LT	1	17.30	3.00	-0.15	17.79	0.00	17.79	1.75	1.99	12.1	
12439	275514	1	0.0	CART	GR C/MIX ESS CHOC 340G	340GM	8	9.63	4.00	-0.15	10.01	0.00	10.01	1.09	1.99	22.1	
14284	108003	1	0.0	CART	PRATISE D/S RIOTI CLS	250ML	12	23.36	4.00	-0.15	24.25	0.00	24.25	2.09	2.99	22.1	
14405	198723	1	0.0	CART	M/FR DISH LTO ORIG	400ML	12	24.70	4.00	-0.15	25.65	10.00	26.15	2.18	2.49	24.6	
15792	247249	1	0.0	INNE	WRIG EXTRA WHITE PEPPER	14'S	24	29.51	4.00	-0.15	30.65	10.00	31.15	1.30	1.75	18.0	
15792	247249	1	0.0	CART	SUNBEAM SULTANAS	1KG	12	15.90	4.00	-0.15	16.36	10.00	16.86	1.30	1.65	18.0	
15588	305760	1	0.0	CART	KIRKS LEM S/FR 10PK	10PK	2	10.94	3.00	-0.15	11.25	10.00	11.75	5.88	6.99	9.5	
20051	382991	1	0.0	CART	EDG CHICK PEAS 400GM	400GM	10	15.41	4.00	-0.15	15.93	0.00	15.93	1.44	1.99	25.8	
32250	082635	1	0.0	CART	SCHMACKOS BEEF STRA	500GM	4	30.66	4.00	-0.15	31.84	10.00	32.34	3.09	3.99	11.0	
34186	185148	1	0.0	CART	SCHMACKOS STRAPZ CHICK	10PK	12	13.44	3.00	-0.15	13.93	10.00	14.03	7.01	7.99	18.0	
34235	106147	1	0.0	CART	333 C/STYLE APPLE SAUCE	250GM	12	9.94	4.00	-0.15	10.33	0.00	10.33	1.81	2.25	19.6	
34235	185148	1	0.0	CART	KELLS NUTRIGRAIN	290GM	12	26.09	0.00	-0.15	26.20	10.00	26.59	4.83	5.99	12.0	
41892	156963	1	0.0	CART	SMITH CTRINKLE SALT&VIN	170GM	12	26.09	0.00	-0.15	26.20	10.00	26.59	4.83	5.99	12.0	
43650	136549	1	0.0	CART	TWISTIES CHEESE	270GM	12	33.71	0.00	-0.15	33.86	10.00	34.16	2.85	3.49	15.6	
46149	247739	1	0.0	CART	TOSTITOS SPASH OF LIM	175GM	12	26.09	0.00	-0.15	26.20	10.00	26.59	4.83	5.99	12.0	
46149	247739	1	0.0	CART	TWISTIES CHICKEN	90GM	23	32.72	0.00	-0.15	32.89	10.00	33.08	2.76	3.49	17.7	
46234	382991	1	0.0	CART	RSD DELL CRACKER CHEDD	135GM	12	26.09	0.00	-0.15	26.20	10.00	26.59	4.83	5.99	12.0	
50349	363020	1	0.0	CART	WHISKAS FAVOURITES 7 M	12PK	12	35.25	4.00	-0.15	36.92	10.00	37.42	7.48	8.99	8.5	
50349	363020	1	0.0	CART	INNE 4 SEAS LUBRIC GL DARK	190ML	6	19.48	4.00	-0.15	20.50	0.00	20.50	1.11	1.39	16.0	
61103	259952	1	0.0	CART	OAK FLAVOURED MILK CHO	500ML	12	10.48	4.00	-0.15	10.88	10.00	11.38	4.90	5.99	10.0	
73442	347955	1	0.0	CART	BARISTA BROS 1/COFF500	500ML	12	23.80	0.00	-0.15	24.47	10.00	24.97	2.08	2.99	23.6	
73442	347955	1	0.0	CART	COCA COLA NO SUGAR 300	4PK	12	26.45	3.00	-0.15	27.20	10.00	27.70	4.62	5.99	15.3	
84444	007830	1	0.0	CART	SADURY MINI EYEDOO &	135GM	12	26.45	3.00	-0.15	27.20	10.00	27.70	4.62	5.99	15.3	
99032	148136	1	0.0	CART	LUCCOZADE ENERGY ORIG	380ML	12	20.96	4.00	-0.15	21.74	10.00	22.27	1.88	2.99	24.1	
38 0.0 PAGE TOTAL													\$954.42				

Statewide Indep. W/salers Ltd
A.C.N. Number: 009 519 546
A.B.N. Number: 51 009 519 546
XMIT 30356

Grocery Warehouse TAX INVOICE NO 467130 AS AT 01NOV22

PAGE: 2

** NORMAL **

TUN TAIL	PRODNO	QTY	WGHT	UNIT	DESCRIPTION	SIZE	Q/U	W/SALE PRICE	S/F %	ULL %	SUB TOTAL	GST	TOTAL COST	UNIT COST	RETAIL PRICE	MARGN %	DEAL /CTN
00285	343142	1	0.0	CART	VEGEMITE	220GM	12	49.48	4.00	-0.15	51.39	0.00	51.89	4.32	5.35	19.3	
00378	329666	1	0.0	CART	SO GOOD REG UHT 3PK	3PK	4	11.15	4.00	-0.15	11.58	0.00	12.08	3.02	3.69	18.2	
00393	296497	1	0.0	CART	I/CRM WAFER NAT X/THICK	90GM	12	19.98	4.00	-0.15	20.73	10.00	21.23	3.07	3.99	39.0	
00615	318462	1	0.0	CART	WASSEL S/P CHICKEN S/R	140GM	6	14.00	4.00	-0.15	14.54	0.00	14.54	2.71	3.99	16.0	
02226	389810	1	0.0	CART	ANGAS PARK SOFT & JUIC	250GM	5	15.84	4.00	-0.15	16.45	0.00	16.95	3.39	4.39	23.8	
02871	292223	1	0.0	CART	INNE 4 SEAS LUBRIC GL DARK	190ML	6	19.48	4.00	-0.15	20.50	0.00	20.50	1.11	1.39	16.0	
03107	323758	1	0.0	CART	P/HARVEST TAMARIL SOY	250ML	6	14.28	4.00	-0.15	14.83	0.00	15.33	2.56	4.00	36.0	
03540	390474	1	0.0	CART	MULTIX R/TIDY SML GREE	22PK	12	28.28	4.00	-0.15	29.37	10.00	29.87	2.49	4.00	34.6	
08005	292322	1	0.0	CART	TWIN LEMON TWIST 19GM	10'S	12	31.27	4.00	-0.15	32.47	0.00	32.97	2.75	3.49	21.4	
09361	292322	1	0.0	CART	TWIN PEPPERMINT 17.5GM	10'S	12	31.27	4.00	-0.15	32.47	0.00	32.97	2.75	3.49	21.4	
12727	323854	1	0.0	CART	NCC SEA SALT 175G	175GM	12	19.44	4.00	-0.15	20.39	10.00	20.59	3.43	4.65	26.3	
27590	349755	1	0.0	CART	M/FOODS PROMITE 290GM	290GM	12	98.63	4.00	-0.15	102.43	0.00	102.93	8.99	9.99	12.4	
31103	349755	1	0.0	CART	MILLO 30% LESS ADDED SU	395GM	12	98.63	4.00	-0.15	102.43	0.00	102.93	8.99	9.99	12.4	
36514	230439	1	0.0	CART	ANGAS PARK F/TITED PRUN	250GM	5	15.84	4.00	-0.15	16.45	0.00	16.95	3.39	4.39	23.8	
40624	130892	1	0.0	CART	KELL ALL BRAN WHI FLKS	330GM	12	58.05	4.00	-0.15	60.28	0.00	60.78	5.07	6.45	21.4	
40624	130892	1	0.0	CART	HARIBO SWEET SOUR BEAR	140GM	12	28.81	4.00	-0.15	29.76	10.00	30.26	1.89	1.99	20.6	
99869	440129	1	0.0	CART	CSR RAW SUGAR	500GM	12	26.45	3.00	-0.15	27.20	10.00	27.70	4.62	5.99	15.3	
NONE	341817	1	0.0	CART	G/V FRUIT SALAD IN JCE	2PK	6	19.69	4.00	-0.15	20.45	0.00	20.95	3.49	4.50	22.9	
19 0.0 PAGE TOTAL													\$607.31				

Statewide Indep. W/salers Ltd
A.C.N. Number: 009 519 546
A.B.N. Number: 51 009 519 546
XMIT 30356

Grocery Warehouse TAX INVOICE NO 467130 AS AT 01NOV22

PAGE: 3

** NORMAL **

TUN TAIL	PRODNO	QTY	WGHT	UNIT	DESCRIPTION	SIZE	Q/U	W/SALE PRICE	S/F %	ULL %	SUB TOTAL	GST	TOTAL COST	UNIT COST	RETAIL PRICE	MARGN %	DEAL /CTN	
					NORMAL	SPECIAL	TOTAL											
					WHOLESALE	\$576.98	\$911.38	\$1488.36										*
					SERVICE FEE	\$21.70	\$25.54	\$47.24										*
					TRANSPORT	\$8.79	\$24.74	\$47.24										*
					FUEL SURCHARGE (16.84%)	\$1.37	\$2.94	\$4.11										*
					ULLAGE	-\$0.87	-\$1.50	-\$2.37										*
					TOTAL COST (GST Excl)	\$607.31	\$954.42	\$1561.73										*

* INTEREST WILL BE CHARGED ON OVERDUE ACCOUNTS. *																		
* SHORTAGES AND DAMAGES MUST BE CLAIMED WITHIN *																		
* 48 HOURS OF RECEIPT OF GOODS *																		

					TOTAL GST - PRODUCTS			\$87.64										*
					TOTAL GST - TRANSPORT			\$2.85										*
					TOTAL GST			\$90.49										*
					TOTAL COST (GST Inc)			\$1652.22										*

					TOTAL RETAIL	\$820.56	\$1235.66	\$2056.22										*
					MARGIN (%)	24.06	16.71	19.73										*
					TOTAL UNITS	19	38	57										*
					SUMMARY OF PURCHASES	GST EXCL	GST	TOTAL										
					PURCH & TRANS SUBJ GST	\$904.87	\$90.49	\$995.36										
					GST FREE PURCHASES	\$656.86	\$0.00	\$656.86										
					TOTAL SUPPLY	\$1561.73	\$90.49	\$1652.22										
					Transport carton rate:	\$0.43												
					Hazardous lines supplied in this invoice:	0												

Annexure 4.1 Sample Credit Note

Statewide Indep. W/salers LtdFrozen/Chilled Dist. Centre ADJUSTMENT NOTE NO
A.C.N.: 009 519 546
A.B.N.: 51 009 519 546

AT 01DEC22

PAGE: 1

Reference No
0

SALES ORDER	DISCR NUMBR	PRODNO	QTY	WGHT UNIT	PROD DESCRIPTION/ ADJUSTMENT REASON	SIZE	Q/U	S/F	ULL	W/SALE PRICE	GST RATE	TOTAL COST	UNIT COST	RETAIL PRICE
374982	11222	964512	-1	0.0 CART	MCCAIN SUPERFRIES SH STORE CREDIT	900GM	12	8.00	-0.25	43.05	0.00	-48.09	-4.01	-5.69
					NORMAL	SPECIAL	TOTAL							
					WHOLESALE (TAX EXCL)	-\$43.05	\$0.00	-\$43.05						
					SERVICE FEE (GST EXCL)	-\$3.44	\$0.00	-\$3.44						
					TRANSPORT (GST EXCL)	-\$1.71	\$0.00	-\$1.71						
					ULLAGE (GST EXCL)	\$0.11	\$0.00	\$0.11						
					TOTAL COST (GST EXCL)	-\$48.09	\$0.00	-\$48.09						
					GST - PRODUCT			\$0.00						
					GST - TRANSPORT			-\$0.17						
					TOTAL GST			-\$0.17						
					TOTAL COST (GST INCL)			-\$48.26						
					TOTAL UNITS	-1	0	-1						
					NON-RSL COST	\$0.00	\$0.00	\$0.00						
					NON-RSL RETL	\$0.00	\$0.00	\$0.00						
					SUMMARY OF PURCHASES	GST EXCL	GST	TOTAL						
					PURCH & TRANS SUBJ GST	-\$1.71	-\$0.17	-\$1.88						
					GST FREE PURCHASES	-\$46.38	\$0.00	-\$46.38						
					TOTAL SUPPLY	-\$48.09	-\$0.17	-\$48.26						

-10.0

PAGE TOTAL

-48.09

Annexure 5

Sample Non Supply Report

STATEWIDE INDEPENDENT WHOLESALERS LIMITED

Annexure 5

Statewide Indep. W/salers Ltd Grocery Warehouse SALES INVOICE(440724) ALT/NON-SUPPLY REPORT RUN TM: 13APR22 15:06 PAGE: 1
 XMIT IGA X-PRESS

PH: 63.

CODE	PROD.	WHS	DESCRIPTION	RETAIL	QPU	QTY	QTY	PROD.	DESCRIPTION	RETAIL	QPU	SUSPEND	REASON
ORDR'D	PROD.	PROD.		SIZE	ORD	ORD	SUPP	SUPL'D		SIZE			
sout	006867	006867	REVA PEGS	60PK	12	1							
sout	067766	067766	CORNWELLS WHITE VINEGA	2LT	6	1							
sout	072493	072496	CONT RICE CHICKEN	120GM	7	1							
sout	108791	108791	SAFE T/TISSUE 2PLY 400	6PK	8	1							
sout	116644	116645	NUROFEN COLD & FLU PE	12'S	12	1							
sout	118391	118392	CONT SOUP FRENCH ONION	40GM	16	1							
sout	155491	155492	RED ROCK DELI PC SALT&	165GM	12	1							
sout	161752	161753	WHISKAS OH SO MEATY PL	12PK	5	1							
sout	161779	161770	WHISKAS OH SO MEATY CU	12PK	5	1							
sout	188728	188728	MULTIX TEAR OFF FRZ/BA	80'S	20	1							
sout	190510	190513	NICE & NATURAL YOGHURT	192GM	8	1							
sout	204249	204242	NESTLE CERELAC RICE	200GM	6	1							
sout	211844	211844	FELIX FAVOURITES CAT F	12PK	5	1							
sout	229833	229833	KLNX B/TISS REG WHITE	45'S	1	2							
sout	252312	252312	DISPRIN EXTRA STRENGTH	16'S	12	1							
sout	254297	254297	ARN SALTED CARAMEL OBS	115GM	8	1							
sout	267151	267151	RED BULL RUBY EDITION	4PK	6	1							
sout	289692	289692	WRIG EXTRA ENV SPEARMI	14'S	24	1							
sout	289748	289748	BUNDABERG WHITE SUGAR	2KG	6	1							
sout	294766	294766	NATURALE 100 REC P/TOW	2PK	6	3							
sout	298775	298776	THINS CHIPS LIGHT & TA	175GM	12	1							
sout	303685	303687	NUROFEN ZAVANCE TAB 25	24'S	12	2							
sout	313082	313082	DETTOL 2IN1 ANTIBACT W	15PK	10	1							
sout	322712	322712	S26 ORIGINAL ALULA PRO	900GM	3	2							
sout	323870	323870	S26 ORIGINAL ALULA NEW	900GM	3	1							
sout	345236	345238	SAKATA R/CRK CLASS BBQ	100GM	12	1							
sout	360620	360623	NUROFEN ZAVANCE LO CAP	20'S	12	1							
sout	368841	368842	KLNX FACIAL TISS REGUL	250'S	18	1							
sout	379321	379321	D/DALE FULL CREAM MILK	150ML	32	1							

QUANTITY NOT SUPPLIED BY REASON CODE

(34) sout = This product could not be fully supplied - please re-order.

(34) TOTAL QUANTITY NOT SUPPLIED

Annexure 5.1 Non supply Reason Codes

Code	Reason Description/Definition	Recommended Action
dire	<p>This product can only be ordered directly from the supplier:</p> <ul style="list-style-type: none"> This means that the product is not available from the warehouse and must be ordered directly from the supplier. 	<ul style="list-style-type: none"> Review price book Review POS system Review Shelf Ticket Contact TIR or your supplier representative for more information
exst	<p>The product is not a valid product:</p> <ul style="list-style-type: none"> This means that the product ordered is not a product stocked by SIW (warehoused or direct). 	<ul style="list-style-type: none"> Review ordered product to ensure correct product number was used (via POS, shelf ticket or price book)
ineg	<p>Negative quantity for this product was ordered:</p> <ul style="list-style-type: none"> This occurs when a negative order quantity was present in the transmitted order. 	<ul style="list-style-type: none"> Review ordered quantity and re-order product if required
rang	<p>This product is not ranged for your store:</p> <ul style="list-style-type: none"> This occurs for a product that is not currently ranged for your banner (price file). For example – discontinued/deleted, temporarily unavailable, replaced by new product, etc. 	<ul style="list-style-type: none"> Review price book Review POS system Review Shelf Ticket Contact TIR representative for further information
sout	<p>This product could not be fully supplied – please re-order:</p> <ul style="list-style-type: none"> This occurs when the warehouse does not have enough stock of a product to supply the full amount ordered. 	<ul style="list-style-type: none"> Re-order this product if required
susp	<p>Product ordered has been suspended from sales:</p> <ul style="list-style-type: none"> This means that the product is not currently available. For example – discontinued/deleted, temporarily unavailable, replaced by new product, etc. 	<ul style="list-style-type: none"> Review price book Review POS system Review Shelf Ticket Contact TIR representative for further information
turn	<p>Turn-in products can not be ordered with your normal order:</p> <ul style="list-style-type: none"> This means that the product is a turn-in product and can only be ordered via TIR. Turn-in products relate to specific events/offers and are managed by TIR. 	<ul style="list-style-type: none"> Review price book Review POS system Review Shelf Ticket Contact TIR for more information

Sample Discrepancy Form

[illegible]



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