



tasmanian
independent
retailers

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a division of tasmanian independent retailers co-operative society limited

6 August 2020

Dear DSD Vendor,

TIR is aware that the unprecedented weather event that occurred on Tuesday 5 August 2020 may have either delayed your delivery of stock to our retailers, or where you utilise a third party freight distributor, your stock may have been condemned/lost. We do hope you are now working to replenish this stock and arrange redelivery to our retailers as soon as possible.

Whilst we understand that this weather event has brought upon you a number of logistical issues, we wish to remind you that where you utilise the TIR Charge through model, invoices should only be submitted for processing once the order has been physically received by our retailers. Where invoicing has been completed on the basis that stock was to be delivered to our retailers this week and stock has not been delivered for whatever reason, we request that credits are processed to our retailers accounts in a timely manner and preferably in the same week that the original invoice was charged to their individual accounts and sent to TIR for processing.

We wish to remind you that store invoices should only be forwarded to TIR for processing via the charge through facility post the date of delivery and receipt of the stock by the billing store and under no circumstances should invoices be issued to TIR in advance of this occurring.

Should you wish to discuss this further, please contact me on (03) 6391 0212.

Regards,

Stuart Main
Head of Finance
Tasmanian Independent Retailers