



Monday 23rd May 2022

Dear Valued Customer,

As you are likely already aware SIW are in the process of implementing a new ERP platform for the business. To facilitate this new system there needs to be a minor change to the way some transactions appear on your SIW and TIR weekly statements.

Specifically, these changes relate to the transaction that currently appear on your SIW statement that are originating from Tasfresh (incorporating Tasfresh Foodservice, Tasfresh Fresh & Specialty Foods, Robbie's Wholesale and VMB Fresh).

For many years transactions from Tasfresh have appeared directly on your SIW statement and not as a component of the TIR charge through amount. To facilitate the new SIW system requirements the individual Tasfresh transactions will move to instead be shown on your TIR statement.

To be clear the only impact of this change on your business will be that Tasfresh transactions will move from appearing as line items on your SIW statement and instead appear as line items on your TIR statement. There will be no change to the timing of charges being debited from your account or any other aspect of the charge through process.

Invoices dated on or after Monday the 23rd of May will appear on your TIR statement. Invoices dated prior to this date will appear on your SIW statement as they do currently. This change will be shown on the statements you receive from TIR for the week ending Sunday the 29th of May.

Please note that as with other charge through suppliers on your TIR statement all Tasfresh invoices will appear on your TIR statement with a Friday date rather than the date of issue that appears on the Tasfresh invoice.

If you have any questions please feel free to contact Jenni Hyatt at TIR or to discuss the matter with your Tasfresh or Robbies account manager.

On behalf of the Tasfresh Team we would like to thank you for your ongoing support.



★ TASFRESH foodservice

NORTH WEST Phone (03) 6435 2505 Email orders.camdale@tasfresh.com.au
NORTH Phone (03) 6345 9200 Email orders.prospect@tasfresh.com.au
SOUTH Phone (03) 6278 0555 Email orders.moonah@tasfresh.com.au

★ TASFRESH fresh & specialty foods

DELIVERING STATEWIDE Phone (03) 6427 2065 Email orders.fresh@tasfresh.com.au

★ ROBBIES wholesale

DELIVERING STATEWIDE Phone (03) 6247 1047 Email orders@robbies.com.au