

WELCOME TO

***STATEWIDE INDEPENDENT
WHOLESALEERS LIMITED***

CUSTOMER MANUAL



Our Supply Chain for You



***“Our Customer Introduction to Tasmania’s
Largest Grocer Owned Wholesaler”***

Updated 18-March-2014

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MISSION STATEMENT

Statewide Independent Wholesalers Limited operates wholesale Distribution Centres. Our objectives are to maximise long-term financial performance and to deliver a cost-effective service for our customers by meeting and serving the needs of retail supermarket operators.

Statewide Independent Wholesalers Limited will maintain its position by having the largest Wholesale Grocery/General Merchandise and Frozen/Chilled Distribution Centres within Tasmania.

We will service our customers better than our competitors because of our continued customer loyalty by providing value in the form of: -

- Competitive Pricing
- Comprehensive Product Range
- Efficient and Timely Delivery Service
- Cost effective IT Support
- Outstanding Customer Communication
- High Product Availability

We will always be ethical in our business dealings and will be mindful of the needs of the stakeholders in our business, including: -

- Founder Shareholders
- Retail Customers
- Employees and their Families
- Manufacturers/Suppliers
- Service Industries
- Governments
- Transport Providers

As such, Statewide Independent Wholesalers Limited will become increasingly known for its commitment to being: -

An organisation that listens to, stays close to, and aims to please its customers at all times.

An organisation that develops and motivates Management and Staff.

An organisation recognised for its ability to innovate, to use the latest technology and to provide a service required by its retail customers.

An organisation which strives to provide a financial and operating performance unequalled in Tasmania.

CUSTOMER INTRODUCTION TO SIW

SIW is dedicated to providing a service and supply of grocery, frozen, chilled and general merchandise products equal to any. This will support retailers and other businesses to operate successfully, profitably and remain strong within the market place.

SIW have located Distribution Centres to enable customers to obtain as many requirements as possible from one organisation, at convenient locations (listed below).

1. Tasmania Regional Distribution Centre (TasRDC) & Head Office

8 Translink Avenue, Western Junction 7212	Reception	Ph: 6391 0800
	Buying	Fax: 6391 0954
	Administration	Fax: 6391 0950
	Financial Services	Fax: 6391 0952
	Despatch	Fax: 6391 0955
	Inwards Goods	Fax: 6391 0957

2. Breadalbane Frozen & Chilled Distribution Centre (BDC)

13 Richard Street, Western Junction 7212	Phone: 6391 0333	Fax: 6391 8991
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The BDC ranges a variety of frozen & chilled products.

SIW are suppliers to:-

1. Woolworths Limited
2. SUPA IGA
3. IGA Everyday
4. IGA X-Press
5. Other Independent Stores

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 and tobacco, confectionery, snack foods 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 the service to our customers.

PURCHASING FROM THE TasRDC

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

PURCHASING FROM THE BDC

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.

Breadalbane Direct

Customers who qualify to purchase a minimum of 40 cartons of frozen and chilled product will have a delivery by our contracted transport provider. *(Refer to section "Who to Contact at SIW" on page 15)*

Foodservice Direct Option

Customers who do not qualify for a Breadalbane Direct delivery, may use our Foodservice Direct system to purchase Frozen and Chilled retail products which is operated by Bulk Frozen Foods. (Contact 6345 9200)

PURCHASING DIRECTS VIA TASMANIAN INDEPENDENT RETAILERS (TIR)

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 16)*

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)*.

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 below).

Service Fee is only applicable to purchases from the TasRDC and BDC.

The Service Fee scale is based on weekly purchases, calculated on a four week cycle, includes cigarettes and tobacco purchases and is adjusted in the fifth week. The calculation is based on all purchases from the TasRDC, the BDC and Foodservice Direct. TIR's directs are not included. *Directors may reduce the Service Fee scale rates without notice; however any annual increase will be notified.*

SERVICE FEE SCALE AS AT 31/03/2014

LOWER LIMIT	UPPER LIMIT	SF %
\$0	\$3,000	8.00
\$3,001	\$5,000	6.50
\$5,001	\$10,000	5.00
\$10,001	\$15,000	4.00
\$15,001	\$20,000	3.75
\$20,001	\$25,000	3.50
\$25,001	\$30,000	3.25
\$30,001	\$36,000	3.00
\$36,001	\$42,000	2.75
\$42,001	\$48,000	2.60
\$48,001	\$56,000	2.50
\$56,001	\$64,000	2.40
\$64,001	\$72,000	2.30
\$72,001	\$82,000	2.20
\$82,001	\$92,000	2.15
\$92,001	\$102,000	2.10
\$102,001	\$112,000	2.05
\$112,001	\$122,000	2.00
\$122,001	\$132,000	1.95
\$132,001	\$142,000	1.90
\$142,001	\$152,000	1.85
\$152,001	>	1.80

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 in August, with increases aligned to the Hobart CPI movement at the end of June for the preceding year.

CIGARETTES AND TOBACCO

Cigarettes and tobacco are available from the TasRDC. The Price Book lists the range and wholesale prices of cigarettes and tobacco. It should be noted these prices are subject to a fixed **Service Fee charge of 0.25%**, however the Transport Fee is **not applicable** for cigarettes and tobacco.

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 AND CONDITIONS

Trading Terms and Conditions must be signed and returned together with a formal Application for Credit to SIW before trading can commence. (*Refer to annexure 2 for trading terms*).

All accounts are 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.

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 16*)

2. **MANUAL INVOICES** refer to non-computer produced invoices, which can be either typed or handwritten (Note: This process is not commonly used).
4. **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*)
5. **CASH** refers to payments received since last statement.
6. **INTEREST** is shown on debtors' statements if accounts are outside SIW's trading terms, under code **s1**.
7. **TIR**. Any charges from TIR relating to customers for Advertising, etc., are shown on your weekly statement from SIW, under the Code **dbtir**.

If further information is required on any transaction on your statement, please contact Accounts. (*Refer to section "Who to Contact at SIW" on page 15*)

ORDERING PROCEDURE

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

The stand-alone PDE Units can also be used to transmit requests for shelf labels or to send stocktake data to SIW.

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 16*)

ORDERING FROM SIW DISTRIBUTION CENTRES

TasRDC – Ambient Goods

BDC – Frozen & Chilled Goods

The general ordering procedure is the same for both, with only different headers being used and different order receipt times.

SIW have engaged a transport contractor to deliver frozen and chilled goods from the BDC. If further information and details are required, please contact the BDC Shift Operations Manager. (*Refer to section "Who to Contact at SIW" on page 15*).

All electronic transmissions for the Distribution Centres must be sent to TasRDC IT Centre.

Note: For minimum ordering quantities and specific ordering rules, refer to section "Purchasing from the TasRDC Ambient / BDC Frozen & Chilled" on page 4.

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.

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 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 15).*

Customers affected by a long weekend must have orders into the Distribution Centre at least 1 day earlier.

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 despatch or transport office staff must be advised within 24 hours of receiving the load/invoice, by obtaining an authorisation number and completing a SIW discrepancy form, which must be forwarded to TasRDC or BDC. *(Refer to section "Return of Stock Policy" 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 and chilled product to the BDC as the goods will be delivered to your Supermarket by a contract carrier. *(Refer to section "Stock Return Policy – Breadalbane Frozen & Chilled" on page 11)*

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 8*).

For the BDC 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 - Ambient

Delivery's via SIW vehicles

SIW charges a variable delivery fee based on the value of ambient stock delivered to supermarkets within a specified area. A fuel surcharge is in addition to the delivery fee.

The following scale covers the **Transport Pricing Matrix**.

Kilometre's from TasRDC	%
0-35	1.30%
36-70	1.35%
71-105	1.40%
106-140	1.55%
141-175	1.60%
176-210	1.65%
211-245	1.75%
246-280	1.85%
281-315	1.90%

Note: Cigarettes and Tobacco products do not incur a delivery fee

BDC – Frozen / Chilled

Delivery's via Other Carrier's Contracted by SIW

A fee of 4.00% or 7.00% plus a fuel surcharge is applicable to Breadalbane Distribution Centre orders, depending on order frequency and size, for transport from Breadalbane and delivered direct to stores.

Note – In this case, any variation in number of cartons received should be notified to Distribution Centre Despatch or Transport staff for investigation together with a Discrepancy form as soon as possible after receipt and must be within 24 hours of receiving the load/invoice (*Refer to section "Receipt of Goods" on page 8*).

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 7*)

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 BDC unless correct vehicle specifications are available.

DAMAGED STOCK AT RETAIL OUTLETS

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 and 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 four types of errors:-

1. Office/Computer Operator error.
2. Distribution Centre assembly error.
3. Retail customer order error.
4. Goods damaged prior to receipt - on SIW or SIW contracted vehicles only.

If the goods can not be returned on the same day as received, then the customer must contact the relevant Distribution Centre's Despatch Office immediately on receipt and advise the problem and how the goods are to be returned.

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) Obtain an 'AUTHORISATION NUMBER' prior to returning any goods to the Distribution Centres within 24 hours of receiving your load/invoice. The stock controller and all Despatch or Transport staff are able to provide this number.
- 2) The following details will be required:-
 - a. Store Number
 - b. Number of cartons to be returned
 - c. Reason why stock is being returned
 - d. Invoice Number
 - e. Invoice Date
 - f. Date goods were received
 - g. Details of goods and reason for return request
 - h. Drivers name & signature
- 3) The authorisation number must be written in the appropriate section on the Discrepancy form, which accompanies the goods to be returned.
- 4) Truck drivers will not accept any returns unless accompanied by a Discrepancy form with an '**Authorisation Number**' recorded on it.
- 5) Once the returned stock has been received at the Distribution Centres it will be checked off against the Discrepancy Form/Authorisation Number control sheet and customer invoice.
- 6) Refer to "Receipt of Goods" section for

IMPORTANT INFORMATION

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

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, INDICATING THE AUTHORISATION NUMBER, MUST BE RETURNED WITH STOCK.

Frozen & Chilled (BDC) – Specific Stock Return Details

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

Stock can be returned to the BDC by following the procedure below:-

- Our contracted carrier takes responsibility for your stock when the stock is collected from the BDC.
- 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 and obtain an Authorisation Number which should be faxed or e-mailed, if possible, and then mailed to the BDC.

Arrangements will then be made to:

- (a) credit your account, and
- (b) 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 BDC, 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 BDC where the Manager or stock control staff can discuss the circumstances with the customer.
- Stock returns for wrongly ordered or supplied in error will have to be arranged by communication between the BDC, 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 the stock to the BDC. 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 is the lowest) plus GST, plus fuel surcharge. The cost will be borne by the BDC if supplied in error or by the **Customer** if incorrectly ordered.

Summary

- A. Our main focus is to ensure COMMUNICATION is effective as this will ensure the system works for everyone. The major difference between the TasRDC and BDC is that in most cases the specialised refrigerated transport, which has delivered to your store/supermarket, will not be returning directly to the BDC.
- B. The Discrepancy form, with all information completed should be faxed/e-mailed/mailed to BDC as quickly as possible.
- C. 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 \$60.00 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 15*) 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.

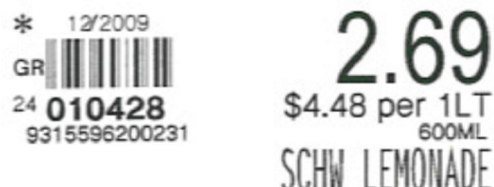
1. SIW do not have a preferred Supplier, however we **may not** be able to support some systems so it is of vital importance for customers to contact the TIR Business Manager Store Systems (*Refer to section "Who to Contact at TIR" on page 16*), prior to making any decision.
2. HOST MAINTENANCE / FILE 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.

STATEWIDE DIRECTORS

MICHAEL KENT AM	Former General Manager of Woolworths Supermarkets in Tasmania and has in excess of 40 years experience in the retail grocery industry. Michael is the Chairman of the Board and was appointed to the SIW Board in November 1997.
TONY PARLE	General Manager Corporate Performance Analysis and Reporting for Woolworths Limited. Tony was appointed to the SIW Board in December 2003.
GRANT HINCHCLIFFE	Chief Executive Officer of Tasmanian Independent Retailers Co Op Society and was appointed in July 2007. Grant has worked for TIR in various positions since 1991 and was appointed to the SIW Board in November 2007.
CRAIG PARTRIDGE	Woolworths Limited - General Manager Logistics. Craig was appointed to the SIW Board in October 2013.
PETER AULICH	Principal operator of IGA Everyday Bicheno with around 15 years retail experience and is also Chairman of Tasmanian Independent Retailers Co-Op Society. Peter was appointed to the SIW Board in October 2010.
AUDITORS	Deloitte Touche Tohmatsu Grosvenor Place, 225 George Street SYDNEY NSW 2000

STATEWIDE INDEPENDENT WHOLESALERS LIMITED

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WHO TO CONTACT AT STATEWIDE INDEPENDENT WHOLESALERS

BREADALBANE DISTRIBUTION CENTRE 13 Richard Street, Western Junction

<u>Area / Position</u>	<u>Name</u>	<u>Type</u>	<u>Number</u>
General Enquiries	Reception	Phone: Free Call: Fax:	6391 0333 1800 999 655 6391 8991
Distribution Centre Manager	Darren Shephard	Phone:	6391 0300
Despatch	David Anderson 6:30 – 14:00	Phone:	6391 0304
Stock Control & Claims	Lindsay Pennington Kelvin Wakefield	Phone:	6391 0306

TASMANIA REGIONAL DISTRIBUTION CENTRE 8 Translink Avenue, Western Junction

<u>Area / Position</u>	<u>Name</u>	<u>Type</u>	<u>Number</u>
General Enquiries	Reception	Phone: Fax:	6391 0800 6391 0950
Transport Office	Order Queries	Phone:	6391 0831
Stock Control & Claims	Damien Betts	Phone:	6391 0822
Accounts	Liz Artis	Phone:	6391 0861
Stocktakes	Rosemary Colgrave	Phone:	6391 0800
Operations Manager	Darren von Stieglitz	Phone:	6391 0811 or 0418 133 245
Transport Manager	TBA	Phone:	6391 0815 or 0477 322 568
Logistics Manager	Stuart Robins	Phone:	6391 0810 or 0438 159 642
Shift Operations Manager TasRDC	Nathan Dawson	Phone:	6391 0827
Shift Operations Manager BDC	Darren Shephard	Phone:	6391 0300
General Manager	David Lanham	Phone:	6391 0809 0438 159 641

STATEWIDE INDEPENDENT WHOLESALERS LIMITED

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WHO TO CONTACT AT TASMANIAN INDEPENDENT RETAILERS

NORTHERN OFFICE

8 Translink Avenue, Western Junction

<u>Area / Position</u>	<u>Name</u>	<u>Type</u>	<u>Number</u>
Reception	Emma Colgrave	Phone:	6391 0200
		Fax:	6391 0299
Accounts	Jenni Hyatt	Phone:	6391 0216
CEO	Grant Hinchcliffe	Mobile:	0407 534 737
General Manager Merchandise & Marketing	Ron Barker	Mobile:	0438 445 754
General Manager Retail Operations & Development	Craig Smith	Mobile:	0438 432 086
Group Operations Manager	Glenn Rainsford	Mobile:	0437 749 432
IGA Retail Operations Consultant	Robbie Berne	Mobile:	0418 376 184
Business Manager	Paul Barker	Mobile:	0408 445 450
IGA Retail Operations Consultant Business Manager	Michael Betts	Mobile:	0437 099 334
Business Manager	Wayne Richardson	Mobile:	0408 445 065
Category Manager	Troy Price	Phone:	6391 0200
Promotions Manager	Gary Sutherland	Phone:	6391 0200
Advertising Manager	Travis Allen	Phone:	6391 0200
Financial Accountant & Admin Manager	Daniel Milner	Phone:	6391 0200
HR Manager	Narelle Banfield	Phone:	6391 0200

SOUTHERN OFFICE

44 Gormanston Road, Moonah

<u>Area / Position</u>	<u>Name</u>	<u>Type</u>	<u>Number</u>
Reception	Lyn Taylor	Phone:	6278 0500
		Fax:	6278 0513
IGA Retail Operations Consultant	Todd Johnston	Mobile:	0407 050 472
Business Manager Store Systems	Chester Willcock	Mobile:	0419 391 867

ISLAND FRESH PRODUCE

10 – 16 Merino Street, Kings Meadows

<u>Area / Position</u>	<u>Name</u>	<u>Type</u>	<u>Number</u>
General Enquires		Phone:	6341 1900
	Administration	Fax:	6341 1999
	Orders	Fax:	6341 1950
General Manager Fresh Foods	Ian Heyburn	Mobile:	0438 319 122
Fresh Foods Operations Manager	Danny Butler	Mobile:	0417 534 740
Senior Buyer Fresh Foods	Jamie Butler		
Warehouse Supervisor-North	Derek Poole		
Warehouse Manager- N/West	David Dowling	Phone:	6427 9900
		Fax:	6427 0759
		Mobile	0438 314 770

POSTAL ADDRESS: LOCKED BAG 3, LAUNCESTON 7250

FAX (03) 6391 0952

(03) 6345 9214 (North)

Customer Manual

TRADING TERMS AND CONDITIONS

- 1) In these terms and conditions:
 1. "SIW" means Statewide Independent Wholesalers Limited;
 2. "Customer" means the buyer of goods from Statewide Independent Wholesalers Limited;
 3. Words of any gender shall include any other gender;
 4. "the Booklet" means the introduction Booklet supplied by SIW to the Customer titled "Welcome to Statewide Independent Wholesalers Limited".
- 2) This is **strictly a fourteen (14) day** account and as such payment by direct debit is to be received within that period from statement date. Customers should refer to the attached "Payment Schedule Under the Direct Debit System" (14 Day Account) for more information.
- 3) **Retention of Title (Romalpa) Clause:**
 1. In this clause the words "in the ordinary course of business" refer to retail sales only; they do not include goods sold as part of the sale of the Customer's business;
 2. Ownership in and title to any goods supplied by SIW to the Customer will not pass to the Customer until the Customer pays all the monies it owes to SIW;
 3. Until title to the goods passes to the Customer:-
 - a) The relationship between the parties will be fiduciary and the Customer will hold the goods as bailee for SIW;
 - b) The Customer will maintain up-to-date and complete records of the goods;
 - c) The Customer will store the goods separately from its own goods in a manner that clearly shows they are the property of SIW;
 - d) SIW shall be entitled at any time by its servants or agents to enter upon any land or property owned or occupied by the Customer and to recover and dispose of goods supplied by SIW to the Customer and shall be entitled to use such force as may be necessary to make such entry and seizure without any liability to the Customer and without limiting the generality of the foregoing SIW has all the powers conferred upon the grantee of the bill of sale by sections 40 and 41 of the Bills of Sale Act 1900;
 - e) The Customer, in the ordinary course of business and as agent for SIW, may sell the goods to a third party subject to the following:-
 - a. The Customer does not tell any third party they are acting for SIW;
 - b. SIW is not bound by any contracts entered into by the Customer with third parties;
 - c. The Customer pays the whole proceeds of sale into a separate account and keeps separate records for those receipts;
 - d. The Customer accounts to SIW from the separate account for the full price of the goods;
 - e. The Customer accounts to SIW for the price of the goods as soon as they are on sold and the proceeds of sale received;
 - f. On demand by SIW, the Customer assigns its claim for payment against the third party to SIW and provides copies of the sales records and all other information as SIW reasonably requires;
 4. If the Customer does not comply with its obligations under these terms and conditions or before title of the goods passes to the Customer, the Customer is placed under any form of insolvency administration, has a receiver or receiver and manager appointed or execution levied on its property, or makes or proposes to make a composition or arrangement with its creditors or an assignment for the benefit of its creditors, SIW may retake possession of the goods;
 5. The Customer covenants to return the goods at any time before payment upon the reasonable request of SIW;
 6. SIW shall be at liberty to resell the goods at such price and upon such terms as it sees fit and the proceeds of such sale after deduction of all expenses shall be deducted from the balance owing by the Customer to SIW.
- 4) Notwithstanding the provisions of clause 3, the risk in the goods will pass to the Customer upon collection or delivery to the Customer or into custody on the Customers behalf.
- 5) The Customer agrees to pay SIW interest on money not paid to SIW on the due date, at the rate set by the Directors of SIW from time to time.
- 6) Where SIW incurs collection or legal costs in recovering overdue accounts the Customer agrees the collection or legal costs shall form part of the Customer's account due to SIW.
- 7) If the Customer's Direct Debit payment is not honoured by the bank, then charges levied from time to time by the Bank and SIW will be borne by the Customer and payable prior to further purchases. SIW will immediately stop all supply.

STATEWIDE INDEPENDENT WHOLESALERS LIMITED

TRADING TERMS AND CONDITIONS (Continued)

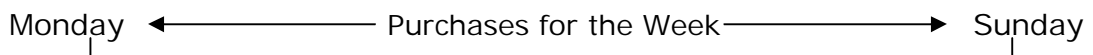
- 8) If at any time the Customer fails to meet the terms and conditions set out herein then SIW will have the right to suspend credit.
- 9) The suspension of credit in any one Tasmanian division of SIW for reasons outlined herein will automatically result in the same for all other Tasmanian divisions without prior notice to the Customer.
- 10) Due to the costs associated with maintaining the Customer's account a minimum purchase level will be required, below which SIW reserves the right to refuse an application for credit.
- 11) A review of periodic purchases will be conducted on all Customer accounts on a regular basis, at which time an assessment of the viability of each account will be made. SIW reserves the right to withdraw credit terms should purchases fall below minimum requirements.
- 12) If the Customer withdraws the Direct Debit Request, the offer of credit and all other benefits will be withdrawn.
- 13) Credit Limits:
1. The Customer's account will be allocated a credit limit maximum which is equal to three (3) times the value of estimated weekly purchases;
2. An absolute credit limit of \$150,000.00 will be applied.
- 14) Security:
In addition to security listed in clause 3, plus Director's Guarantee if applicable:-
1. Any Customer with an account balance greater than the absolute limit, or
2. Any Customer whose purchases of cigarette and tobacco products represent 25 percent or more of their total weekly purchases,
must, should they require that continuing facility, provide security in the form of, but not limited to, a Fixed and Floating Charge, a Bank Guarantee or Bill of Sale, and/or a clearly demonstrated ability to pay, reflected in audited annual financial statements, showing minimum net tangible asset backing of at least two (2) times the credit limit.
- 15) Credit Reference Review:
An annual credit reference review on all Customers will be carried out during May and June each year. Any Customer having difficulty maintaining terms will have an immediate credit reference check.
- 16) Breach of Trading Terms:
1. No further trading (ie. no credit and/or cash purchases) until account is cleared, which must occur within a maximum of 10 days;
2. After a period no greater than 10 days SIW will be at liberty to have the Retention of Title (Romalpa) Clause instigated and execute on any form of security held. If no security is held the balance will be passed in for collection;
3. The Retention of Title (Romalpa) Clause may be instigated immediately a breach of trading terms is identified.
- 17) These conditions shall be deemed to have incorporated with them the contents of the Booklet as amended from time to time as set out hereunder (except where the contents are expressly inconsistent with these conditions).
- 18) These conditions (including the contents of the Booklet) may be altered at any time by Statewide upon Statewide giving the Customer fourteen (14) days' written notice of the alteration by ordinary pre-paid post addressed to the Customer's last known address.
- 19) Privacy Act:
To enable proper assessment of this credit application, and compliance with the relevant sections of the Privacy Act 1988, I/we hereby give permission for Statewide Independent Wholesalers Limited to obtain consumer or commercial information permitted by the Act from a credit reporting agency and to use such information in order to assess my/our application for credit. This permission remains in force for the duration of my/our credit contract if my/our application is approved. Subject to the provisions of the Act, I/we acknowledge certain information about my/our credit facility may be exchanged with other credit providers to assist with the management of my/our credit arrangements.
- 20) Credit facilities are not transferable.
- 21) SIW may at any time offset any amount the Customer owes to SIW against any amount SIW may then owe to the Customer.

22-May-2006

PAYMENT SCHEDULE UNDER THE DIRECT DEBIT SYSTEM (14 Day Account)

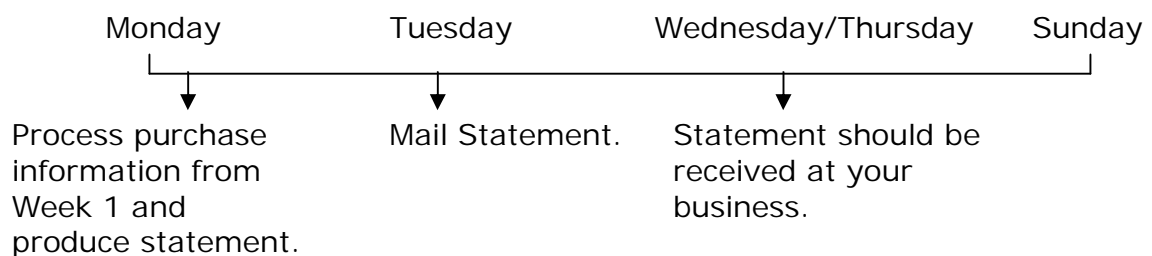
Week 1 Week of Purchase:

- This will be Monday through to Sunday.



Week 2 Statement:

- The statement is produced on Monday of Week 2 and includes all goods purchased in Week 1.
- The statement is mailed every Tuesday and will arrive on Wednesday or Thursday at your business.
- 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



STATEWIDE INDEPENDENT WHOLESALERS LIMITED

Annexure 4

Statewide Indep. W/salers Ltd Grocery Warehouse TAX INVOICE NO 5207602 AS AT 23JUL09
A.C.N. Number: 009 519 546
A.B.N. Number: 51 009 519 546

PAGE: 1

XMIT 30999 STATEWIDE SUPERMARKET
99 SMITH STREET
PROSPECT 7250 PH: 6341 0000
A.B.N.:

** SPECIALS **

SEQ	PRODNO	QTY	WGHT	UNIT	DESCRIPTION	SIZE	Q/U	TAX	S/F	ULL	W/SALE PRICE	GST	TOTAL COST	UNIT COST	RETAIL PRICE	MARGN %	DEAL /CTN
1	003893	1	0.0	CART	JUST JUICE L/L ORANGE	2LT	6	0.00	2.25	-0.15	14.67	0.00	15.27	2.55	2.79	8.7	
2	005696	2	0.0	CART	RIBENA RTD 6 PACK	6PK	4	0.00	2.25	-0.15	8.37	10.00	17.42	2.18	3.19	24.9	
3	031413	2	0.0	CART	DEVONDALE FULL CREAM	1LT	10	0.00	2.25	-0.15	11.51	0.00	23.97	1.20	1.49	19.5	
4	031456	1	0.0	CART	DEVONDALE SKIM MILK	1LT	10	0.00	2.25	-0.15	11.51	0.00	11.98	1.20	1.49	19.5	
5	040758	1	0.0	CART	CHUM 3 MEATS	1.2KG	12	0.00	2.25	-0.15	16.19	10.00	16.85	1.40	1.59	3.5	
7	047861	1	0.0	CART	SCHMACKOS STRAPZ CH 12	96GM	18	0.00	2.25	-0.15	30.97	10.00	32.24	1.79	2.79	29.6	
15	205188	2	0.0	CART	DEVONDALE MLK SEMI SKN	1LT	10	0.00	2.25	-0.15	11.51	0.00	23.97	1.20	1.49	19.5	
16	240805	1	0.0	CART	PAL CHNKY BEEF CASS	700GM	12	0.00	2.25	-0.15	15.36	10.00	16.00	1.33	1.59	8.3	
20	262975	2	0.0	CART	EDG BABY PEAS 420GM	420GM	10	0.00	2.25	-0.15	13.66	0.00	28.44	1.42	1.79	20.7	
23	295347	1	0.0	CART	MY DOG BEEF/LIVER 100G	100GM	12	0.00	2.25	-0.15	8.37	10.00	8.72	0.73	1.00	19.8	
24	295371	1	0.0	CART	MY DOG CL CHKN/VEG	100GM	12	0.00	2.25	-0.15	8.37	10.00	8.72	0.73	1.00	19.8	
28	324822	1	0.0	CART	U/T YOG BAR PECH/HONEY	185GM	10	0.00	2.25	-0.15	27.00	10.00	28.11	2.81	3.50	11.7	
29	331301	1	0.0	CART	DINE BF/LIVER GRAVY	80GM	20	0.00	2.25	-0.15	11.70	10.00	12.17	0.61	0.99	32.3	
31	343871	1	0.0	CART	U/T FRUIT FIX STR 130G	130GM	12	0.00	2.25	-0.15	40.00	0.00	41.64	3.47	4.59	24.5	
34	370247	1	0.0	CART	KELL COCO POPS ROCKS	400GM	12	0.00	2.25	-0.15	44.75	0.00	46.59	3.88	4.75	18.4	
35	371290	1	0.0	CART	CHUM BEEF AND VEG 1.2	1.2KG	12	0.00	2.25	-0.15	16.19	10.00	16.85	1.40	1.59	3.5	
20 0.0 PAGE TOTAL													\$348.94				

STATEWIDE INDEPENDENT WHOLESALERS LIMITED

Annexure 4 (Con't)

Statewide Indep. W/salers Ltd Grocery Warehouse TAX INVOICE NO 5207602 AS AT 23JUL09
A.C.N. Number: 009 519 546
A.B.N. Number: 51 009 519 546

PAGE: 2

XMIT 30999 STATEWIDE SUPERMARKET
99 SMITH STREET
PROSPECT 7250 PH: 6341 0000
** NORMAL ** A.B.N.:

SEQ	PRODNO	QTY	WGHT	UNIT	DESCRIPTION	SIZE	Q/U	TAX	S/F	ULL	W/SALE PRICE	GST	TOTAL COST	UNIT COST	RETAIL PRICE	MARGN %	DEAL /CTN
6	043334	1	0.0	CART	GOODO SCHMACK CHW STRP	100GM	6	0.00	2.25	-0.15	17.52	10.00	18.23	3.04	4.75	29.7	
8	081592	1	0.0	CART	EDG CORN SUPER SWEET	125GM	24	0.00	2.25	-0.15	20.35	0.00	21.19	0.88	1.19	26.1	
9	082659	1	0.0	CART	B/GOLD WHL PEEL TOMATO	400GM	12	0.00	2.25	-0.15	7.68	0.00	7.99	0.67	0.95	29.5	
10	082667	1	0.0	CART	EDG CORN KERNELS	125GM	24	0.00	2.25	-0.15	18.59	0.00	19.35	0.81	1.05	22.9	
11	133495	1	0.0	INNE	TANG DRINK PWD LEM 12P	45GM	12	0.00	2.25	-0.15	6.64	10.00	6.91	0.58	0.85	24.7	
12	133516	1	0.0	INNE	TANG DRINK PWD ORANGE	45GM	12	0.00	2.25	-0.15	6.64	10.00	6.91	0.58	0.85	24.7	
13	181008	1	0.0	INNE	QUEEN IMIT VANILLA ESS	200ML	6	0.00	2.25	-0.15	6.31	0.00	6.57	1.10	1.94	43.3	
17	254641	1	0.0	CART	D/D F/CRM L/L MILK	2LT	6	0.00	2.25	-0.15	15.45	0.00	16.09	2.68	3.57	25.0	
18	257412	1	0.0	CART	A/PUR CAR TW REF VOYAG	2PK	6	0.00	2.25	-0.15	42.08	10.00	43.81	7.30	11.14	28.0	
19	262799	1	0.0	CART	EDG RED KIDNEY BEANS	420GM	10	0.00	2.25	-0.15	14.34	0.00	14.93	1.49	1.95	23.6	
21	292736	1	0.0	CART	V8 FRT/VEG TROP COMBI	250ML	12	0.00	2.25	-0.15	11.90	0.00	12.39	1.03	1.41	27.0	
22	292744	1	0.0	CART	V8 FRT/VEG CITRUS COMB	250ML	12	0.00	2.25	-0.15	11.90	0.00	12.39	1.03	1.41	27.0	
25	296868	1	0.0	CART	IGA CORD SYRUP ORANGE	2LT	6	0.00	2.25	-0.15	9.55	10.00	9.94	1.66	2.39	23.6	
26	300206	1	0.0	CART	ETA OIL BLENDED VEG	750ML	12	0.00	2.25	-0.15	32.99	0.00	34.34	2.86	3.75	23.8	
27	318801	1	0.0	CART	HNZ CRM RICE VAN 99 FF	420GM	12	0.00	2.25	-0.15	17.09	0.00	17.78	1.48	2.31	36.0	
32	344540	1	0.0	CART	KELL RICE BUBBLES 300G	300GM	12	0.00	2.25	-0.15	38.49	0.00	40.07	3.34	4.69	28.8	
33	346896	1	0.0	CART	WHISKAS MINCEY MEALS	100GM	5	0.00	2.25	-0.15	31.60	10.00	32.89	6.58	9.75	25.8	
36	377801	1	0.0	CART	MAXS CAT LITTER 4KG	4KG	3	0.00	2.25	-0.15	10.57	10.00	11.00	3.67	5.59	27.8	
37	391195	2	0.0	CART	KFT VEGEMITE READY SPR	145GM	12	0.00	2.25	-0.15	30.56	0.00	63.63	2.65	3.35	20.9	
38	395866	1	0.0	CART	GRNS POPCORN T/BUTTER	400GM	4	0.00	2.25	-0.15	15.61	0.00	16.25	4.06	5.79	29.9	
39	466732	1	0.0	INNE	B/G WRITING PADS A4	100SH	10	0.00	2.25	-0.15	19.10	10.00	19.88	1.99	3.45	36.7	

22 0.0 PAGE TOTAL \$432.54

	NORMAL	SPECIAL	TOTAL
WHOLESALE (EX. TAX)	\$415.52	\$335.18	\$750.70
SALES TAX	\$0.00	\$0.00	\$0.00
SERVICE FEE	\$9.35	\$7.55	\$16.90
TRANSPORT	\$7.98	\$6.44	\$14.42
FUEL SURCHARGE (3.89%)	\$0.32	\$0.26	\$0.58
ULLAGE	-\$0.63	-\$0.49	-\$1.12
MILK LEVY	\$0.00	\$0.00	\$0.00
=====	=====	=====	=====
TOTAL COST (GST Excl)	\$432.54	\$348.94	\$781.48
=====	=====	=====	=====
TOTAL GST - PRODUCTS			\$30.08
TOTAL GST - TRANSPORT			\$1.50
			=====
TOTAL GST			\$31.58
			=====
TOTAL COST (GST Inc)			\$813.06
			=====
TOTAL RETAIL	\$614.22	\$450.90	\$1065.12
MARGIN (%)	27.10	19.16	23.76
TOTAL UNITS	22	20	42
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	\$315.78	\$31.58	\$347.36
GST FREE PURCHASES	\$465.70	\$0.00	\$465.70
TOTAL SUPPLY	\$781.48	\$31.58	\$813.06

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

20 March 2014

Customer Manual

STATEWIDE INDEPENDENT WHOLESALERS LIMITED

Annexure 4.1

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

Grocery Warehouse ADJUSTMENT NOTE NO 556504 AS AT 06AUG09

PAGE: 1

Reference No 30999 STATEWIDE SUPERMARKET
1 99 SMITH STREET
PROSPECT 7250 PH: 6341 0000
A.B.N.:

SALES	DISCR	PRODNO	QTY	WGHT	UNIT	PROD DESCRIPTION/	SIZE	Q/U	WST	S/F	ULL	W/SALE	GST	TOTAL	UNIT	RETAIL
ORDER	NUMBR					ADJUSTMENT REASON			RATE			PRICE	RATE	COST	COST	PRICE
	30870	391195	-2	0.0	CART	KRAFT VEGEMITE READY	145GM	12	0.00	2.50	-0.15	30.56	0.00	-63.78	2.66	-3.35
	30870	410085	10	0.0	EACH	(T)LOGANS MORN/STICK	10KG	1	0.00	2.50	0.00	-5.43	10.00	56.75	5.68	-8.79
						STORE CREDIT										
5205164	30870	410085	-10	0.0	EACH	(T)LOGANS MORN/STICK	10KG	1	0.00	2.25	0.00	5.43	10.00	-56.61	-5.66	-8.79
						STORE CHARGE										
5205164	30870	430510	15	0.0	EACH	(T)BAGGED BUSH WOOD	10KG	1	0.00	2.25	0.00	-5.24	10.00	81.95	5.46	-7.99
						STORE CREDIT										
5205164	30870	430510	-15	0.0	EACH	(T)BAGGED BUSH WOOD	10KG	1	0.00	2.25	0.00	5.24	10.00	-81.95	-5.46	-7.99
						STORE CHARGE										
5207227	30870	226149	-1	0.0	CART	B/GOLD SPIRALS	500GM	12	0.00	2.25	-0.15	10.78	0.00	-11.22	-0.94	-1.45
						STORE CREDIT										
5207227	30870	308419	-9	0.0	CART	ZOOPER DOOPER ICE TU	48PK	3	0.00	2.25	-0.15	15.97	10.00	-149.63	-5.54	-8.35
						STORE CREDIT										
5207571	30870	382213	-1	0.0	CART	ULTIMATES N+ KITTEN	80GM	12	0.00	2.25	-0.15	10.78	10.00	-11.22	-0.94	-1.65
						STORE CREDIT										
5207571	30870	382248	-1	0.0	CART	ULTIMATES N+ KITTEN	80GM	12	0.00	2.25	-0.15	10.78	10.00	-11.22	-0.94	-1.65
						STORE CREDIT										
5208366	30870	342430	-1	0.0	CART	SNICKERS MULTI PK 3X	159GM	24	0.00	2.50	-0.15	69.82	10.00	-72.87	-3.04	-4.79
						STORE CREDIT										
			-150.0			PAGE TOTAL								-319.80		

	NORMAL	SPECIAL	TOTAL
WHOLESALE (TAX EXCL)	-\$285.45	-\$21.56	-\$307.01
SALES TAX	\$0.00	\$0.00	\$0.00
SERVICE FEE (GST EXCL)	-\$6.61	-\$0.48	-\$7.09
TRANSPORT (GST EXCL)	-\$5.72	-\$0.44	-\$6.16
ULLAGE (GST EXCL)	\$0.42	\$0.04	\$0.46
MILK LEVY	\$0.00	\$0.00	\$0.00
	=====	=====	=====
TOTAL COST (GST EXCL)	-\$297.36	-\$22.44	-\$319.80
	=====	=====	=====
GST - PRODUCT			-\$24.01
GST - TRANSPORT			-\$0.62
			=====
TOTAL GST			-\$24.63
			=====
TOTAL COST (GST INCL)			-\$344.43
			=====
TOTAL UNITS	-13	-2	-15
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	-\$246.24	-\$24.63	-\$270.87
GST FREE PURCHASES	-\$73.56	\$0.00	-\$73.56
TOTAL SUPPLY	-\$319.80	-\$24.63	-\$344.43

STATEWIDE INDEPENDENT WHOLESALERS LIMITED

Annexure 5

Statewide Indep. W/salers Ltd Grocery Warehouse SALES INVOICE(9999999) ALT/NON-SUPPLY REPORT RUN TM: 05JUN09 14:18 PAGE: 1
(SAMPLE REPORT ONLY)

XMIT 39999 STATEWIDE SUPERMARKET
99 SMITH STREET
PROSPECT 7250 PH: 6341 0000

CODE PROD.	DESCRIPTION	RETAIL	QPU	QTY	QTY	PROD.	DESCRIPTION	RETAIL	QPU	SUSPEND	REASON
ORDR'D		SIZE		ORD	SUPP	SUPL'D		SIZE			

PRODUCTS ORDERED THAT HAVE BEEN REPLACED BY NEW PRODUCTS;

PRODUCT ORDERED				PRODUCT REPLACED BY			
000991	#KIT COLL BREAD MIX W/	2KG	6	250536	KIT COLL BREAD MIX W/M	2 KG	3
102656	RAG ROMAN PASTA SAUCE	500GM	12	253024	RAG ROMAN PASTA SAUCE	500 GM	8

PRODUCTS NOT SUPPLIED;

exst 462424			1				
rang 051553	DRIVE CONC	1KG	12	1			DISC'D BY TIR
rang 131086	P/PART S/C CHV POT MSH	40GM	18	1			DISC'D BY GROUPS
rang 235168	(T)FINISH 4/1 LEM TAB+	30'S	5	1			NO LONGER AVAILABLE.
rang 462643	D-WEED N FEED BONUS	2.400LT	4	1			LACK OF SALES R.B.
sout 033830	I/ROAST COFFEE	60GM	24	1			
sout 044564	PED M/BITES BF/RICE/VE	3KG	4	1			DISC'D BY TIR
sout 303538	SQUEAKY CLEAN D/W APPL	1LT	12	1			NO LONGER AVAILABLE.
sout 468738	(Y)C/CRAFT KITCHEN TON	22CM	1	1			REPLACED BY NEW PACK.
turn 410085	(T)LOGANS MORN/STICKS	10KG	1	12			

QUANTITY NOT SUPPLIED BY REASON CODE

=====

(1) exst = This product is not a valid product.
(4) rang = This product is not ranged for your store.
(4) sout = This product could not be fully supplied - Please re-order.
(12) turn = Turn-in products cannot be ordered with your normal order.

=====

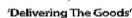
(21) TOTAL QUANTITY NOT SUPPLIED

NOT SUPPLIED REASON CODES

OUT OF STOCK products are listed on a print-out called “NON-SUPPLY REPORT” attached to your main invoice and the following codes explain reasons for non-supply.

Code	Reason Description / Definition	Recommended Action
dire	This product can only be ordered directly from the supplier:- - 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	The product is not a valid product:- - 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	Negative quantity for this product was ordered:- - 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	This product is not ranged for your store:- - 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	This product could not be fully supplied – please re-order:- - 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	Product ordered has been suspended from sales:- - 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	Turn-in products can not be ordered with your normal order:- - 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

Annexure 6



ABN 51 009 519 543

LOCKED BAG 3, LAUNCESTON 7250
5 TROTTERS LANE PROSPECT

Breadalbane DC (03) 6391 8655
Breadalbane DC (03) 6391 8991

STOCK DISCREPENCYS FORM - PLEASE COMPLETE ALL DETAILS
ATTENTION D.C MANAGER

34676

DATE 30/09/09

A Discrepancy Form must accompany the goods when they are returned to Prospect or Breadalbane Distribution Centres.
UNDER NO CIRCUMSTANCES will goods be accepted later than 14 days after the date of delivery, unless special Manufacturers recall products.

AUTHORISATION NUMBER
PROSPECT 1800 006 155
BREADALBANE 1800 999 655

CA.15.1.1 1/ 1 12
1222420 4 85 28/10/04
 WHISKAS C/F KITIN TENDR CHK
 85GM * 2.67 20.30% 2.19A
 20/07
 7594 015499 0044 gr 216504

STORE OWNER/MANAGER: SIGNED

PRINT NAME.....

CREDIT NOTE NUMBER

CREDIT / DEBIT CODE

STOCK ORDERED - NOT RECEIVED	1
STOCK RECEIVED - NOT ON INVOICE	2
STOCK ORDERED IN ERROR	3
STOCK RECEIVED DAMAGED	4
STOCK RECEIVED LOW- OUT OF DATE	5

PINK COPY
RETURNED TO WAREHOUSE
RETAIN WHITE COPY
FOR OWN FILE

NOELS PRINTING CO