



Wednesday, 23 December 2015

Dear Customer

Cripps Nubake Pty Ltd
11 Hobart Road
Kings Meadows, Tas. 7249
P.O Box 127
Kings Meadows, Tas. 7249

LAUNCESTON
Telephone (03) 6341 1000
Facsimile (03) 6343 0824

HOBART
Telephone (03) 6271 1000
Facsimile (03) 6272 2917

ULVERSTONE
Telephone (03) 6425 3101
Facsimile (03) 6425 3492

A.B.N 90 096 956 446

Re: Account, cash and delivery transactions with Cripps

In the near future, Cripps will be rolling out a new Android based application on a smart phone or tablet which handles all of our delivery and account transactions electronically. The new application streamlines our account and delivery processing resulting in higher accuracy with our customer transactions and consequently a higher level of customer service through a modern system.

The world is constantly changing and companies look at their environmental impact and sustainability principles on a daily basis. Moving to this new electronic system removes a considerable amount of paper from our business and hence serves to reduce ours and your carbon footprint.

What this change means for you our valued client is:

- Once we go live around the state we will run a dual system with electronic transactions and paper dockets. When our delivery personnel are comfortable with the new system we will be turning off our docket system which means you will no longer receive a delivery docket when our deliveries occur. If a signature is required for your delivery, you will be asked by the driver to electronically sign on his or her device. It is at this point you can verify your day's delivery. A copy of your delivery transaction will be emailed to you provided we have a valid email address for you on our files.
- For those customers who currently receive their weekly tax invoice/statement via paper this system will change the way you receive these from us. Over time we will move from posting or delivering them, to electronically sending them to you via your email. If you currently receive these via email there will be no change.

This is an exciting time for Cripps as we truly move into the modern age with a more streamlined and technologically advanced customer transaction system. The application was also designed and written here in Tasmania which is testament to the technological resources we have access to here on our island. To make the transition from the old paper system to the new electronic system we require you to confirm your email address with us by either; filling out the attached customer information sheet and either email it to accounts@cripps.com.au, give it to your driver to return to us or by phoning our orders department on 03 6341 1000 or 1300 652 253.

Should you wish to know more about the new system and how it may affect you, please feel free to discuss it with your local sales representative but rest assured that the quality level of service you already enjoy from Cripps will not change, it will in fact become, more accurate, streamlined and efficient with this change.

We sincerely value and look forward to your continued custom and will keep you informed as we get closer to a changeover date.

Yours Sincerely

A handwritten signature in blue ink, appearing to read 'Paul Gadomski', with a stylized flourish at the end.

Paul Gadomski
CEO - Cripps



Invoice Statement Email Request form

I/We authorise you Cripps Nubake Pty. Ltd. (ABN 90 096 956 446) to email our weekly invoice/statement to the following email address.

Account Number

Store Name

Address

Postcode

Phone Number

Email Address

Signature(s)

Date