

# CUAOFP2023 PANEL B – JANITORIAL & PERSONAL ITEMS

## Procurement Lifecycle Document

### Cargills Pty Ltd ATF the Winter Family Trust (Trading as ABC Distributors WA)

<b>GENERAL ENQUIRIES</b> .....	<b>4</b>
<b>OFFERED PRODUCTS</b> .....	<b>5</b>
Offered Brands .....	5
Further Discounts .....	10
<b>BUYING METHODS</b> .....	<b>13</b>
<b>DELIVERY</b> .....	<b>19</b>
Timeframes and Fees .....	19
Minimum Orders.....	22
6. Payment of invoices .....	23
7. Takeback Services .....	24
8. Disposal and recycling .....	24
9. Return of rejected goods.....	24
10. Account management and invoicing .....	25
<b>CONTRACTOR INFORMATION</b> .....	<b>26</b>
Contractor Details .....	26

**Last updated: 8 August 2023**

# ABC Distributors WA



## ABC Distributors WA

Wholesalers of Hospitality and Washroom Products

ABC Distributors is proud to be a supplier of the 2023 CUA on Panel B and any other products you may require.

We are proud to be a Western Australian family owned and operated business. We have serviced the WA market for over 30 years and operate from our centrally located 2,000 sqm office and warehouse in Belmont.

Our company is the commercial agent in Western Australia for ABC Tissue Products and Queensland Tissue Products. You may have heard of our most recognised brand **Quilton**, the most popular 3ply toilet tissue in the consumer market. Both ATP and QTP are Australian owned and manufacture **Australian made products**, with the range including toilet tissue, facial tissues, napkins, hand towels, tablecloths and medical consumables.

We take pride in building strong working relationships with all our customers and enjoy providing friendly, efficient service to them all. The strength of our customer service from your initial enquiry, to placing the order, picking/packing the goods, all the way through to delivery in one of our own fleet of vehicles with our own delivery drivers is something we are extremely proud of.

Handling your order from start to finish ensures you receive it in a timely fashion from our main stocked product lines. Being a small business, should you require a non-stocked item, we have the flexibility to easily source items to suit your needs.

By supporting a WA owned and operated small family business you can ensure that we are keeping dollars in the local economy enriching the whole community.

ABC Distributors donate to several charities throughout the year, including the Lions Club, PCYC and the Rotary Club to support special events for disadvantaged or disabled children.



We also support local sporting clubs with donations to annual fundraising events.

# General Enquiries

## Administration

**Phone:** (08) 9478 2201

**Email:** [sales@abcwa.com.au](mailto:sales@abcwa.com.au)

**Website(s):** [www.abcwa.com.au](http://www.abcwa.com.au)

**Postal Address:** PO Box 138 Victoria Park WA 6979

## Orders

[orders@abcwa.com.au](mailto:orders@abcwa.com.au)

[www.abcwa.com.au](http://www.abcwa.com.au)

Phone: (08) 9478 2201

Refer to [Buying methods](#) section for further information.

## Hours

Opening hours: 8am – 4pm Monday to Friday

Internet orders can be placed 24hrs a day. Processing of your internet order will occur during business hours.

For any urgent enquires outside of business hours please contact Bree Imrie on 0408 801 724

# Offered Products

## Offered Brands

Complete list of CUA offered products can be found in the Product Catalogue ([www.abcwa.com.au](http://www.abcwa.com.au)).

### EarthCare®

ABC's Australian-made 100% post-consumer waste recycled paper EarthCare® range is the best choice for a sustainable option. FSC CO74568

The EarthCare® range includes:

- Toilet paper:
  - EC4001 2ply x 400 sheet, individually wrapped 48 per carton
  - EC250 2ply Interleaved toilet paper 250 sheets
  - EC-1001 1ply 1000 sheet, individually wrapped 48 per carton
  - EC2J300 2ply x 300m Jumbo Roll, 8 rolls
- Facial tissues
  - A-100487 2ply x 100 sheets, 48 per carton
- Hand towels
  - EC-2188 Ultraslim 24 x 30cm, 2400 sheets
  - EC-6577 Supertrim 20.5 x 23.5cm 3200 sheets
  - EC-8788 Ultraslim 24 x 24cm, 2400 sheets
- Roll Towel
  - EC-100 180mm x 100m, 12 rolls per carton



### ABC Tissue

ABC Tissue is the Australian manufacturer of our paper products and is acutely aware of the importance of the environment. The sustainability of forests and ecosystems that provide us with raw materials is crucial to our future success.

ABC Tissue uses sustainable resources certified by the Forest Stewardship Council® (FSC®) or PEFC™ Promoting Sustainable Forest Management. They also operate their own paper recycling plant in Brisbane.

Being able to source Australian made products reduces the carbon footprint created by importing products and it also ensures a more robust supply chain which has less potential impacts than the international market.

- Toilet paper:
  - H-400 Tenderly 2ply x 400 sheet individually wrapped
  - 0-8877 Style Deluxe 2ply x 400 sheet individually wrapped
  - 0-700V 2ply x 700 sheet individually wrapped
  - F-300 Fresh 2ply x 300m Jumbo Roll, 8 rolls
  - AT-400 AussieStar® Premium 2ply x 400 sheet individually wrapped
  - 0-3200 Quilton® 3ply x 190 sheet individually wrapped
  - AU300 Aussie Care® 2ply x 300m Jumbo Roll, 8 rolls
- Facial tissues
  - A-510026 AussieStar® 2ply x 100 sheets
  - A-000626 ABC Ultra 2ply x 200 Sheets
- Hand towels
  - AU2888 Aussie Care® Ultraslim Optimax 24 x 30cm
  - AU5888 Aussie Care® Slimline Optimax 23.5 x 24cm
  - AU2268 Aussie Care® Ultraslim 24 x 24cm



**Mun International**

**Avalon Biodegradable Nitrile glove**

Help improve the environment with GloveOn Avalon biodegradable gloves. Designed to break down normal nitrile gloves in landfill settings, these gloves will take years rather than decades to completely biodegrade.

Our unique formulation maintains the high levels of strength and flexibility you'd expect in a nitrile glove, while only allowing the biodegradation process to start once in landfill conditions.

Feel confident that GloveOn Avalon will give you the protection you need and help you do your bit for the environment.



We also carry a full range of vinyl, nitrile and latex gloves in a variety of styles.

## Bonnie Bio

Our Bonnie Bio compostable rubbish bin / kitchen tidy bags are a great alternative to plastic bags and are ideal for use in larger bins in kitchens, homes and work/office areas.

MADE FROM CORN STARCH

Home compostable

Printed on one side with dark green soy-based ink

A sustainable alternative that is leak-proof and just as durable as petroleum-based plastic

Disposable – good for one-time use

This bag is 100% toxin-free

Sizes available:30L – 240L

Normal non compostable black bin liners are available in two levels of duty and ranging from 18L-240L.

## BioPak

BioPak creates sustainable packaging that puts the planet first. The environmental and sustainable benefits of BioPak's products include:

- Packaging is designed for the circular economy where resources are reused and not wasted
- Responsibly sourced and manufactured from responsibly sourced materials
- Certified compostable
- 100% carbon neutral - all emissions of BioPak's products are offset to neutralise their carbon footprint.
- Products include:
  - Coffee cups, cold cups, food trays, plates, bowls, wooden cutlery etc.



**BioPak**  
It doesn't cost the earth



## Peerless Jal

- **Ecoaid Series**

The Ecoaid range is **independently certified green**, and formulated and packaged in a super-concentrated format to maximise cost savings and minimise environmental impact: less water transported, less chemical used



- **Microaid Series**

Not all 'green' cleaning products are truly environmentally responsible as advertised.

Peerless JAL chemists have spent many years researching and sourcing environmentally responsible cleaning agents to formulate an exceptional cleaner that is truly green.

The Research and Development team at Peerless JAL have developed the only complete environmentally responsible cleaning package on the market today. Each possible area of improvement has been explored to reduce the carbon footprint of the user.

By using the microaid series with 100% recyclable packaging there is reduced plastics going into landfill and reduces your carbon footprint.



- **Bio Activ Drain**

A ready to use biological drain cleaner and maintainer.

Microorganisms maintain piping and prevent clogging by dissolving greasy deposits, soaps and organic matter.

Bio Activ Drain is safe for users and the environment and is specifically formulated to reduce risks of allergic reactions and is free of acid and caustic soda.



## OATES

Oates Greentex Commercial Mop with yarn made from recycled PET and post-consumer rayon/polyester!

The Oates Greentex Mop Refill yarn contains 70% pure green PET plastic bottle fibres and 30% post-consumer rayon/polyester.



## Found my Skin

Found My Skin SPF50+ Face /Body tinted Sunscreen 100g tube

### Features

Mineral Sunscreen  
Tinted with iron oxide  
Kakadu plum for vitamin C  
Plastic free  
Vegan  
Cruelty free  
Paraben free  
Australian Made



## EDCO

CheekyBoo™ Bamboo Baby Wipes are manufactured from soft and biodegradable bamboo cloth. Unscented to reduce irritation, CheekyBoo™ Baby Wipes include aloe vera extracts and chamomile oil for soothing relief for babies skin.

- Soft, biodegradable bamboo cloth.
- Unscented for reduced irritation.
- Alcohol-free for reduced irritation.
- Flip top lid for easy dispensing of cloths.



We also offer many other brands with Sustainable options available. If you need assistance to make the change to a more sustainable option we offer a great range and provide excellent advice.

**We carry a large range of products and can source most items even if they are not listed here or on the website. Please contact us for any of your requirements.**

## Further Discounts

### Bulk Orders

Bulk Order Discounts			
Nominated Goods / Categories	Sub-Category (Level 2)	Threshold	Bulk Order Discount
Cleaning	Washroom Supplies	Pallet Orders	5%

### Non-Standard Items

Non-Standard Goods Minimum Discounts			
Category	Sub-Category Level 1	Sub-Category Level 2	% Minimum
Cleaning	Chemicals	General Cleaning	20%
Cleaning	Chemicals	Toilet & Urinal Cleaning	20%
Cleaning	Janitorial Supplies	Bin Liners	20%
Cleaning	Janitorial Supplies	Buckets	20%
Cleaning	Janitorial Supplies	Cleaning Wipes	20%

<b>Non-Standard Goods Minimum Discounts</b>			
<b>Category</b>	<b>Sub-Category Level 1</b>	<b>Sub-Category Level 2</b>	<b>% Minimum</b>
Cleaning	Janitorial Supplies	Miscellaneous	20%
Cleaning	Janitorial Supplies	Mops & Brooms	20%
Cleaning	Washroom Supplies	Cleansing & Washing	20%
Cleaning	Washroom Supplies	Facial Tissue	20%
Cleaning	Washroom Supplies	Hand Towel	20%
Cleaning	Washroom Supplies	Toilet Tissue	20%
Hospitality	Food Packaging	Food Packaging	5-20%
Hospitality	Food Service Disposables	Disposable Cups	5-20%
Hospitality	Food Service Disposables	Disposable Cutlery	5-20%
Hospitality	Food Service Disposables	Disposable Napkins	5-20%
Hospitality	Food Service Disposables	Disposable Plates	5-20%
Personal Goods	Accoutrements	Gloves	20%
Personal Goods	Accoutrements	Masks	20%
Personal Goods	Accoutrements	Infection Control	5-20%
Personal Goods	Personal Care	Oral Care	5%

<b>Non-Standard Goods Minimum Discounts</b>			
<b>Category</b>	<b>Sub-Category Level 1</b>	<b>Sub-Category Level 2</b>	<b>% Minimum</b>
Personal Goods	Personal Care	Personal Hygiene	5%
Personal Goods	Personal Care	Personal Wipes	5%
Safety Goods	Eye & Face Protection	Safety Glasses	20%

# Buying methods

Orders can be placed via email, online, fax or phone. We also have a showroom where you can walk in and place your order.

- Please email your purchase order to [orders@abcwa.com.au](mailto:orders@abcwa.com.au) or phone (08) 9478 2201
- Fax to (08) 9478 2203
- The orders received are entered into BusinessSuite
- An order acknowledgement email is prepared and sent to the CUA customer
- The customer will receive contact by one of the ABC team if there are any issues with the order (stock issues, backorders, changes to items)
- The order is finalised and sent to ABC Distributors' warehouse for picking.

## Customer Online Account Set up

Online orders can be placed 24 hours a day online.

When creating a new online account please click on the "Sign in" button located in the top right hand side of the screen

The screenshot shows the ABC Distributors WA website. At the top right, the 'Sign in' button is circled in red. The website features a navigation menu with categories like HOME, NEW PRODUCTS, SPECIALS, CLEARANCE, REGIONAL DISTRIBUTORS, MSDS, ABOUT US, and CONTACT US. Below the navigation, there are promotional banners for 'Bathrooms that shine' and 'Edco' range. A 'FEATURED PRODUCTS' section displays items like 'ABC Touch Free Foam Soap', 'CHUX Biodegradable...', 'Quilton 3 ply', and 'EarthCare' 2.

It will ask for your email address then press "Create an Account".

The screenshot shows the top navigation bar with the phone number 08 9478 2201, the ABC Distributors WA logo, a search bar, and a cart icon labeled 'CART (EMPTY)'. Below the navigation bar is a green menu with items: HOME, NEW PRODUCTS, SPECIALS, CLEARANCE, REGIONAL DISTRIBUTORS, MSDS, ABOUT US, and CONTACT US. The main content area is titled 'AUTHENTICATION' and contains a 'CATEGORIES' sidebar on the left with items like Paper Products, Medical Products, etc. The central 'CREATE AN ACCOUNT' form is circled in red and contains the text 'Please enter your email address to create an account.', an 'Email address' input field, and a 'CREATE AN ACCOUNT' button. To the right is an 'ALREADY REGISTERED?' section with 'Email address' and 'Password' input fields, a 'SIGN IN' button, and a 'Forgot your password?' link.

VIEWED PRODUCTS  
It will then show the "Create an account" page as below. Please fill in your details and press "Register"  
\*Note: your date of birth is **NOT** a required field.

The screenshot shows the 'CREATE AN ACCOUNT' form with the title 'YOUR PERSONAL INFORMATION'. It includes a 'Title' section with radio buttons for Mr, Mrs, Miss, and Ms. Below are input fields for 'First name \*', 'Last name \*', 'Email \*' (with the value 'deray.imrie@abcwa.com'), and 'Password \*' (with a note '(Five characters minimum)'). There is also a 'Date of Birth' section with three dropdown menus. A checkbox for 'Sign up for our newsletter!' is present, and a 'REGISTER' button is at the bottom. A red asterisk and the text '\* Required field' are visible next to the Title, First name, Last name, Email, and Password fields.

Please enter your address and company details and press “SAVE”. This assists us to either link your online account into an existing business account or create a new business account for you.

For great service call us on 08 9478 2201 Contact us | Sign out | Caelan Imrie

**ABC Distributors WA**  
Wholesalers of Hospitality and Washroom Products

CART (EMPTY)

HOME NEW PRODUCTS SPECIALS CLEARANCE REGIONAL DISTRIBUTORS MSDS ABOUT US CONTACT US

> Your addresses

**CATEGORIES**

- Paper Products +
- Medical Products +
- Cloths & Scourers +
- Cleaning & Janitorial +
- Chemicals +
- Gloves +
- Personal Hygiene +
- Catering +
- Bags +
- Safety Products +
- Dispensers +
- Sundry Items +
- Specials
- Clearance

**MY ACCOUNT**

- > My orders
- > My addresses
- > My personal info
- > My alerts

SIGN OUT

**VIEWED PRODUCTS**

 Dispenser Soap S/S Vertical

**YOUR ADDRESSES**

To add a new address, please fill out the form below.

\* Required field

First name \*

Last name \*

Company

Address \*

Address (Line 2)

Zip/Postal Code \*

City \*

Country \*

Home phone \*\*

Mobile phone \*\*

\*\* You must register at least one phone number.

State \*

Additional information

Please assign an address title for future reference. \*

SAVE

[← BACK TO YOUR ADDRESSES](#)

Your online account is now set up but you will not see any pricing or be able to complete an order until your online account has been linked to our inhouse software. This is a manual process by a staff member so will only occur during business hours.

Once the online account is approved and linked to the business account you will get a notification email. We will email you a 30 day credit application form to complete and return.

## Placing an online order

The screenshot shows the ABC Distributors WA website. The top navigation bar includes links for HOME, NEW PRODUCTS, SPECIALS, CLEARANCE, REGIONAL DISTRIBUTORS, MSDS, ABOUT US, and CONTACT US. The main content area displays the product page for the AIRMOVER 1HP X-800C. The product is priced at \$658.90 inc GST. A red arrow points to the 'ADD TO CART' button. The page also features a 'MACHINES AND ACCESSORIES' sidebar, a 'MY ACCOUNT' section, and a 'VIEWED PRODUCTS' section.

For great service call us on 08 9478 2201 | Contact us | Sign out | Bree Innie

ABC Distributors WA  
Wholesalers of Hospitality and Washroom Products

HOME NEW PRODUCTS SPECIALS CLEARANCE REGIONAL DISTRIBUTORS MSDS ABOUT US CONTACT US

Cleaning & Janitorial > Machines and accessories > Airmover 1HP X-800C

**MACHINES AND ACCESSORIES**

- Paper Products
- Medical Products
- Cloths & Scourers
- Cleaning & Janitorial
  - Mops
  - Dust Pan's
  - Bin Liners
  - Spray Bottles
  - Brushes
  - Brooms
  - Bins
  - Handles & Poles
  - Glass Cleaning
  - Dusters
  - Buckets
  - Floorpads
  - Carts
  - Machines and accessories**
- Chemicals
- Gloves
- Personal Hygiene
- Catering
- Bags
- Safety Products
- Dispensers
- Sundry Items
- Specials
- Clearance

**AIRMOVER 1HP X-800C**  
Product Code: **CS-X-800C**  
Units: Each  
Print

**\$658.90 inc GST**

Quantity: 1

**ADD TO CART**

**MORE INFO**

Multipurpose Air Mover/Dryer. Tough ABS Plastic Housing. This powerful unit is Heavy Duty and designed to quickly and effectively dry your floors.

- Unit Weight: 11.2 kg
- Unit Size: 41 x 45 x 47 cm (L x W x H)
- Rated Airflow 3200 CFM
- 1 HP Motor | 700 Watt | 3.0 Amp
- Carpet Clamp
- Stackable up to 3 units
- 3-Speed
- 4 Position Usage (0°, 20°, 45°, 90°)
- Kickstand
- Carry Handle
- Thermal Protection
- Tough ABS housing
- 12 Months Limited Warranty

XPOWER Air Movers are the best in the industry! They all come with built-in thermal overload safety protection for peace of mind.

**30 OTHER PRODUCTS IN THE SAME CATEGORY:**

**MY ACCOUNT**

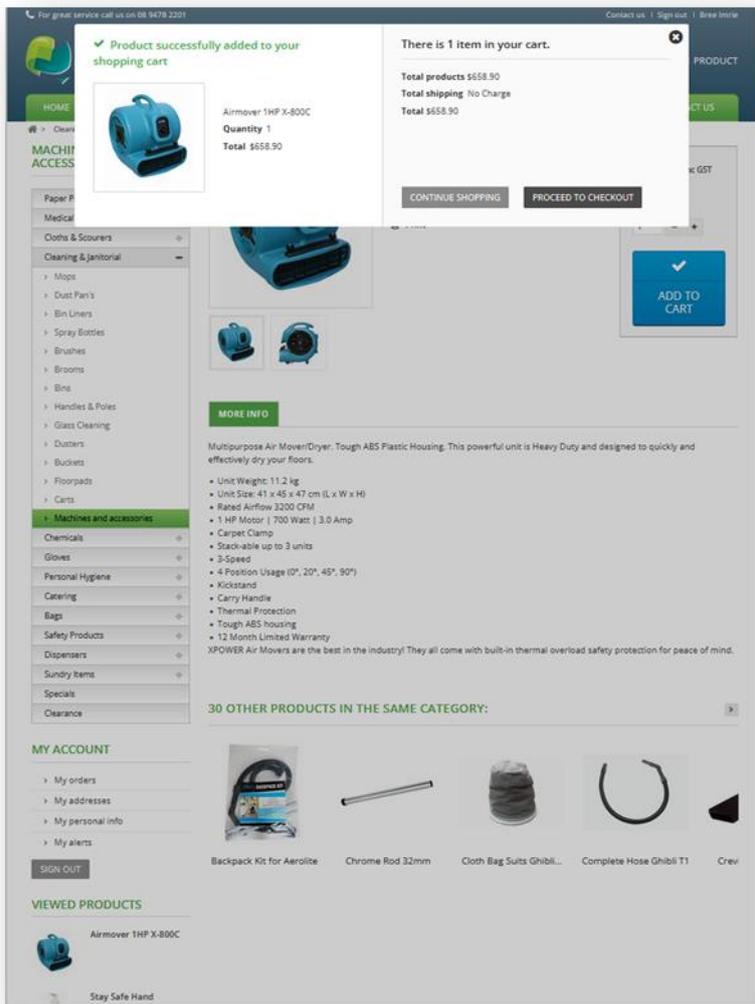
- My orders
- My addresses
- My personal info
- My alerts

SIGN OUT

**VIEWED PRODUCTS**

- Airmover 1HP X-800C
- Stay Safe Hand

Once you have decided on the item you can add it to the cart.



It will display a window with the added item(s) and you can either continue shopping or proceed to the checkout.

0408801724  
0408801724  
UPDATE

0408801724  
0408801724  
UPDATE

Stay Safe Hand Sanitising Gel 500ml

RT Dispenser Compact H/T Black Pearl

ADD A NEW ADDRESS

**2 DELIVERY METHODS**

CHOOSE A SHIPPING OPTION FOR THIS ADDRESS: MY ADDRESS

<input checked="" type="radio"/>	ABC Perth Metro Area Inc. Courier drops (Order more than \$220) Delivery time: 1-3 Days Delivery	No Charge
<input type="radio"/>	Click and Collect Delivery time: We will contact you when the order is ready to be collected	No Charge
<input type="radio"/>	You organise your own transport courier pickup Delivery time: We can provide you with the weight and dimensions for you to book your own pickup using your courier company of your choice.	No Charge

LEAVE A MESSAGE  
If you would like to add a comment about your order, please write it in the field below.

I agree to the terms of service and will adhere to them unconditionally. ([Read the Terms of Service](#))

**3 PLEASE CHOOSE YOUR PAYMENT METHOD**

	Pay using the terms of your existing ABC WA account.	>
	Payment when collecting your goods from the Belmont Warehouse	>
	Pay with credit card	>

**INFORMATION**  
New products  
Contact us  
Terms and conditions of use  
About us

**MY ACCOUNT**  
My orders  
My addresses  
My personal info  
Sign out

**CONTACT**  
ABC Distributors WA  
33 Fairbrother St  
Belmont, WA, 6104  
Call us now: 08 9478 2201  
Email: [sales@abcwa.com.au](mailto:sales@abcwa.com.au)

**NEWSLETTER**  
Enter your e-mail

You can then choose the delivery method. If you are not within the metro area and we are using your transport account please provide the account details in the comment section.

Please enter the Purchase order number in the comment section.

You can then choose your payment method to finalise your order.

# Delivery

## Timeframes and Fees

Delivery Fee/Lead Time by Location					
Region / Location	Postcodes / Areas Included	Deliverable Location (Yes/No)	Delivery		Details/ Exceptions
			CUA Cost (\$)	Lead Time (Business Days)	
<b>Perth Metropolitan Region &amp; City of Mandurah</b>	All Perth Metro and City of Mandurah (6180, 6210, 6211) Postcodes	YES	Free	2	Aim for next day delivery if orders are placed by 2pm
<b>Gascoyne Region: Shire of Carnarvon LGA (within 20km of Carnarvon town)</b>	6701 (where deemed Regional, not Remote)	YES	POA - Price on Application	3	3-5 working days. If using the Government CUA transport company; order delivered to the transport company or pickup arranged for ASAP
<b>Gascoyne Region: All Other Locations</b>	All Gascoyne except listed in 2.1	YES	POA	3	
<b>Goldfields-Esperance: Shire of Esperance LGA (Only within 20km of Esperance Town)</b>	6450 (where deemed Regional, not Remote)	YES	POA	3	3-5 working days. If using the Government CUA transport company; order delivered to the transport company or pickup arranged for ASAP
<b>Goldfields-Esperance: City Kalgoorlie-Boulder LGA (specified postcodes only)</b>	6430, 6431. 6432	YES	POA	3	
<b>Goldfields-Esperance: All Other Locations</b>	All Goldfields-Esperance except listed in 3.1 & 3.2	YES	POA	3	3-5 working days. If using the Government CUA transport company; order

Delivery Fee/Lead Time by Location					
Region / Location	Postcodes / Areas Included	Deliverable Location (Yes/No)	Delivery		Details/ Exceptions
			CUA Cost (\$)	Lead Time (Business Days)	
					delivered to the transport company or pickup arranged for ASAP
<b>Great Southern: City of Albany LGA</b>	6327, 6328, 6330	YES	POA	3	3-5 working days.
<b>Great Southern: All Other Locations</b>	All Great Southern except listed in 4.1	YES	POA	3	If using the Government CUA transport company; order delivered to the transport company or pickup arranged for ASAP
<b>Kimberley: Shire of Broome LGA (Only within 20km of Broome town required)</b>	6725 (where deemed Regional, not Remote), 6726	YES	POA	3	3-5 working days.
<b>Kimberley: Shire of Wyndham-East Kimberley LGA (Only within 20km of Kununurra town)</b>	6740 (where deemed Regional, not Remote)	YES	POA	3	If using the Government CUA transport company; order delivered to the transport company or pickup arranged for ASAP
<b>Kimberley: Other Locations</b>	All Kimberley except listed in 5.1 and 5.2	YES	POA	3	
<b>Mid-West: City of Greater Geraldton LGA (specified postcodes)</b>	6530, 6532	YES	POA	3	3-5 working days.
<b>Mid-West: All Other Locations</b>	All Mid-West except listed in 6.1	YES	POA	3	If using the Government CUA transport company; order delivered to the transport company or pickup arranged for ASAP
<b>Peel: All Locations Except City of Mandurah</b>	All Peel except City of Mandurah (6180, 6210, 6211)	YES	POA	3	3-5 working days. If using the Government CUA transport company; order

Delivery Fee/Lead Time by Location					
Region / Location	Postcodes / Areas Included	Deliverable Location (Yes/No)	Delivery		Details/ Exceptions
			CUA Cost (\$)	Lead Time (Business Days)	
					delivered to the transport company or pickup arranged for ASAP
<b>Pilbara: Town of Port Hedland LGA including Port Hedland, South Hedland and Wedgefield.</b>	6721, 6722	YES	POA	3	3-5 working days. If using the Government CUA transport company; order delivered to the transport company or pickup arranged for ASAP
<b>Pilbara: City of Karratha LGA</b>	6713, 6714, 6718, 6720	YES	POA	3	
<b>Pilbara: All Other Locations</b>	All Pilbara except listed in 8.1 & 8.2	YES	POA	3	
<b>South West: City of Bunbury LGA and surrounds (including Australind)</b>	6230, 6231, 6232, 6233	YES	POA	3	3-5 working days. If using the Government CUA transport company; order delivered to the transport company or pickup arranged for ASAP
<b>South West: City of Busselton LGA</b>	6280, 6281, 6282	YES	POA	3	
<b>South West: All Other Locations</b>	All South West except listed in 9.1 & 9.2	YES	POA	3	
<b>Wheatbelt: Shire of Northam LGA</b>	6401, 6403, 6560, 6562, 6564	YES	POA	3	3-5 working days. If using the Government CUA transport company; order delivered to the transport company or pickup arranged for ASAP
<b>Wheatbelt: All Other Locations</b>	All Wheatbelt except listed in 10.1	YES	POA	3	

All metro deliveries by ABC's fleet typically arrive between **9AM** and **3:30 PM**. The delivery times for regional carriers are usually within business hours but are not within ABC's control.

# Minimum Orders

Minimum Order Threshold Product Conditions	Threshold	Volume Threshold (e.g. Cartons)	Orders Below Threshold Accepted (YES/NO)	Delivery Fee (for orders below Threshold)
N/A	N/A	N/A	N/A	N/A

## Perth metropolitan area

ABC Distributors uses our own vehicles and delivery drivers for orders within the Perth Metropolitan Area.

The table below sets out our approach for handling metro deliveries:

Step	Step Action	Step Action Description
1.	Purchase Order received	The Purchase Order is received and checked, and then confirmed in BusinessSuite by our Customer Experience Advisor   Administrator
2.	Pick and pack order	The order is sent and received by our Senior Storeperson who organises the picking and packing of the products by warehouse personnel
3.	Order ready for dispatch	The order is checked for accuracy by the Senior Storeperson and the order status is updated in BusinessSuite which notifies the CUA customer that their order is ready for dispatch on time
4.	Scheduled for delivery	The order is scheduled for delivery
5.	Out for delivery	The order is out for delivery at the scheduled time.
6.	Invoice prepared and approved	Our Customer Experience Advisor   Administrator prepares the invoice
7.	Invoice	The invoice is emailed to the CUA customer

## Regional Deliveries

We use nominated customer-preferred transport companies for customers who prefer to use a favoured transport company for deliveries to regional and remote locations.

Our delivery driver delivers the customer order to the transport company by the agreed delivery time for dispatch to the customer.

We arrange quotes from transport companies for our clients who do not have a preferred carrier to give them the best option

For smaller orders or where there isn't a preferred carrier, we get quotes from TransDirect. They are a comparison site that have partnered with several carriers to provide a complete and competitive transport network.

The table below sets out our approach for handling regional deliveries:

Step	Step Action	Step Action Description
1.	Receive Quote Form from CUA customer	ABC's Customer Experience Advisor   Administrator, completes the Quote Form and enters the details in BusinessSuite
2.	Obtain approval from the customer	The Quote Form is returned to the CUA customer for approval. The CUA customer will complete the Order Form and email it, including any attachments, to ABC Distributors.
3.	Purchase Order received	The Purchase Order is received and checked, and then confirmed in BusinessSuite by our Customer Experience Advisor   Administrator
4.	Pick and pack order	The order is sent and received by our Senior Storeperson who organises the picking and packing of the products by warehouse personnel
5.	Logistics - pick up and delivery	The Logistics Manager also receives a copy of the Order Form and liaises with the transport company to confirm pickup and delivery times. Customer requirements are checked for regional and remote locations and the manager will liaise with the customer preferred transport company.
6.	Order ready for dispatch	The order is checked for accuracy by the Senior Storeperson and the order status is updated in BusinessSuite which notifies the CUA customer that their order is ready for dispatch on time
7.	Scheduled for delivery	The order is scheduled for delivery
8.	Out for delivery	The order is out for delivery at the scheduled time.
9.	Invoice prepared and approved	Our Customer Experience Advisor   Administrator prepares the invoice
10.	Invoice	The invoice is emailed to the CUA customer

## 6. Payment of invoices

Pay on your account via the following options:

### EFT / Direct Deposit

Pay on your Account via EFT – Account details as follows:

**Account Name: ABC Distributors WA**

**BSB: 036078**

**Account: 230078**

Email remittances: [accounts@abcwa.com.au](mailto:accounts@abcwa.com.au)

## Credit Card

Via Online orders- credit card is accepted

Alternatively, you can phone your details through to the Customer Experience Advisor or accounts on (08) 9478 2201

Email remittances: [accounts@abcwa.com.au](mailto:accounts@abcwa.com.au)

## 7. Takeback Services

ABC Distributors offers 'take-back' of cardboard packaging for this contract.

Please contact us in regard to what we can take back and recycle.

## 8. Disposal and recycling

We have partnered with Cleanaway who provides a dedicated cardboard and paper recycling service.

Cleanaway provide waste management by removing paper and bulky cardboard from general waste streams and reducing waste going into landfill. Recycled paper and cardboard waste is turned into new paper and cardboard products such as packaging, industrial paper, tissues, newspapers, insulation, kitty litter and moulded cartons for eggs and fruit.

Cleanaway take our clean, dry and uncontaminated cardboard which results in a higher quality of recyclable material, maximising resale and recycling values.

The most commonly accepted cardboard and paper types include:

- Paper Recycling - printed office paper, envelopes and newspapers
- Cardboard Recycling - dry and clean unwaxed cardboard boxes
- Take back and recycle 20L and 120L chemical drums

## 9. Return of rejected goods

Product returns are reviewed on a case-by-case basis. Returns depend on the condition of the packaging and product, and the lead time from the initial order. Customer credits for returns are processed once ABC Distributors receives the product and assesses its condition.

In the event that a product needs to be returned, please notify ABC Distributors by contacting our Customer Experience Advisor or your Account Manager on (08) 9478 2201 or via their email.

If the product is approved for return, we will issue a credit and organise the return. A credit will be emailed through to the customer once the goods have been returned in a saleable condition.

**Product recall procedures**

ABC Distributors will voluntarily initiate recalls if we become aware that one or more of our products presents a safety risk. If we are identified as having sold products that are unsafe, product recalls may also be negotiated by the ACCC or other regulators.

The product safety recall process involves:

- stopping the supply of a product
- informing the relevant authorities of the problem
- warning customers of the hazard the product presents
- offering customers a remedy in the form of a repair, replacement, or refund.

ABC Distributors notifies everyone in our supply chain that a recall has been initiated. We use our database in BusinessSuite to identify and track any recalled products.

Our Customer Experience Advisor | Administrator is responsible for initiating and carrying out the recall procedures if required.

## 10. Account management and invoicing

Please include general information.

Who	Service	Contact Details
Brett Williams	Account Manager	<a href="mailto:brett.williams@abcwa.com.au">brett.williams@abcwa.com.au</a> 0427 110 349
Warren Cooper	Account Manager	<a href="mailto:warren.cooper@abcwa.com.au">warren.cooper@abcwa.com.au</a> 0438 717 773
Tanya Rutherford	Customer Service	orders@abcwa.com.au
Bree Imrie	Accounts	<a href="mailto:accounts@abcwa.com.au">accounts@abcwa.com.au</a> 0408 801 724

# Contractor information

**ABN:** 17 043 078 179

**ACN:** 009 198 145

## Contractor Details

### Contact Information

**NAME: Bree Imrie**

General Manager

**Phone:** (08) 9478 2201

**Mobile:** 0408 801 724

**Email:** [bree.imrie@abcwa.com.au](mailto:bree.imrie@abcwa.com.au)

**NAME: Deray Imrie**

Logistics Manager

**Phone:** (08) 9478 2201

**Mobile:** 0418 922 880

**Email:** [deray.imrie@abcwa.com.au](mailto:deray.imrie@abcwa.com.au)

**NAME: Brett Williams**

Business Development Manager

**Phone:** (08) 9478 2201

**Mobile:** 0427 110 349

**Email:** [brett.williams@abcwa.com.au](mailto:brett.williams@abcwa.com.au)

**NAME: Warren Cooper**

Business Development Manager

**Phone:** (08) 9478 2201

**Mobile:** 0438 717 773

**Email:** [warren.cooper@abcwa.com.au](mailto:warren.cooper@abcwa.com.au)

**NAME: Tanya Rutherford**

Customer Experience Advisor

**Phone:** (08) 9478 2201

**Mobile:**

**Email:** [sales@abcwa.com.au](mailto:sales@abcwa.com.au)

**Business Hours:**

Mon – Fri 8am – 4pm

**Orders Via:**

Phone: (08) 9478 2201

Fax: (08) 9478 2203

Email: [orders@abcwa.com.au](mailto:orders@abcwa.com.au)

Online: [www.abcwa.com.au](http://www.abcwa.com.au)