

Wing Hong Food Services

Procurement Lifecycle Document Version 1.0

CUAGRO2019 – Common Use Arrangement for
Bulk Groceries and Fresh Produce

CONTACT PERSON FOR CUSTOMER QUERIES

Wing Hong Food Services



ABN 29 057 245 404

ACN 057 245 404

Website:

www.wh-food.com.au

Address:

8 Madison Street Canning
Vale WA 6155

Key Management Contacts

Christopher Lau
Managing Director

T: (08) 9456 2830 **M:** 0419 899 649

E: christopher.lau@wh-food.com.au

Kai Yuen (Acting)
Wholesale Sales Manager

T: (08) 9456 2830 **M:** 0417 928 809

E: kai.yuen@wh-food.com.au

Aden Cheok
Business Development Manager

T: (08) 9456 2830 **M:** 0451 821 744

E: aden.cheok@wh-food.com.au

Orders via Email or Phone

Maggie Tang
Customer Service Manager

T: (08) 9456 2830 **M:** 0434 742 335

E: wh.sales@wh-food.com.au

Accounts Enquiries

Cathy Jin
Finance & Admin Manager

T: (08) 9456 0866

E: receivables@wh-food.com.au

Trading Hours

Monday to Friday: 6.30am to 4.30pm.

Saturday & Sunday: Closed

Public Holidays: Closed

Delivery Times

Next day delivery, Monday – Friday for metropolitan areas.

CUSTOMER QUOTE/ORDER PROCESS

To place an Order with Wing Hong Food Services, please use the Buying Process Outline below.

BUYING PROCESS OUTLINE

PLACING AN ORDER

OPTION A – Use CUA Order Form or Agency Order Form:

You can use the CUA Order Form or your organisation's own order form to make a purchase from Supplier Name. Please make sure that use cite the CUA number "CUAGRO2019".

STEP 1 (if required): Use email or phone to communicate with the Contact Person for Customer Orders – Kai Yuen or Maggie Tang – via the enquiries email address as per the contact details on page 1 to set up a CUAGRO2019 Account.

STEP 2: Fill in the CUA Order Form or your organisation's own order form with the products you require.

STEP 3: Send the CUA Order Form to Supplier Name via a dedicated email address – wh.sales@wh-food.com.au for fulfilment. If you have any questions, contact Maggie Tang, Aden Cheek or Kai Yuen via the contact details on page 1 for further information.

OPTION B – Use Supplier Name's Website Ordering System:

You can use the CUA Order Form or your organisation's own order form to make a purchase from Supplier Name. Please make sure that you cite the CUA number "CUAGRO2019".

STEP 1 (if required): Use email or phone to communicate with the Contact Person for Customer Orders –Maggie Tang, Aden Cheek or Kai Yuen – via the enquiries email address as per contact details on page 1 to set up a CUAGRO2019 Account and Login details for the Supplier Name website.

STEP 2: Browse the Supplier Name website and select the required products.

STEP 3: Either pay online via the Supplier Name website or indicate that you will pay your account in the near future. If you have any questions, contact Accounts Receivables via the details on page 1 for further information.

MINIMUM ORDER THRESHOLDS

The following Minimum Order Thresholds apply:

Minimum Order Threshold Product Conditions	\$ Threshold	Volume Threshold (cartons, crates etc)	Orders Below Threshold Accepted (YES/NO)	Delivery Fee (for Orders below threshold)
N/A	N/A	N/A	N/A	NA

PAYMENT OF INVOICES

Either pay online via the Supplier Name website, or pay your Account via: EFT – Account details as follows:

BSB 086 006

Account Number 513358868

Contact Wing Hong Food Services: receivables@wh-food.com.au

DELIVERY

PERTH METROPOLITAN REGION AND CITY OF MANDURAH

Free delivery is available to any nominated delivery point located within the Perth Region and the City of Mandurah, including any nominated carrier's depot where consignment to country areas is involved. Free delivery to these locations applies for both Standard Products and Non-Standard Products.

Products will be delivered free-of-charge to your site on the next day of ordering.

REGIONAL DELIVERIES

For Regional orders, the order timeframes are as follows:

- Delivery timeframes are dependent on stock availability, around 2 to 4 days for most regional areas.

If you have any questions, contact:

Maggie Tang, Kai Yuen who can be contacted via the details on page 1.

DISCOUNTING

NON-STANDARD PRODUCT DISCOUNTS:

The following discounts apply to Products supplied by Wing Hong Food Services that are not listed in the Price Schedule.

Table 2 - Non-Standard Product Discounts		
Category	Subcategory	% Minimum Discount (e.g. 10%)
Category 4 - Fresh Meat, Poultry and Smallgoods	Fresh Beef and Veal	5%
Category 4 - Fresh Meat, Poultry and Smallgoods	Fresh Lamb and Mutton	5%
Category 4 - Fresh Meat, Poultry and Smallgoods	Fresh Pork	7%
Category 4 - Fresh Meat, Poultry and Smallgoods	Fresh Poultry	5%
Category 4 - Fresh Meat, Poultry and Smallgoods	Refrigerated processed meats and smallgoods	5%
Category 5 - Frozen Meat, Poultry, Seafood and Savoury Products	Frozen Beef, Lamb and Pork	5%
Category 5 - Frozen Meat, Poultry, Seafood and Savoury Products	Frozen Poultry	7%
Category 5 - Frozen Meat, Poultry, Seafood and Savoury Products	Frozen Seafood	5%

DISPOSAL AND RECYCLING

Wing Hong Food Services provides eco-friendly packaging for customers in the Perth Metropolitan Area.

For further details, please contact:

Maggie Tang, or Kai Yuen who can be contacted via the details on page 1.

RETURN OF REJECTED GOODS

Where prior to acceptance, the Products delivered are found to be unsuitable for acceptance due to sub-standard quality, the Customer may reject any of the Products ordered.

To reject the Products, the Customer must notify the Contractor within three (3) Business Days for non-perishable and one (1) Business Day for perishable or fresh produce. The Products must be removed at the Contractor's expense within such reasonable time as the Customer may direct.

Should the Contractor fail to duly and properly remove the rejected Products within the time specified by the Customer, the Customer shall be entitled to have the rejected Products returned at the Contractor's risk and expense to the Contractor's premises, whereby the Contractor must afford every facility to accept the return of the Products.

According to the HACCP system of Wing Hong Food Services for the return of rejected goods and to ensure the food safety practices in place, as the following:

1. Customer lodges the complaint to our customer services team via email or phone.
2. View photographs of subject
3. View the invoice.
4. Visit the customer.
5. Evaluate and remove the rejected products.
6. Document the complaint.
7. Supervisor or delegated HACCP team member will check all complaints and where possible match complaint to invoice and batch to identify if other complaints have been received.
8. If a problem has been identified, immediately implement remedial actions.
9. Record all activities and corrective procedures.
10. Ensure if the problem has arisen due to poor storage, cleaning, preparation, or stock rotation that the corrective action has been implemented and documented.

ACCOUNT MANAGEMENT AND INVOICING

If required, Wing Hong Food Services must provide consolidated invoicing in specific formats as agreed with the Customer.

For all customer queries, contact Maggie Tang (Customer Service Manager), Aden Cheok (Business Development Manager) or Kai Yuen (Acting Wholesale Sales Manager).

For all invoicing queries, contact Accounts Receivables (refer to Contact List on page 1).

APPENDIX 1 – CONTACT NAMES FOR THE CONTRACT MANAGER

CONTACT DETAILS AND CONTACT PERSON – GENERAL QUERIES

Wing Hong Food Services



ABN 29 057 245 404

ACN 057 245 404

Website:

www.wh-food.com.au

Address:

8 Madison Street Canning
Vale WA 6155

Key Management Contacts

Christopher Lau
Managing Director

T: (08) 9456 2830 **M:** 0419 899 649

E: christopher.lau@wh-food.com.au

Kai Yuen
Wholesale Sales Manager

T: (08) 9456 2830 **M:** 0417 928 809

E: kai.yuen@wh-food.com.au

Aden Cheok
Business Development Manager

T: (08) 9456 2830 **M:** 0451 821 744

E: aden.cheok@wh-food.com.au

Orders via Email or Phone

Maggie Tang
Customer Service Manager

T: (08) 9456 2830 **M:** 0434 742 335

E: wh.sales@wh-food.com.au

Accounts Enquiries

Cathy Jin
Finance & Admin Manager

T: (08) 9456 0866

E: receivables@wh-food.com.au

Trading Hours

Monday to Friday: 6.30am to 4.30pm.

Saturday & Sunday: Closed

Public Holidays: Closed

Delivery Times

Next day delivery, Monday – Friday for metropolitan areas.

CONTACT PERSON FOR SALES REPORTING



ABN 29 057 245 404

ACN 057 245 404

Accounts Receivable

Location: Canning Vale head office

Phone: (08) 9456 0866

Email: receivables@wh-food.com.au

Responsibilities: Sales reporting, insurances, etc.

CONTACT PERSON FOR INSURANCES

As above.

CONTACT PERSON FOR CONTRACT MANAGEMENT MEETINGS

As above.



ABN 29 057 245 404

ACN 057 245 404

Kai Yuen

Wholesale Sales Manager

E: kai.yuen@wh-food.com.au

M: 0417 928 809

T: (08) 9456 2830

Responsibilities: contract management meetings, pricing variation, sales, and marketing management, and manage the services to customers.