



# Mode of Operations 2006

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## Contents

<b>1. INTRODUCTION .....</b>	<b>3</b>
<b>2. BACKGROUND.....</b>	<b>3</b>
<b>3. CONSIDERATIONS PRIOR TO EXPORT.....</b>	<b>4</b>
3.1 REGISTRATION.....	4
3.2 PACKING LISTS AND INVOICES.....	4
3.3 PACKING REQUIREMENTS.....	5
3.3.1 <i>Carton</i> .....	5
3.3.2 <i>Packing Guidelines</i> .....	7
3.4 TRANSPORT.....	9
3.5 DELIVERIES.....	9
<b>4. CONSIGNMENT COMMISSION RATES AND ASSOCIATED COSTS.....</b>	<b>10</b>
4.1 DEFINITION.....	10
4.2 COMMISSION RATES.....	10
4.3 AUCTION COSTS.....	10
4.4 AGENT COSTS.....	10
4.5 FREIGHT RATE.....	11
4.6 DOCUMENTS AND OTHER CHARGES.....	11
4.7 INTERNAL COSTS IN JAPAN.....	12
4.7.1 <i>Inland Freight</i> .....	12
4.7.2 <i>Fumigation Charges</i> .....	12
4.7.3 <i>Bank Fees</i> .....	12
4.7.4 <i>Foreign Exchange</i> .....	12
4.8 RESULTS.....	13
<b>5. PROCEDURE FOR FIXED PRICE SALES.....</b>	<b>14</b>
5.1 DEFINITION.....	14
5.2 AVAILABILITY LIST.....	14
5.3 PURCHASE ORDERS.....	14
5.4 CHECK IN PROCEDURE.....	15
5.5 QUALITY CONTROL.....	15
<b>6. PAYMENT TERMS.....</b>	<b>16</b>
6.1 CONSIGNMENT.....	16
6.2 FIXED PRICE.....	16
<b>7. CLAIMS.....</b>	<b>17</b>
7.1 REJECTION AT THE WAREHOUSE.....	17
7.2 REJECTION AFTER THE SHIPMENT.....	17
<b>8. CONTACTS AT THE AUSTRALIAN FLOWER COMPANY.....</b>	<b>19</b>
<b>9. APPENDIX.....</b>	<b>20</b>
9.1 GROWER REGISTRATION FORM.....	21
9.2 PACKING LIST.....	22
9.3 TAX INVOICE TEMPLATE.....	23
9.4 PURCHASE ORDER.....	24
9.5 SUPPLIER CREDIT.....	25
9.6 CLAIM DECLARATION.....	26



## 1. Introduction

The aim of the “Mode of Operation” is to introduce new growers to the way The Australian Flower Company (T AFC) conducts business and update existing growers on relevant changes the company makes in regard to its daily business operations.

Updates are made annually and the document acts as a guide to growers to cost changes associated with conducting business with T AFC.

## 2. Background

T AFC commenced export operations in 1988. It currently exports to many of the developed continents around the world. These include:

United States	Europe	Taiwan
Canada	United Kingdom	Hong Kong
Japan	Middle East	

The largest markets for T AFC are North America and Japan. The Canadian market is emerging quickly with new customers being introduced on a regular basis.

T AFC currently exports approximately 35% of its flowers on consignment to auctions in Japan. The balance is bought on fixed price from growers and sold to importers and wholesalers in various markets around the world. This side of the business remains the strongest and offers many opportunities for new products to existing markets and existing products to new markets.

The challenges faced when shipping perishables is never ending. Even after 18 years in the business new challenges still arise each season.

T AFC is held in high regard both domestically and overseas by long standing customers and growers, many of which have been supporting the company since 1988. T AFC is continuously working on promoting the Australian Flower Industry and is continually looking to expand both its customer and supplier base.



### **3. Considerations Prior to Export**

There are a number of issues to consider prior to exporting. These include having the following procedures completed.

#### **3.1 Registration**

If you have not previously sent products to TAFC for consignment, details of your operations as well as contact information is of great assistance as it gives us a better understanding of your business. A “Grower Registration Form” will need to be completed at least one week prior to shipping. Please contact Paul at TAFC on 02 9557 2939 for your application to be processed and you will be issued with a grower number, commission rate and a carton number series. You will also be issued with a packing list for future shipments.

An example of a Grower Registration form can be found in Attachment 1.

#### **3.2 Packing Lists and Invoices**

Packing lists are documentation used to describe the product specifications the grower is sending on consignment. Information required for this documentation include:

- Variety;
- Colour;
- Lengths;
- Stem count; and
- Carton size.

An example of a packing list can be found in Attachment 2.

*Note: A Packing List is only required for consignment shipments to Japan.*

Should you be selling on Fixed Price, an invoice is required. The information required on this document includes:

- Product descriptions (as above);
- The agreed price;
- GST amount; and
- Total (price + GST).

An example of a Tax Invoice for Fixed Price Sales can be found in Attachment 3. This invoice is required to contain each separate Purchase Order number. This number will



be provided with each order sent to the grower. This is important for TAFC as it allows us to relate your invoice to the correct order.

Please note that no invoices are to be attached to the carton or included in the carton.

For accounting purposes we request that any shipment sent on fixed price during the month, TAFC should have a statement of ALL invoices by the end of the first week of the next month. Sending a statement assists us in processing your invoices for payment. This ensures that TAFC pay the correct amount on time. We strongly encourage you to prepare a monthly statement as soon as the month of shipping has finished.

Shipment Method	Requirement
Consignment	Packing List
Fixed Price	Tax Invoice

### 3.3 Packing Requirements

Delivering quality products to the market is a function of managing the supply chain and using product specific packaging with the correct carton size.

Growing a quality product is of paramount importance, but unless the product arrives to the consumer in the condition it left the farm, we risk losing the shipment.

The following are some considerations to take note of when packing.

#### 3.3.1 Carton

Ensure that a good quality carton is used which is made specifically for that variety. TAFC produces three product specific cartons that include 4.5kg, 9.85kg and 15kg. The following table outlines the external dimensions, weights and prices of the various cartons.

Name	Weight (kg)	External Dimensions (mm)
¼ carton	4.5	1150 x 190 x 120
½ carton	9.85	1150 x 380 x 135
Full carton	15	1150 x 380 x 200



T AFC can supply cartons to growers.

Cartons supplied with T AFC logo are supplied free of charge for an agreed quantity. Any cartons left over at the end of the season will be paid for by the grower or by arrangement by T AFC.

If you are not using a T AFC carton it is important you take the following points into consideration.

### **Quality**

The carton must be of export quality. This entails that they must be of suitable dimensions and be product specific. The cardboard must be waterproof and be able to withstand acceptable loads. If T AFC does not deem the carton to be of export quality and is concerned for the quality of the flowers, they will be repacked at a nominal charge to the grower

### **Markings**

Cartons must be labeled clearly with suitable markings indicating all relevant information in blue or black pen. Wherever possible stamps or labels should be used ahead of handwriting.

For shipments on consignment to Japan, you will be issued with a grower prefix and T AFC will ask you to assign your boxes accordingly. Using your personal code you will use the prefix before the number on your boxes. For example if your code is FE then you would use FE1 for the first box the FE2 for the second etc. After each separate shipment your number will return to 1 rather than carrying on.

As a minimum the information on the ends of the cartons should include:

- Variety;
- Colour;
- Length;
- Quantity ;
- Consignment = total stems per carton;
- Fixed Price = bunches per carton (unless bought per stem. For example for Protea or Banksias);
- Grower code and number; and
- Customer code (for Fixed Price sales only, this will be given with each order).



## Ventilation

Regardless of its destination, all cartons must have acceptable ventilation holes. For Japan please use the following formula:

$$\frac{\text{Total area (cm}^2\text{) of the holes}}{\text{Volume of the Box}} \text{ must be greater than } 2$$

$$\begin{array}{rcl} \text{Example:} & ((4 \times 7) \times 5 \text{ Holes}) & / \\ & 140 & / \\ & & (107.1 \times 27.5 \times 17.8) / 1000 \\ & & 52.43 \\ & = & \underline{2.67} \end{array}$$

The boxes purchased from TAFC will have set ventilation holes that are not to be covered up. This is to ensure the quality of the flowers for the destination.

## Bundling

Cartons must be strapped with suitable strapping tape. **Sticky tape is NOT acceptable under any circumstances.** Further to this, strapping should be firm around the cartons and of a suitable strength that they do not break during transport.

When bundling, numbers should be even and made up of cartons of the same size. The bundles should be strapped firmly, and again, sticky tape is not acceptable.

The bundles should not be too heavy to lift for one person otherwise they will have to be cut. Around 15 to 16 kilo's maximum.

### 3.3.2 Packing Guidelines

Generally flowers should be packed gently but firmly in the carton. This will vary between species but as a general rule please consider that:

- Heads should not be pushed hard up against the ends of the cartons. Use shredded paper where possible
- Flowers with fragile heads should have their heads protected with appropriate packing materials like shredded paper to avoid any breakage

- **Do not mix lengths and varieties in a carton**



- Do not pack past the rim of the base of the carton
- Only pack sleeved flowers where you know they will not spoil due to moisture build up
- Flowers packed too tight or in an inappropriately deep carton will be subject to overheating. Furthermore, if the carton is not ventilated properly, the ethylene produced during respiration will cause the flowers to decay or drop
- At the time of packing, flowers must be fresh and showing no signs of wilting or flower drop. The flowers may be checked when in our warehouse, and the grower notified of any problems.
- Wet cartons are unacceptable and destroy the integrity of the carton. Should cartons be sent in this condition they will be repacked by TAFC. The cost of a replacement carton and labor involved in the repacking will be charged back to the grower.

The breakdown of this cost is as follows:

4.5kg replacement cost =	Carton cost + \$2.50
9.85kg replacement cost =	Carton cost + \$3.00
15kg replacement cost =	Carton cost + \$3.50

- **Flowers must be free of insects, soils, parasitic vine, scale, fungus or any other form of disease**

If insects are found when the flowers arrive in the importing country then the flowers will be sent to the fumigation room. This will then be charged back to the growers that sent that species of flower to Japan.

Ensure you are using the correct size carton for the flowers and market they are destined for. Refer to Section 3.3.1.



### 3.4 Transport

Prior to shipping you should organize the mode of transport you propose to use. This will vary depending upon your location. T AFC has freight rate agreements with a few of the major carriers. T AFC encourages growers to negotiate through their local carriers although a list of all the major carriers and their contact details can be provided upon request.

It is particularly important that you research your transport options, i.e. pickup & drop-off times, minimum charges, etc. Please note that T AFC cannot pay for flowers that arrive late (or flowers on the growers' freight account). In this instance flowers can be sent on consignment to overseas customers or the auction system in Japan or Europe, although this is the grower's choice.

### 3.5 Deliveries

T AFC has three primary locations for deliveries.

Sydney	Brisbane	Melbourne
NAX International Unit 14, 33 Maddox Street Alexandria NSW 2015	Vision International 729 Macarthur Ave Central Pinkenba QLD 4008	NAX International c/- Owens Coolair 70-74 Springbank Street Tullamarine VIC 3043
Attention: Matt Cambley	Attention: John Guy	Attention: Matt Bates
Phone: (02) 9565 4107 0409 908 513	Phone: (07) 3866 7900 0412 058 309	Phone: (03) 9335 3288 0438 769 255

*Note:*

1. T AFC cannot accept freight delivered into Flemington Markets. This is illegal and could be confiscated by the Sydney Market Authority.
2. Should a grower not be in a position to deliver on the agreed day and date, as per T AFC Purchase Order, **it is imperative the grower notify T AFC as soon as possible, but no later than 24 hours prior to delivery.**



## 4. Consignment Commission Rates and Associated Costs

### 4.1 Definition

When product is exported on a consignment basis to Japan and Holland, the grower has no advance knowledge of what price the product will reach. Product sent on consignment will receive the market price prevailing on the day of the auction.

### 4.2 Commission Rates

The Australian Flower Company charges a commission on sales made through overseas auctions. The size of the commission is relative to the size and loyalty of the grower. The introduction of a loyalty program allows growers to take advantage and receive better returns based on their size and commitment to TAFC.

These rates are based on a combination of factors that include:

- Number of years the grower has been shipping with TAFC;
- Range of product the grower can supply seasonally;
- Volume the grower can supply in the season;
- Whether the grower goes through other exporters;
- Quality of the grower's product; and
- If the grower is on email and fax.

TAFC commission and handling rates are as follows:

Grower category	Commission rate of the sale price
New growers	10%
Non exclusive growers	8%
Exclusive growers	6%

### 4.3 Auction Costs

The Japanese auction house facilitates the sale and for this service a rate of 10% of the sale price is charged.

### 4.4 Agent Costs

The agent in Japan charges a rate of 8% of the sale price for the provision of the following services:

- Collection from the airport in Japan;
- Supervision of plant quarantine inspections;
- Payment of duties and other costs associated with clearing the shipment;
- Distribution to local markets either within the capital cities or outside provinces. This includes shipment by land and air;



- Repacking and quality control. The agent in Japan can offer this service for approximately ¥3/stem;
- Promotional campaigns to auctions and wholesalers. At times, this includes “pre-selling” product prior to auction for items in demand; and
- Sorting and providing final results back to TAFC.

The cost of providing the service of repacking and quality control is dependant on variety. The service that is provided by our Japanese agent includes:

- Unpacking the carton. Therefore, growers are encouraged to use the largest cartons available;
- Quality control, discarding poor quality product, removing blemishes and confirming stem counts;
- Replacing into new cartons; and
- Delivery to the auction or sold on fixed price.

#### **4.5 Freight Rate**

International airfreight rates ex Sydney to Osaka or Tokyo vary between \$2.35 to \$3.30\* per kilogram plus any fuel surcharges or security levies. These are dependant upon the airline.

Rates are based on volumetric weight, or actual weight – whichever is heavier.

Rates can change according to the time of the year and TAFC will endeavor to find the best rate possible out of Sydney, Brisbane or Melbourne.

#### **4.6 Documents and other charges**

There are also other direct costs associated with export to Japan. These include:

- Airway bill fee (AWB) - approx \$65.00\* which is apportioned over the number of growers and quantity in a shipment;
- Phytosanitary Certificate+EX28 - \$102 to \$185.00\* over total shipment;
- Terminal fees, ECN, insulation, insurance and other statutory costs - between \$75 to \$145\*, depending on the number of pallets/ containers; and
- Airport delivery cost (\$50 for AVE’s and \$120 for pallets).

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\* Rates are subject to vary without notification



## **4.7 Internal costs in Japan**

### **4.7.1 Inland Freight**

There is a cost involved in dispatching the flowers from the arrival airport to one of the 200 auctions in Japan. The cost is based on a “per bundle” or “per tie” basis. A bundle or a tie is a certain number of cartons strapped together. The same cost will apply if you bundle 4 x 4kg cartons, or 2 x 9kg cartons. As a guideline bundles should not exceed 20kg of actual weight.

On average the charge by the agents is J¥850\* per bundle. However rates can vary from J¥ 800 to J¥1500\* per bundle depending how far the product is distributed. Our agent in Japan selects the appropriate auction as they have daily contact with the auctioneers.

### **4.7.2 Fumigation Charges**

Costs of fumigation are determined by the following:

- size/volume of the shipment;
- city it is intercepted in; and
- day of the week it is fumigated ie. weekends incur much higher charges than regular workdays.

Costs vary from J¥28 000 to J¥82 000\* (\$300 to \$1,000). This is based on regular time on weekdays. These charges can be double on the weekend. Fukoaka and Osaka auctions are generally more expensive than Tokyo.

### **4.7.3 Bank Fees**

All agents transfer the money to TAFC in Japanese Yen. The banks take a commission that varies according to the bank telegraphic/wire transfer. The cost is approximately J¥8000\* (\$120.00 per transfer). This amount is divided by the number of shippers and appropriate quantity.

### **4.7.4 Foreign Exchange**

TAFC monitors the fluctuations of the Japanese Yen and takes forward cover on a monthly basis on behalf of the growers. This ensures that profit is locked in from the time of sale until the time the money is remitted from Japan. This means the grower is assured the return as expressed on the final report sheet.



## 4.8 Results

The majority of the auctions in Japan still operate on a manual system whereby sales are recorded by hand and faxed back to agents within 48 hours of the sale. The larger auctions in Tokyo, Osaka and Fukuoka work on electronic clock systems. These auctions can supply market information and results the day of the sale.

T AFC recognises the need to get quick and accurate information back to its growers. As such preliminary auction results via the electronic auctions are secured within 24 hours of the sale day, T AFC disseminates this information as a guide to growers either via the web site or email the day after the auction. These preliminary results generally represent up to 70% of the total auction sales around Japan for that particular market day.

Final results from all auctions are available within 24 to 48 hours after the auction. This information will be entered into the reporting program and available to growers the day after received by T AFC. It should be noted that final results are typically available between 9 and 11 days after shipping from the farm. See the example below.

Day	Day of the week	Comment
1	Sunday	Grower sends to the transport company
2	Monday	Product is delivered to T AFC
3	Tuesday	Product flies to Japan
4	Wednesday	Product is cleared by Plant Quarantine Repacking the same day/night
5	Thursday	Product is distributed to the auctions
6	Friday	Product is auctioned
7	Saturday	Product is auctioned
8	Sunday	All is closed
9	Monday	Still awaiting final results if a large shipment
10	Tuesday	Final results arrive at T AFC Reconciliation commences
11	Wednesday	Final results distributed to growers if not received on Tuesday



## 5. Procedure for Fixed Price sales

### 5.1 Definition

The terminology “Fixed Price” refers to product for which an upfront price has been negotiated prior to taking receipt of the product.

Note: If you are supplying T AFC for the first time, a small sample of your flowers may be requested so that quality can be assessed and a fair price established

### 5.2 Availability List

The range and quantity of flowers available from any one grower can change rapidly from week to week.

**Given this constant change it is important that you keep T AFC informed of your flower availability.**

**Please forward T AFC by email or fax a list of what you have available week by week, preferably by the Wednesday prior to the week of shipping.**

If your range is limited or unchanged then a brief phone call is acceptable.

### 5.3 Purchase Orders

When flowers are ordered by T AFC customers, that is, your product has been forward sold to an overseas customer, T AFC will fax you a purchase order (PO). See Appendix 4.

The relevant information in the PO includes:

- Purchase order number (this number must be stated on your invoice);
- Date of arrival (early morning is preferred or the day prior);
- Delivery point (AAE, NAX or Vision);
- Number of cartons required e.g. including price per stem or bunch;
- Product specifications (i.e. length, number of stems, colour etc.);
- Fumigation (where this is required by the importing country); and
- Notification of who pays the freight to the delivery point.

Delays in approving invoices will occur if there is no purchase order (PO) number on the invoice.



If you are unable to fulfill the order, we need to hear from you immediately so that we can make arrangements with an alternative supplier, or cancel with the overseas customer.

NOTE:

On completion of the order please email or fax us your invoice prior to dispatch.  
Please do not attach the invoice to the shipment or place in the cartons.

## 5.4 Check in Procedure

The check in procedure includes the following:

- Total number of cartons;
- Arrival condition of cartons. If unacceptable, there will be a repacking charge and a replacement cost for cartons. Refer to section 3.3;
- Temperature on arrival;
- Grading of bunches i.e. length, stem count, weight etc;
- Aesthetics of the product; and
- Insects and disease.

## 5.5 Quality Control

Upon arrival your flowers will be inspected for any problems that could make them unacceptable to our customer. If a problem is found you will be notified within 24 hours of arrival by the salesperson or the warehouse manager.



## 6. Payment Terms

Payment terms differ depending on whether you are supplying for fixed price or consignment.

### 6.1 Consignment

Payments are made via electronic banking directly into the grower's account. The approximate payment time is 10 days from the end of the month. Money will be received into the grower's account between the 15<sup>th</sup> of the following month.

### 6.2 Fixed Price

The terms of trade with our overseas customers are 30 days from the end of the month. Invariably this is 45 days by the time we receive the payment into our account. Despite this, unless by prior arrangement TAFC will pay all invoices by the end of the month. Please **note payments will only be processed if we receive a statement** at the end of each month.



## 7. Claims

### 7.1 Rejection at the warehouse

Any flowers arriving from a grower must meet export standards as described in Section 3. Should T AFC deem these flowers unsuitable for export for any specific reason T AFC reserves the right to reject the flowers. In this circumstance a grower will be notified within 24 hours by phone. If the grower is not contactable by phone T AFC will in ALL cases follow up any claims in writing. As this product has been rejected the grower can request T AFC return the product. This will be done at the growers cost. The grower in the absence of requesting the product be returned can request photographs to be sent via email of the rejected product. T AFC will do all it can to assist the grower to minimize their loss through any means possible.

### 7.2 Rejection after the shipment

Should a variety be delivered to T AFC, passed by the warehouse staff and be shipped overseas and later result in a claim T AFC will notify the grower within 24 hours of receiving the claim.

**Please note that claims can be received up to a week or more after arrival in the country of the sale.**

T AFC undertakes to notify the grower within 24 hours of such a claim.

Such claims are generally the result of the following:

- Flower drop after arrival;
- Browning during transport;
- Product deemed out of ordered specification; and
- Short shipped in the cartons.

Should any of the above circumstances arise, T AFC deems this beyond the circumstances of both the shipper (T AFC) and the grower. In such instances, T AFC will accept all costs of shipping the product including domestic freight, international freight, clearance costs, cartons, duties, etc and the grower accepts the cost of the product. That is, the equivalent amount of bunches as claimed by the customer.

Should a claim occur as the direct or indirect result of an interception by Plant Quarantine, USDA or any other Government agency controlling quarantine issues the following procedures will be implemented :



- Shipment is sent on house AWB with individual growers identified, or where possible cleared without House AWB but just a packing sheet identifying each grower and their carton numbers. This is currently acceptable in LAX but not other ports;
- Grower is responsible for 100% fumigation costs. If more than one grower involved then shared between growers equally;
- If the flowers are claimed by the customer then the grower will the farm gate value of the number of bunches delivered to TAFC;
- Exporter will pay for the delivery costs of flowers, duties, clearance etc;
- Claim issues will be for the grower and exporter to work out; and
- Individual growers and exporters to work out domestic claims.

TAFC undertakes to provide the following to support any claims:

- The original claim from the customer
- Any photographs of the product upon arrival
- Copies of any fees or charges associated with destruction, fumigation or ancillary transport costs
- A claim from TAFC with details of the invoice number the claim relates to and the date of arrival (Appendix 5)
- All the above information will be supplied within 48 hours of the claim being received from the customer to TAFC

It is imperative that growers are very clear of this condition and TAFC will ask all growers to sign a declaration (Appendix 6) that they are clear on this policy and understand the implications.



## **8. Contacts at The Australian Flower Company**

### **Fixed Price Sales**

Jamie Creer – Managing Director  
Phone – (02) 9557 2939  
Weekend Office – (02) 9967 3851  
Mobile – 0409 669 690  
Email – [jamie@austflower.com.au](mailto:jamie@austflower.com.au)

### **Japan and Holland Consignment and Fixed Price Sales**

Paul Grimshaw – Marketing and Sales Co-ordinator  
Phone – (02) 9557 2939  
Mobile – 0423 184 084  
Email – [paul@austflower.com.au](mailto:paul@austflower.com.au)

### **Export Documents**

Michael Sharp – Marketing and Sales Assistant  
Phone – (02) 9557 2939  
Mobile – 0412 263 607  
Email – [michael@austflower.com.au](mailto:michael@austflower.com.au)

### **Warehousing / Logistics**

Mark Cantry  
Phone – (02) 9557 2939

### **Accounts**

TBA – Ashley Cohen  
Phone – (02) 9557 2939  
Email – [accounts@austflower.com.au](mailto:accounts@austflower.com.au)



## 9. Appendix

All forms are available via the TAFC website [www.austflower.com.au](http://www.austflower.com.au) and by request.

1. GROWER REGISTRATION FORM .....	21
2. PACKING LIST .....	22
3. TAX INVOICE TEMPLATE .....	23
4. PURCHASE ORDER.....	234
5. SUPPLIER CREDIT .....	25
6. CLAIM DECLARATION .....	26



## Grower Registration

Company Name \_\_\_\_\_

ABN	Registered for GST?	Y/N
-----	---------------------	-----

Contact Name(s) \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Postcode \_\_\_\_\_

Work Phone \_\_\_\_\_

Home Phone \_\_\_\_\_

Mobile Phone \_\_\_\_\_

Fax Number \_\_\_\_\_

E-Mail \_\_\_\_\_

How long have you been growing flowers?

How would you sell?

Consignment	Yes	No
Fixed Price	Yes	No

Have you read and signed our claim declaration? \_\_\_\_\_ YES

### Range and Quantity of Flowers grown

Variety	Estimated Yearly production	

*Please complete details of the account to be credited for payments from The Australian Flower Company. Note that this is the only method of payment.*

Bank \_\_\_\_\_

Branch \_\_\_\_\_

Bank Number (BSB)	Account Number
-------------------	----------------

Account Name \_\_\_\_\_

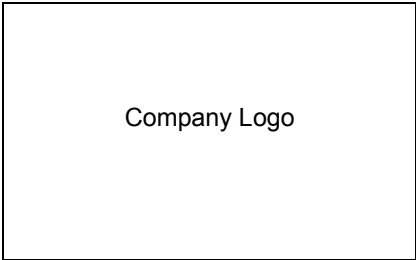
Signature \_\_\_\_\_

For and behalf of \_\_\_\_\_



# Tax Invoice Template for Fixed Price Sales

## Tax Invoice Template



Invoice Number \_\_\_\_\_

Date \_\_\_\_\_

Consignee **The Australian Flower Company**  
 Suite 30, 20-28 Maddox Street  
 Alexandria NSW 2015  
 Ph: 02 9557 2939

Numbering		No of	No of	Stems/	Bunch/	Stems/	Stem	Colour	Variety	Price (AUD)	Total
From	To	pieces	Cartons	Carton	Carton	Bunch	Length				
1	3	3	3	300	30	10	60	Orange	Waxflower	\$1.00	\$90.00
4	5	2	2	210	30	7	60	Purple	Waxflower	\$1.00	\$60.00
6	7	2	2	245	35	7	60	Mix (R/Y/O)	Waxflower	\$1.00	\$70.00
8	13	3	6	140	20	7	60	Red	Waxflower	\$1.00	\$120.00
		10	13	895					Total AUD		\$340.00
								Plus GST	10%		34.0
								<b>Invoice Total</b>			<b>\$374.00</b>

Total Pieces 10  
 Total Cartons 13  
 Total Stems 895  
 Weight/Volume 195KG

**PAYMENT INSTRUCTIONS:**

VIA TELEGRAPHIC TRANSFER

Company Name \_\_\_\_\_  
 BSB and a/c no \_\_\_\_\_  
 Bank Name \_\_\_\_\_  
 Bank Address \_\_\_\_\_



# Supplier Credit

# Supplier Credit



Date: \_\_\_\_\_

Time: \_\_\_\_\_

Supplier \_\_\_\_\_

Supplier Notified by


Photographs sent

Copy of customer claim attached


Phone

Fax

E-mail

Grower Invoice Number \_\_\_\_\_ Invoice Date \_\_\_\_\_

Customer Invoice Number \_\_\_\_\_ Credit Number \_\_\_\_\_

Customer Code \_\_\_\_\_

Product	Quantity	Price	Total AUD	Reason
<b>Total Product Claimed</b>				

Charges			
Freight			
Duties			
Packaging			
Labor			
Other			
<b>Total Charges</b>			

Total \_\_\_\_\_  
 % shared with TAFC \_\_\_\_\_

**CREDIT TOTAL** \_\_\_\_\_



## Claim Declaration

Date: \_\_\_\_\_

Grower: \_\_\_\_\_

### The Australian Flower Company Claim Policy

Grower is responsible for 100% fumigation costs. If more than one grower involved then shared between growers equally.

If the flowers are claimed by the customer then the grower will incur the invoice farm gate value of the number of bunches claimed

Exporter will pay for the delivery costs of flowers, duties, clearance etc.

Exporter will provide all documentation to grower regarding USDA intercepts. TAFC will provide information on any pests and diseases found to help the grower deal with on farm.

Growers acknowledge that it may take time for a claim to come through, although considers less than 21 days reasonable. If claims come in 21 days after arrival to the customer, TAFC will not hold the grower responsible. TAFC will let grower know immediately when a claim comes through.

By signing this document you will agree that you have read and fully understood the Claims Policy and Mode of Operations when trading with The Australian Flower Company (TAFC).

**By signing this document you agree to the Terms & Conditions of Trade**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Business Name: \_\_\_\_\_