

Supplementary Information

ACCOUNT NAME _____

SECTION	YES	NO	Comments / Special Requests
Charge Through			
Do you require Direct Chargeback facilities?			Metcash will confirm if you are eligible for directs when your credit application is approved.
E-Communications			
All communications from Metcash are sent via email or obtained via the IGA Portal.			
Email address;			
Email address;			
Email address;			
Invoices			
Invoices from Metcash are emailed to 2 email addresses. Invoices are also available on the IGA Portal			
Email address;			
Email address;			
Statements			
Statements from Metcash are emailed to 1 email address. Statements are also available on the IGA Portal.			
Email address;			
Contact Information			
Prior to Takeover			
Contact Name:	Ph:	Mobile:	
	Fax:	Email:	
After Takeover			
Contact Name (Accounts):	Ph:	Mobile:	
	Fax:	Email:	
Contact Name (Orders):	Ph:	Mobile:	
	Fax:	Email:	

PALLET ACKNOWLEDGEMENT (New Customers)		
GROCERY / COLD STORES / GENERAL MERCHANDISE		
Account Number;		
Store Name;		
<p>a. I/we have read and understood the “Customer Pallet Procedures”.</p> <p>b. I/we understand that I am/we are responsible for all pallets recorded as assigned to me/us and that it is my/our responsibility to ensure that the carrier I/we engage, returns all pallets to the Canning Vale site and is able to provide proof of all returns/transfers in the event of a query*.</p> <p><i>* some carriers(particularly Country) accept transfers onto their Chep/Loscam equipment accounts rather than returning pallets to site. The principle is the same and transferred pallets are treated as if they have been returned to site and are credited accordingly.</i></p> <p>c. I/we acknowledge that despatched pallets are recorded against my/our business and the deposit billed to my/our account and credited accordingly on return (or transfer) of pallets.</p> <p>d. I/we agree not to withhold payment of any pallet charges once billed to my/our account and understand that my/our account will be in default for rebate purposes if payment is withheld.</p> <p>e. I/we acknowledge that it is my/our responsibility to reconcile my/our pallet movement report and raised any queries, not later than 90 days after the delivery date.</p>		
ACKNOWLEDGMENT		
Signed	Name	Date
Signed	Name	Date

CHANGE IN STORE OWNERSHIP - PALLET STOCK TAKE

Old Account #:	<input style="width: 95%;" type="text"/>	New Account #:	<input style="width: 95%;" type="text"/>
Old customer name:	<input style="width: 95%;" type="text"/>	New customer name:	<input style="width: 95%;" type="text"/>
Take over date:	<input style="width: 95%;" type="text"/>		
Qty counted on site:	Chep	Loscam	Date counted:
	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	
Signed by: (retiring proprietor)	<input style="width: 95%;" type="text"/>		Signed by: (new proprietor)
	<input style="width: 95%;" type="text"/>		

It is the joint responsibility of the retiring proprietor and the new proprietor to ensure that this advice is correctly completed, signed and returned to the Metcash Credit Department, no later than seven (7) days from the takeover date.

Once the stock take is submitted and the Warehouse Admin Office have verified the pallet balance on the old customer number, the agreed quantity signed for on this stock take form, will be transferred to the new customer number. The old customer account will be credited and the new customer account will be charged the relevant deposit for those pallets (which will be credited once the pallets are returned).

The financial responsibility for any shortfall between the stock take count and the old customer balance will be the responsibility of the retiring proprietor and the deposit paid will be forfeited.

Note - where the old customer account is in a negative balance, pallets will not be transferred to the new customer account as these are not Metcash's pallets, regardless of what is counted at stock take. For example, if the stock take shows 2 Loscam, but the old customer account shows a balance of just 1 Loscam, only 1 Loscam will be transferred to the new customer account. Where the stock take shows 10 Chep but the old customer account is in a negative balance of -20, NO pallets will be transferred to the new customer account.

Failure to complete a pallet stock take will result in Metcash assuming no pallets were in store at the time of handover and the responsibility for any outstanding pallet balance on the old customer account, lies with the retiring proprietor. The previously paid deposit will be forfeited for any non-recoverable/lost pallets at this point.

**The new proprietor must not pay the retiring proprietor for pallets.
Metcash will make the necessary account adjustments**

Please return this form to;
MFGWA.WarehouseAdmin@metcashfg.com