



# TURNERS & GROWERS

## CUSTOMER SERVICES

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### [www.turnersandgrowers.com](http://www.turnersandgrowers.com)

#### About Online Services

Online Services is a free information service for T&G Fresh Ltd customers. Here, we wish to provide our trading partners with an alternative business and communication channel that is easy to use, adds value to your business, and is not restricted to normal trading hours.

All of our traditional channels will remain available to you, but over time several new services will be introduced that can only be obtained via this portal.

To use Online Services you will first need to go to our website: [www.turnersandgrowers.com](http://www.turnersandgrowers.com) --click on ONLINE SERVICES and go through to register for a free account. Once you are registered and your account set up you may request us to add any of your Buyer or Supplier Customer Codes to that account in order for you to use our Online Services available.

#### Available Services

##### **Grower/ Supplier Prices -: Fruit & Vegetable and Floramax**

- Informs you of sale prices achieved for product you **have** consigned to Market.
- Information is available for you to view and print off any time you log in to your secure account.
- The information is 'real time' - updated at 15 minute intervals 24 hours per day.

##### **Grower/ Supplier Invoice Copies -: Fruit & Vegetable and Floramax**

- Provides you with **copies** of original invoices previously sent to you by post or by fax.
- You can request copies of any invoice dated after April 1 2002.
- The copies are emailed to the address recorded in your Online account details page.

##### **Grower Produce Receipts:-Suppliers/Growers -: Fruit & Vegetable and Floramax**

- Informs you of all your **product deliveries** into T&G Markets for the last 14 days.
- Information is updated every 15 minutes 24 hours per day and is available for you to view, print or download any time you log into your secure account.
- Produce Receipts are displayed on a day by day basis in receiving market sequence.
- Displayed for each Produce Receipt is the T&G Market (Distribution Centre), Your Reference, Produce Code, Produce Description and sub-description, Container Code, Container Deposit (for Hire Containers), Quantity Received, Units and the T&G Sales Cycle.
- Any adjustments that are made to your Produce Receipt details received over the last 14 days are reflected in the On-line Service within 15 minutes of the change being made.

##### **Buyer Prices:- Fruit & Vegetable and Floramax**

- Informs you of the purchase prices of product you **have** bought from any of our Markets for the last 14 days.
- Information is available for you to view and print off any time you log in to your secure account.
- The information is 'real time' - updated at 15 minute intervals 24 hours per day.
- Selecting Online Services as your information channel for Buyer Prices does not replace delivery dockets, which are still provided to you on delivery/pick-up of your purchases.

##### **Buyer Invoice Copies:- Fruit & Vegetable and Floramax**

- Provides you with copies of original invoices previously sent to you by post or by fax.
- You can request copies of any invoice dated after 25 November 2002.
- The copies are emailed to the address recorded in your account details page.

For more information on the Security and Privacy aspects of Registering for Online Services please see options [About Security](#) and [Conditions of Use](#) in Online Services at our web site.

If you require assistance or further information please contact Customer Services (toll free) on 0508 800 100 between 7am and 5pm Monday to Friday.

Alternatively, email us at : [helpinghand@turnersandgrowers.com](mailto:helpinghand@turnersandgrowers.com) (please quote your Supplier or Buyer code and a contact telephone number when emailing).