

Qantas General Instruction for the supply of Wine

Payment

Payment will be in Australian dollars. The standard Qantas trading terms are on a '45 days from end of month' basis ie invoice payment will be made 45 days from the end of the month in which the invoice is dated.

Invoicing

All invoices, and delivery documents accompanying goods, **MUST** quote the **PURCHASE ORDER NUMBER, CALL-OFF NUMBER & PRODUCT CODE**. If the invoice does not accompany the goods, then it should be forwarded as soon as possible to the following address:

Qantas Inflight Services
C/- e-gatematrix Australia Pty Ltd

Attention Ridhi Baweja
Inventory Co-ordinator
263-273 King Street
Mascot 2020

P: 0423 550 560
F: (02) 8337 1379

Order Placement

Our usage of wines is dependent on variable passenger loads each month. You will received a Purchase order issued by e-gatematrix Australia, our logistics service provider, the Purchase Order will include the details of the purchase and requires you to acknowledge the details are correct.

e-gatematrix will place call-off requests against this Purchase Order when Qantas requires the product. Call-off requests can occur at varying intervals after a Purchase Order has been issued. Time will be dependant on current stock holding, variable passenger load and expected passenger load.

Taxation on wines

All wines used on **International services (B in code number)** are GST exempt & are also free from WET. An exemption form will be provided as part of the 'Purchase Order/call-off' documentation supplied by e-gatematrix.

All wines used on **Domestic services (DP in code number)** attract the WET, this should be added at the time of invoicing. GST is to be shown as a separate item on all invoices as per ATO requirements for a tax invoice.

Labeling Requirements

Your winery's labels need to be quality gummed adhesive labels & waterproof and conform to the Australian standards for wine labeling (if used on Domestic) and International standards as defined by the AWBC.

Qantas Identification on the bottles

Any wine selected for use Inflight usage requires Qantas identification on the bottles. This is required to assist caterers identify correct loading placement. Labels and application are at the supplier's expense. The onus is on the supplier to source the correct label, as stated on the Letter of Acceptance.

Artwork for these labels is available on request from Qantas if you wish to organise your own printing.

'Off the shelf' labels are available from **Clear Image Labels Pty Ltd**, Sydney, telephone 02 8339 0000.

Generally there is a ten-day lead-time required for printing most labels. Additional information about Clear Image and downloadable order form can be found at www.clearimage.com.au. Qantas has no affiliation with this Company and does not determine label pricing. The involvement of **Clear Image** is optional and not a condition of supply to Qantas.

What label do you need to purchase?

Label Sample	QANTAS WINE CODE	CODE DESCRIPTION	LABEL ID	LABEL DESCRIPTION
PROPERTY OF QANTAS J/C INT MUSCAT 4B1	4B1	Business Class International Muscat	JC INT MUSCAT	Black writing on orange label
PROPERTY OF QANTAS P/C INT WHITE A 4B100	4B100	First Class International White - Choice A	PC INT WHITE A	Black writing on light green label
	4B122	Business Class International Champagne	JC INT CHAMPAGNE	To be printed on back label by supplier
	4B127	First Class International Champagne	PC INT CHAMPAGNE	To be printed on back label by supplier
PROPERTY OF QANTAS P/C INT PORT 4B13	4B13	First Class International Port	PC INT PORT	Black writing on orange label
PROPERTY OF QANTAS J/C INT RED A 4B14	4B14	Business Class International Red - Choice A	JC INT RED A	Black writing on light purple label
PROPERTY OF QANTAS J/C INT RED B 4B15	4B15	Business Class International Red - Choice B	JC INT RED B	Black writing on light purple label
PROPERTY OF QANTAS J/C TASMAN RED 4B18	4B18	Business Class Tasman Red	JC TASMAN RED	White writing on dark purple label
PROPERTY OF QANTAS J/C INT WHITE A 4B20	4B20	Business Class International White - Choice A	JC INT WHITE A	Black writing on light green label
PROPERTY OF QANTAS P/C INT WHITE B 4B200	4B200	First Class International White - Choice B	PC INT WHITE B	Black writing on light green label

	QANTAS WINE CODE	CODE DESCRIPTION	LABEL ID	LABEL DESCRIPTION
PROPERTY OF QANTAS J/C TASMAN WHITE 4B21	4B21	Business Class Tasman White	JC TASMAN WHITE	White writing on dark blue label
PROPERTY OF QANTAS J/C INT WHITE B 4B22	4B22	Business Class International White - Choice B	JC INT WHITE B	Black writing on light green label
PROPERTY OF QANTAS J/C INT DESSERT 4B24	4B24	Business Class International Dessert Wine	JC INT DESSERT	Black writing on orange label
PROPERTY OF QANTAS P/C INT WHITE C 4B300	4B300	First Class International White - Choice C	PC INT WHITE C	Black writing on light green label
	4B350	Economy Class International Sparkling 200ml	YC INT SPARKLING 200ml	To be printed on back label by supplier
PROPERTY OF QANTAS P/C INT RED C 4B400	4B400	First Class International Red - Choice C	PC INT RED C	Black writing on light purple label
PROPERTY OF QANTAS J/C INT PORT 4B5	4B5	Business Class International Port	JC INT PORT	Black writing on orange label
PROPERTY OF QANTAS P/C INT RED B 4B500	4B500	First Class International Red - Choice B	PC INT RED B	Black writing on light purple label
PROPERTY OF QANTAS P/C INT MUSCAT 4B6	4B6	First Class International Muscat	PC INT MUSCAT	Black writing on orange label
PROPERTY OF QANTAS P/C INT RED A 4B600	4B600	First Class International Red - Choice A	PC INT RED A	Black writing on light purple label
PROPERTY OF QANTAS P/C INT TOKAY 4B7	4B7	First Class International Tokay	PC INT TOKAY	Black writing on orange label
PROPERTY OF QANTAS P/C INT DESSERT 4B700	4B700	First Class International Dessert Wine	PC INT DESSERT	Black writing on orange label

	QANTAS WINE CODE	CODE DESCRIPTION	LABEL ID	LABEL DESCRIPTION
	4B8100	Economy Class International White 187ml - choice A	YC INT A WHITE 187ml	To be printed on back label by supplier
	4B8150	Economy Class International White 187ml - choice B	YC INT B WHITE 187ml	To be printed on back label by supplier
	4B9100	Economy Class International Red 187ml - choice A	YC INT A RED 187ml	To be printed on back label by supplier
	4B9150	Economy Class International Red 187ml - choice B	YC INT B RED 187ml	To be printed on back label by supplier
	4DP2252	Economy Class Domestic White 187ml	YC DOM WHITE	To be printed on back label by supplier
	4DP2253	Economy Class Domestic Red 187ml	YC DOM RED	To be printed on back label by supplier
PROPERTY OF QANTAS J/C DOM DESSERT 4DP24	4DP24	Business Class Domestic Dessert Wine	JC DOM DESSERT	Black writing on yellow label
PROPERTY OF QANTAS J/C DOM PORT 4DP5	4DP5	Business Class Domestic Port	JC DOM PORT	Black writing on yellow label
PROPERTY OF QANTAS J/C DOM RED 7DP10	7DP10	Business Class Domestic Red	JC DOM RED	White writing on red label
	7DP120	Business Class Domestic Sparkling 200ml	JC DOM SPARKLING	To be printed on back label by supplier
PROPERTY OF QANTAS J/C PCF RED 7DP13	7DP13	Business Class PCF Red	JC PCF RED	White writing on red label
PROPERTY OF QANTAS J/C DOM WHITE 7DP9	7DP9	Business Class Domestic White	JC DOM WHITE	Black writing on white label
PROPERTY OF QANTAS J/C PCF WHITE 7DP91	7DP91	Business Class PCF White	JC PCF WHITE	Black writing on white label

Label Positioning

This label must be affixed on the rear of the bottle on the back label (as shown below) or if no back label, directly opposite the front label as low as possible.



Packing

All wines are to be supplied in 750ml bottles and packed twelve (12) bottles to a carton unless otherwise agreed. All bottles are to be sealed with cork or Stelvin closure, unless otherwise advised.

Qantas information on the outer cartons

The outer cartons need to have the following Qantas information appear on two adjacent sides of the carton. It is acceptable to have any additional information that your own warehouse may require on the carton as well (e.g. bar code) so long as the Qantas data is clearly displayed in the sample format shown below.

EXAMPLE ONLY:

QANTAS INFLIGHT	
Code Number: 7DP9	
Description: J/C Domestic White Wine Choice A Example Chardonnay 2004	
Content: 12 Bottles	Carton Weight: 15.5 Kg
Alcohol Content: 13.0 %	
County Of Origin: Australia	

Due to Customs requirements it is now necessary to include the name and description of all wines on carton ie. Example Riesling 1999.

Ideal width of the label should be between 160 mm and 235 mm, and the height should be between 120 mm and 175 mm. Proportions will be subject to carton shape and should be similar to the above where possible. Corners may be square or round. Qantas code number must be as large as possible for easy reading in pallet locations. This data may be either printed or stenciled direct onto the cartons or self-adhesive labels that can be attached to the cartons. All printing is to be in black ink but there are no rules regarding the font.

Queries

If you have any queries regarding the above then do not hesitate to ring and discuss with either:

For Purchase orders, Call-offs and invoices

Ridhi Baweja e-gatematrix
telephone: 0423 550 560
e-mail: RBaweja@gategourmet.com

On matters of pricing and labeling,

Claudia Lill Wine & Beverage Manager, Inflight Services
telephone: 61 2 9691 1569
facsimile: 61 2 9691 1551
e-mail: clill@qantas.com.au

Australian Wine and Brandy Corporation (AWBC) requirements

Continuing Approval Number (CAN)

It is a requirement of the Australian Wine and Brandy Corporation AWBC that all wines intended for International use (B Code numbers) must have a current continuing approval number CAN supplied prior to each delivery. This approval number and expiry date should be advised to:

1. clill@qantas.com.au
2. RBaweja@gategourmet.com

Continuing Approval Numbers must be

- Current
- (1) Wine (2) Vintage (3) Label/Brand specific
- Active for at least six months at time of each specific call-off. If the wine does not have a CAN with this length of expiry please re-apply for a full-year prior to delivery.

Failure to maintain CANs as instructed may result in serious cost impact to our business (requiring the re-packing of International containers) which will be transferred back to the supplier. **Please document/diarise CANs expiry dates to update accordingly.**

The only exception to this rule is wines that are only delivered to Australian ports for loading onto International aircraft, this will clearly be indicated on the Letter of Acceptance.

AWBC Letter of Approval (approved Exporter)

The AWBC require each supplier to provide them with a letter of authority listing Qantas as an approved exporter. This is a one-off requirement for each new supplier to Qantas. The template appears on the last page of this document. This letter must be provided to the AWBC and a copy of the letter faxed to Claudia Lill on 02 9691 1551 prior to the first delivery. Failure to provide this documentation may cause costly delays that will be transferred back to the supplier should they occur.

Please keep this attachment with your Qantas Instruction Sheet for future reference.

<Insert Company letterhead or print on company stationary>

Alex Silk
Australian Wine & Brandy Corporation
PO Box 2733
Kent Town Business Centre
Kent Town SA 5071

<insert Date>

To Alex

I, the undersigned, hereby give permission for Qantas to have access to our Continuing Approval Numbers via the WEA System.

We acknowledge and fully understand that Qantas will be able to enter the Continuing Approval Numbers on their Shipping Application that are issued to them by us and we would ask that you add our company to Qantas list as an "Associated Exporter".

This is effective immediately and will continue until otherwise notified in writing.

Yours faithfully,

<insert Name>
<insert Company name>

FAX to 08 8228 2048



To order Qantas labels please complete the following form & fax it back to Clear Image Labels on **(02) 8339 1000**, alternatively you can fax a Purchase Order if you prefer. A representative from Clear Image will contact you with pricing and current delivery times. Some Qantas labels may be in stock and can be delivered within 3 working days to most major centre across Australia.
Please contact Clear Image if you have any questions. Thank you.

Company Name:	
ABN:	
Contact Person:	
Phone:	Fax:
Email:	
Delivery Address:	
Postal Address (If different):	
Roll format for Bottling: (We usually deliver in Copy 4 for Bottling, please advise if you require them differently.)	
Qantas Label Code / Description:	Quantity:
Payment by Credit Card is preferred. Unless you have an existing account with Clear Image Labels, Payment with order is required. Thank – you.	
Card Type: (Circle) Amex / Mastercard / Visa	
Name on Card:	
Card Number:	
Expiry Date:	Payment Amount: \$
Sign:	Date:

CLEAR IMAGE LABELS PTY LTD
 ABN 74 074 246 307
PH: (02) 8339 0000
FAX: (02) 8339 1000
MAILING ADDRESS:
 SOUTH SYDNEY BUSINESS CENTRE
 PO BOX 6066, ALEXANDRIA, N.S.W. 2015
WEB: WWW.CLEARIMAGE.COM.AU