



CUSTOMER PRODUCT INDUCTION FORM

In order to provide our best service here is a list of documents that we will need from you.

Please tick those you have already provided.

TIFS - F022. (Customer Induction Form)
TIFS - F023. (Product list requirements spreadsheet)
Credit application
Service Level Agreement
TIFS – 025 Order data import (if there is no integration)
DC Spec sheets
High Resolution Company logo (JPEG)
Spec / MSDS sheets
Packaging specification pictures

SECTION A - ADMINISTRATION

1. Have you signed a TIFS contract/agreement?

Yes

No

2. Have you completed your credit application?

Yes

No

3. Do you agree with the attached Service Level Agreement?

Yes

No [Click here to enter text.](#)

4. Do you require TIFS to arrange transport for the transition?

Yes, How many pallets? [Click here to enter text.](#)

No



SECTION B – PRODUCT PROFILE

1. Please complete the attached [TIFS-F023 Product list requirements spreadsheet](#)
2. Is your product on the following list? Please tick all those that apply to your product.

Dairy products
Eggs and eggs products
Fish and fish products
Fresh fruit and vegetables
Grains and seeds
Meat and meat products
Organic produce
Plants and plant product

Note: Please complete [section H](#) when ticking one or more of the above options.

3. Product type

Pharmaceutical
Clothing
Household
Computer hardware: [Click here to enter text.](#)
Equipment: (Please give brief info) [Click here to enter text.](#)
Fashion accessories
Literature
Food / Beverage
Other: [Click here to enter text.](#)

4. How will product be received at TIFS premises?

a) FCL Containers

Palletised; please indicate height of pallets: [Click here to enter text.](#)
Dense stacked

b) LCL

Palletised; please indicate height of pallets: [Click here to enter text.](#)

- one SKU per pallet
- multiple SKU's per pallet

Loose cartons
Multiple SKU's per carton



SECTION C – STORAGE AND HANDLING

Note: TIFS Standard Pallet Dimensions - H 1.35 x W 1.15 x L 1.15

Preferably No Chep or Loscom

1. Do you have any oversized pallets?

Yes, please provide measurement and quantity: [Click here to enter text.](#)

No

2. Does your product need to be refrigerated?

Yes, please specify temperature: [Click here to enter text.](#)

No

3. Are there any specific storage requirements for your product?[Click here to enter text.](#)

4. Please tick options that need to be considered when storing/handling your stock.

Fragile;

Use by date;

Batch;

Back order:

FIFO;

Specific packaging;

Other, please indicate: [Click here to enter text.](#)

5. Please indicator the breakdown of your picking requirements.

Item%

Inner Carton%

Shipper Carton%

Pallet%

6. Packaging Requirements (picture of specification will be required)

Product specific: [Click here to enter text.](#)

Recipient specific: [Click here to enter text.](#)

General: [Click here to enter text.](#)

Other: [Click here to enter text.](#)



SECTION D – ORDER DATA

1. How will your orders be place in our system?

Integration

- What Platform do you use? [Click here to enter text.](#)

Data upload

Direct entry via TIFS portal

2. Will you use the EDI ordering platform?

No

Yes; which organisation/s will require EDI: [Click here to enter text.](#)

SECTION E - SHIPPING

7. Please tick your business concept.

B2B, Business to Business%

B2C, Business to Consumer%

8. Do you deliver to any distribution centres

Yes: Please provide **DC Specs.**

No

9. Do you have a preferred carrier?

Australia Post / Eparcel

TNT

Couriers please

Ross Freight

Most cost effective option



10. Do any deliveries have specific shipping requirements?

Specialised Vehicle

- Tail lift
- HIAB
- Refrigerated
- Other

Express Post

Air Freight Domestic

Air Freight International

Sea Freight

Time Slot

Same Day Courier

Taxi Truck

Other:

SECTION F – RETURNS POLICY

1. TIFS will receive returns from:

Consignee (Go to question 2)

___ Client (Go to question 3)

2. Does the client need to be informed of the return?

Yes

No

3. Please indicate how returns should be processed.

Return to stock

Check for damage

- If undamaged TIFS should
- If damaged TIFS should

Place in quarantine/on hold for client to check



SECTION G – QUARANTINE / QUALITY CONTROL

1. Do any of your products need to be in quarantine upon receipt?

Yes: (Please indicate if samples need to be sent) [Click here to enter text.](#)

No

2. What are the quarantine requirements?

[Click here to enter text.](#)

3. Do any of your products require Quality control inspection?

Yes: (Please indicate if samples need to be sent) [Click here to enter text.](#)

No

SECTION H - HACCP.

Complete this section only if you have ticked any options in Section B Q2.

1. Please indicate the allergens that your product contains

Crustacea and their products

Egg and egg products

Fish and fish products

Milk and Milk product

Peanuts and soybeans, and their products

Added Sulphites in concentrations of 10 mg/kg or more

Sesame seeds and their products

Sesame seeds and their products

Lupin and their products

2. Are there any scheduled authority inspections that TIFS needs to be aware of:

Yes: (go to question 3)

No (go to questions 4)

3. Please indicate which authorities and times for inspection.

[Click here to enter text.](#)

.....4. Is there any special training required for our staff?



5. Product description and intended of use. Please fill the following form.

Product Description	
Product Composition	
Method of Preservation	
Primary Packaging	
Secondary Packaging	
Storage	
Labeling	
shelf Life	
Distribution Method	
Consumer	
Sensitive Population	
Intended Use	

6. It is the responsibility of TIFS to dispose of 'approval for disposal' product on a minimum weekly basis. All nonconforming product will need to be approved for disposal within this frame time.

Agreed

Need to check this policy

7. Please indiciate all requirements when transporting your product

8. Does your product need to be refrigerated?

Yes; please indicate temperature parameters:

No

9. Please indiciate if your product has any packing requirements.