

# Guide to Purchasing

Pipe and tube structural products

Effective from: November 2018

Cancels previous guide dated: September 2018

Applicable for Australia



**AustubeMills**  
SHAPING POSSIBILITIES

# Guide to Purchasing

## Pipe and tube structural products

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## 1.0 Introduction

### 1.1 Our commitment to Customers

#### 1.1.1 On-time Delivery

Austube Mills is committed to delivering all orders in full on time in accordance with this “Guide to Purchasing”.

#### 1.1.2 Large Range of Readily Available Stock

Austube Mills strives to provide you with the optimal mix of range and availability so you can quickly and easily respond to your customer’s pipe and tube requirements promptly.

#### 1.1.3 Quality Assurance

Austube Mills produces its products either to relevant Australian Standards or Austube Mills’s own high quality standards. Austube Mills’s aim is to supply a consistent reliable product to you, which delivers benefits to your customers by minimising variation and reducing waste. Austube Mills is ACRS compliant and has third party accreditation to Quality Management System ISO 9001 and Environmental Management System ISO 14001.

#### 1.1.4 Technical Assistance

Austube Mills is committed to providing customers with a practical and comprehensive technical backup and support service. We have expertise in mechanical, structural, piping, welding and most steel applications. We will respond to all technical enquiries within 24 hours. For all technical enquiries please call Austube Mills Internal Sales or your Austube Mills Regional Sales Manager. Refer to the contact directory in Section 8.

#### 1.1.5 Sales & Service Enquiries

Austube Mills understands customers need to be able to get information quickly and easily, so you can be first to the market with accurate and comprehensive information. We are committed to responding to all Sales and Service enquiries. Refer to the contact directory in Section 8.

#### 1.1.6 Complaint Resolution

Austube Mills is committed to resolving complaints with timely and effective outcomes for customers. We aim to initially respond to all complaints within 24 hours, at which time we will advise the anticipated resolution date for your concern. If you have a complaint with any aspect of our product/service, please contact your Austube Mills Regional Sales Manager. Refer to the contact directory in Section 8.

### 1.2 Market Documents

#### 1.2.1 Guide to Purchasing

This Guide details Austube Mills’s policy in relation to ordering, specifications and standards, freight, commercial terms and lead times. This Guide applies to first grade structural circular hollow sections and structural square and rectangular hollow sections.

#### 1.2.2 Pipe & Tube Delivery Programme

The Delivery Programme details the closing date of future rollings. Orders for non stocked items or non standard lengths should be placed prior to 5pm on the closing date. The Delivery Programme is published monthly and is emailed directly to customers when updated.

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## 1.2.3 Product Availability Guide

The product availability guide details our core range of sections for pipe and tube structural products. This guide identifies which items are planned as stockable, those items available ex rolling and those items identified as requiring a minimum order quantity when ordered off the rolling.

The guide also details standard lengths by section, pack size and weight per metre to assist you with conversions from/to metres to tonnes calculations.

## 1.2.4 Further Product Information

Feel free to visit our website [www.austubemills.com.au](http://www.austubemills.com.au) to view or download our complete range of product information, MSDS information, case studies and corporate information. An updated (June 2016) comprehensive Product Manual for our structural pipe and tube sections along with detailed Design Capacity Tables are available as free downloads from the Austube Mills website - [www.austubemills.com.au](http://www.austubemills.com.au).

## 1.2.5 Sample Documents

Refer to Appendix A to E for examples of typical transactional documents.

## 1.3 EzyCommerce® Solutions

### 1.3.1 What is EzyCommerce®?

EzyCommerce is a suite of internet based solutions developed by Austube Mills to provide transactional information to its customers in a simple and efficient manner. By working to industry standards we want to make it as easy as possible to do business together - "Electronic Commerce Made Ezy"!



We do this through two approaches:

- The EzyCommerce® Website - where approved users may carry out queries and extracts on a variety of business documents.
- EzyCommerce® B2B solutions - full integration of your business transactional system with those of Austube Mills.

### 1.3.2 The EzyCommerce® Website (<https://ezycommerce.onesteel.com>)

Austube Mills offers approved customers access to our EzyCommerce website, a service that gives you the flexibility to access and retrieve, any time of the day, information such as:

- Test Certificates / Certificate of Compliance

Access to EzyCommerce® Online is free to approved customers of Austube Mills - all you need is a login name and password. (N.B. You are assigned a personal login and password to ensure access is limited only to that information deemed appropriate by your company. Document access may be varied as determined applicable to personnel.)

As noted, this service is provided for approved customers - arranging access to product certificates can be initiated by completing the online registration at: <http://ezycommerce.onesteel.com/register.aspx>.

If you are an approved customer and wish to access documents other than product certification then please download, complete the attached form and email to [ezycommerce@onesteel.com](mailto:ezycommerce@onesteel.com) for review and processing. Download PDF of Registration Form.

If you are not a direct customer of these business units but are interested in accessing product certification for these Austube Mills products then you are advised to get in contact with your supplier for assistance - in some cases it may be possible to arrange 3rd party access.

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## 1.3.3 EzyCommerce® B2B

By working to the Australian Steel Institute guidelines for B2B, we also offer our EzyCommerce® B2B solutions that utilise secure internet-based technology to exchange information on:

### Ordering

- Purchase Order Placement / Purchase Order Acknowledgement
- Order Status Update

### Shipping

- Advance Shipping Notification (ASN)

### Payment and Invoicing

- Invoicing

### Product Certification

- Test Certificates
- Certificate of Compliance

For more information on our B2B solutions please contact us on [ezycommerce@onesteel.com](mailto:ezycommerce@onesteel.com).

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## 2.0 Ordering

### 2.1 Order Placement

To place an Order with Austube Mills, the Order must contain the following information:

- Your name, address and ABN
- Order Number
- Full details of Order Items (dimension, gauge, finish, grade and standard)
- Quantity of each Order Item
- Ship to address

Where the Ship to Address of an Order is different to the site address of a Austube Mills distributor, the Order will be subject to the terms outlined in Section 2.8 (Direct Deliveries) of this Guide.

Orders can be placed with Austube Mills Internal Sales via an agreed EDI format, email and by fax. Refer to Section 8 of this guide for the Sales & Service contact details.

### 2.2 Order Acceptance

An Order may be accepted or rejected by Austube Mills. Orders may be accepted by Austube Mills issuing an Order Acknowledgement to you via EDI or fax or by delivery of the Order Item to the Ship to Address. Any Order that is accepted by Austube Mills will be subject to our Standard Terms and Conditions of Sale, applicable at the time of placement of the Order, without amendment unless otherwise agreed in writing by Austube Mills. Customers will be notified as soon as possible if an order can not be accepted.

### 2.3 Product Availability

Products are available as either Ex-Stock or Ex-Rolling.

Orders for Ex-Rolling products should be placed in accordance with the Austube Mills Delivery Program. Orders placed less than 7 working days prior to the week of rolling will be accepted subject to capacity planning.

If you place an Order for an Ex-Rolling product where an MOQ exists, you must take the Product of a Rolling, which can be +/-10% of the quantity specified as the MOQ. At the time of Order placement, Austube Mills will notify you of the estimated Product of a Rolling although please note that the actual quantity rolled may vary. Where the product of the rolling requires an order to be adjusted, Internal Sales will make the appropriate adjustment and reacknowledge the order.

### 2.4 Minimum Order Quantity (MOQ)

The MOQ is the minimum quantity of a product that can be ordered.

The MOQ for all Austube Mills stockable products is one (1) pack.

The MOQ applicable for ex rolling items can be obtained by contacting Austube Mills Sales or your Regional Sales Manager.

For rolling timing, please contact Sales for sections identified as requiring an MOQ. Additional time may be required to source HRC with the correct width, gauge and or grade.

For MOQ items the actual delivery quantity will be to the nearest pack or part pack (whichever is greater) as close to being within the +/-10% volume tolerance as possible. Where the product of the rolling requires an order to be adjusted, Sales & Service will make the appropriate adjustment and reacknowledge the order.

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## 2.5 Order Amendments and Cancellations

All requests to amend or cancel an Order will be considered, provided that Austube Mills has not purchased non-standard steel or commenced production of the Order. Austube Mills reserves the right to deny any request to amend or cancel an Order. An amendment or cancellation of an Order will be of no effect unless agreed to by Austube Mills in writing. Please note that requests for additional products may require a further Order to be placed with the appropriate lead time.

## 2.6 Special Order Requests

### 2.6.1 Early Delivery Request

Requests for early delivery (inside the specified lead time) will be considered on application. Where such a request can be accommodated by Austube Mills, additional charges, including freight, may apply. In some cases of early delivery, an Order Acknowledgement may not be sent.

### 2.6.2 Late Inclusions

In certain circumstances limited orders may be accepted after the Closing Date for a section and prior to the actual rolling date. However there is no guarantee that the order will be accepted and customers should endeavour to place all orders prior to 5pm on the Closing Date. Enquiries for late inclusions should be made with the Austube Mills Sales & Service Representatives.

## 2.7 Transport Site Inspection

All customers are requested to participate in a Transport Site Inspection prior to Austube Mills processing their order.

The site inspection enables Austube Mills to document customer delivery details, such as the ship to address, warehouse contacts, hours of operation, general safety requirements, along with information regarding the type of equipment that will be utilised when unloading.

## 2.8 Direct Deliveries

Austube Mills will consider requests for delivery direct to sites other than the site address of an Austube Mills distributor. Refer Section 4.1 of this guide.

### Direct Delivery Prerequisites:

1. Approval from your Austube Mills Regional Sales Manager.
2. The completion of the transport site inspection audit by an accredited Austube Mills employee which is then subject to sign off by an authorised Austube Mills employee. Contact your Regional Sales Manager for further details.
3. The Place for Delivery must have safe and reasonable access for a semi-trailer - unloading on the road is unacceptable.
4. Safe unloading practices must be in place at the direct Ship to Address.
5. The Order is in multiples of full truckloads.
6. The entire Order is to be delivered to a single destination.
7. End user contact and delivery details are provided to Austube Mills prior to despatch.
8. Unloading commences within 20 minutes of the agreed delivery window.
9. Freight extras may be payable depending on the delivery destination (refer to Section 4.2 of this Guide).
10. Direct deliveries can only be made to geographic locations where your business currently carries an Austube Mills distributorship.

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## 3.0 Specifications and Standards

Products are supplied in accordance with the relevant Austube Mills specification, Australian Standard (AS) or International Standard (eg. EN) where applicable.

Details of the relevant specification and standard are available in the following locations:

- Product Availability Guide.
- Product Manual for Structural Pipe and Tube.
- Austube Mills web site - [www.austubemills.com.au](http://www.austubemills.com.au).

Please contact your Austube Mills Regional Sales Manager for any additional enquiries.

### 3.1 Non-conforming Products

Austube Mills products which are sold as Downgrade, Reject, RedeTube or Scrap product (“Downgrade Product”) do not conform to relevant Austube Mills specifications, Australian Standards (AS) or International Standards (eg. EN). Accordingly:

- (a) Downgrade Product must not be on-sold or used on the basis that Downgrade Product complies with those (or any other relevant) standards; and
- (b) Downgrade Product does not have the benefit of any product warranties or general representations that may be offered by Austube Mills, in particular Austube Mills does not warrant, represent or agree that Downgrade Product complies with any specification or standard.

By buying Downgrade Product customers are deemed to agree to the above conditions.



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## 4.0 Freight

Austube Mills is a foundation signatory to the Australian Steel Institute Logistics Safety Code (ASI LSC). This code is designed to ensure that all participants are aware of their responsibilities in the supply chain when they control or influence the safe and legal carriage of freight.

The ASI LSC can be viewed following the link below.

<http://steel.org.au/key-issues/safety/australian-steel-industry-logistics-safety/>

[http://steel.org.au/media/File/Australian\\_Steel\\_Institute\\_Logistics\\_Safety\\_Code\\_of\\_Practice\\_Revision\\_4.pdf](http://steel.org.au/media/File/Australian_Steel_Institute_Logistics_Safety_Code_of_Practice_Revision_4.pdf).

### 4.1 Free into Store Locations

For standard offer products where you have a Structural Pipe and Tube distributorship agreement with Austube Mills, delivery will be FIS to Brisbane, Sydney and Melbourne, provided the location is covered by your distributorship agreement.

### 4.2 Freight Extras

For delivery destinations outside of those identified above a freight recovery charge will be applicable.

For non-standard products freight extras may apply. For freight extras please call Austube Mills Sales department.

Austube Mills reserves the right to vary the freight extras and/or cease providing delivery services to any locations.

### 4.3 Freight Conditions

The mode of freight will be at the sole discretion of Austube Mills. Any requests for variation on Austube Mills preferred mode of freight will be considered on a case-by-case basis. Where alternate freight methods can be accommodated, additional charges may apply.

For all enquiries regarding freight conditions please call Austube Mills Sales department.

#### 4.3.1 Load Configuration

All load configurations will be determined by Austube Mills to ensure safe and effective transport of products. Austube Mills will endeavour to take into account any load configuration requests. Austube Mills cannot guarantee that it will be able to meet any such requests.

#### 4.3.2 Customer Arranged Transport

Austube Mills provides a safe and highly effective transport and logistics solution. We will always strive to satisfy your requirements through our own logistics providers.

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## 5.0 Commercial Terms

### 5.1 Prices

Pricing is detailed in the price schedules provided to your business. These schedules are updated from time to time as required by mill cost change or in response to maintaining market relativity.

If your price schedule does not cover a specific item or should you require clarification, please contact Austube Mills Internal Sales or your Regional Sales Manager to obtain this detail.

All prices in the price schedule are listed as AUD\$ and exclude GST.

### 5.2 Delivery

Austube Mills will make all reasonable efforts to have Order Items delivered within the lead times specified in this Guide or any later date agreed with you. You should be aware that there are many factors that can affect delivery times (including matters beyond Austube Mills's control) and that Austube Mills cannot guarantee delivery on time and does not accept any liability for late delivery.

Lead times quoted in this Guide are subject to manufacturing capacity and feed and stock availability. The lead time for Orders with special steel requirements will be subject to manufacturing capacity and feed availability.

Austube Mills reserves the right to vary lead-times or provide phased deliveries. This will be notified at the time of Order acceptance, or as soon as possible thereafter.

The delivery date for MOQ sections will be confirmed. This allows for the confirmation of procurement logistical lead times.

### 5.3 Terms of Payment

Austube Mills's payment terms are payment in full by the last day of business of the month following the month of delivery. Unless otherwise agreed in writing with the Austube Mills National Sales Manager.

### 5.4 Test Certificates

#### 5.4.1 Certificates of Compliance

All products manufactured by Austube Mills, unless specifically excluded, are supported by a Certificate of Compliance which is incorporated in our delivery document. For any product covered by AS/NZS 1163:2016 you are able to download the relevant Test Certificate as the appropriate means of verifying compliance to the 2016 version of the standard.

#### 5.4.2 Test Certificates (mechanical properties and chemical analysis)

All products manufactured by Austube Mills to AS/NZS 1163:2016 are supported with a test certificate. For sections rolled since January 2011, these certificates are available as a download from the EzyCommerce website. For sections rolled earlier than January 2011, a test certificate is available on application through Austube Mills Internal Sales.

#### 5.4.3 Charpy Test Certificates for Test Results Exceeding LO

Charpy Test Certificates are only available for Ex-Rolling products subject to order confirmation. A Charpy Test Certificate will not be provided unless requested at time of Order placement and you should contact your Regional Sales Manager for charges applicable.

Charpy Test Certificates will be mailed to the customers invoice address unless the Austube Mills Sales department is notified otherwise.

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## 5.5 Terms and Conditions of Sale

Liberty's Standard Terms and Conditions of Sale, as applicable from time to time, apply to the sale of goods and services by Austube Mills under an Order. Liberty's Standard Terms and Conditions of Sale are available at <http://www.libertyfg.com/terms-and-conditions> or from any Austube Mills business on request.

Liberty may amend the Standard Terms and Conditions of Sale at any time. Please check Austube Mills's web site or contact the Austube Mills business for a copy of the current Standard Terms and Conditions of Sale prior to placement of an Order. The placing of an Order constitutes an acknowledgement that you have read, and agreed to be bound by, our Standard Terms and Conditions of Sale.

Austube Mills reserves the right to change the details of an Order in the case of circumstances or events not foreseen by Austube Mills at the time of Order placement. Austube Mills will endeavour to minimise the extent of any changes to an Order and will notify you in writing of any such changes. You will have no claim against Austube Mills in respect of any changes to an Order.

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## 6.0 Determining Lead Time

### 6.1 Stock Availability

| Austube Mills Market Promise Delivery Summary |   |              |
|---|---|--------------|
| Inventory Availability                        |   | DiFOT Target |
| A Class                                       | up to 95%   | 95%          |
| B Class                                       | up to 95%   | 95%          |
| C Class                                       | up to 95%   | 95%          |
| F Class                                       | Next Available Rolling,<br>Subject to coil availability | 95%          |
| M Class                                       |   | 95%          |

### 6.2 Ex stock lead times (working days)

|                                    |                  |                              | Transit Times: Days |           | Recommended Delivery Lead Time | Delivery Lead Time Window |
|------------------------------------|------------------|------------------------------|---------------------|-----------|--------------------------------|---------------------------|
| Delivery Region Metropolitan Areas | Day 0 Trigger    | Pick, Consolidate & Despatch | Acacia Ridge        | Newcastle |                                |                           |
| Adelaide                           | Receipt of Order | 3                            | 4                   | 4         | 7                              | 5-7                       |
| Brisbane                           | Receipt of Order | 2                            | 1                   | 1         | 3                              | 3                         |
| Melbourne                          | Receipt of Order | 2                            | 3                   | 1         | 5                              | 3-5                       |
| Newcastle                          | Receipt of Order | 2                            | 2                   | 1         | 4                              | 3-4                       |
| Perth-Newcastle (Sea)              | Receipt of Order | 4                            | 22                  | 22        | 26                             | 26                        |
| Sydney                             | Receipt of Order | 2                            | 2                   | 1         | 4                              | 3-4                       |

|                                |  |                              | Transit Times: Days |           | Recommended Delivery Lead Time | Delivery Lead Time Window |
|--------------------------------|--|------------------------------|---------------------|-----------|--------------------------------|---------------------------|
| Delivery Region Regional Areas | Day 0 Trigger                            | Pick, Consolidate & Despatch | Acacia Ridge        | Newcastle |                                |                           |
| Albury / Wodonga               | Receipt of Order                         | 8                            | 3                   | 2         | 11                             | 10-11                     |
| Alice Springs                  | FTL orders for region from mill location | 5                            | 6                   | 8         | 11                             | 11-13                     |
| Atherton/Mareeba               | FTL orders for region from mill location | 3                            | 5                   | 5         | 8                              | 8                         |
| Ballarat                       | FTL orders for region from mill location | 3                            | 3                   | 2         | 6                              | 5-6                       |
| Bendigo / Shepparton           | Receipt of Order                         | 5                            | 3                   | 2         | 8                              | 7-8                       |
| Cairns                         | Receipt of Order                         | 5                            | 4                   | 5         | 10                             | 9-10                      |
| Canberra                       | FTL orders for region from mill location | 3                            | 2                   | 1         | 5                              | 4-5                       |
| Charters Towers                | FTL orders for region from mill location | 3                            | 4                   | 5         | 8                              | 7-8                       |
| Coffs Harbour                  | FTL orders for region from mill location | 2                            | 1                   | 1         | 3                              | 3                         |
| Darwin ex Brisbane             | Receipt of Order                         | 5                            | 6                   | NA        | 11                             | 11                        |
| Darwin ex Newcastle            | Receipt of Order                         | 10                           | NA                  | 8         | 18                             | 18                        |
| Dubbo                          | Receipt of Order                         | 5                            | 2                   | 1         | 7                              | 6-7                       |
| Emerald                        | FTL orders for region from mill location | 3                            | 2                   | 3         | 7                              | 5-7                       |
| Geelong                        | Receipt of Order                         | 10                           | 4                   | 2         | 14                             | 12-14                     |
| Gladstone                      | Receipt of Order                         | 10                           | 2                   | 2         | 12                             | 12                        |

Transit Times: Days

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| Delivery Region<br>Regional Areas | Day 0 Trigger                            | Pick,<br>Consolidate &<br>Despatch | Acacia Ridge | Newcastle | Recommended<br>Delivery Lead<br>Time | Delivery Lead<br>Time Window |
|-----------------------------------|--|------------------------------------|--------------|-----------|--------------------------------------|------------------------------|
| Gold Coast                        | FTL orders for region from mill location | 2                                  | 1            | 2         | 4                                    | 3-4                          |
| Horsham                           | FTL orders for region from mill location | 3                                  | 3            | 2         | 6                                    | 5-6                          |
| Launceston                        | Receipt of Order                         | 10                                 | 7            | 6         | 17                                   | 16-17                        |
| Lismore                           | FTL orders for region from mill location | 2                                  | 1            | 1         | 3                                    | 3                            |
| Mackay                            | Receipt of Order                         | 8                                  | 4            | 3         | 12                                   | 11-12                        |
| Maryborough / Bundaberg           | FTL orders for region from mill location | 3                                  | 2            | 2         | 7                                    | 5-7                          |
| Mildura                           | FTL orders for region from mill location | 3                                  | 4            | 2         | 7                                    | 4-7                          |
| Morwell                           | FTL orders for region from mill location | 3                                  | 3            | 2         | 6                                    | 5-6                          |
| Mount Isa                         | FTL orders for region from mill location | 3                                  | 3            | 4         | 8                                    | 6-8                          |
| Rockhampton                       | Receipt of Order                         | 10                                 | 2            | 3         | 14                                   | 12-14                        |
| Sunshine Coast                    | FTL orders for region from mill location | 2                                  | 1            | 2         | 4                                    | 3-4                          |
| Tamworth                          | Receipt of Order                         | 4                                  | 1            | 1         | 5                                    | 5                            |
| Toowoomba                         | Receipt of Order                         | 5                                  | 1            | 2         | 7                                    | 6-7                          |
| Townsville                        | Receipt of Order                         | 5                                  | 4            | 5         | 10                                   | 9-10                         |
| Wagga                             | Receipt of Order                         | 5                                  | 2            | 1         | 7                                    | 6-7                          |
| Wollongong                        | FTL orders for region from mill location | 2                                  | 2            | 1         | 4                                    | 3-4                          |

## Notes:

1. The day the order is acknowledged is Day 0 where the order is received prior to 2pm Eastern Standard Time. The following day shall be Day 0 for orders received after 2pm.
2. An order quantity below a full truck load for any delivery point may impede delivery performance.
3. Transport times subject to legislative requirements of Driver Fatigue Management Chain of Responsibility.
4. No liability is accepted by Austube Mills for late delivery.
5. The above lead times are consistently achievable when our logistics operations (Supply Chain) are supported by your businesses 3-6 month rolling forecast for those items identified as available ex stock.

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## 7.0 Lead Times

### 7.1 Rolling Lead Time

Rolling lead times are detailed in the monthly Delivery Programme.

The Delivery Programme is issued electronically to registered users.

All non stockable sections will be supplied in full off the rolling. Please ensure your orders note delivery dates consistent with the Delivery Programme delivery timing.

### 7.2 Finishing Lead Time for Ex Rolling Items

Finishing lead times are given in working days based on a 5-day working week.

**Table 1 - Circular Hollow Section - Finishing Lead Time**

| Material            | Finishing Lead Time for Size Ranges (Working Days) |              |
|---------------------|--|--------------|
|                     | 25NB - 50NB  | 65NB - 150NB |
| Painted Red Screwed | 10   | -            |

#### Notes:

For Charpy tests for RHS and ROPS RHS, add 15 working days to the lead-time shown above.

### 7.3 Order consolidation lead time

The order consolidation lead time is the time needed to schedule and organise an order for despatch.

### 7.4 Stock Classification Definitions

| Austube Mills Market Offer Product Definitions |  |   |  |
|--|--|---|--|
| Class  | Promise  | Definition  | Comment  |
| A  | Ex Stock   | 95% Availability  | Criteria based on Austube Mills sales volumes  |
| B  | Ex Stock   | 95% Availability  | Criteria based on Austube Mills sales volumes  |
| C  | Ex Stock   | 95% Availability  | Criteria based on Austube Mills sales volumes  |
| F  | Next Available Rolling                               | Dimensions<br>Gauge<br>Length<br><br>Finish<br>Coil<br>MOQ  | within existing A, B, C class items<br>within existing A, B, C class items<br>non standard plus low volume standard items<br>Subject to specific mill capability, requests for rolled lengths of between 4.2 and 13.3 metres may be accepted<br>standard finishes available<br>usually ex stock<br>no minimum order quantity restriction - supply in single packs  |
| M  | Next Available Rolling, subject to coil availability | Dimensions<br>Gauge<br>Finish<br>Length<br><br>Grade<br>MOQ<br>Order Volume<br><br>Coil<br>Outsourced | may or may not be within existing A, B, C class items<br>may or may not be within existing A, B, C class items<br>may be any finish<br>May be either standard or non-standard<br>Subject to specific mill capability, requests for rolled lengths of between 4.2 and 13.3 metres may be accepted<br>All non standard grades are M Class<br>Minimum Order Quantity restriction is in place<br>Customer to accept over/under-roll at the unit price quoted for the original order of +/-10% including part packs<br>For MOQ items the actual delivery quantity will be to the nearest pack or part pack (whichever is greater) as close to being within the +/-10% volume tolerance as possible<br>May need to be specifically purchased<br>Standard material outsourced by Austube Mills may carry MOQ in line with supply point criteria |

#### Notes:

Minimum Order Quantity for a specific section will be available on request.

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## 8.0 Contact Directory

| Title and Name                                    | Land Line    | Mobile            | Email                            | Site |
|---|--------------|-------------------|----------------------------------|------|
| Manager Sales & Marketing<br>Geoff Cooke          | 02 4935 5782 | 0401 404 775      | geoff.cooke@austubemills.com     | NCL  |
| Product/National Account Manager<br>Ross Williams | 07 3909 6609 | 0418 680 120      | ross.williams@austubemills.com   | QLD  |
| Internal Sales Manager<br>Jenny Downs             | 07 3909 6550 | 0409 636 962      | jenny.downs@austubemills.com     | QLD  |
| Sales and Service                                 | 1800 281 424 | Fax: 07 3246 2660 | atmsales@austubemills.com        | QLD  |
| Sales Manager QLD<br>Adrian Bothams               | 07 3909 6645 | 0407 057 826      | adrian.bothams@austubemills.com  | QLD  |
| Sales Manager NSW/ACT<br>Ryan McCallum            | 02 4935 5699 | 0428 158 252      | ryan.mccallum@austubemills.com   | NCL  |
| Sales Manager VIC/TAS<br>Michael Bangit           | 03 9930 8008 | 0437 730 299      | michael.bangit@austubemills.com  | VIC  |
| Sales Manager SA/NT/WA<br>Mark Michelmore         | 08 8110 0212 | 0437 212 810      | mark.michelmore@austubemills.com | SA   |

QLD: 146 Ingram Road, Acacia Ridge QLD 4110  
PO Box 246, Sunnybank QLD 4109

NCL: Industrial Drive, Mayfield NSW 2304  
PO Box 156, Newcastle NSW 2300

SA: Level 2, 169 Fullarton Road, Dulwich SA 5065

VIC: 219-229 St Albans Road, Sunshine VIC 3021

# Guide to Purchasing

## 9.0 Glossary

| Term                            | Definition   |
|---------------------------------|--|
| Austube Mills:                  | Austube Mills Pty Ltd ABN 21 123 666 679.  |
| AUD\$:                          | Australian Dollars.  |
| Blk:                            | Black.   |
| Certificate of Compliance:      | A statement that the product supplied complies with the relevant specification.  |
| Charpy Impact Test Certificate: | A statement of results for a test measuring the toughness of steel (ie. how it responds to shock loads).   |
| CHS:                            | Circular Hollow Section.   |
| Clr:                            | Clear.   |
| CSC:                            | Customer Service Centre.   |
| DN:                             | Nominal Size.  |
| DuraGal®:                       | The brand name used for in-line galvanized product.  |
| DuraGalClear:                   | DuraGal <sup>Clear</sup> finish designed specifically for high performance powder coating applications.  |
| DuraGalPlus:                    | The brand name used for pre-galvanized product.  |
| DuraGalPrimed:                  | The brand name used for primer painted product.  |
| Ex-Rolling:                     | Products sold from a planned production run.   |
| Ex-Stock:                       | Products sold out of stock held in a warehouse.  |
| FIS:                            | Free into store on truck with the customer responsible for unloading.  |
| Full Truckload Order:           | An Order for a quantity of goods that has a nominal weight of 24 tonne, subject to volume constraints or as otherwise determined by Austube Mills.               |
| H:                              | Heavy  |
| L:                              | Light  |
| M:                              | Medium   |
| MOQ:                            | Minimum Order Quantity.  |
| MRQ:                            | Minimum Rolling Quantity.  |
| NB:                             | Nominal Size.  |
| NOPC:                           | No Oil or Paint Coating. Priced the same as painted or clear sections.   |
| OD:                             | Outside Diameter.  |
| Order:                          | An Order constitutes an offer by a Austube Mills customer to purchase the goods described in the Order on Austube Mills's Standard Terms and Conditions of Sale. |
| Order Item / SKU:               | An order item is a product of one size / grade / specification / surface finish / end finish and length.   |



# Guide to Purchasing

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|                       |  |
|-----------------------|--|
| Product of a Rolling: | The total quantity of material produced from rolling a single SKU is subject to coil size and mill yield variability.  |
| PTD:                  | Painted.   |
| RHS:                  | Rectangular Hollow Section.  |
| ROPS:                 | Roll Over Protection System.   |
| Ship to Address:      | The place you require the Order Items to be delivered.   |
| SHS:                  | Square Hollow Section.   |
| SKU:                  | Stock Keeping Unit.  |
| Test Certificate:     | A statement of results for mechanical and / or chemical properties relating to tests performed by Austube Mills for the purpose of establishing compliance to the relevant standard. |
| You / Customer:       | The person or entity that places the Order with Austube Mills.   |
| Working Days:         | The days from Monday to Friday inclusive, excluding public holidays.   |
| XH:                   | Extra Heavy.   |
| XL:                   | Extra Light.   |

# Guide to Purchasing

## 10.0 Appendices

The following documents are examples of typical paperwork (hard copy and facsimiles) involved in doing business with Austube Mills.

### 10.1 Order Acknowledgement (faxed)

| ORDER ACKNOWLEDGEMENT  |             |   |   |          |             |
|--|-------------|---|---|----------|-------------|
| austube mills  |             |   | Austube Mills Pty Ltd<br>ABN 21 123 666 679 |          |             |
| Your Order:  | 7502095101  | Our Reference:                                    | 817217                                      |          |             |
| Order Date:  | 13/07/09    | Customer Code:                                    | 28136                                       |          |             |
| Ordered by:  | Deliver to: |   |   |          |             |
| JOE SMITH<br>XX XXXXX XXXXX<br>XXXXXXXXXX XXX XXX  |             | JOE SMITH<br>XX XXXXX XXXXX<br>XXXXXXXXXX XXX XXX |   |          |             |
| all advise detials contact XXXXXXXX XXXXX as at 31/3/06.<br>Prices Exclude GST<br>contact XXXXXXXX XXXXX for all documents |             |   |   |          |             |
| Cst Lne  | Quantity    | Unit  | Price                                       | Request  | Delivery By |
| 7  | 721.500     | M   | **.**                                       | 31/07/09 | 31/07/09    |
| 3 PK 50NB MED PTD RED PE 6.5 M 1074/1163 C250L0<br>Material now available for your order                                   |             |   |   |          |             |
| End of Order   |             |   |   |          |             |

Acknowledged Delivery Date

For inquiries please phone Customer Service 1800 281 424

Subject to:

Austube Mills Pty Ltd, Conditions of Quotation & Sale

# Guide to Purchasing

## 10.2 Order Revision/Report (faxed)

|                      |   |
|----------------------|---|
| <b>austube mills</b> | <b>ORDER REVISION/REPRINT</b>               |
|                      | Austube Mills Pty Ltd<br>ABN 21 123 666 679 |

Your Order: 7502097701  
 Order Date: 15/07/09

Our Reference: 817444  
 Customer Code: 428306

Ordered by:

Deliver to:

JOE SMITH  
 XX XXXXXX XXXXXX  
 XXXXXXXXXXXX XXX XXX

JOE SMITH  
 XX XXXXXX XXXXXX  
 XXXXXXXXXXXX XXX XXX

Prices Exclude GST

| Cst Lne      | Quantity          | Unit | Price           | Request | Delivery By    |
|--------------|-------------------|------|-----------------|---------|----------------|
| 1            | 5486.400          | M    | ***             | 3/08/09 | 7/08/09        |
|              | 3 PK 12.7 x 1.8 x | 4572 | TS41 Commercial |         | Screw & Socket |
| End of Order |                   |      |                 |         |                |

Requested Date

Revised Date

\*\* Delivery promise is later than request date.  
 For inquiries please phone Customer Service 1800 281 424  
 Subject to:  
 Austube Mills Pty Ltd, Conditions of Quotation & Sale

# Guide to Purchasing

## 10.3 Certificate of Compliance and Advance Shipping Notice (faxed)



### Certificate of Compliance and Advance Shipping Notice

**ASN Number:** 592524  
**Despatch From:** ATM NEWCASTLE  
**Despatch Date:** 5/09/18  
**Despatch Time:** 20:17:26  
**Manifest Number:** 344930

**ETA:**  
**Truck Number:** CL96BD  
**Carrier 1:** TOLL SPD (NEWC)  
**Carrier 2:**  
**Flat Rack:**

Ordered by:

**JOE SMITH**  
**XXX XXXXXX**

Deliver to:

**JOE SMITH**  
**XXX XXXXXX**


**CERTIFICATE of COMPLIANCE: All products comply with the specifications stated on the Despatch Advice and Packing Labels.**

Statement of Compliance

| P.O. Line             | Item   | Mass (T)               | Quantity | U/M |
|-----------------------|--|------------------------|----------|-----|
| Customer Order: XXXXX | Our Reference: 146142                          | Invoice Number: 957554 |          |     |
|                       |  | 9.228                  | 6.000    | PK  |
|                       | 150X150X9.0 BLUE RHS 10.2 M AS/NZS 1163-C350L0 |                        | 24.000   | LN  |
|                       |  | 16.648                 | 8.000    | PK  |
|                       | 150X150X9.0 BLUE RHS 9.2 M AS/NZS 1163-C350L0  |                        | 48.000   | LN  |

# Guide to Purchasing

## 10.4 Carrier Manifest (hard copy - used by driver)



**AustubeMills**  
ABN 21 123 666 679

### Carrier Manifest

1

|                                 |                  |                         |
|---------------------------------|------------------|-------------------------|
| Manifest No: 344997             | Picklist: 541829 | Carrier: ROGERS TRANSPO |
| Despatch From: ATM ACACIA RIDGE |                  | Truck: RT043            |
| Despatch Date: 7/09/18          |                  | Load Truck at: WORKS    |
| Despatch Time: 12:35:57         |                  | Flat Rack: RT043        |

---

| Delivery Address   | Contact & Phone No.      | Packs | Tonnes |
|--|--------------------------|-------|--------|
| XXXXX XXXXXXXX XXXXXXXX<br>XX XXXXXXXXXXXX XXXX<br>XXXXXXXX XXX XXXX | JOE SMITH<br>XX XXXXXXXX |       |        |

RECEIVING TIMES:  
 7:00AM - 1:30PM MONDAY TO THURSDAY  
 7:00AM - 10:00AM FRIDAY  
 \*\*\*\* BOOKINGS ARE ESSENTIAL \*\*\*\*  
 Contact XxxX XxxXx on XX XXXX XXXX  
 Drivers MUST ring XX XXXXXXXX  
 if they will not make their booking time

|                     |    |        |
|---------------------|----|--------|
| Advice Note: 957835 | 4  | 6.185  |
| 957836              | 14 | 18.137 |

PRINT NAME: \_\_\_\_\_ Signature: \_\_\_\_\_ Receipt Date: \_\_\_\_\_

Ensure your receiving stores sign and date for the correct line item

|                |           |               |
|----------------|-----------|---------------|
| <b>Totals:</b> | <b>18</b> | <b>24.322</b> |
|----------------|-----------|---------------|

\*\*\*\* End of Manifest \*\*\*\*

This document forms part of the POD. Please ensure your receiving staff legibly print, sign and date the correct line. Any issues with the delivered product need to be raised at the time of delivery and documented on the Carrier Manifest.

# Guide to Purchasing

## 10.5 Delivery Advice Docket (hard copy provided with delivery)

**Customer Copy**

Truck Number: RT043  
Carrier: ROGERS TRANSPORT


Load Manifest: 344997  
ASN: 592605

Page: 1 of 1  
Date: 7/09/18  
Time: 12:35:57

Telephone: 1800 281 424

Flat Rack: RT043

### DELIVERY ADVICE DOCKET



ABN 21 123 666 679

Deliver to:

XXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXX

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

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

| Description   | Your Order & Line   | Your Item           | Quantity   | Mass (T) | Back Order | Invoice |
|---|---------------------|---------------------|------------|----------|------------|---------|
| 4.000 PK 65NB MED CLR PE 6.5 M AS 1074+AS/NZS 1163-C250L0 | 7505848731          | 1 100760            | 962.000 M  | 6.185    | 4.000      | 957835  |
| Pack(Lot)# 8118024866(Q181294)                            | 8118024888(Q181294) | 8118024904(Q181294) | 148 LN     |          |            |         |
| 1.000 PK 25NB LGT CLR PE 6.5 M AS/NZS 1163-C350L0         | 7505868943          | 2 100647            | 591.500 M  | 1.177    |            | 957836  |
| Pack(Lot)# 8218009112(Q180932)                            |                     |                     | 91 LN      |          |            |         |
| 5.000 PK 25NB MED CLR PE 6.5 M AS 1074+AS/NZS 1163-C250L0 | 7505868943          | 3 100651            | 2957.500 M | 7.127    |            | 957836  |
| Pack(Lot)# 8218013201(Q181428)                            | 8218013210(Q181428) | 8218013211(Q181428) | 455 LN     |          |            |         |
| Pack(Lot)# 8218013212(Q181428)                            |                     |                     |            |          |            |         |
| 8.000 PK 32NB MED CLR PE 6.5 M AS 1074+AS/NZS 1163-C250L0 | 7505868943          | 5 100677            | 3172.000 M | 9.833    |            | 957836  |
| Pack(Lot)# 8218012882(Q181383)                            | 8218012885(Q181383) | 8218012886(Q181383) | 488 LN     |          |            |         |
| Pack(Lot)# 8218012887(Q181383)                            | 8218012889(Q181383) | 8218012890(Q181383) |            |          |            |         |

Total Mass: 24.322

CERTIFICATE OF COMPLIANCE: All products comply with the specifications stated on the delivery advice and pack labels.

Picklist No.: 541829

Subject to Our Conditions of Quotation and Sale  
Austubemills Pty Ltd ABN 21 123 666 679

# Guide to Purchasing

## 10.6 Tax Invoice (hard copy or faxed)



**AustubeMills**

ABN 21 123 666 679

Payments: PO BOX 245c NEWCASTLE NSW 2300  
 BSB: 012 003 Acct: 837 871 158  
 Inquiries: PO BOX 156 NEWCASTLE NSW 2300  
 TELEPHONE 1800 281 424  
 PAYMENTS: PH 02 4935 5538

Date: 6/11/15  
 Page: 1 of 1

1

### Tax Invoice

Invoice to: CUSTOMER  
 ACCOUNTS PAYABLE  
 LOCKED BAG 5044  
 PARRAMATTA NSW 2124

Deliver to: XXXXXX XXXXXX  
 XXXX XXXXXXXXXXXX XXXX  
 XXXXXXXX XXX XXXX

|                |            |
|----------------|------------|
| Customer Code  | XXXXX      |
| Invoice Number | 858758     |
| Our Reference  | 103305     |
| Your Order     | XXXXXXXXXX |

**Reprint**  
 Original Invoice Date: 3/07/15

| Line # | Description   | Quantity  | Price              | Amount    |
|--------|---|-----------|--------------------|-----------|
| 1      | 55004 25X 25X2.0 DURAGALPLUS 6.5 M AS/NZS 1163-C350L0 |           | PO Line: 2         |           |
| 3.000  | PK 213250 Complete                                    | 300.000LN | 1950.000 M \$XXX M | \$XXXX.XX |
|        | *Express Pricing                                      |           |                    |           |

Subject to Our Conditions of Quotation and Sale  
 Austrube Mills Pty Ltd ABN 21 123 666 679

16:08:07



**Address** 146 Ingram Road, Acacia Ridge Qld 4110 | PO Box 246, Sunnybank Qld 4109 Australia

**Phone** +61 7 3909 6600 | **Fax** +61 7 3909 6660

**Web** [austubemills.com.au](http://austubemills.com.au)

This publication has been prepared as a guide only to assist anyone that may specify or use the products described in this publication. Accordingly, while Austube Mills has endeavoured to ensure that all information provided in this publication is accurate and up-to-date, the following must be noted: this publication does not take into account any individual circumstances and is therefore not a substitute for informed or professional individual advice; the specifications and technical data relating to the products described in this publication are approximate and subject to change without notice, and users should check the currency of the information before relying upon it; and unless required by law, Austube Mills does not accept any responsibility for any loss, damage or consequence resulting from the contents of this publication or from any omission of information in this publication. © Copyright Austube Mills Pty Ltd. DuraGal, the Austube Mills logo and the Australian Map of tubes are registered trade marks of Austube Mills Pty Ltd. November 2018. 0224TS.