

Guide for Suppliers



25 January 2012

Guide for Suppliers

About Queensland Rail

Queensland Rail Ltd, with some 8,000 kilometres of standard and narrow gauge railway track, 6,000 employees and assets of \$5.1 billion, is one of Australia's largest rail transport providers. Queensland Rail services 211 stations with a fleet of 189 passenger trains, carrying over 170,000 passengers to work, home, events and other destinations.

Queensland Rail is an integrated rail business with more than 140 years of operational experience, serving the freight, tourism, and passenger markets. We provide fast, safe and comfortable passenger services in the Brisbane metropolitan area and between key regional centres throughout Queensland.

Queensland Rail's purpose is to create value through delivering responsive, innovative, rail-based solutions for our customers and stakeholders. In this way, we contribute to the economic, social and regional development of Queensland.

Queensland Rail has recently launched a company wide Transformation program. The aim of this program is to make Queensland Rail a world class railway. As part of the transformation program Queensland Rail is focusing on a world class procurement initiative aimed at reducing the total cost of ownership for purchased product and services. For large spend categories, we have formed sourcing teams with the objectives of evaluating programs for improvement and orchestrating their implementation.

As a valued supplier you play an important role in ensuring that we can reach these goals and meet the demands of our customers. As an important part of the supply chain, you have the opportunity to share in our success.

We look forward to working together with you to progress our vision for the future.

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1. Information about Queensland Rail

This guide has been produced to ensure that all of Queensland Rail's suppliers understand the way we conduct our business and the expectations that we have of our suppliers. It contains information on Queensland Rail and our requirements for quality, delivery, security, ethics, health and safety. Before you start to supply Queensland Rail, please take the time to read this guide and ensure that your employees are also familiar with its contents.

Queensland Rail Limited (Queensland Rail) is a Government Owned Corporation owned by the Queensland Government. Queensland Rail belongs to the people of Queensland represented by the Treasurer and Minister for Transport, the shareholding ministers. The Queensland Rail Board is responsible to the shareholding ministers for the overall corporate governance of Queensland Rail.

2. Business Relationships

Queensland Rail expects relations with our suppliers to be mutually beneficial. We encourage our suppliers to abide by the principles of the Queensland Rail Code of Conduct while the relationship continues. We expect openness, honesty and courtesy from our employees and suppliers in all our business dealings.

2.1. Queensland Rail Policies and Procedures

Queensland Rail policies and procedures are documented in the Queensland Rail Governance and Management Framework (G&MF). Depending on their content, G&MF documents may be called Board Directives, Policies, Standards, Specifications, Procedures, Guidelines or Forms.

You may be required to comply with these policies and procedures. If so, they are referred to in the terms and conditions of your contract.

2.2. Queensland Rail Code of Conduct

Queensland Rail's *Code of Conduct* is based on the following guiding principles:

- observation of all relevant legislation, industrial agreements and policies
- fairness and equity in all dealings with other persons
- safe and healthy work practices and a concern for the welfare of all persons
- honesty, mutual respect, courtesy, dignity and natural justice
- employees acting in the best interests of Queensland Rail and its customers
- positive relationships with all stakeholders, including suppliers
- approaching business affairs ethically and with professionalism.

2.3. Equity

As well as the Code of Conduct, Queensland Rail has strong policies based on the *Anti-Discrimination Act (Qld)* 1991. These Standards relate to:

- equity and discrimination
- unlawful harassment, bullying and workplace violence
- sexual harassment in the workplace.

As required by the *Anti-Discrimination Act*, Queensland Rail will not tolerate negative behaviours such as harassment, bullying, sexual harassment, vilification, violent behaviour, or discrimination on the basis of:

- sex, sexuality, gender identity and lawful sexual activity
- race, age or impairment
- religious belief or religious activity
- pregnancy, breastfeeding, parental status or family responsibilities
- relationship status, political belief or activity, trade union activity
- association with persons who have any of these characteristics.

3. Environment, Health and Safety

3.1. Environment

Queensland Rail manages all activities and services to minimise their impact on the environment, meeting our legal, social and moral obligations.

As a part of everyday decision-making, Queensland Rail:

- considers environmental issues
- uses an Environmental Management System
- applies the principle of sustainable development
- protects the environment through reducing pollution
- conserves resource and minimises waste
- protects significant habitats
- ensures open communication on environmental issues
- creates an environmentally aware culture
- continually improves environmental management
- audits these requirements.

3.2. Health & Safety

Health & Safety is one of Queensland Rail's highest priorities. Queensland Rail needs to safeguard the health of its workers. We also need to ensure the safe carriage of passengers and freight, minimising any risk to workers, customers and the public.

Our safety culture is based on the vision of world class safety.
Our goal is ZERO INJURIES - Nobody gets hurt!

To achieve this, Queensland Rail must ensure successful co-operation with suppliers in all matters relating to safety. Working safely is a condition of our employment and each of us has a duty to minimise any risk to ourselves and others. If a task cannot be undertaken safely - it should not be done.

3.2.1. Fitness to Work

Supply contracts may require suppliers and their employees to comply with Queensland Rail's *Fitness to Work* Standards.

Queensland Rail workers must be fit when reporting for work, without health issues that limit ability to work safely, including illness, fatigue, injury, physical and psychiatric conditions, heat stress, prescription medication and alcohol or other drugs.

Queensland Rail workers including contractors, suppliers, subcontractors and volunteers may be required to provide breath and saliva samples for random drug and alcohol testing.

Testing for alcohol will be done using a breath sample and testing for other drugs will be done using a saliva swab sample.

Workers in Queensland Rail including contractors and consultants must have breath alcohol no greater than 0.00%.

Testing for other drugs is concerned with detecting drugs that have the potential to render a person unfit for their duties. Queensland Rail will only be testing for drugs that have the potential to impair a person's performance. If the saliva swab sample returns any detectable traces of these drugs it is considered to be a positive test result.

If any person on a Queensland Rail worksite returns a positive alcohol test result in excess of the prescribed limit, or a positive drug screening test, they will be asked to leave the Queensland Rail worksite and will not be permitted to return until they can supply a negative test.

3.2.2. General Safety Rules

Queensland Rail requires all workers, including contractors and volunteers, to observe these safety rules:

- Be trained, accredited and wear high visibility clothing before going near the track or overhead wires.
- Report immediately to your supervisor any hazard you think may cause injury or damage. If you are qualified, fix or remove the hazard safely and report the circumstances, but never interfere with overhead wires.
- Keep your work area clean and orderly to prevent injury and to save time, energy and materials.
- Use all the right tools, methods and equipment for the job. Use chemicals only where approved by Queensland Rail and in accordance with the instructions.
- Use private electrical equipment on Queensland Rail property only with Queensland Rail approval.
- Report to your supervisor any accident or incident, no matter how minor and seek first aid promptly.
- Use, adjust, alter, or repair equipment only when authorised and competent.
- Wear approved personal protective equipment as required and maintain it in good condition.
- Lift by bending your knees and keeping your back as straight as possible. Get help or a mechanical aid if it exceeds your lifting ability or medical condition.
- Work within your level of competence at all times and obey all the rules, signs, and instructions. If you see someone working unsafely, tell them to stop.

4. Communication and Operations

4.1. Queensland Rail Purchasing

Queensland Rail has supply managers, listed in *Appendix A*, who are responsible for the procurement process. Their role includes negotiating, creating and managing corporate supply contracts, ordering goods and services, assisting Queensland Rail business units to forecast their purchasing requirements and managing supplier performance.

Much of Queensland Rail's purchasing is undertaken by the users of goods and services who order their requirements from suppliers, using Queensland Rail's corporate supply contracts and supply agreements.

4.1.1. Principles

The following principles apply to all Queensland Rail purchasing:

4.1.2. Open and effective competition

- value for money
- enhancing the capabilities of local business and industry
- environmental protection
- ethical behaviour and fair dealing with suppliers.

4.1.3. Queensland Rail Information Systems

Queensland Rail uses a SAP R3 information system and SRM software for managing its procurement.

Payments can be made using electronic funds transfer, credit card or cheque. The electronic payment methods are preferred because they are more efficient.

4.1.4. Terms and Conditions

Queensland Rail's standard contract conditions apply when you are supplying goods or services to Queensland Rail, unless special conditions are negotiated when Queensland Rail advertises for tenders. These conditions include Queensland Rail's standard payment terms – payment within 30 days from the date your invoice is received by Queensland Rail.

4.1.5. Suppliers' Representatives

Queensland Rail welcomes contact with sales representatives. Appointments are necessary to ensure your safety, security and the best utilisation of your time and ours. Initial contact with Queensland Rail should be made with the Procurement Division staff listed in Appendix A. They will assist you if you need to talk to someone in a hazardous or less accessible location, such as the depot shown below.



Figure 1: Queensland Rail Maintenance Depot

4.1.6. Planning and Management

Queensland Rail's commodity planning is undertaken by Procurement Division management. For some commodities, suppliers may be asked, as part of their contract, to provide a Supply Management Plan.

Depending on the commodity, Queensland Rail would expect that the supplier's account manager and Queensland Rail's supply managers will conduct regular contract review meetings and remain in contact on an as-required basis between meetings.

Unless agreed otherwise, Queensland Rail will prepare agendas and minutes for review meetings. The items discussed should include:

- supply performance reviews
- quality and delivery
- communication issues
- new products and developments
- rebates and pricing
- forecasts.

4.2. Queensland Rail Disposals

Queensland Rail disposes of surplus assets and material through competitive processes such as auction and tender. Queensland Rail runs on site disposal auctions throughout Queensland.

For some materials and assets Queensland Rail may also negotiate sales directly with buyers or offer items for sale at fixed prices.

4.3. Key Contacts

Normal office hours for Procurement Division are 8.00am to 4.30pm, Monday to Friday.

Information about selling to Queensland Rail or buying from Queensland Rail is available on the internet.

<http://www.queenslandrail.com.au>

For general supply or accounts enquiries call the procurement business support number Tel. (07) 3235 7713.

If you are calling from outside of Australia replace the 07 prefix with +61 7. Queensland Rail's supply managers are listed in *Appendix A* with their contact details.

4.4. Supplier Information

Before Queensland Rail can order goods and services, the Vendor Form must be completed with all the required supplier information and returned to the Queensland Rail employee who sent it to you. This enables Queensland Rail to assign vendors their unique Queensland Rail vendor number and set up SAP R3 before trading commences.

Any changes to your vendor details, such as bank, address or ownership details, must be advised to Queensland Rail in writing. This advice must be on letterhead, over the signature of an authorised person, with full details of their name and position.

5. Standards

5.1. Quality

When Queensland Rail asks for quotes or calls tenders for the supply of goods or services, the specification states the quality requirements as clearly and concisely as possible. Specifications include information about:

- the level of quality required
- any quality certifications required of the supplier
- the criteria for acceptance of goods or services
- any examination, trial, test or documentation required.

Suppliers should liaise with the strategic sourcing managers to ensure that they understand and deliver the quality requirements for their product.

5.2. Safety

5.2.1. Working on Queensland Rail Sites

Suppliers working on Queensland Rail's sites must meet the requirements of Qld Rail's safety management system as advised by the Qld Rail manager or site supervisor. The manager will have safety documents covering:

- *Accident & Incident Reporting*
- *Emergency Preparedness*
- *Health Control*
- *High Visibility Clothing*
- *Registration of Workplaces*
- *Safety Training & Accreditation.*

5.2.2. Hazardous Substances

If the work being performed involves any hazardous substance, suppliers must:

- observe safety requirements for the *Management of Hazardous Substances & Lead*, requesting advice from supply contract managers when necessary
- provide Material Safety Data Sheets as required
- not include hazardous substances in on-line catalogues.

5.3. Delivery

Queensland Rail compares the performance of suppliers on a range of key performance indicators including on-time in-full delivery.

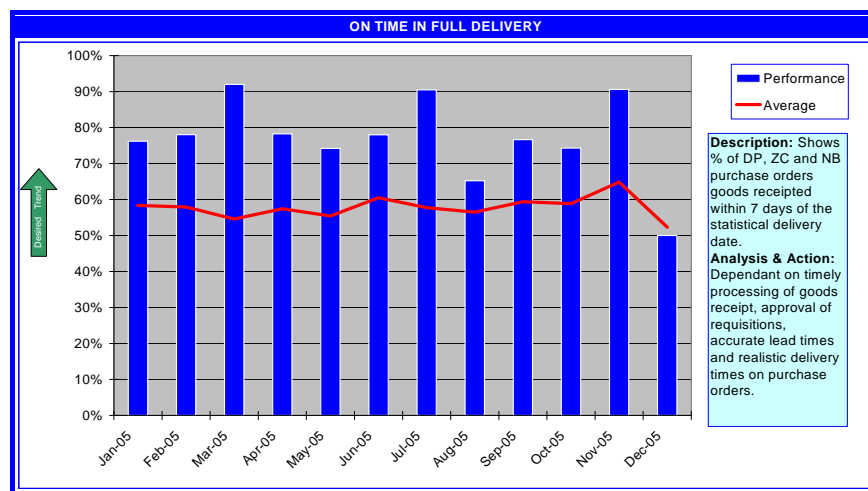


Figure 2: Monthly On-time In-full Delivery Rates for a Queensland Rail Supplier

5.4. Documentation

5.4.1. Purchase Orders

Orders are required for all Queensland Rail goods purchases, except credit card transactions.

Purchase orders for goods will contain:

- the correct Queensland Rail business name and ACN/ABN
- purchase order number
- date
- description of goods and services
- Queensland Rail material number
- quantity and unit of measure
- price
- delivery date
- delivery address.

To make for prompt payment, suppliers should query any unclear orders, checking details such as:

- supplier's name, address and ABN
- part number if there should be one
- price including clarification of whether delivery is included
- delivery location, time, accepting persons, receipting requirements
- contact name of person issuing the order
- invoicing instructions
- authorising signature.

E-Commerce (SRM) ordering is preferred, where it can be implemented, because automatic processing can improve the efficiency of both Queensland Rail and the supplier.

A sample Queensland Rail order form is attached in *Appendix B*.

5.4.2. Deliveries

The Queensland Rail information system starts generating order reminder letters automatically, if orders are not delivered within seven days. In critical circumstances, reminder letters may be issued before the goods due date to ensure delivery is on schedule. Queensland Rail expects suppliers to advise the contact person on the purchase order if a delivery date cannot be achieved.

A copy of a sample order reminder letter is attached in *Appendix B*. If you are unable to fill orders within the required timeframe, please call the procurement business support number Tel. (07) 3235 7713, to prevent these reminders from being issued.

Prompt payment requires correct goods receipting. Suppliers should make sure that Queensland Rail employees receiving goods identify themselves and their location properly, with printed name, service number and signature on the docket, when they accept goods.

Delivered goods should be labelled correctly to assist goods receipting and payment. Labels should identify the delivered goods clearly, providing a basis for tracing deliveries.

Because it is more efficient than manual processing, Queensland Rail prefers online goods receipting using SRM.

Delivery dockets should contain:

- Queensland Rail purchase order number
- delivery address
- Queensland Rail material number
- meaningful description of the goods
- unit of measure as shown on the purchase order
- correct extension of quantity
- supplier item code
- delivery docket number quoted on the invoice
- supplier name
- supplier address.

5.4.3. Invoices

Suppliers should send invoices to the Queensland Rail address advised in the order. Please do not send statements. Before sending invoices, it is advisable to check the delivery details.

Invoices must contain:

- correct Queensland Rail company name and ACN/ABN
- purchase order number
- delivery address
- Queensland Rail material number, if applicable
- correct unit of measure as quoted on the delivery docket
- correct extension of quantity
- correct extension of price
- gross price including freight, levies, tax, government charges
- supplier name, address and ABN
- supplier item code
- delivery docket number as supplied with the goods.

The Queensland Rail company name, ACN and ABN are:

Company Name	ACN	ABN
Queensland Rail Limited	132 181 090	71 132 181 090

Before payment is made, the order, invoice and delivery will be reconciled. The most common causes of blocked invoices, manual intervention and late payments are quantity and price differences between the order, delivery and invoice.

All invoices must quote our Purchase Order number or Emergency Purchase Order number. Tax invoices for sales made through Queensland Rail Contracts Unit may quote our Supply Agreement number instead of an order number, but should also quote Purchase Order number if known.

If Queensland Rail returns your tax invoice as it cannot be reconciled with a Queensland Rail purchase order, you need to provide proof of delivery with a Queensland Rail employee's printed name and signature to verify supply.

A downward trend in blocked invoices is desirable, as shown in the example below.

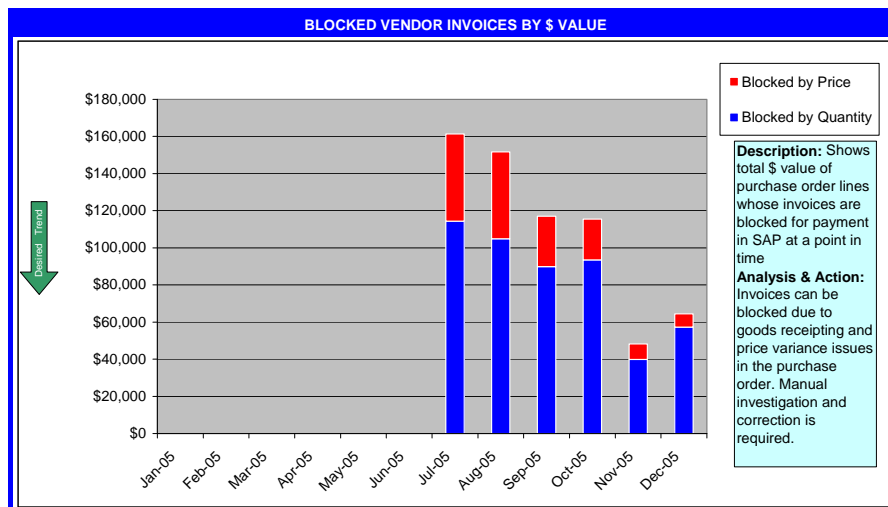


Figure 3: Monthly Value of Blocked Invoices for a Queensland Rail Supplier

5.4.4. Credits

If goods are returned by Queensland Rail, the claim for credit advice will be sent with the returned goods. Credit notes must quote the related purchase order and invoice numbers.

5.5. Payment

Normally, Queensland Rail supply contracts require payment within 30 days from the date the invoice is received by Queensland Rail. There is no need to send statements to Queensland Rail.

Queensland Rail will process correctly completed invoices as required by the contract using:

- EFT runs performed daily
- Cheques produced each Wednesday for invoices entered the previous week
- credit card payments.

Cost reduction or service improvement can be expected if suppliers assist by reducing blocked invoices, preferring EFT payments and accepting credit card payments for small items.

5.6. General Expectations

5.6.1. Contact Points

Queensland Rail employees can be expected to communicate with different people working for suppliers. Queensland Rail provides train services around the clock. Consequently it is important for Queensland Rail to maintain a list of contacts for suppliers, during normal working hours and after hours if possible, in order to resolve any issues as they arise.

The Queensland Rail supply manager that you are dealing with will require current contact details for:

- the account manager
- a backup person for the account manager
- the account manager's supervisor
- operations managers at all supplier sites dealing with Queensland Rail.

5.6.2. Collaboration

Queensland Rail expects suppliers with orders or forecasts of requirements to provide warnings of any issues likely to affect supply. Issues such as breakdowns, strikes, natural disasters and transport problems should be notified as soon as they become known.

Supply contracts and agreements are the basis of our commercial relationship. Queensland Rail expects suppliers to meet contract conditions, exceeding the requirements where possible, and implementing a continuous improvement approach. Initiatives that can reduce costs and improve quality should be discussed at contract review meetings.

Queensland Rail intends to provide an excellent service to its customers. To achieve this, excellent service from our partners and suppliers is required.

5.6.3. Issue resolution

Queensland Rail's standard contracts address the procedures to be followed for addressing issues. It is expected that most issues will be addressed at the outset, at the local level. If an issue is not solved by immediate consultation, suppliers should contact the contract manager or supply manager without delay, as required in the supply contract or agreement.

6. Supplier Performance

Queensland Rail uses monthly reports at corporate, business unit and store location levels to view supply chain performance. The procurement measures used include delivery, cycle time, process and invoicing. The key supplier measures include delivery performance, invoicing and process efficiency.

The effect of moving to an e-Commerce approach can be seen in the following chart, produced for a Queensland Rail supplier. There is a clear decrease in average procurement processing costs, with associated increases in supplier performance and Queensland Rail satisfaction.

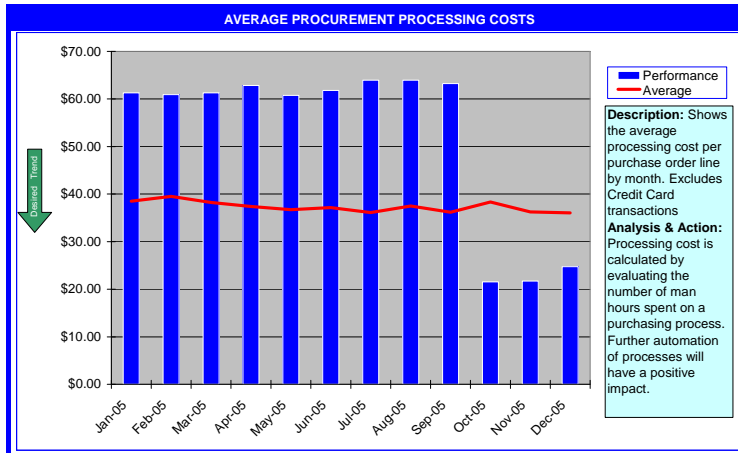


Figure 4: Monthly Transaction Costs for a Queensland Rail Supplier

6.1. Continuous Improvement

At Queensland Rail we are continuously improving our internal practices in ways that are designed to streamline our payment of invoices. To allow us to improve our service and to meet agreed payment terms, we seek your cooperation in the following areas:

- All tax invoices for goods and services provided on account must quote the correct Queensland Rail company name, ACN/ABN and our Purchase Order number or Emergency Purchase Order number. Tax invoices for sales made through Queensland Rail Contracts Section may quote our Supply Agreement number instead of an order number, but they should also quote our Purchase Order number if it is known.

Where these numbers are not quoted on the tax invoice, Queensland Rail will have no option but to return your tax invoice as it cannot be reconciled against a Queensland Rail purchase order.

- Most legitimate Queensland Rail purchase order numbers are easy to recognise - they will normally be 10 digits long and start with "45", "40" or "12". Motor Vehicle order numbers will be seven digits long starting with "9". Legitimate Supply Agreement numbers will normally be 10 digits long and start with "46". If you regularly get purchase order numbers outside of these ranges, please call (07) 3235 7713 to determine whether or not they are legitimate. Fleet suppliers should continue to call 1800 011 100 to obtain order numbers for motor vehicle servicing and maintenance services.

All our staff are aware of the correct purchasing requirements. We advise you to refuse supply unless a legitimate purchase order number or Queensland Rail credit card payment is provided.

- When forwarding a tax invoice to us, please ensure that goods and services from only one purchase order are billed on each invoice.
- When forwarding a tax adjustment note to us, please ensure that the purchase order number and original invoice number are quoted on the adjustment note.
- When making an invoice enquiry, please ensure that you quote the original purchase order number, invoice number, invoice date and amount.
- If you are a supplier of accommodation, please ensure that the name of the guest is on the order and invoice. Queensland Rail prefers to pay accommodation accounts by credit card.
- If a Queensland Rail credit card payment is received, there is no need to forward the invoice to Queensland Rail Accounts Payable. The original invoice must be collected by the cardholder at the time of payment or forwarded according to the instructions of the cardholder making the payment.

Your cooperation with the above will allow Queensland Rail to meet agreed payment terms, providing you with payments more efficiently.

Should you have any questions about these requests, please do not hesitate to contact the procurement business support number Tel. (07) 3235 7713, or email Procurement.Help@qr.com.au

7. Appendix A – Contact List

For general supply or accounts enquiries call the procurement business support number Tel. (07) 3235 7713.

If you are calling from outside of Australia replace the 07 prefix with +61 7.

Queensland Rail's supply managers are listed below.

PROCUREMENT DIVISION CONTACTS			
NAME	TEL	FAX	MOBILE
Procurement			
Keith Bird GM Procurement keith.bird@qr.com.au	(07) 3235 2831	(07) 3235 2679	0427525758
Direct Procurement			
Joel Hillier Group Procurement Manager joel.hillier@qr.com.au	(07) 3235 3628	(07) 3235 2675	0457749128
TBA Category Manager Rollingstock TBA	-	(07) 3235 2675	-
TBA Category Manager MRO TBA	-	(07) 3235 2675	-
TBA Category Manager Network Infrastructure TBA	-	(07) 3235 2675	-
Colin Baxter Category Manager Track Systems colin.baxter@qr.com.au	(07) 3235 2832	(07) 3235 2675	0407650119

Indirect Procurement			
Bruce Pain Group Procurement Manager bruce.pain@qr.com.au	(07) 32352367	(07) 3235 2675	0408223045
Beth Cooper Category Manager Professional Services beth.cooper@qr.com.au	(07) 3235 2050	(07) 3235 2675	0407137293
TBA Category Manager Property Services TBA	-	(07) 3235 2675	-
Peter Dor Category Manager ICT & Commodities peter.dor@qr.com.au	(07) 3235 1045	(07) 3235 2675	0414811045
Supplier Relations			
Paul Macbeth Group Procurement Manager paul.macbeth@qr.com.au	(07) 3235 3510	(07) 3235 2675	0417108879

8. Appendix B – Vendor Forms

Copies of two of Queensland Rail’s vendor forms are attached.

- A sample Queensland Rail purchase order form.
- A sample Queensland Rail purchase order expediting letter.

A Company Pty Ltd
PO Box 123
SUBURB QLD 1234

Purchase order	
PO number/date	4501175968 / 02.07.2010
Contact	John Citizen
Telephone / Fax	07 3235 2050 / 07 3235 2675
Your QR Vendor Number	12345
Queensland Rail Limited	
QR ABN	QR ACN
71132181090	132181090
1 / 3	
Required date : 08.07.2010	

Please ensure Order No. and Item No. are quoted on all invoices, packaging and delivery dockets. Supplier must advise the above contact number immediately on receipt of this purchase order if goods requirement date/s cannot be achieved.

Suppliers are required to obtain, on goods / services delivery, a signature (including a printed name, service number and Section) of an appropriate officer at the location for which the goods / services are required.

Suppliers (including supplier's delivery agents) shall be aware of their responsibilities and obligations in terms of the Privacy Act regarding confidentiality of such information collected from staff during the course of delivering goods.

Please Note: Any persons who enter our premises are subject to our Drug and Alcohol policy and may be required to undergo a test for drugs and alcohol. If any person produces a positive test result or refuses to test, they will be immediately removed from the worksite to ensure they do not pose a safety risk.

Goods delivered at incorrect locations remain the supplier's responsibility for retrieval and distribution to the correct location.

If any of your vendor details have changed (eg ABN, bank accounts, change of ownership, addresses, contact details, etc) please advise immediately by Ph 07 3235 1234, Fax 07 3235 2679 or email: supplychainhelpdesk@qr.com.au, to avoid ordering and payment delays.

Please refer to the company name on all tax invoices.

Please send all correspondence and invoices to:
Accounts Payable Department,
PO BOX 1429,
BRISBANE 4001.

Purchase order

 PO number/date
 4501175968
 02.07.2010

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Please deliver to:

QR Network Support Depot
 Attn. A. Citizen
 Gladstone Lane
 COORPAROO QLD 4151

Terms of payment: Net 30 days from Invoice

Currency AUD

Item	Material	Order qty.	Unit	Description	Price per unit	Net value
00001	65017847	100	Coil	ROPE TELSTRA POLY 6MMX500M COIL	00.00	0,000.00

Your material number 04871306
 Rel. ord. against contract 4600023320 Item 02132

ROPE TELSTRA POLY
 6MM X 500M COIL
 2BLUE/1YELLOW STRAND
 PART NO:#000164 NATIONAL
 BUY IN CAT 3 FIRM 30 DAYS

Total net value excl. tax AUD

0,000.00

To be supplied in accordance with our General Conditions for Supply and/or Installation, Issue 1.10 dated 19th March, 2010.

Copies of the above conditions are available at the website:
www.corporate.qr.com.au/disposals_acquisitions/selling/overview.asp

Any other conditions that may appear on any supplier documentation (eg, delivery dockets, invoices etc.) shall not amend or vary part of the Agreement between our company and the Supplier.

All prices quoted in this order are GST exclusive.

The basis of price for all goods in this order is Free In Store (FIS) to the specified delivery point.

We request that all invoices include the GST exclusive unit price, the GST payable per purchase order line item and the total GST inclusive invoice amount per purchase order line item.

Urging Letter	
PO number/date	4501175968 / 02.07.2010
Contact	John Citizen
Telephone / Fax	07 3235 2050 / 07 3235 2675
Your QR Vendor Number	12345
Queensland Rail Limited	
QR ABN	QR ACN
71132181090	132181090
1 / 2	

A Company Pty Ltd
 PO Box 123
 SUBURB QLD 1234

NOTE: THIS IS AN EXPEDITING LETTER ONLY - NOT A PURCHASE ORDER

Our records indicate that the following deliveries are either scheduled for the dates indicated or have not been delivered. Please return by facsimile or email, **WITHIN 3 working days**, a copy of this advice to the above contact advising:

- a) If a delivery has already been made, the date of the delivery and your delivery docket reference number.
- b) If a delivery has not been made, please advise the expected date of delivery.
- c) If the delivery is overdue, please advise the reason for the delay.

Please deliver to:

QR Network Support Depot
 Attn. A. Citizen
 Gladstone Lane
 COORPAROO QLD 4151

Terms of payment: Net 30 days from Invoice

Currency AUD

Item	Material Order qty.	Unit	Description	Price per unit	Net value
00001	65017847 100	Coil	ROPE TELSTRA POLY 6MMX500M COIL	00.00	0,000.00

100 Coil Still to be delivered

Required date 08.07.2010

Your material number 04871306

Rel. ord. against contract 4600023320 Item 02132

Delivery Date

(a) Actual Delivery Date & Delivery Docket No.

(b) Reason For Delay

.....

.....

Urging Letter

PO number/date
4501175968
02.07.2010

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Item	Material	Unit	Description	Price per unit	Net value
	Order qty.				

Reason