



ONE GAS

STOCKIST ORDERING AND EMPTY RETURNS PROCEDURE EXPLAINED

OneGas Australia conducts monthly Stockists Runs, your location determines your Run Day/Date. You will be advised your Run number and prospective Run dates when you receive your Stockist Install Information pack. The pack will also contain all the forms/guidelines/references that you will need as a Stockist.

1. You will receive an email notification/reminder one week before your scheduled run date, if we haven't received an order from you, we will also contact you by phone to remind you of the upcoming run and check if you need stock.
2. Please check what Stock you need and complete the OneGas Australia Stockist Order Form – this form is interactive so you can complete the fields on your PC and save it. Please remember to provide a Purchase Order number if required.
3. Please check what empty stock you have and complete the OneGas Australia Stockist Return form – this form is also interactive so you can complete the fields on your PC and save it.
4. Once these two forms are completed, please email them to us at: sales@onegas.com.au, if you like you can also CC: kaz@onegas.com.au
As you can appreciate, there are around 6-8 Stockists on each Run so there is a cut off date/time to receive orders to ensure we have the time to pick/pack and load onto the trucks. This date/time will be on the email we send one week prior to the Run date.
5. When our driver delivers your order, a representative from your Company will need to sign the delivery paperwork and a copy of this documentation will be left with the order.
Our driver will also sign your return forms once they have completed a stock take on site.
6. Once the returns are brought back to our yard, they are again checked off and a credit is raised and emailed to you. Credits are applied to invoices dated in the same month.
7. If you have a faulty cylinder either empty or full, the cylinder needs to be marked clearly -duct tape with FAULTY written on it works well. You also need to mark those details on your Stockist Return Form so we can test the cylinder and if the cylinder is deemed faulty, you will be credited.

We are here to help, so if you have any questions about our Procedures, Runs or Products - please contact us on 1300 663 427