

AUSTRALIAN VENDING ASSOCIATION INC.



9th Edition

DIRECTORY OF MEMBERS AND MEMBER SERVICES

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THE AUSTRALIAN VENDING ASSOCIATION

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THE AUSTRALIAN VENDING ASSOCIATION

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Members of The Australian Vending Association recognise their obligation to serve the public, their customers and the community. They are aware of the responsibility to the industry and in business dealings shall endeavour to elevate its standards.

As a member of the Association;

- 1. They consider Merchandising a worthy vocation, as it affords them a distinct opportunity to service the public. They will therefore, always keep the public's welfare and well-being first in mind.
- 2. They hold that the sale of goods and services for profit is proper and ethical, provided that all parties in the transaction are benefited thereby.
- 3. They will offer only high quality merchandise and service to the public at all times.
- 4. They will see that merchandise or service machines are always clean, attractive and in good working order. They will have them serviced by competent personnel as frequently as the type of merchandise or service may require and meet all quality control standards.
- 5. They will operate only those merchandising or service machines that clearly show when they are empty or those that will provide for the return of the patron's money if no merchandise is delivered or service rendered.
- 6. They will see that all merchandise or service machines are plainly marked with clear and simple instructions for their operation.
- 7. They will improve themselves, increase efficiency and will constantly strive to better service the public.
- 8. They recognise the Vending Industry as a modern and efficient means of creating increased distribution of the products of Australian Manufacturers and industries to the public.

THE AUSTRALIAN VENDING ASSOCIATION



This company, as a Member of The Australian Vending Association (AVA), is proud to acknowledge that it trades in accordance with the AVA Code of Ethics.

The Customer Charter is the basis for a continuing satisfactory, fair trading relationship with our customers.

Customers can expect to receive value for money, high quality service and products from our vending operation.

We operate our vending machines to inspire and sustain customer confidence.

Our vending machines can be operated conveniently and efficiently by the users and will be checked and restocked in accordance with timetables agreed with our customers.

Our trained staff will ensure that machines in our charge are maintained to the highest standards of safety and hygiene.

Machine faults will be attended to within an agreed time and our spare parts service will cover the reasonable life of the machines we supply.

Sufficient information will be available at the location to direct the attention of users in the event of difficulty.

We will not engage in any form of selling, promotion, operation, advertising or publicity which is likely to bring the vending industry into disrepute.

We actively support all environmental initiatives pertaining to the vending industry.

In the unlikely event that a complaint should arise which cannot be resolved, we agree to accept the decision of the AVA Disputes procedure as set out in the AVA Constitution.

THE AUSTRALIAN VENDING ASSOCIATION



TIPS FOR INTENDING PARTICIPANTS IN THE VENDING INDUSTRY

Almost everywhere you go, whether in Australia or overseas, you are bound to see them: coin operated vending machines dispensing food, beverages, snacks, cigarettes, newspapers, personal care items, stamps, chewing gum, petrol, etc.

To some this looks like an easy way to make money. Why not let the machines do the work? All I'll have to do is fill them up and collect the money!

Well, like everything else in this world, it's not quite that easy. However, because vending seems easy to the layman, there are a few that want to make your desire "to get rich quick" into the ways and means that will make them "rich quick"!

Vending is a BUSINESS and like all other businesses, it needs a professional and business-like approach. BEWARE of the "Part Time Business" ads we have all seen in the papers at one time or another. You know the kind of advertisement referred to: Work only 1 or 2 days a week in your spare time and make a fortune" type of ad or "Spare Time Income, No Selling, etc.". Of course some ads set out in these terms are genuine opportunities, but some are not. It's up to you to sort them out. Some advertisers state that they are very selective in their appointment of "suitable applicants", can supply easy finance, etc. Once again, it's up to you to decide which advertiser offers a genuine opportunity to improve your financial situation and which one only seeks to get your cash - one way or another.

As a general rule, no genuine company or individual will object to you making a few enquiries about them, from other users of their product for example or from Trade and Business Associations.

Before we go any further, ask yourself these questions.

- 1. Are you willing to work long hours, day or night and at weekends, mostly on short notice, if required?
- 2. Are you thorough?
- 3. Can you handle money matters efficiently (both your own and others)?
- 4. Do you have or can you arrange credit at your bank?
- 5. Can you organise yourself and stick to a schedule?
- 6. Do you remain calm when things go wrong?
- 7. Do you really want to be your own boss?
- 8. Can you "handle people"?

If the answer to any of these questions is NO, don't go any further.

• QUALITY OF SITE

- Critical to the profitability of the business.
- Who is/will be responsible for finding the sites?
- What happens if sites are unsatisfactory? Who pays the cost of the machine relocation?
- Be wary of inflated volume projections.
 - There are few reputable statistics available in Australia on Vending.
- Depending on products vended, most quality sites are taken by existing vending companies.

• SUPPLY OF MACHINES

- Will the availability of machines be consistent?
- Should machines be leased or purchased?
- Can one supplier meet the demand? Does this include preferred pricing?
- What technology is/will be available? How will this affect the business? (e.g. card purchases).
- Obtain quotes from suppliers to gauge pricing parameters.
- Does the manufacturer's guarantee cover all parties?

• TRAINING

- Large amounts of time taken up with Sales and "PR".
- Need to find sites, promote service, handle enquiries and/or complaints.
- Programs are often nonexistent and if available, should be comprehensive.
- Requirement can be extensive, depending on equipment and product type.

• TECHNICAL SUPPORT

- Who is responsible for repairs and maintenance?
- How complicated is the work? (e.g. electronics, mechanical, refrigeration).
- Is there a requirement for qualified technicians?
- Who pays for the technical support?
- What is the level of service required at sites? (e.g. 7 days per week/24 hours per day).

• SUPPLY OF PRODUCT

- Will the availability of product be consistent?
- Obtain several quotes from suppliers where possible.
- Pricing usually cheaper if one supplier used consistently.
- Brand names required as no-one on hand to sell product.
- Is product bought or on consignment?

FINANCIAL INFORMATION

- Conduct a proper, full P & L on figures available.
- Check financial authenticity if possible.
- Consult accountant and solicitor before commitment.
- Vending can be a profitable cash-only business.
- Beware of inflated profit projections.
 - There are few reputable statistics available in Australia on Vending.

IN SUMMARY

- You may need to understand your equipment products, market and customer to be successful.
 Do your homework.
- Be wary of "Get Rich Quick" or "Work Part Time" offers.
 - Generally as in all businesses, you get back what you put in.
- Ask for proof and authenticity of any figures presented.
- Ensure continued supply of machines and product where ever possible.
- Ascertain quality of machine sites.
- Ascertain how technical support is serviced and at who's cost.

GOOD LUCK!!

JOIN THE AUSTRALIAN VENDING ASSOCIATION

www.ava.asn.au

SECURE

All of our machines are mechanically interlocked and secured with a coin refund lever for the prevention of fraud.

All of our machines have a reinforced steel back plate and lateral reinforcement to protect both stock and cash.

The wide use of stainless steel in the front cover will blunt drills and cutters and enhance machine security.

COMPACT

Our machines are practical in size, neat, smart and have external good looks and presentation.

The front column bank is side hinged and swings to the open position to allow columns to be easily refilled with product.

Columns normally fixed-size and dedicated to specific products, adjustable columns can be made available.

VERSATILE

We have many different options and configuration settings available with all of our machines.

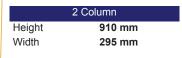
We have many different options and configuration settings and products to cater to most venues with over 20 products on offer.

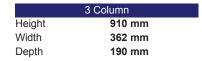


MECHANICAL VENDING

- Machines in one to four configuration with an option of showing standard picture windows and optional plain formats
- Wraparound stainless steel front cover for strength, long life and good looks
- Choice of high security mechanical, electromechanical or electronic mechanisms
- Electronic validators operate for more than 2 years on standard 'D' cell batteries
- Unique construction allows unrestricted internal or external machine use
 'Flip-up and lock' hinged front cover for fast and easy filling
- Quarter-turn, flush mounted, octagonal-drive, high-security cover lock
- Neat, smart and secure machine presentation with advertising windows
- · Mechanically interlocked vend and coin refund levers prevent fraud
- Simple, fast, wall mounting on specially reinforced steel back plate
- All machines feature an extra-wide magazine position
- · Optional adjustable magazines available for vend-product flexibility

DIMENSIONS





211 (11)

ELECTRONIC 6 COLUMN VENDING

- The front column bank is side hinged and swings to the open position to allow columns to be easily refilled with product. Columns are normally fixed-size and dedicated to specific products, adjustable columns can be made available.
- Equipped with a reprogrammable coin mechanism and control board to offer the greatest functional flexibility for the operator. Optional reprogramming devices are available to ensure full compatibility with th elatest coin-set.
- Reinforced steel back plate and lateral reinforcement protect both stock and cash. The wide use of stainless steel in the front cover will blunt drills and cutters and enhance machine security.
- Flashing push buttons light sequentially when product is available. Clean and clear front display and instructions ensure that users can easily make their purchase in the shortest possible time.

DIMENSIONS

6 Column				
Height	910 mm			
Width	370 mm			
Depth	210 mm			



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Methodical Services



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VALIDATORS

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The MEI VNR note recycler, along with the MEI VN2702 recycler ready note acceptor is the winning combination for your vending business where time and motion is important to you. With high acceptance, low jams, less frustrated customers and greater profits.

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*COIN COUNTERS AND COIN SORTERS STILL AVAILABLE

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Methodical Services can provide a comprehensive range of specialised equipment for the operating of coin/note/token and card systems, as well as installation and service. Approved distributor for MEI®

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Guardian XL

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Vantage VC6 Card Reader

Features:

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125 Beaconsfield Street, Silverwater NSW 2128 / PO Box 6600, Silverwater NSW 2128

Mob: 0430 833 440 / Tel: 02 9648 6424 / Fax: 02 9648 0474

Email: Russell@paytechsolutions.com.au

CONTACT: RUSSELL WAITE

PEPSICO / SMITHS TOTAL VEND

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Tel: 1800 557 625

Email: daphne.choi@pepsico.com / Web: www.smiths.com.au

CONTACT: DAPHNE CHOI *Vendor of Pepsi & Smiths products*

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PO Box 6254, Vermont South Vic 3133

Mob: 0418 553 508 / Tel: 03 8812 2595 / Fax: 028812 2595 Email: michelle.davis@powderroomcosmetics.com.au

CONTACT: MICHELLE DAVIS

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Unit 12, 10 Bradford Street, Alexandria NSW 2015

Tel: 02 8338 8975 / Fax: 02 9669 5354

Email: edidonato@pvs.net.au / Web: www.pvs.net.au CONTACT: ENIO DIDONATO & DAVID PERRIE

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CONTACT: SIMON WHITTAKER

RP VENDING SYSTEMS

6 / 1 Talavera Road, North Ryde NSW 2113 / PO Box 790, North Ryde Business Centre 1670

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Tel: 03 9653 1012 / Fax: 03 9653 1050

Email: michael.fusco@sumitonocorp.co.jp / Web:

CONTACT: MICHAEL FUSCO

SANDEN INTERNATIONAL (AUST.) PTY LTD

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 $Email: Ross. Mchugh@snackbrands.com. au \ / \ Web: www.snackbrands.com. au$

CONTACT: ROSS MCHUGH

SOFT TREAT PTY LTD

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Email: a.kadri@kadritraining.com.au / Web: www.softreat.com.au

CONTACT: ALI KADRI

Ice Cream.

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Email: info@SydneyVending.com.au / Web: www.SydneyVending.com.au

Contact: John Sugianto

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Mob: 0400 979 005 / Tel: 03 6243 1461

Email: sales@tasvend.com.au / Web: www.tasvend.com.au

CONTACT: ALASTAIR MATTHEWSON

TECHVEND AUSTRALIA PTY LTD

Unit 4 / 165 Waldron Road, Chester Hill NSW 2162

Mob: 0408 086 825

Email: techvend@bigpond.com CONTACT: MARK FRENCH Vending Machine Service

TIXANA PTY LTD

17 Elizabeth Street, Campsie NSW 2194 Tel: 02 9784 9700 / Fax: 02 9718 8772

Email: Natalie@tixana.com.au

CONTACT: NATALIE PARINETLO

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31 Lincoln Street, Richmond VIC 3121

Mob: 0412 357 135 / Tel: 03 9421 4746 / Fax: 03 9421 6282 Email: costas@vendcell.com / Web: www.vendcell.com

CONTACT: COSTAS GEORGIOU

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7 Broadoaks Street, Ermington NSW 2115

Mob: 0427 177 172

Email: carran99@bigpond.com CONTACT: KAREN CARRAN

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Unit 24, 1866 Princes Hwy, Clayton VIC 3168

Mob: 0451 052 283 / Tel: 1300 836 396 / Fax: 1300 890 773

Email: kapil@vendzone.com.au **CONTACT: KAPIL SHETH**

VENTRADER PTY LTD

7 Eton Court, Hallam VIC 3803 / 74/45 Powers Road, Seven Hills NSW 2147

Mob: 0408 377 525 (Nick) 0458 761 470 (Alex) / Tel: 03 9796 3358 (VIC) 02 9620 5330 (SYD)

Email: nicka@ventrader.com.au or alexm@ventrader.com.au

CONTACT: NICK ARONIS & ALEX MCEWAN

WORLDWIDE VENDING & REFRIGERATION

Unit 2 – 13 Natasha Street, Capalaba QLD 4157

Mob: 0439 968 911 / Tel: 07 3823 4255

Email: steve@worldwidevending.com.au / Web: www.worldwidevending.com.au

CONTACT: STEVEN ENTICKNAP



THE AUSTRALIAN VENDING ASSOCIATION

Unit 29/7 Hoyle Ave Castle Hill NSW 2154 Telephone: (02) 9680 4540 - Fax: (02) 88501707 Email: info@ava.asn.au - Website: www.ava.asn.au

MEMBERSHIP APPLICATION / RENEWAL FORM

I / We the undersigned, hereby apply for membership of the Australian Vending Association, and agree to be bound by the Constitution thereof as well as the Code of Ethics and Customer Charter.

I confirm that I have a Public Liability Policy in force whilst I am a member of the AVA Inc. Certificate of currency must be provided with application.

Company Name:					
ABN:					
Director's Name/s:					
Nominated Representative:					
Position Held:					
Address:					
		Post Code:			
Email:					
Web Site:					
Telephone:		Facsimile:			
Mobile:		Category*:			
		*i.e. Drinks, Snacks, Hygiene etc.			
Year Commenced Trading:					
Signed:					
Proposed By:	Company:	Date:			
Seconded By:	Company:	Date Approved:			

PAYMENT BY: CREDIT CARD, DIRECT TRANSFER OR CHEQUE.

Name on Credit Card:

Type Of Card:	Visa []	Mastercard []	AMEX []
Card No:						
Expiry Date:				An	nount paid:	
Signature:					Date:	

Direct Transfer Details:

Account Name: Australian Vending Association

Bank: West Pac B.S.B: 032 000 Account No: 133440

FEES:

Joining Fee \$ 110.00 Inc. GST National Membership Fee \$ 665.00 Inc. GST State Membership Fee \$ 380.00 Inc. GST

All Cheques to be made out to:

Australian Vending Association Unit 29/7 Hoyle Avenue Castle Hill NSW 2154



THE AUSTRALIAN VENDING ASSOCIATION

Unit 29/7 Hoyle Ave Castle Hill NSW 2154 Telephone: (02) 9680 4540 - Fax: (02) 88501707 Email: info@ava.asn.au - Website: www.ava.asn.au



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