

# OPEN ROAD PETROLEUM SA PTY LTD



Tel: 044 692 0442

Fax: 086 510 7173

Cell: 082 416 3647

**OPEN ROAD PETROLEUM SA**

**ALL ORDERS MUST BE PLACED AND PAID FOR BEFORE 09H00 LATE PAYMENTS AND ORDER MIGHT RESULT IN YOUR ORDER ONLY BE PROCESSED THE FOLLOWING DAY.  
SEND YOUR ORDERS TO: [esmarie@orpsa.co.za](mailto:esmarie@orpsa.co.za) and call 082 4163647 TO CONFIRM YOUR ORDER.  
BANKING DETAILS: ORPSA • STANDARD BANK • ACCOUNT: 082 832 471 • BRANCH: 050 414  
OPEN ROAD PETROLEUM SA • ABSA • 924 643 9181**

Vir wie dit mag aangaan /To Whom it May Concern

**PROSEDURE: - BESTELLINGS / BETALINGS / AFLEWERING**  
**PROCEDURE: ORDERS/PAYMENTS/DELIVERIES**

Hiermee wil ons dit vriendelik onder u aandag bring dat ORPSA **vasgestelde prosedures** in plek het vir die bestel, betaling en aflewering van vragte.

*Herewith we want to bring it under your attention that ORPSA has ordering procedures in place for the ordering, payment and delivery of orders. This is to ensure that the client receives the best possible service at all times.*

Hierdie prosedures word **streng** gevolg om te verseker dat geen onnodige vertraging sal plaasvind en vragte sodoende opgehou word nie.

*These procedures are in place to ensure that no unnecessary delays are caused with regards to the ordering and delivering of orders.*

**ALLE** bestellings moet soos volg hanteer word:

**ALL** order must be placed and these procedures must be followed:

- Kliënte plaas hulle bestellings in skrif by die volgende epos adres:  
[david@orpsa.co.za](mailto:david@orpsa.co.za) / [esmarie@orpsa.co.za](mailto:esmarie@orpsa.co.za) of faks na 086 540 9641 / 086 510 7173  
*clients places their orders in writing and send their orders to: [david@orpsa.co.za](mailto:david@orpsa.co.za) / [esmarie@orpsa.co.za](mailto:esmarie@orpsa.co.za) or fax to na 086 540 9641 / 086 510 7173*
- Hierdie bestellings sal die volgende inligting bevat:  
*Orders must have the following information:*
- Totale volume produk verlang  
*The volume of product ordered*
- Gespesifiseerde hoeveelhede produk en graad  
*The grade of product ordered*
- Plek waar genoemde produk verlang word  
*Place/address where the product is required to be collected or delivered*
- Naam van vervoermaatskappy wat produk sal laai  
*Should you have your own transporter we require the transporters name as registered at Sasol. At Tarlton we require a Transnet pre loading form to be completed (available on request from our offices)*
- *Nota: Ons kan slegs een produklyn per bestelling prosesseer*  
*Only one grade of product can be ordered per line on ordering form*
- ORPSA sal die beskikbaarheid van produk nagaan  
*ORPSA will confirm that the volume and grade of product be available*

- Indien beskikbaar sal ORPSA bestellings genereer bv: PetroSA  
*If the product is available ORPSA will place the order with the oil company: Sasol, Petro SA, BP, Engen, Total or Shell*
- ORPSA sal 'n pro forma invoice uitreik en per epos aan die kliënt stuur vir betaling. Die kliënt sal die pro forma teken en aan ons terugstuur.  
*ORPSA will issue a pro forma invoice which will be send to the client via e-mail for payment. The client will sign the pro forma and send the signed document back to our offices.*
- Kliënt betaal per EFT en "real time payment" met bestelnommer as verwysing. In sekere gevalle (geen naweke) kan ons egter 'n diens aanbied waar betaling plaasvind sodra ons trok by die aflaai punt is en die kliënt geverifieër het dat die produk korrek is. *Client pays the full pro forma invoice in "real time" with the ordering number as reference on payment. In certain instances (no weekends) we can arrange that payment can be made when our truck is on site to deliver, and the client verify that the product is correct.*
- Bewys van betaling word gestuur na die volgende adres:  
david@orpsa.co.za / esmarie@orpsa.co.za of faks na 086 540 9641 / 086 510 7173  
*Proof of payment must be send to david@orpsa.co.za and esmarie@orpsa.co.za or fax to 086 540 9641 / 086 510 7173*
- ORPSA verifieer betalings, "release" die bestelling en stuur "upliftment" document  
*ORPSA confirms that payment reflects in our bank account, the order is then processed*
- Indien die betaling nie in ORPSA se bank rekening reflekteer nie, sal die bestelling nie by bv. Petro SA geplaas kan word nie.  
*Should the payment not reflect in ORPSA's bank account the order will not be processed until the funds clear in our account.*
- Indien 'n bestelling geallokeer is na 'n kliënt en geen betaling is gemaak binne 24uur nie sal die bestelling outomaties gekanselleer word.  
*Should an order number have been allocated to a client and the order number has not been paid within 24 hours, the order number will be automatically cancelled.*

**Afsnytyesoosvolg:**

Bestellings ontvang per epos <i>Receive order per e-mail</i>	08:30
ORPSA gaan beskikbaarheid van produk na <i>ORPSA confirms availability of product</i>	08:40
ORPSA stuur pro forma invoice na kliënt wat hy moet teken en terugstuur na ORPSA se kantoor. <i>ORPSA issues pro forma invoice to client to be signed and return to the offices of ORPSA</i>	09:00
Betalings per EFT en bewys gestuur na ORPSA <i>Client makes real time payment by means of EFT and send proof of payment to ORPSA</i>	09:15
Bevestig betaling <i>ORPSA confirms receipt payment</i>	09:30
ORPSA betaal die verskaffer <i>ORPSA pays major</i>	10:00
Transporter ontvang "upliftment" document <i>Transporter receives lifting slips</i>	+/- 17:00
ORPSA / transporter werk vraag in by volgende besigheids dag se skedule. <i>ORPSA / transporter adds order to the next day's schedule for delivery</i>	+/- 17:00
Drywer ontvang produk en laai af by kliënt <i>Product gets collected and delivered to the client</i>	TBA

**LET WEL:** GEEN vrag sal bestel word voordat die volle betaling nie gemaak is, en die fondse geclear is in ORPSA se bank rekening nie.

**NOTE:** *NO order will be placed with the major unless full payment has been received by the client and the funds cleared in our bank account.*

GEEN vragte sal opgebreek word met meer as 1 aflaaipunt nie, vir elke adisionle aflaaipunt sal R850.00 gehef word. Staantyd word gehef na 1 uur. Staantyd teen R1000.00 per uur.

**NO** *order will be divided up in more than one drop unless arranged with ORPSA, every other drop will cost R850.00. We charge standing time after on hour of R1000.00 per hour.*

*In the case of over's and under's, this will reflect on the next pro forma to the client.*

Neem kennis dat pryse op die eerste dag van die maand verander. Indien u produk bestel het of betaal het en dit nie voor 23h00 op die laaste dag van die maand opgetel is nie, sal die nuwe prys van toe passing wees.

*Take note that price changes on the first day of each month. Should product be ordered and paid and not collected before 23h00 on the last day of the month, the new price will take effect.*

**ORPSA reel vervoer namens die klient, maar neem geen verantwoordelikheid vir laat aflewering nie. ORPSA en die vervoermaatskappy het geen kontrole oor hoe vinnig produk gelaai word by die onderskeie depots nie, en kan dus nie verantwoordelik gehou word, indien daar 'n oponthoud sou ontstaan by 'n depot nie.**

***ORPSA arranges transport on behalf of the client, should we need to do a delivery. ORPSA however does not take any responsibility for late deliveries. ORPSA and the transporter do not have any control on how quick we can collect at any depot. We therefore cannot be kept responsible should there be standing time at any refinery/pick up point. Should the client cancel an order after payment has been done and the transporter has dispatched his truck for collection, standing time will be charged.***

ORPSA streef daarna om die beste moontlike diens ten alle tye aan sy kliente te verskaf en is oop vir enige voorstelle van sy kliente se kant. Indien u enige vra, voorstelle of klagtes het, kan u 'n e-pos rig aan David Myburgh (david@orpsa.co.za).

*ORPSA is committed to offer the best possible service at all times and welcomes any suggestions from clients. Should you have any concerns or suggestions feel free to send an e-mail to david@orpsa.co.za.*

Ons dank u vir u ondersteuning.

*Thanking you for your business and support,*

By voorbaat dank,

*Yours Sincerely,*

---

**DAVID MYBURGH**  
**GROUP CEO**