



**OPEN FOOD  
NETWORK  
AUSTRALIA**

# Welcome to Open Road

## Your new affordable refrigerated courier and brokerage program

Your new service is supported by an independent alliance of Victorian not for profits and producers highly experienced in direct to customer retailing. We're running it in loops between the country and the city. We'll be moving the goods in both directions from several depots in Gippsland and North-East Victoria to the Melbourne Metropolitan area and back. You can drop off your goods at a cold storage depot near you, or have them picked up by us - depending on your location.

## How to use the Open Road Courier

1. Lodge a service request by 12pm the day before at <https://about.openfoodnetwork.org.au/open-road/>
2. Drop goods to your closest Depot before the Send cut off time
3. Customers pick up orders from Depot at Receive time

## Where is my nearest depot?

### **Gippsland Depots**

**Meeniyan:** Meeniyan Pantry & Cellar - 82 Whitelaw St, Meeniyan

**Warragul:** Baw Baw Food Hub - 156-158 Queen St, Warragul

**Rosedale:** Rosedale Butchers - 32 Prince St, Rosedale

**Wattlebank:** Wattlebank Park Farm - 425 Lynnes Rd, St Clair

**Bairnsdale:** by arrangement

### **Drop off/pick up is available during business hours only.**

For out of hours please contact the Open Road team. Please note: Our depots will not accept walk-ins, but once you've lodged a delivery run with us, you can drop off your goods to your nearest depot. Be sure to note our opening hours below.

### **North East Depots**

**Euroa:** Strathbogie Local, c/- Brady & Kibble, 36 Scott St, Euroa

**Milawa:** Milawa Bread and Kitchen, 17 Milawa-Bobinawarra Rd, Milawa

**Beechworth:** Silver Creek Sour Dough, 42 Gilchrist Ave (behind carpark), Beechworth

**Wangaratta:** Wangaratta Wholefoods, 13 Baker St, Wangaratta



[openfoodnetwork.org.au](https://openfoodnetwork.org.au)



[openroad@openfoodnetwork.org.au](mailto:openroad@openfoodnetwork.org.au)



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### **Metro Depots**

Melbourne Farmers Market, Melbourne Innovation Centre, 2 Wingrove St, Alphington

CERES Fair Food, 20 Water Road, Preston

### **Any questions. How do you reach us?**

**email:** [openroad@openfoodnetwork.org.au](mailto:openroad@openfoodnetwork.org.au)

### **What can I send?**

You can send food and beverages and related items. Our refrigerated Open Road vehicles are primesafe licensed cold vehicles (0-4deg).

Open Road couriers can take industry standard boxes up to 20kg. Boxes over 12kg must be clearly labelled as HEAVY.

Light and delicate boxes must be labelled as TOP LOAD or FRAGILE. We can accept bags but please note this on the order lodgement.

Something bigger? Yes, we can accept pallet loads by arrangement. Please contact us for a quote and availability.

If your product needs to be kept in dry store conditions, please let us know and depending on the route, and volume of stock, we may be able to accomodate this.

### **I'm sending goods, how will you notify me?**

#### **Booking your service:**

When you have submitted your service request we will call or email you back.

After your service has been confirmed you will receive an email with labels to print and attach to your goods.

You will receive approximate ETA's from us via SMS.

#### **On the day of delivery/pick up:**

You will receive a text message that PICK UP is complete and again when DROP OFF is complete.

We'll send your invoice by email fortnightly.



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## How do I label my goods?

This is easy. The Open Road team will email you the labels for each of your orders. It's helpful to have a printer but you can handwrite your labels instead.

Please check your junk mail box and if the email is there, mark it as "not junk/spam" so that they always appear in the inbox. The email will look like this:

cs@yojee.com

Your Open Road order has been created

All boxes must be labelled.

If the quantity of the goods has changed since the order was lodged for pick up, please inform the driver, if we're coming to collect. Or if dropping off to a depot, please email [openroad@openfoodnetwork.org.au](mailto:openroad@openfoodnetwork.org.au) with the email title DISCREPANCY.

## How will my customer be notified?

Your customer will be contacted by us via SMS

- On the morning of, or evening prior to service with an ETA
- When the goods are picked up by our drivers, and again on successful delivery.

## Terms and Conditions:

Please read our [Terms and Conditions](#) online

## Cancellations and changes:

ALL changes must go through the Open Road Team and not the driver or depot.

Please email: [openroad@openfoodnetwork.org.au](mailto:openroad@openfoodnetwork.org.au)

Refer to Terms and Conditions for cancellation policy.

## What happens if an order goes missing?

We will do our utmost to track all orders. In the event of a missing order, please contact the Open Road team with the order's tracking number that you received via email confirmation and is on your label attachments.