



THE SWAGE-PRESS

ALL HYDRAULIC NEWS AND OTHER STUFF FROM TAIPAN

The Important Stuff



Christmas Hours and Staffing

Good news this year, all branches will remain open throughout the entire holiday period. That is all except the Public Holiday days of course.

On Friday 20th December we will shut our doors at 2.00pm. We will still operate on skeleton staff during the business days in between, then all will be back to normal on the 6th January, hooray!

Taipan's Phone System Explained



When it comes to answering the phone, we are pretty fussy. Here are the rules:

- All calls are answered by a real person.
- No computer generated messages like press line 1 for sales, line 2 for technical etc.
- All calls are answered within three rings.
- All enquiries are directed to the best available person with expertise in that area.

Here's a brief run down on what we can achieve from our 3CX phone system:

- We can all see who from our team is on the phone at any branch at any time.
- We can all page any person from any branch at any time.
- We can even page someone over the loud speaker in any warehouse from any branch at any time.
- In fact, we can even transfer you to a mobile out in the field if you want.

Phone System Continued...

- We can see where a call originates from, so we already know you are from a particular area even before we pick up the phone.

Here's an example of what we mean.

Let's just say you want to speak to Chris at Archerfield Brisbane, and no one manages to get to the phone before the third ring, so the call goes to Perth or Caboolture Brisbane. It's just like we are in the same branch as Archerfield, there is no delay and at least you are answered by a real person. Our Taipan team member can check where that person from Archerfield is while you chat about the weather or what bikkies you baked last night after work.

If you are one of those people who hang up as soon as you hear the ring tone change, you are probably costing yourself more time by hanging up and starting again.

Why don't you give it a try next time and see how we perform!



Adaptor Key

Yes, we know we left out the Adaptor Key from the last edition of the catalogue but trust me, we didn't do it on purpose. This time we are determined to get it right. We are upgrading our Adaptor Key to make it simpler to understand and easier to learn. In the meantime, if you would like a copy of the original Adaptor Key please contact Amy amy@taipan.com.au and she'll get one through to you.



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Caboolture QLD
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MELBOURNE

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Sunshine West VIC
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Ph: 03 9109 2109

PERTH

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Last Month's Winner...

So, for the awesome as sunnies, what did Peter Piper pick?

According to John Harris way back in 1756 Peter picked:

b) A Peck of Pickled Peppers

And guess how many correct answers we had? About a billion but the winner was Cathy from QLD!!

Wicked as Cathy, you can look forward to receiving your voucher in couple of days time!



This Month's Comp...

Here we are staring down the barrel of the very last prize winner for 2019, so let's make it count. Get yourself a chance to win this wicked as \$200 Bunnings Voucher by answering this question:

Question: In 1965 the first well known Christmas carol was sung from space, what was the carol?

- a) Joy to the World
- b) Away in a Manger
- c) Hark, the Herald Angels Sing
- d) Silent Night
- e) Jingle Bells

Get your answer to amy@taipan.com.au



BUNNINGS
warehouse

Footy Tipping Results

I bet you thought we'd forgotten about the footy tipping competition and the mega prize money up for grabs for anyone who came close to the top.

Not true, turns out our customers are no good at footy tipping. If you are wondering that'd be you!

Here's the list of winners of which the top three are from the Taipan team and let's face it, Tianah wouldn't have a clue so it doesn't say much for the rest of you.

Entrant	Score	Prize Money
1 st – Andrew Taipan	170.83	\$360.00
2 nd – Sammy Taipan	162.83	\$216.00
3 rd – Tianah Taipan	160.65	\$108.00
4 th – Shaun Customer	156.00	\$ 36.00

What's that? You can't see your name on our list here. That's because like me, you are rubbish at footy tipping.



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End of Year Wrap Up

Firstly, we'd like to take the opportunity to thank you all for your support during 2019.

From suppliers, transport providers, our external providers of expertise and mentoring, our own team and last but definitely not least, our awesome customers.

Taipan have had another big year of learning, growing and improving. The decision to open a new branch in Sunshine West Victoria in February has proved a good one with our southern customers saving a huge amount of transport time and providing an alternative to the local supply outlets. It's helped with boosting product holdings throughout the country and with the addition of the fourth of our vertical stackers, we have managed to significantly improve delivery processes.

That's enough about historic events, what about next year's plans?

Along with the brilliant work Amy has already achieved in our marketing division, this year we will continue the journey. Keep your eye out for our second fully Taipan branded Tautliner travelling the highways between Melbourne and Sydney.

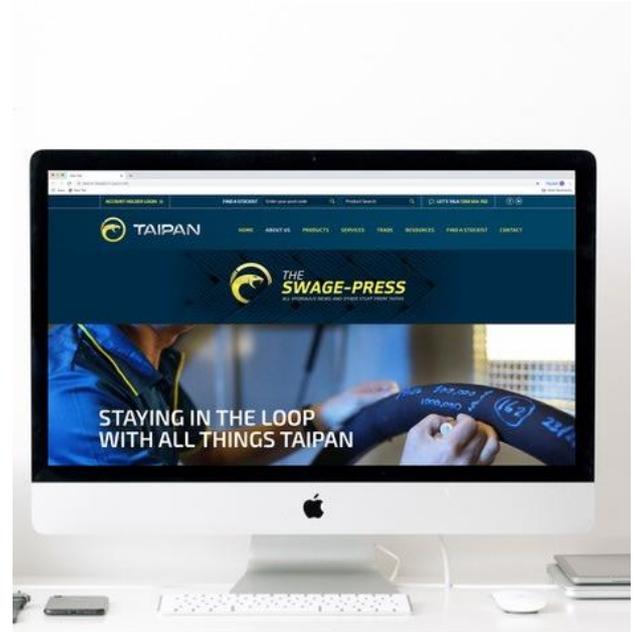


Wrap up Continued...

Like a broken record, we have been promising to introduce a real supply chain management solution for a long time. February 1st is commencement day of that journey, which a lot of us are really looking forward to.

This solution will comply with GS1 Global regulation which will allow visibility from end user right back to the source of the raw materials and finally begin the barcoding journey.

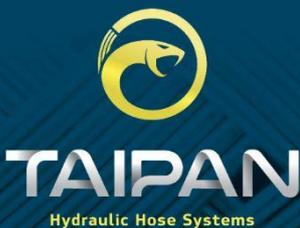
If you haven't logged into the Taipan website lately, take a tour, you'll be pleasantly surprised with the added features. These will continue into the year with the addition of Taipan TV, where you'll find all sorts of extremely informative videos along with a bit of light hearted fun.



We will also begin the application process to expand our Caboolture premises by another third. That'll see Caboolture with service space of 4,500 square meters and with the addition of the vertical stackers, it'll be a huge improvement to our holding area.

There is definitely a lot of water to flow under the bridge before it's up but at least you are up to speed with all things Taipan.

Thanks again for the awesome support, that's it from us until the February edition. Don't work too hard while we are at the beach and we'll see you all again next year.



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NEW Product Release

All the new product updates you need.

PR-017 December 2019

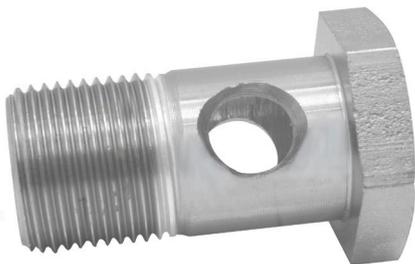


TAIPAN

Hydraulic Hose Systems

Banjo B-M20

\$7.50
+GST



ITEM CODE	BANJO B-M20
DESCRIPTION	BOLT M20 X 1.5
PRICE	\$7.50 + GST

KQTPP09

\$30.53
+GST



ITEM CODE	KQTPP09
DESCRIPTION	TEST 20 COUPLER 9/16 UNO
PRICE	\$30.53 + GST

AVAILABLE FROM:

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All the new product updates you need.

PR-017 December 2019



TAIPAN
Hydraulic Hose Systems

TAIPAN ZIPTIES

FROM
\$1.41
+GST



ITEM CODE	ZIPTIE 100 x 2.5 x 100
DESCRIPTION	ZIPTIE 100 x 2.5 BAG OF 100
PRICE	\$1.41 + GST

ITEM CODE	ZIPTIE 100 x 3.6 x 100
DESCRIPTION	ZIPTIE 100 x 3.6 BAG OF 100
PRICE	\$2.38 + GST

ITEM CODE	ZIPTIE 200 x 2.5 x 100
DESCRIPTION	ZIPTIE 200 x 2.5 BAG OF 100
PRICE	\$3.15 + GST

ITEM CODE	ZIPTIE 200 x 4.8 x 100
DESCRIPTION	ZIPTIE 200 x 4.8 BAG OF 100
PRICE	\$4.60 + GST

ITEM CODE	ZIPTIE 200 x 7.2 x 100
DESCRIPTION	ZIPTIE 200 x 7.2 BAG OF 100
PRICE	\$13.26 + GST

ITEM CODE	ZIPTIE 280 x 4.8 x 100
DESCRIPTION	ZIPTIE 280 x 4.8 BAG OF 100
PRICE	\$7.10 + GST

ITEM CODE	ZIPTIE 300 x 4.8 x 100
DESCRIPTION	ZIPTIE 300 x 4.8 BAG OF 100
PRICE	\$9.45 + GST

ITEM CODE	ZIPTIE 370 x 7.2 x 100
DESCRIPTION	ZIPTIE 370 x 7.2 BAG OF 100
PRICE	\$24.03 + GST

ITEM CODE	ZIPTIE 450 x 7.2 x 100
DESCRIPTION	ZIPTIE 450 x 7.2 BAG OF 100
PRICE	\$26.52 + GST

ITEM CODE	ZIPTIE 550 x 7.2 x 100
DESCRIPTION	ZIPTIE 550 x 7.2 BAG OF 100
PRICE	\$32.85 + GST

ITEM CODE	ZIPTIE 550 x 9 x 100
DESCRIPTION	ZIPTIE 550 x 9 BAG OF 100
PRICE	\$46.63 + GST

ITEM CODE	ZIPTIE 750 x 9 x 100
DESCRIPTION	ZIPTIE 750 x 9 BAG OF 100
PRICE	\$69.59 + GST

ITEM CODE	ZIPTIE 900 x 12 x 100
DESCRIPTION	ZIPTIE 900 x 12 BAG OF 100
PRICE	\$144.43 + GST

ITEM CODE	ZIPTIE 1000 x 9 x 100
DESCRIPTION	ZIPTIE 1000 x 9 BAG OF 100
PRICE	\$94.54 + GST

ITEM CODE	ZIPTIE-SS 200 x 4.6 x 100
DESCRIPTION	ZIPTIE-SS 200 x 4.6 BAG OF 100
PRICE	\$36.58 + GST

ITEM CODE	ZIPTIE-SS 300 x 8 x 100
DESCRIPTION	ZIPTIE-SS 300 x 8 BAG OF 100
PRICE	\$70.05 + GST

ITEM CODE	ZIPTIE-SS 350 x 4.6 x 100
DESCRIPTION	ZIPTIE-SS 350 x 4.6 BAG OF 100
PRICE	\$46.95 + GST

ITEM CODE	ZIPTIE-SS 400 x 8 x 100
DESCRIPTION	ZIPTIE-SS 400 x 8 BAG OF 100
PRICE	\$77.83 + GST

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The Tales of Crimpzonion & the “Quest of the Holy Tail”

Last month’s story recap - The knights survived the Bridge of Death, thanks to the efforts of Neilly, the hobbit-like creature, who outsmarted the know it all, excuse me, I meant to say ‘the all-knowing’ Craigmor.

Though Sir Gates and Sir Tek were thrown into the lava pit, they were lucky enough to land on a ledge and be pulled up by Sir Hansa. From the lava flows of the Bridge of Death, the adventurers find themselves looking down into the Valley of Ice, a 300 meter drop straight down. The second challenge, one of strength.....

“How will we get down?” Sir Gates asked the other knights.

“Like this” Neilly replied and started singing ‘Get down on it’ by Kool and the Gang, while twerking.

Sir Hansa had an idea. “How about we make up hoses and abseil our way down? It will take all the strength of the hose to get down”. Sir Hansa realising this was the second test that they would face, one of strength. He continued to speak, “Do we all have our hose and tail ends?”.

Sir Gates - “I have both, matching hose and tails”.

Neilly replied in a high-pitched voice reminiscent of a high school girl, “I have my matching hose and tails”.

Sir Tek - “I have my hose, anyone have any spare hose tails?”

I am sure it will be fine”.

Sir Gates - “I will sell you a few”. Sir Tek agreed.

Neilly stood up and said, “You cannot do that! That is dangerous, you will put all of us at risk!”.

Sir Tek said, “It will be fine, I’ll just go off our crimp spec”. He then laughed, “I just won’t warranty it!”.

Sir Gates said, “I will sell what I want, to whomever I want, for whatever price I want!”.

Neilly walked towards Sir Gates, rolled up the hair on his arms ready for a fight.

Sir Hansa stopped Neilly, “There is no time for this, we must go now!”.

The knights and Neilly pulled out their hoses and tails, Sir Hansa also pulled out his skiving tool, and they proceeded to make their assemblies.



With their hoses made, the knights and Neilly started to descend the steep ice wall. Neilly descended first followed by the knights. With every step ice shards, sharp as razors, buckled loose, flying past Neilly, cutting him on several occasions.

About halfway down Sir Tek began to have trouble. "GUYS!" he yelled, "I think my hose end is failing!". Within seconds of him saying that, Sir Tek's hose came out from its tails and he began to free fall down the cliff face.

Neilly gave an all mighty push from the rock face putting himself in-between Sir Tek and the jagged spikes of the ice valley below. Sir Tek managed to grab the hair on Neilly's back that was overflowing out of his salmon coloured shirt. Neilly had saved Sir Tek from certain doom.

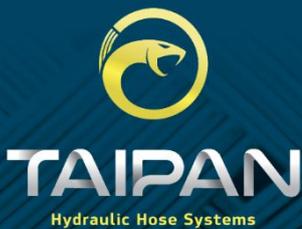
The adventurers all safely made it to the bottom of the ice valley. Except for Sir Tek who was currently changing his underwear.

In the distance a door made of solid gold sparkled. They all headed towards it.

On the door an inscription reads, "THE HOLY TAIL IS NOT IN HERE, REALLY IT'S NOT, TRUST ME, O C'MON!".

Neilly touch the door. Sounds of creaking, rattling echoed though the valley as the door began to open. A cloud of dust filled the vicinity and a bright light shone out through the door.

*Why does Neilly have Salmon shirts? What did Sir Tek do with his change of underwear? Did he throw it away? Put it back in his bag? I mean, what happened?? Who will be honourable enough to gain the holy hose tail? That and more in the next and final instalment of **The Tales of Crimpzonia and the "Quest for the Holy Tail"**.*



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