

Welcome

Welcome to the Cape Town Market

If you are a buyer at the market, this information pack is designed to provide you with all the information and contact details, that you will need in order to start buying the fresh produce that we have on offer.

If you are an existing buyer, this information pack is designed to provide you with information on new innovations to improve your experience and with the contact details that may need.

Whether you are a new or existing buyer, this information pack is a tangible gesture that we seriously value your support and that we intend to enhance your status on the market and improve the respect that you deserve.

BUYERS' COVENANT

Please read the enclosed Covenant. The purpose of the Covenant is to summarise the service that we aspire to deliver to you, our valued client.

BUYER CARD AND LANYARD

Enclosed with this information pack is a specially designed lanyard and holder for your buyer card (see below). We urge you to wear the lanyard around your neck. The purpose of the lanyard is to identify you as a buyer so that all Cape Town Market staff and Salesmen may assist you.

SAFETY

Your safety is important to us, so please adhere to the warning and safety signs displayed on the trading floor and surroundings areas. Cape Town Market takes the Health and Safety legislation very seriously and our aim is to provide you with a safe and secure environment.

MAP

Please refer to the enclosed map to help you navigate your journey around the market.

CONTACT DETAILS

Please refer to the enclosed list of contact persons including Cape Town Market staff and Market Agencies should you need to speak with any of us. We will be glad to assist with any queries or complaints that you might have.

ICONS

Follow these icons to guide you around Cape Town Market:



How do I get started?

Please visit us at the Buyer Information Centre that is situated on the main trading floor (follow the signs and information logo) that is open Monday through Friday from 5am to 10am and Saturday from 5am to 8am and various Public Holidays.

The following steps need to be completed to secure a buyer's card:

- Complete an application form (alternatively on-line at www.ctmarket.co.za)
- Produce identification in the form of South African ID book, Passport, Driver's License, Asylum papers, etcetera
- Have your photograph taken
- No administration fees are applicable to first-time buyers, but lost or replacement cards will be charged at R20,00
- Please refer to the Terms and Conditions on our website (www.ctmarket.co.za)

You will then be handed your personalized buyer's card, lanyard and Buyer Information Pack.

Please wear the lanyard – it identifies you as a buyer!

THE BUYING PROCESS

Buyers may select to buy from any one, or more, of the market agencies. Fresh produce is displayed on the trading floor assigned to each market agency and the salesmen will answer any questions relating to the source, quality, price and age of the produce. **Only registered buyers with a buyer's card (see above) may purchase fresh produce from a market agency.**

When a transaction between a market agency and buyer is concluded the following process will begin:

- The salesperson will proceed to process the transaction/s on the buyer's card, which is recorded on our trading system
- Proceed to the market banks for payment of the produce (See map)
- The cashier will request your buyers card for sales verification
- The cashier will request cash for the amount purchased
- Once paid, the cashier will issue you with removal docket/s and a receipt
- Collect your produce from the agency
- Handover your removal docket/s to the salesperson or his/her representative
- Proceed to load your produce for removal
- For your convenience, there is an independent porter services available for which there is a charge
- Please ensure that the fee for the porter service is negotiated and agreed before accepting this service
- The loading platforms off the trading floor should be used to load vehicles

CANCELATIONS/REFUNDS

- All cancellations must be signed, on the removal document, by the salesperson that has sold the produce
- Proceed to the Information Office or Buyers Card Centre where Cape Town Market officials will confirm the cancellation
- Once the cancellation is verified, proceed to market bank No.3, where the Supervisor will process the cancellation/refund
- Produce the cancellation refund document and buyer's card to the supervisor
- The supervisor will process the cancellation and refund, if applicable
- Collect refund monies from the cashier
- The Supervisor will request your signature to verify that you have received your refund

PAYMENT PRODUCTS

Cash (Cash transactions only with no debit/credit facilities (Pre-approved cheques accepted))

Pre-Paid (An account facility for EFT transactions)

Credit (In-House Credit facility – Epping Finance)

Cape Town Market

The Cape Town Market is a commission fresh produce market operated according to the following principles:

- The premises known as the Cape Town Market (“the market”) will always be maintained and operated as a commission fresh produce market.
- Through the free market system, the market will be kept orderly, unique, relevant, indispensable and competitive.
- The market will remain a commission market, in the interest of the fresh produce industry, as follows:
 - The farmer remains the owner of the fresh produce until sold on his behalf by a registered salesman
 - The salesman negotiates the price with the buyer
 - The price is set depending on supply and demand
- The market will be developed, managed and coordinated as a business as effectively as possible to ensure that price formation based on free market principles be maintained and developed to the benefit of farmers and buyers alike. For clarity the free market principles are stated as follows:
 - Many suppliers to ensure variety of buying options and freedom of choice.
 - Many buyers to ensure variety of selling options and freedom of choice.
 - Availability of relevant information to ensure informed decision making.
- Unhindered access to the market for producers and buyers.

THE RELEVANCE AND STRENGTH OF THE CAPE TOWN MARKET

The Cape Town Market is where the daily price of fresh produce is established based solely on supply and demand. All other fresh produce vendors follow the Cape Town Market price forming mechanism. Buyers at the Cape Town Market can therefore experience, first hand, the supply and demand principle, which keeps prices fair.

MARKET AGENCIES

There are nine registered Market Agencies at the Cape Town Market. The agencies are situated on the main trading hall. Salesmen employed by the market agencies will negotiate and conclude all transactions between the market agency, acting as agent for the farmer, and the buyer.

Our Covenant

OUR CUSTOMER

Our customers are the buyers of fresh produce; big or small.

OUR DUTY

Our duty is to provide a secure, transparent and business friendly environment within which the buyers feel welcome and confident.

OUR AIM

Our aim is to restore the buyers' confidence in our market and to strive to make the market the first place of choice for the purchase of fresh produce. We aim to restore the buyer's confidence in the Cape Town Market.

OUR COVENANT

- Our market will remain a commission market
- We will protect the mechanism by which a pure and honest price is set
- We will endeavor to secure the largest possible basket of fresh produce
- We will endeavor to improve the quality of fresh produce
- Our aim is to enhance the status of the buyer and to ensure that all buyers, big and small, are valued and treated with respect
- We will be intolerant towards dishonest, rude or improper conduct towards buyers
- We will insist on integrity and transparency
- We will provide training to all those who serve the buyers in etiquette and product knowledge
- We will provide a clean and secure facility
- We will provide a friendly environment for buyers
- We are committed to good working relationships with all roll players
- We are service orientated and value integrity
- We will provide a professional and businesslike trading environment

Contact Details & Hours



TEL 021 531 2191 FAX 021 531 5291 EMAIL info@ctmarket.co.za WEB www.ctmarket.co.za
ADDRESS 110 Gunners Circle, PO Box 1, Eppindust, Cape Town 7475

	AGENCY	CONTACT PERSON	CONTACT INFO
	Boeremark Agency 1 st Floor	Stephan Stadler	CELL 083 310 2453 TEL 021 531 2048 FAX 021 531 2189 EMAIL info@foxandbrink.co.za ADDRESS PO Box 273, Eppindust 7475
	Boland Agency 2 nd Floor (New Building)	Herman Bonthuys	CELL 082 455 0000 TEL 021 531 2060 FAX 021 531 4550 EMAIL bolandma@iafrica.com ADDRESS PO Box 418, Eppindust 7475
	Cape Market Agency 1 st Floor (New Building)	Wally Reid	CELL 082 800 2087 TEL 021 531 2018 FAX 021 531 1849 EMAIL capemark@mweb.co.za ADDRESS PO Box 291, Eppindust 7475
	Fine Brothers Agency 1 st Floor	Grant Norman	CELL 083 263 9715 TEL 021 531 6431 FAX 021 531 3719 EMAIL grant@finebros.co.za ADDRESS PO Box 106, Eppindust 7475
	Fox & Brink Agency 1 st Floor	Stephan Stadler	CELL 083 455 3608 TEL 021 531 2097 FAX 021 531 2189 EMAIL info@foxandbrink.co.za ADDRESS PO Box 273, Eppindust 7475
	RSA Agency 2 nd Floor	Abduraghmaan Daniels	CELL 083 776 7862 TEL 021 531 8472 FAX 021 691 6349 EMAIL rayghana@rsa.co.za ADDRESS PO Box 440, Eppindust 7475
	Subtropico Agency	Dampies Stander	CELL 083 494 1928 TEL 532 2213 FAX 531 9241 ADDRESS PO Box 745, Eppindust 7475
	WP Market Agency 1 st Floor	Camm Van Rensburg	CELL 083 630 3869 TEL 021 531 2044 FAX 021 531 1811 EMAIL info@wpmark.co.za
RHODA'S	Rhoda Market Agency 2 nd Floor	Uthmaan Rhoda	CELL 082 292 4069 TEL 021 531 8865 FAX 021 531 8865 EMAIL rma2@vodamail.co.za

TRADING HOURS

Morning Sales:

Monday - Friday (5am - 10am)
Saturday (5am - 8am)

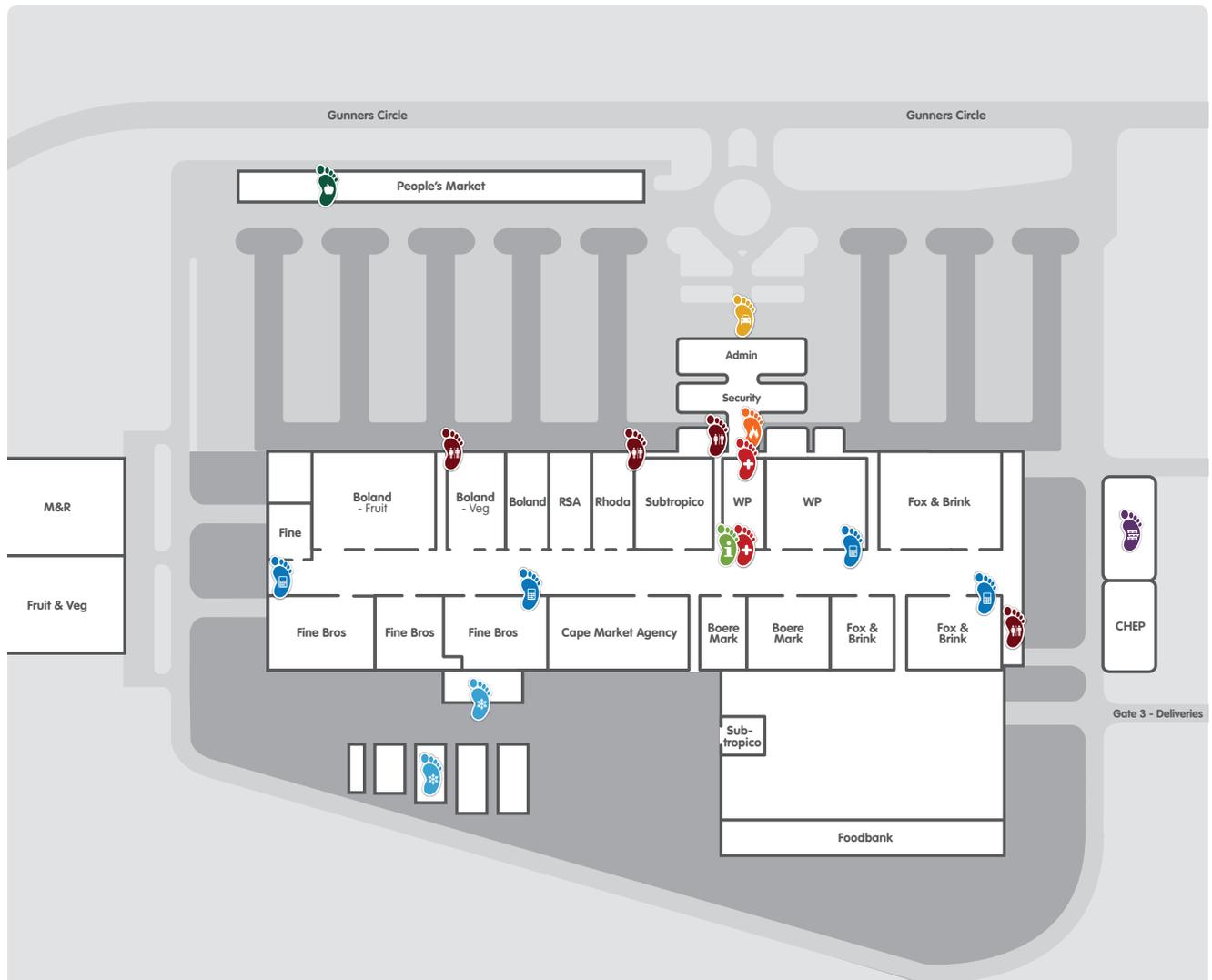
Late Sales:

Monday - Thursday (10:30am - 3pm)
Friday (10:30am - 2pm)
Saturday (No Late Sales)

Public Holidays:

Notices will be issued

Map



KEY

Info	Parking	Deliveries	People's Market
Pallets	Cold Store	Pay Points	Security & Fire Assist
First Aid	Toilets		