

METCASH ORDERING SYSTEM **FREQUENTLY ASKED QUESTIONS**



**Metcash
Ordering
System**

Q: What are the opening hours for Expo?

A: Sunday 19th & Monday 20th July 2020: 11.30am to 4.30pm
Tuesday 21st July 2020: 10.00am to 3:00pm

Q: What is my username and password?

A: Usernames and passwords can be found in your Expo registration email under Metcash Ordering System Details at points 1 and 2.

Q: I can't find my items in MOS, can you help?

A: The item needs to be linked to your Expo account, it may be a new item or be linked to another Metcash account and need to be shifted within MOS. MOS will be updated with new items each week until Expo. If you cannot find an item at Expo, please contact the MOS Help Desk on (07) 5504 4102 for assistance.

Q: I would like to improve the deal value offered in the system, how can I do this?

A: Deals can be amended from the deal book until they have orders placed against them. They can also always be adjusted at the point of order entry for that specific order.

Q: If I have keyed an order and realise, I need to make a change, can I change it?

A: No, once your order is entered, Metcash assumes that the customer and supplier have agreed to it as it is entered. Any changes will need to be managed through the MOS Help Desk (07) 5504 4102.

Q: Do Expo deals stack on top of other promotional discounts?

A: No, your deals will not stack against other deals. Your Expo deals must be better than any other promotional deals available at the same time. Our system will take the best of deal.

Q: Will the discounts (case deals subsidies) be passed through to customers at point of invoice?

A: Yes. Suppliers will receive Expo Case deal claims at the end of the week that the order is delivered to our retail customers. Metcash will also claim those subsidies at the end of that week.

Q: What do I do with the Metcash Ordering System (MOS) Laptop/s at the end of Expo?

A: Laptops need to be returned to the office they were collected from at the end of Expo. **Failure to return your laptop will result in a charge to your company.**

Q: What is the MOS Help Desk number?

A: (07) 5504 4102.