



**Metcash  
Ordering  
System**

## **Supplier Guide**

March 2020

Welcome to the MOS 2020 Supplier Guide. This guide is designed to help you navigate the different functions when using the website, specifically to create your deals, as well as key and manage your customer orders, and generate reporting that will help you manage all orders for your Metcash Expo 2020.

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## Introduction

Welcome to the Metcash Ordering System (MOS) 2020 Supplier Guide. This guide is designed to help you navigate the different functions when using the website and enable you to successfully generate sales activity at the Expo event on the Gold Coast.

Once registered to attend the Expo you will be provided access to our **MOS website**. Your access will show you all items available for you to sell at Expo. New lines will need to be followed up with the trading teams to ensure the item codes are available for ranging at Expo.

Visit [www.metcashexpo.com](http://www.metcashexpo.com) and click the “Ordering System” button on the front page. This will take you to the User Guide, Training Tutorial and the Deal Entry location.

There is also a video tutorial of our MOS system, so in addition to reading this document, your teams can also watch the various system features unfold.

As in previous years, you should confidently only offer customers the “Best Case Deal” at Expo, with the knowledge that these deals will not stack against any other promotional offers or deals that you have submitted to your Metcash Trading Manager.

Case deals entered into MOS will be offered to our independent retailers via a Deal Book (PDF and Excel) and can also be communicated via your field services teams to ensure we drive maximum sales volumes at the event. Once orders are captured into MOS, we will ensure that the stock is ordered and dispatched to our retailers on the agreed drop dates through August, September, October and November. Any case deal subsidies passed through to our retailers will be claimed weekly after stock is dispatched to the retailers.

### Key Supplier Dates

<b>Metcash Food Expo Dates:</b>	Sunday 19 <sup>th</sup> July – Tuesday 21 <sup>st</sup> July 2020
<b>Deal Entry Opens:</b>	Wednesday 1 <sup>st</sup> April 2020
<b>Deal Entry Closes:</b>	Sunday 31 <sup>st</sup> May 2020
<b>Deal Lockout Period*:</b>	Monday 1 <sup>st</sup> June – Friday 5 <sup>th</sup> June 2020

## IMPORTANT NOTICE:

\*The **Deal Lockout Period** is to allow the MOS team time to check all deals entered, consolidate information into the deal book, and get it to printers, ensuring it is delivered to retailers in a timely manner for them to review. Whilst in the Lockout period, you will not be able to view the deals you have in the system; please export a copy of your deals before system closes on Sunday 31<sup>st</sup> May 2020. Deal entry will open again on Monday 8<sup>th</sup> June 2020 to enable suppliers to add or increase deals.

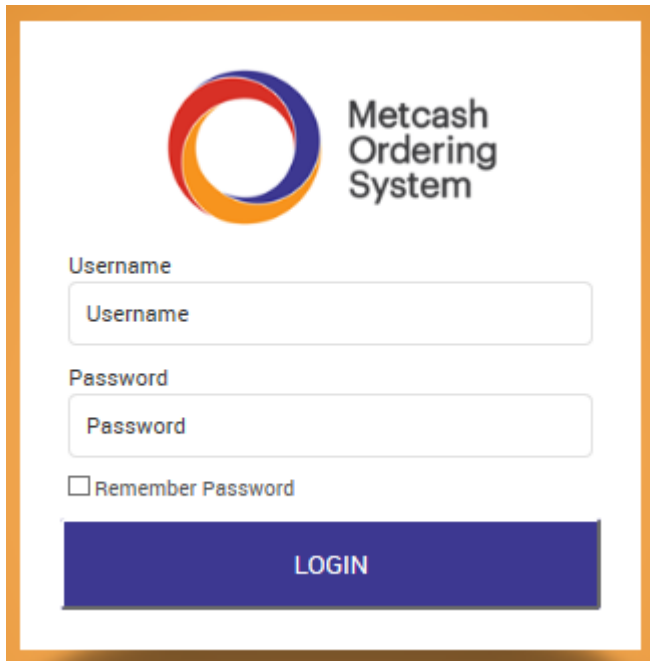
## Log In

Suppliers can log into the Metcash Ordering System by entering their username (supplier code) and password. These details will be supplied to you by the Expo Registration Team.

### **MOS is only supported in Google Chrome**

Visit [www.metcashexpo.com](http://www.metcashexpo.com) and click the “Ordering System” button on the front page. This will take you to the User Guide, Training Tutorial and the Deal Entry location.

Enter your Username and Password, and click Login



The screenshot shows the login interface for the Metcash Ordering System. It features the Metcash Ordering System logo at the top left. Below the logo are two input fields: one for the Username and one for the Password. Underneath the password field is a checkbox labeled "Remember Password". At the bottom of the form is a large blue button with the text "LOGIN" in white capital letters.

## Managing Your Deals

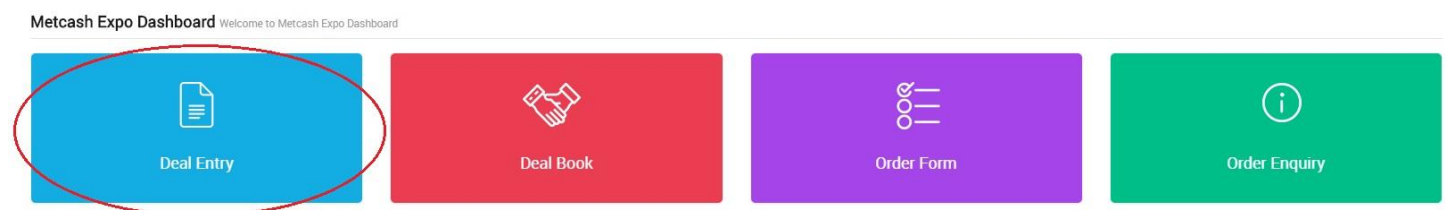
The first activity required is to load your deals into MOS.

Our National Expo is a major selling event in the Metcash calendar; to maximise your volumes, it is important to offer the best deals available, and utilise the various volume based bundles that are available for you in our MOS system.

Please remember that deals keyed into MOS are independent of our normal Case Deal process in Power Enterprise (PE). As such, there is no chance of deals being double claimed. Our retailers will simply receive the best deal available at the time of dispatch, be it a regular case deal or an Expo deal.

So, let's make sure that the deals that we key here are better than the normal deal, and that we offer unique and exciting promotional bundles to drive incremental volume.

Check out how in this section below:



## Deal Entry

There are two type of deals: Single deals, which offer a discount for buying a certain number of cases of a single product, and Parcel deals, which can have a few extra conditions for retailers to meet in order to get the best case deal on offer. You can have both Single and Parcel Deals for the same item at the same time, which will allow you to market multiple potential offers on the same item. Each item can only have one Single deal, but you can add an item into as many parcels as required.

**Deal Values are always to be loaded as a Case Value, and not a unit or % value.**

## Single Item Deals

A Single Item Deal simply means that the retail customer will get access to the item case deal if they purchase the minimum quantity. Each deal can have up to three levels, allowing you to drive incremental volume by offering improved case deal conditions as the volume increases. You do not need to key all 3 minimum order quantities. For example:

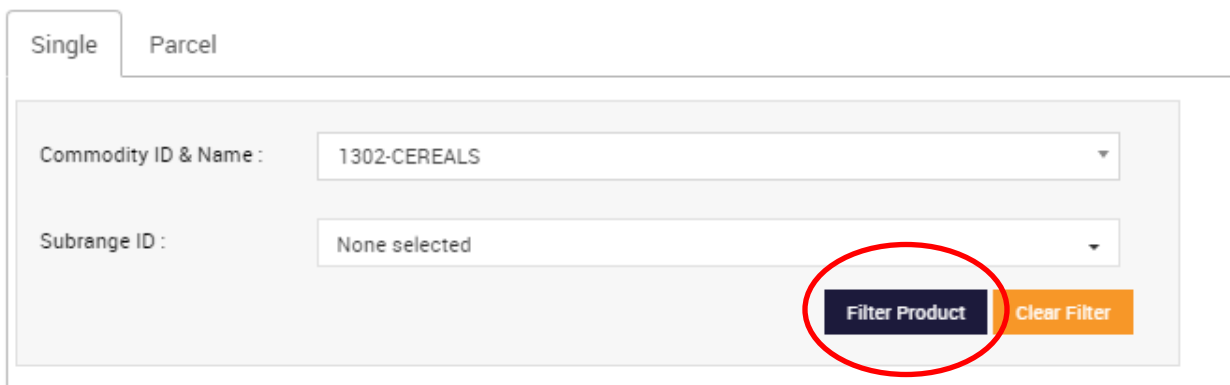
- Purchase min 1 case and receive a \$2 case deal
- Purchase min 5 cases to receive a \$3 case deal
- Purchase min 10 cases to receive a \$4 case deal

To make it easy to find the item that you want to place a deal on, we have provided you with the ability to search by:

- Commodity Group
- Sub Range ID
- Product ID (Item Number)
- Product Description

To get a full range of item details – sub range, commodity ID, etc., please contact your Trading Manager or Trading Co-ordinator.

## Deal Entry Welcome to Deal Entry



The screenshot shows the 'Deal Entry' interface. At the top, there are two tabs: 'Single' and 'Parcel'. Below the tabs, there are two search filters: 'Commodity ID & Name' with the value '1302-CEREALS' and 'Subrange ID' with the value 'None selected'. At the bottom right of the filter area, there are two buttons: 'Filter Product' (dark blue) and 'Clear Filter' (orange). The 'Filter Product' button is circled in red.

Be sure to apply the “Filter Product” button to refine those items you are searching.







It is possible to select multiple items at once (e.g. all items in a sub range) and apply a deal to them all at the same time.

**NB** – When you click **“Submit to deal book”** this will add the deals straight to the deal book where the deals can be reviewed & edited if required.

## Viewing Your Single Item Deals

To see all of the deals that you have submitted to the Deal Book, and audit your completed work, you can simply click on Show All Deals :

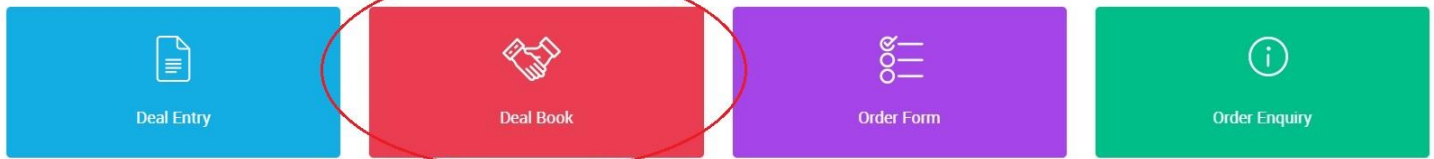
Proposed Deals

Comm ID	Comm Name	Subrange	Product ID	Product	OQ	Deal \$	OQ	Deal \$	OQ	Deal \$	Options
68	Publications	Custom Guide	3456	4WD CUSTOM GUIDE MAGAZINE	1	\$2	3	\$4	4	\$5	 
65	EnergyDrinks	BLACK ACAI	5678	28 BLACK ACAI BRY&ENRGY 250ML	1	\$3	2	\$4	5	\$6	 
67	Hardware	Mask	7895	3M HOME DUST MASK	1	\$1	4	\$2	6	\$3	 

[Submit to deal Book](#) [Show All Deals](#)

Or return to the dashboard/home page, and click on Deal Book to view all committed deals on offer.

Metcash Expo Dashboard Welcome to Metcash Expo Dashboard



The dashboard features four main navigation buttons: Deal Entry (blue), Deal Book (red, circled in red), Order Form (purple), and Order Enquiry (green).

Here is the Deal Book Page:

**Deal Book** Welcome to Deal Book

[Export as PDF](#) [Export as Excel](#)

Commodity ID & Name:  Subrange ID:

Product ID & Name:

**Search** **Clear Filter**

**Add New**

Single  Parcel

Comm ID	Comm Name	Subrange ID	Product ID-Name	OQ	Deal \$	OQ	Deal \$	OQ	Deal \$	Options
2	CANNED MEATS & MEAL		10003872-PK MAGGI CUP ND FU SOYMD SP64GM	2	\$2.00	2	\$2.00	2	\$2.00	
2	CANNED MEATS & MEAL		10003893-PK MAGGI CUP NDL CHICKEN 60GM	2	\$3.00	3	\$4.00	5	\$7.00	
2	CANNED MEATS & MEAL		10003791-PK MAGGI CUP NDL FUS SNG PR64GM	2	\$2.00	2	\$2.00	2	\$2.00	

When you are viewing your deal book, you can export it in PDF or Excel format

**Deal Book** Welcome to Deal Book

[Export as PDF](#) [Export as Excel](#)

Commodity ID & Name:  Subrange ID:

Product ID & Name:

**Search** **Clear Filter**

**Add New**

Single  Parcel

Comm ID	Comm Name	Subrange ID	Product ID-Name	OQ	Deal \$	OQ	Deal \$	OQ	Deal \$	Options
2	CANNED MEATS & MEAL		10003872-PK MAGGI CUP ND FU SOYMD SP64GM	2	\$2.00	2	\$2.00	2	\$2.00	
2	CANNED MEATS & MEAL		10003893-PK MAGGI CUP NDL CHICKEN 60GM	2	\$3.00	3	\$4.00	5	\$7.00	
2	CANNED MEATS & MEAL		10003791-PK MAGGI CUP NDL FUS SNG PR64GM	2	\$2.00	2	\$2.00	2	\$2.00	



## Understanding the 3 Types of Parcel Deals

A Parcel Deal allows you to add some other conditions to a case deal. A parcel or a bundle can be created by adding any of your items, across any number of commodities or sub ranges. It is simply a way for you to advertise a range of products together.

You can create 'parcels' where a minimum order quantity will offer a customer a deal, as long as the customer meets another parcel condition, such as buying all products in the parcel, or a minimum carton quantity across the parcel.

These parcels can be a great way to drive new line distribution, or to ensure that customers are in fact ranging a wider range. Certain parcels are also designed for you to generate orders in pallet or layer increments, and really aim to target those bulk buy items.

Here are the 3 types of parcels that you can create:

### **Mix n Match -Type A Parcels**

(minimum order quantity across the parcel) = create deals for 'parcels' where a minimum total quantity across all items in the parcel needs to be ordered - **Drives volume but offers retailer flexibility on choosing their best sellers.**

### **Range Buys -Type B Parcels**

(minimum order quantity across all products) = create deals for 'parcels' where each item has a minimum order quantity and all items in the parcel must be ordered - **Drives distribution across a wider range, great for new lines or those items in a range that need a push.**

### **Pallet Buys -Type C Parcels**

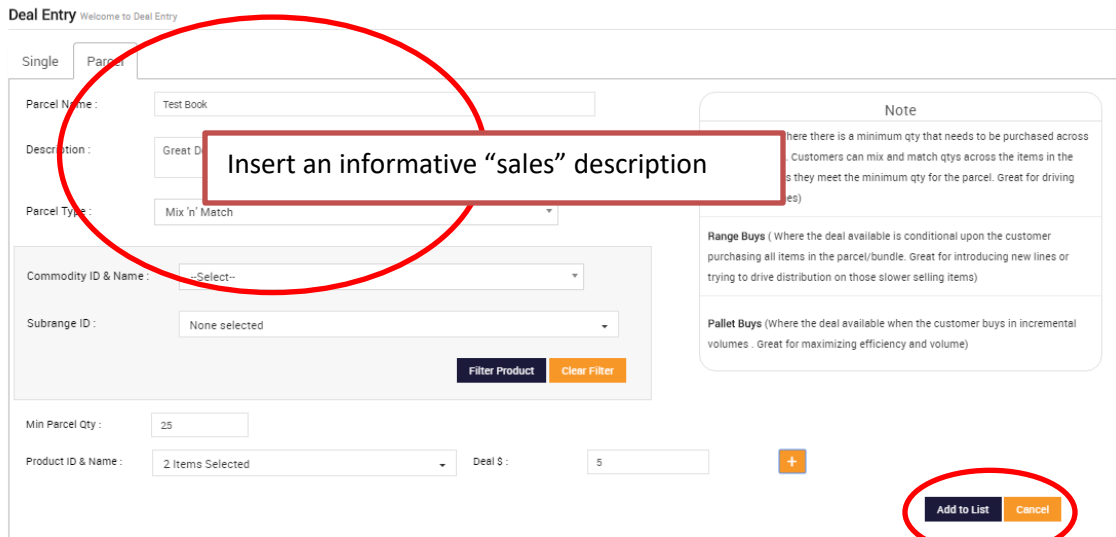
(fixed incremental order quantity across all products) = create deals for 'parcels' where a fixed incremental item quantity needs to be ordered - Perfect for Pallet Buy quantities - **Drives volume and distribution, perfect for packaging up pallet quantities or controlling the execution when stock arrives in store.**

For example, if you want to sell in pallets of 60, and have set the Pallet Buy as an increment of 60. When placing orders for your customers, if that order is not a 60, 120, 180 etc the system will advise of missing incremental order quantities.

## Creating a Parcel Deal

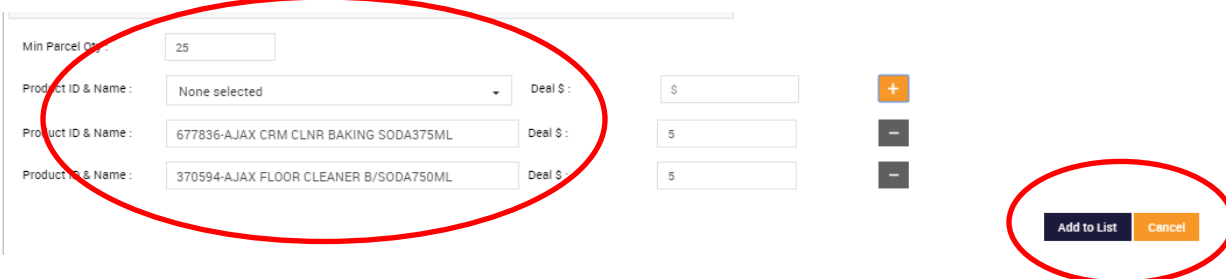
To create a Parcel you will need to generate a Parcel Name and Parcel Description. The parcel description will be visible in the Deal Book, and can therefore be used as a selling tool to retailers, e.g. Best Deal Ever, Buy 10 across the range of “xx”.

This will also support your field teams in selling the deal to retailers.



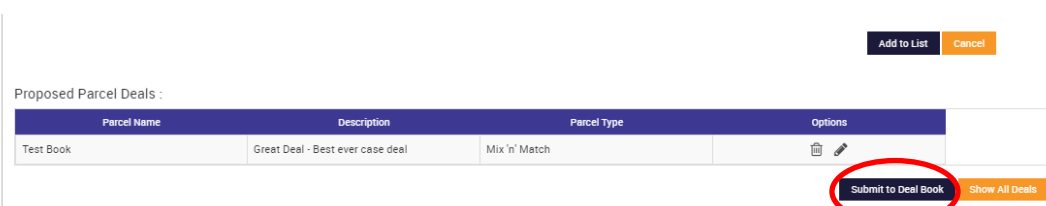
Once you have created the parcel, and selected the most appropriate parcel type, you will then need to select the items or ranges (same search and filter functions as single item deals) and Add to Parcel - then you will need to click on the PLUS icon to open up the Parcel, and view the items selected within, prior to proceeding.



Once the parcel is added you can once again view the item level detail created, amend any lines as needed and then click “Add to List”. Below is an example with two items in the parcel.



Once again you can view/edit/delete the parcels that you have proposed. Once you are happy with the detail keyed, you can Submit to Deal Book (remember that once submitted you can still delete at a later stage if required).

**NB - If required parcel deal descriptions can be amended.**



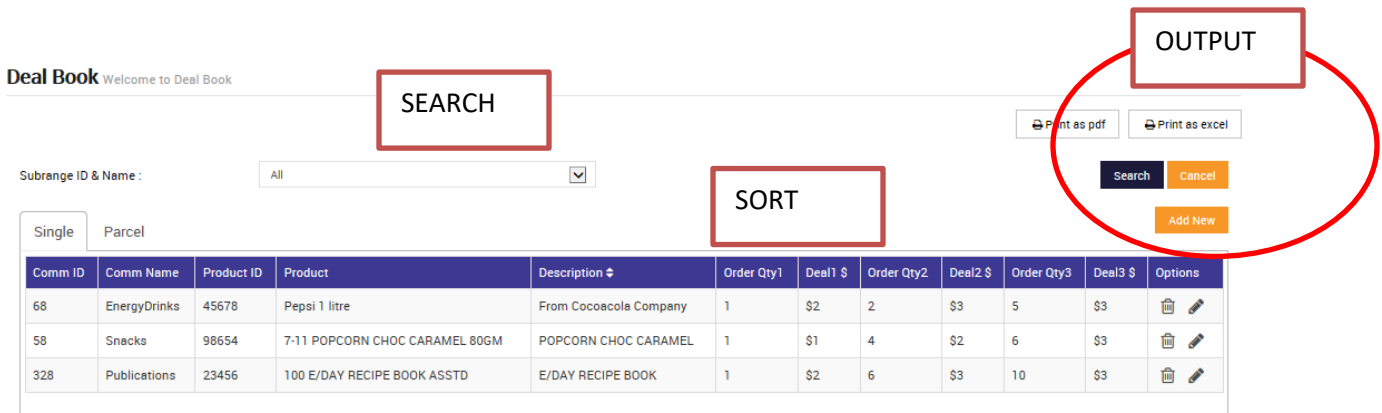
Parcel Name	Description	Parcel Type	Options
Test Book	Great Deal - Best ever case deal	Mix 'n' Match	 

## Expo Deal Book Preview (Excel and PDF available)

To view all deals that you have created, navigate to the Deal Book, either from the left-hand menu, the Dashboard/Home Page, or after entering deals click the “Show All Deals” button.

The Deal Book is sorted by item description and can be filtered to show only specific commodities, sub ranges, or items.

Additionally you can then create a PDF or Excel output file of your deals. This will then allow you to see a PDF of how your deals and parcels, and descriptions will be shown in the Expo Book. It is important that this is checked prior to submission. It is also important to ensure that your deals are impactful, and packages are clearly communicated to enhance the offer.



Deal Book Welcome to Deal Book

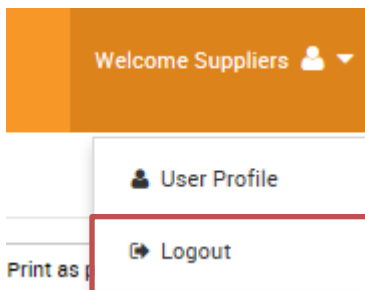
Subrange ID & Name :

Single Parcel

Comm ID	Comm Name	Product ID	Product	Description	Order Qty1	Deal1 \$	Order Qty2	Deal2 \$	Order Qty3	Deal3 \$	Options
68	EnergyDrinks	45678	Pepsi 1 litre	From Coccoacole Company	1	\$2	2	\$3	5	\$3	
58	Snacks	98654	7-11 POPCORN CHOC CARAMEL 80GM	POPCORN CHOC CARAMEL	1	\$1	4	\$2	6	\$3	
328	Publications	23456	100 E/DAY RECIPE BOOK ASSTD	E/DAY RECIPE BOOK	1	\$2	6	\$3	10	\$3	

## Logging Out

To exit your secure website simply click on the Welcome Supplier Box in the top right hand corner of all pages, select the drop down, select Logout, and you will return to the login page.



Welcome Suppliers

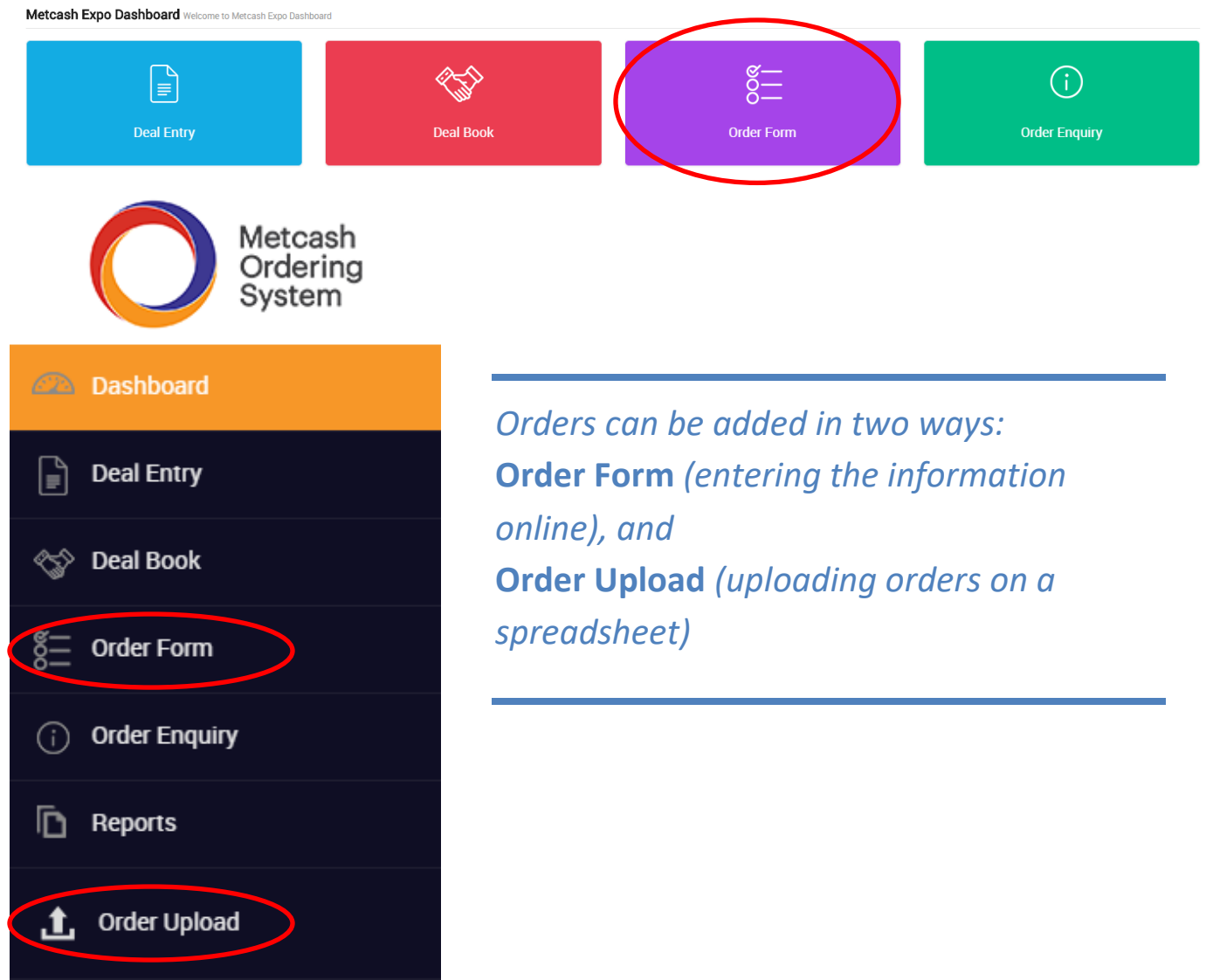
- User Profile
- Logout**

## Generating Customer Orders

The Metcash Ordering System (MOS) allows you to enter the orders you take at Expo. Metcash will then manage the delivery of all stock to retailers across the various release dates.

MOS is an online service, meaning you can enter orders into the system from any location around the world. You no longer need to enter your pre-order forms (turn-in forms) at the event. This allows you to focus more on selling at the event, as opposed to simply processing orders. We simply ask that you enter all orders into MOS by the end of Expo, but you have the flexibility to do this from your office.

In MOS you can enter orders in bulk by uploading a spreadsheet to the system, giving a further degree of flexibility.



Metcash Expo Dashboard Welcome to Metcash Expo Dashboard

Deal Entry Deal Book Order Form Order Enquiry

Metcash Ordering System

Dashboard

Deal Entry Deal Book Order Form Order Enquiry Reports Order Upload

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Orders can be added in two ways:  
**Order Form** (entering the information online), and  
**Order Upload** (uploading orders on a spreadsheet)

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Once you have entered orders, your most popular deals will show on the Dashboard under Top 5 Deals.

Metcash Expo Dashboard Welcome to Metcash Expo Dashboard

Deal Entry Deal Book Order Form Order Enquiry

### Top 5 Deals

Single Deals :

Commodity ID	Commodity Name	Product ID	Product Name	Order Qty	Deals\$
99999	EXAMPLE PRODUCTS	123456	PRODUCT ONE	10	1.00
				20	2.00
				30	3.00
99999	EXAMPLE PRODUCTS	234567	PRODUCT TWO	1	1.00
				50	2.00
				100	3.00

Parcel Deals :

Parcel Name	Description	Parcel Type
-------------	-------------	-------------

**The Top 5 Deals will populate once you have taken orders**

## Order Form

### Selecting the Store

When using the online Order Form, the first thing you will need to do is enter the store details. In the first box you can search for the store either by name or number. In the second box, put the name of person placing the order (if a turn in order please enter the name of the person that placed the order in store, as per your agreed and signed order form).

Please note that store numbers begin with a number specific to the store's state/location. NSW=61, VIC =62, QLD = 63, WA = 64, SA = 65. ..Store numbers should be a total of eight digits e.g. NSW store number = 61000001

### Select Store

Store ID - Store Name:

Attendee Name : \*

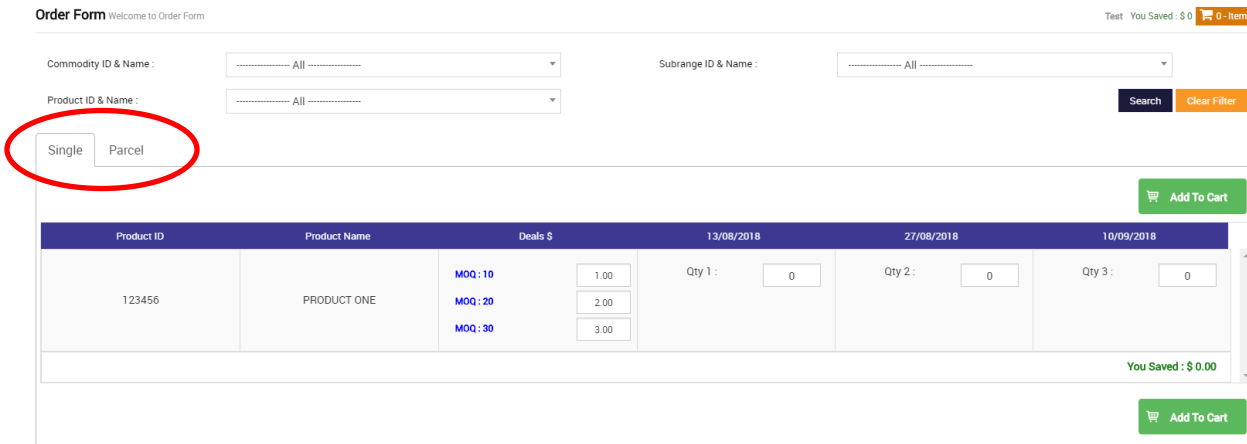
Submit

Back

**Note:** It is important that you accurately select the store details at the start of the order. Any error here may result in a complex redirection of stock after the event.

## Entering the order

MOS allows you to place orders against the deals you have already created in the system. 'Single' deals and 'Parcel' deals each have their own tab on the Order Form.



Order Form Welcome to Order Form Test You Saved: \$ 0 0 - Items

Commodity ID & Name:  Subrange ID & Name:

Product ID & Name:  Search Clear Filter

Single Parcel

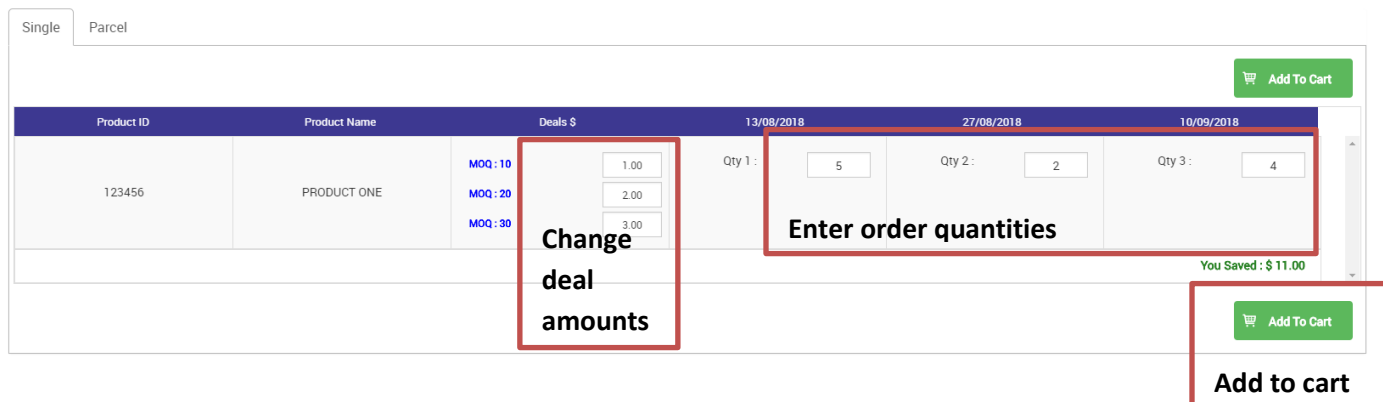
Product ID	Product Name	Deals \$	13/08/2018	27/08/2018	10/09/2018	
123456	PRODUCT ONE	MOQ: 10 MOQ: 20 MOQ: 30	1.00 2.00 3.00	Qty 1: <input type="text" value="0"/>	Qty 2: <input type="text" value="0"/>	Qty 3: <input type="text" value="0"/>

You Saved: \$ 0.00

By default, all products will be displayed, listed in the same order as the Deal Book. You also have the option to search for products by:

- Commodity Group
- Sub Range Number
- Product / Item Number

Once you have found the item you are looking for, enter the number of cases the customer wants to order on each of the available dates. You can also adjust the deal values in order to give a customer a better deal, however, you must not give a worse deal than has been advertised to our customers. As you type, MOS will automatically calculate the customer's savings based on the deal values and the total order quantity across the three dates. Once you have entered the quantities, click the Add To Cart button. For single deals you can enter orders for multiple items and add them all to the cart in one go. **Parcel deals must be added to the cart one at a time.**



Single Parcel

Product ID	Product Name	Deals \$	13/08/2018	27/08/2018	10/09/2018	
123456	PRODUCT ONE	MOQ: 10 MOQ: 20 MOQ: 30	1.00 2.00 3.00	Qty 1: <input type="text" value="5"/>	Qty 2: <input type="text" value="2"/>	Qty 3: <input type="text" value="4"/>

You Saved: \$ 11.00

## Viewing the cart and completing the order

Once you have finished adding items to the order, you will need to view the Cart

Order Form Welcome to Order Form Test You Saved : \$ 11.00 [View](#) [1 Items](#)

Commodity ID & Name :  Subrange ID & Name :

Product ID & Name :  [Search](#) [Clear Filter](#)

Single  Parcel  [Add To Cart](#)

Product ID	Product Name	Deals \$	13/08/2018	27/08/2018	10/09/2018
123456	PRODUCT ONE	MOQ : 10	1.00	Qty 1 : 5	Qty 2 : 2
				Qty 3 : 4	

When viewing the cart, you can change the order type to cash if you have agreed to pay the retailer a cash or cheque rebate or leave it as claim, meaning that Metcash will pass the rebate to the retailer and you will receive a claim at the end of the week of dispatch.

You can also remove any items or parcels which have been added by mistake or which you need to reenter the quantities for.

From the cart you can either return to the Order Form to add more items, or you can place the order.

**My Cart**

Total Items : 1      Total Cartons : 11      Total Deals : \$ 11.00      Order Type  **Cash or Claim**

Product / Parcel	13/08/2018	27/08/2018	10/09/2018	Price
Product ID : 123456 Product Name : PRODUCT ONE	5	2	4	\$ 99.00
<b>Total :</b>				<b>\$ 99.00</b>

[Back To Orders](#) [Place Order](#)

**Return to form | Place order**

[Remove items](#)

**Once placed, an order is committed to the system and will need Metcash Admin Support to either delete or change.**

Once the order is placed, you will be prompted to email a confirmation to the customer.

**Send Email**

StoreCode : 61000001      StoreName : SUPA IGA EXAMPLE      OrderPlacedBy : Mr Example      Email : abc123@examplestore.com      Vendor Email : abc123@examplesupplier.com      [Send](#)

[Cancel](#)

Simply enter the emails addresses for the store and for your copy, and click Send.

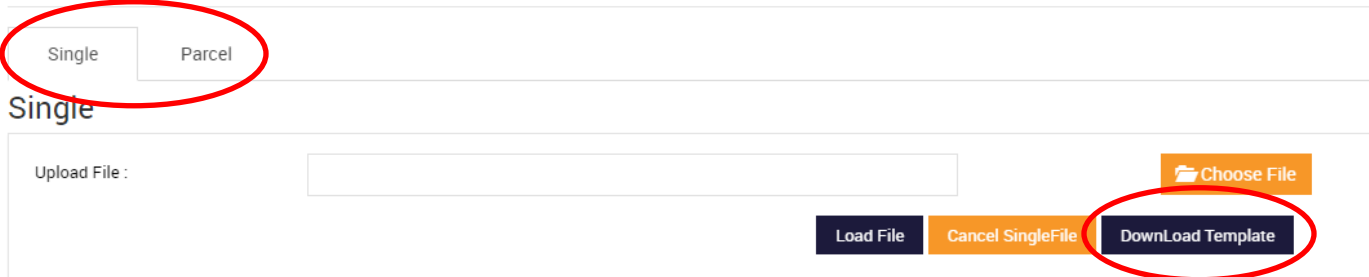
## Order Upload

Orders can now be uploaded via an Excel spreadsheet downloaded from MOS.

### Downloading the template

There are separate templates for Single and Parcel deals. To download the template simply select the Single or Parcel tab, and click the download template button.

#### Metcash Expo Order Upload Welcome to Expo Order Upload



Single Parcel

Upload File :  Choose File

Load File Cancel SingleFile DownLoad Template

### Adding the order information

Once you have downloaded the template, open it in Microsoft Excel. You will see a list of your deals is already on the template.

Vendor Code	Customer Code	Item No	Product Description	Min Qty 1	Deal 1	Min Qty 2	Deal 2	Min Qty 3	Deal 3	13/08/2018	27/08/2018	10/09/2018	Order Placed By	Order Type	Order Placed Date(dd/mm/yyyy)
99999		123456	PRODUCT ONE	10	1.00	20	2.00	30	3.00						
99999		234567	PRODUCT TWO	1	1.00	50	2.00	100	3.00						

You need to add:

- The store number (remember these are 8 digits – see note on state prefixes, page 13)
- The number of cases ordered on each date
- The name of the person who placed the order
- The Order Type (whether it is Cash or Claim)
- The date the order was placed (which could be earlier than the date you are uploading it)

Vendor Code	Customer Code	Item No	Product Description	Min Qty 1	Deal 1	Min Qty 2	Deal 2	Min Qty 3	Deal 3	13/08/2018	27/08/2018	10/09/2018	Order Placed By	Order Type	Order Placed Date(dd/mm/yyyy)
99999	61000001	123456	PRODUCT ONE	10	1.00	20	2.00	30	3.00	5	3		4 John Smith	Claim	8/07/2018
99999	61000001	234567	PRODUCT TWO	1	1.00	50	2.00	100	3.00	20	30		50 John Smith	Claim	8/07/2018

You can copy the deals down and include multiple stores in one file. MOS will then split out the orders when you upload the file.

When you are finished adding information, save the file.



## Uploading the order

To upload the file, first click the Browse button on the relevant tab (single or parcel) of the Order Upload screen and select your file. Then click on Load File and it will be uploaded.

Single  Parcel

Upload File :

**Browse** **Load File** **Cancel SingleFile** **DownLoad Template**

### Metcash Expo Order Upload Welcome to Expo Order Upload

Single  Parcel

Upload File :

**Clear** **Change** **Load File** **Cancel SingleFile** **DownLoad Template**

Once the file has been uploaded, MOS will show you a preview of the order(s). If there are any errors (for example if something was missed, such as the date in the screenshot below), a bar will display which says 'Errors'. To see which lines have errors, simply click on the bar.

**ERRORS:1**

Orders :

Vendor ID	:99999	Name	: EXAMPLE PTY
Store ID	: 61000001	Name	: SUPA IGA EXAMPLE
Order Placed By	: John Smith	Order Type	: Claim
Order Placed Date	: 08/07/2018		

Product ID	Product Name	Description	Quantity to be Delivered			Total Qty	Deal \$	Total Deal \$	Unit Price \$	Net Amount \$
			13/08/2018	27/08/2018	10/09/2018					
234567	PRODUCT TWO	PRODUCT TWO	20	30	50	100	3.00	300.00	10.00	700.00
					Total:	100		300.00		700.00

**Save Single** **Cancel Single Save**

**ERRORS:1**

Errors :

**Email Error File** **Download Error File** **Cancel Single Errors**

StoreId	ProductId	Description	Order Placed By	Order Type	Order Placed Date	Quantity to be Delivered			Deal1	Deal2	Deal3	Total Qty
						13/08/2018	27/08/2018	10/09/2018				
61000001	123456	PRODUCT ONE	John Smith	Claim		5	3	4	1.00	2.00	3.00	12

Once you are ready to commit the orders to the system, click on the save button.

Orders :

Vendor ID	:99999	Name	: EXAMPLE PTY							
Store ID	: 61000001	Name	: SUPA IGA EXAMPLE	Order Placed By	: John Smith	Order Type	: Claim	Order Placed Date	: 08/07/2018	
Product ID	Product Name	Description	Quantity to be Delivered			Total Qty	Deal \$	Total Deal \$	Unit Price \$	Net Amount \$
			13/08/2018	27/08/2018	10/09/2018					
234567	PRODUCT TWO	PRODUCT TWO	20	30	50	100	3.00	300.00	10.00	700.00
					Total:	100		300.00		700.00

[Save Single](#) [Cancel Single Save](#)

As with the Order Form, you will then be prompted to send a confirmation email to the customer.

## Order Review

Orders placed are stored in the system and can be viewed at any point. It is also possible to download reports on your orders from the system.

## Order Enquiry Screen

To view your orders, go to the Order Enquiry screen from either the dashboard or the navigation menu on the left.

Metcash Expo Dashboard Welcome to Metcash Expo Dashboard



By default, all your orders will be displayed, in the order that they were placed. You can filter to see orders by the store, the status of the order, or by the order number to just show one specific order. Remember, the status of all orders will be 'Confirmed' unless you have contacted Metcash support to allow one to be edited.

You can click on 'View' to see more detail about an order. If the order has been made editable by Metcash support, this is also where you can make any necessary amendments.

You can download the information for orders you are viewing either as a PDF or in Excel format. To download information for a single order, just filter for its order number and then export.

**Download orders**  
Export as PDF   Export as Excel

Pending Orders : 0   Confirmed Orders : 2   In-Review Orders : 0   Unconfirmed Orders : 0

Store ID & Store Name :    Status :    Order ID :    **Filters**

Search   Clear Filter

Order ID	Store ID	Store Name	Order Placed by	Total Cost \$	Total Deal \$	Order Type	Status	Action
828	61000001	SUPA IGA EXAMPLE	Mr Example	99.00	11.00	Claim	Confirmed	View
831	61000001	SUPA IGA EXAMPLE	Mr Example	640.00	160.00	Claim	Confirmed	View

**View orders**

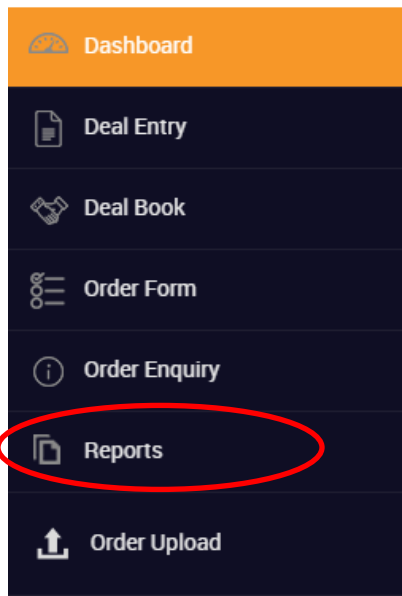
If you need to amend an order, you will need to contact Metcash support. While at the event (19<sup>th</sup> – 21<sup>st</sup> July) you can contact them through the MOS Help Desk on 07 5504 4102. At any other time, please contact them via email at [MOS@metcash.com](mailto:MOS@metcash.com).

## Reporting

You can download reports on the orders you take from the system which include data on what has been ordered, by which customers, which deal the item was ordered through, and the dollar values of the order and discount\*. The reports are in Excel format, so you can manipulate them to extract information as you require.

**\*The product costs in MOS are based on New South Wales pricing, and whilst they are updated regularly, they are not live. As such, dollar values for orders in MOS reports will always be approximate.**

To download a report, go to the reports screen from the navigation menu on the left of the screen.



On the reports screen there are various filters which you can apply to restrict which orders appear on the report. To download a report including all of your orders, simply click on 'Download' without setting any filters.

## Metcash Expo Reports Welcome to Expo Reports

Store ID & Name :	<input type="text" value="Select Store"/>	Status :	<input type="text" value="Select Status"/>
State :	<input type="text" value="Select State"/>	Time :	<input type="text" value="Select Time"/>
From Date :	<input type="text"/>	To Date :	<input type="text"/>
Delivery Date :	<input type="text" value="--All--"/>		



## Contact Us

For ongoing MOS Support, please contact us at [MOS@metcash.com](mailto:MOS@metcash.com)