

## **METCASH ORDERING SYSTEM**

### **VIRTUAL EXPO FREQUENTLY ASKED QUESTIONS**



# Metcash Ordering System

**Q: What are the opening hours for October Grocery Virtual Expo?**

**A:** 12<sup>th</sup>, 13<sup>th</sup> & 14<sup>th</sup> October 2020 – 9.00am to 3.00pm

**Q: What is my username and password?**

**A:** Usernames and passwords will be in your Expo registration confirmation email under Metcash Ordering System.

**Q. How do I load my deals to the system?**

**A.** Please refer to the website page [Metcash Ordering System](#); all the instructions are listed in a printable PDF.

**Q. What is the cut-off date for new lines to be ranged for inclusion in the 2020 Expo Deals?**

**A.** All new lines must be ranged no later than the 30<sup>th</sup> September 2020.

**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 are still having issues, please email the MOS Help Desk on [MOS@metcash.com](mailto:MOS@metcash.com)

**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 please email the MOS Help Desk on [MOS@metcash.com](mailto:MOS@metcash.com)

**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. Do the deals given at Expo override my existing promotional program or are they additional?**

**A.** All deals at Expo are over and above existing promotional programs or any deals that are currently in the system.

**Q. How are my deals claimed?**

**A.** There are 2 options for the Expo deals to be claimed. First is via a claim through Metcash, and the second is via cash directly through the retailer. The retailer will nominate their preferred method when placing an order. If paying in cash, you must select cash when placing your order in the ordering system.

**Q. How many delivery windows are there for the Expo deals?**

**A.** October Grocery Virtual Expo Delivery Windows:

Week Commencing 9<sup>th</sup> November 2020

Week Commencing 7<sup>th</sup> December 2020