

METCASH ORDERING SYSTEM **EXPO FREQUENTLY ASKED QUESTIONS**



**Metcash
Ordering
System**

Q: What are the opening hours for Expo?

A: Sunday 17th & Monday 18th July 2022 11.30am – 4.30pm
Tuesday 19th July 2022 – 10.00am 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](#); all the instructions are available in a printable PDF.

Q. What is the cut-off date for new lines to be ranged for inclusion in the 2022 Expo Deal Book?

A. All new lines must be ranged and have active Metcash Item codes, prior to 29th May 2022 as all deals need to be entered into MOS no later than 29th May 2022 to be included in the deal book.

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

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

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. 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. There are multiple delivery windows for Expo. Details below:

TOBACCO ORDERS	EXPO ORDERS – NON TOBACCO
W/C 22 nd August 2022	W/C 05 th September 2022
W/C 19 th September 2022	W/C 26 th September 2022
	W/C 24 th October 2022
	W/C 28 th November 2022