

SUPPLIER UPDATE

June 24, 2021



What happens when your product data errors out?

We love your product data and it helps us to provide efficient distribution and meaningful product info to our online customers. To support Online Shopping, we've asked for a lot of product information and you've been great at providing it for us.

Sometimes that data needs tweaking. Whether it was a typo, or something doesn't quite make sense, our Logic Drop system will normally pick it up.

When it finds an error, it'll email the person who submitted the data and send a notification back to the Foodstuffs eXchange and GS1 (if you use their service).

We're continually trying to make those messages simple and clear, but if you do encounter something that doesn't make sense to you, let us know by calling the Supplier Support team on 0800 555 985.

You can see a list of articles and error descriptions in the eXchange under **Products \ Data issues** with suggested remedies.

We've also updated the Products help pages. Click the ? icon to see them on the site.

Online Shopping for New World and PAK'nSAVE in the South Island

Over the last year, we've been working hard to implement an online shopping offering for South Island New World and PAK'nSAVE stores. The programme has involved a complex integration with existing North Island systems and shoppers are set to enjoy the new service from early July, starting with New World Rangiora.

New World Rangiora, PAK'nSAVE Rangiora and New World Kaiapoi were used to pilot online shopping with a soft launch to specified 'Friends and Family' groups. Following the pilot, a staggered launch will occur with all Christchurch New World stores aiming to be complete by Easter 2022.

The intention of online shopping is for New World and PAK'nSAVE customers to purchase groceries based on what is on the shelves at their local store. Both brands are offering Click & Collect, and customers can select any store from which to collect their order. New World is also providing a home delivery option and this service will be location dependent, as there are different catchment areas depending on each customer's local store.

Most New World and PAK'nSAVE shoppers who choose Click & Collect will enjoy a concierge service where they can park in a dedicated Click & Collect parking space and staff will bring the order to the customer's car.

This is an exciting new channel for us, with many opportunities for working with you to further develop the online range and offers for our customers.

Visit the websites: *CTRL+Click to follow the links*

New World - <https://www.newworld.co.nz/discover/online-shopping>

PAK'nSAVE - <https://www.paknsave.co.nz/more/south-island-online>



FOODSTUFFS
South Island

New sites coming soon

We're pleased to advise that **New World Ravenswood** will open for trade to the public on Wednesday 25th August.

This is an exciting time for the residents of Woodend, Pegasus and Ravenswood as it will give them easy access to the latest in modern supermarket offerings.

Please see the latest site photos at right.

Four Square Diamond Harbour is also coming along. We will be able to announce an expected opening date in the coming weeks.

Finally, **Henry's Prebbleton** will commence trading from 5th July.



NEW WORLD

Family2Family.

This June, New World has once again helped Kiwi families in need this Winter with our annual Family2Family Foodbank Appeal. Our 145 stores have supported the food drive throughout New Zealand, donating to either the City Mission or local Foodbank (depending on their location).

As well as facilitating this successful appeal, New World owners will donate a share of \$250,000 to either the City Mission or their local Foodbank.

New World cares about our communities and we want to bring New Zealanders together to help fellow Kiwi families in need – from one family to another. The 2021 Foodbank Appeal has provided our customers with an easy way to give back to their community in just a few easy steps:

- Picking up a brown paper bag instore (or delivered in your letterbox)
- Filling the bag with non-perishable groceries
- Dropping off at your local New World and donating to the local foodbank or City Mission

The campaign will also provide different ways to give back – fill a bag, buy a pre-filled bag to donate, buy participating products or donate your Flybuys points. To date we have had a staggering response with over 10,000 bags donated.

We also want to pass on a massive thanks to the suppliers who this year have partnered with us. There are too many to mention – but you know who you are and you have our sincere gratitude for the support. We're keen to continue this partnership next year.



Procurement and Distribution

With the recent weather events disrupting supply and leaving logistical challenges in the South Island, we have made the decision to increase our safety stock levels on key, high volume, ambient lines that are ranged in our distribution centers.

Over the next six weeks we will gradually be lifting levels on these lines. This is a similar process to the high-volume Christmas and Easter builds we have managed in the past.

Your procurement contact will be in touch shortly to advise of any of your products that will be included.

Thanks in advance for your prompt attention to this and for helping us feed the South Island!

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