

# SUPPLIER UPDATE

October 29 2020



## Reminder: Price and product change moratorium

As we approach the busiest time of the year, we ask for your support and patience as we put new product and price changes on hold over the pre-Christmas period.

It's our standard operating procedure for the busy period and allows us to focus on merchandising and selling as much of your product as we can!

### This year's moratorium dates are as follows:

#### List price adjustments

- Starts Monday 23<sup>rd</sup> Nov
- Ends Sunday 31<sup>st</sup> Jan

#### New product introductions

- Starts Monday 30<sup>th</sup> Nov
- Ends Sunday 10<sup>th</sup> Jan

Should you publish a new product with a launch date within the moratorium period, please contact the category team for special review and consideration.

Thanks for your support with our annual moratorium.

## More Foodstuffs eXchange updates.

Our last newsletter covered the finance focused updates being made to the eXchange, and how these will benefit your business. This time, we'd like to talk about another piece of work that we've been plugging away at.

It's all about your product data and how we can use this to improve your sell through in our on-line space. When we launch next month, you'll get better feedback when entering or editing product data thanks to our Logic Drop automation project.

Price changes will also become much easier and more consistent across product families once our automated Supplier Price Adjustment (SPA) tool is deployed in November.

We've asked for incremental updates to key product lines from many of you to support our focus on customers and their desire for more information about your products. We'd like to thank you for updating promptly when asked.

You might have noticed that the Products page at the eXchange now requires a "Marketing message". Please use that to succinctly state your product's point of difference. This will be served directly to online customers and forms part of the story that together we can tell customers about your products.

Put together, these changes help to sell more of your great products to our customers.

## From the Category team:

We've recently asked for "pre-reads" prior to any meeting you have with the category team. These have proven to be invaluable, allowing for more directed discussion within the meeting, so thank you!

One frequently asked question we get is, on what basis do we make our ranging decisions? It's a complex process and each category and product is different, but there are some benchmarks that we look at consistently. These include – FSSI strategic fit, uniqueness, incrementality to category, sustainability credentials, current supplier/brand performance and marketing support. Whilst it's difficult to land on a 100% winning formula every time, these benchmarks guide us to make better decisions overall.

From a presentation perspective: we see a lot of these! To ensure that yours is best in class keep it succinct, actionable and relevant. There should always be time built into a presentation for good, robust discussions and questions. Please talk to the category managers on what they want to see in particular. Their contacts can be found [here](#).

**Did you know?** Of the 12 PAK'nSAVE South Island stores, 9 now have SHOP'nGO. This allows customers to scan and bag their own groceries as they shop.

## Supplier Support – How to...

Welcome to the first in a series of frequently asked questions about using the Foodstuffs eXchange. This month's hot topic is:

*I want to proactively manage my product catalogue with Foodstuffs. How can I check what my product data looks like?*

First, make sure you have the Products permission on your eXchange user account. Call us on 0800 555 985 if you're not sure.

Next, navigate to the eXchange Products page and look for the "Export products" button. Clicking it will start a download of all your product data that is held nationally in the Foodstuffs NATPIM database. It can take a few minutes, so don't shut down your browser while it's collating the info.

After a while, you'll see a download dialogue box appear. Save the file and it'll come down to the usual folder that your browser saves to (Downloads is the default). The file will save as a CSV format which can be opened in Excel or Google Sheets.

## Christmas stockbuild and DC ops

Keep an eye out in the coming fortnight for our Procurement team holiday season email.

It'll contain lots of useful information regarding the holiday build strategy, changes to key contacts, DC operational schedule and a quick precis of the year that was.

## Supplier Support contacts:

[suppliers@foodstuffs-si.co.nz](mailto:suppliers@foodstuffs-si.co.nz)

0800 555 985

**FOODSTUFFS**  
South Island