

# SUPPLIER UPDATE

Nov 19, 2020



## Wow, what a year we've had so far!

Along with a global pandemic, a changing political scene and massive disruption to how we all work, live and play, we've seen major change in the Foodstuffs business too.

This year we've:

- Implemented instant feedback on your product data
- Deployed electronic credit requests and RPOs through the eXchange
- Rolled out a new EDI file schema for invoices, orders and ASNs
- Started these newsletters
- Built a new sponsorship relationship with the Gut Foundation
- Initiated the Actionable Customer Insights programme

## Coming soon: Online Supplier Portal

At FSSI we are working on enhancing the way we interact with you, our vendors, for promotions. We're introducing an Online Supplier Portal that will be accessible via the eXchange or the VMI portal, in mid 2021.

We expect that this will provide some process improvements including:

- *Real time information on promotion status*
- *Less back and forth between FSSI and Suppliers*
- *One source of truth for Suppliers*
- *Access to submit instore promotions*

Check out the screenshot for an example of what will be available for instore promotions

- *Status = Where does your current offer stand?*
- *Locations = Where did you propose the offer?*
- *Accepted = How many stores accepted the offer?*
- *Rejected = Who did not take up the offer?*

Proposals (4)

Name	Channel	Status	Validity Period	Last Changed	Locations	Accepted	Rejected
<input type="radio"/> Special Deal 101	New World	Submitted	08.10.2020 - 09.10.2020	John Smith 01.10.2020	25	10	7
<input type="radio"/> Different Deal 102	New World	Submitted	05.10.2020 - 11.10.2020	John Smith 03.10.2020	20	18	2
<input type="radio"/> Special Deal 105	PAK'nSAVE	Revoked	08.10.2020 - 09.10.2020	John Smith 01.10.2020	11	5	5
<input type="radio"/> Nov Classics 200	New World	In Process	01.11.2020 - 30.11.2020	Sarah Stevens 09.10.2020	0	0	0

Look for more project announcements in the coming year. In the meantime, have a safe and happy Christmas!

If you didn't receive this via email, but would like to, please click our [opt-in link](#)

**FOODSTUFFS**  
South Island

## Supplier Support – How to...

Here's the second in our series of frequently asked questions. This month's hot topic is:

*I keep getting told my ASN didn't work. How do I find out what went wrong?*

An ASN is our advance shipping notice. It tells us what you're intending to supply from an order. They can be created by you confirming an order on the Foodstuffs eXchange, or by EDI – meaning your server sends an ASN file to us when the goods are picked and packed. We use ASNs to inform the goods receipting process at the DCs and to let store buyers know what won't be supplied on their order

### ASNs can fail in 3 ways:


It wasn't sent (so either the order wasn't confirmed at the exchange or your server didn't send the file for some reason).

The ASN had a data issue (EDI ones might not correctly identify a product or might not relate to an existing order).

The ASN was all correct, but we didn't get it in time to be useful

### What can I do about it?

Make sure that all your orders are confirmed at the eXchange. Manually confirming them is always the workaround for EDI failures too.

Check the Document Tracking page at the exchange. Failed ASNs will show up as red lines. Click the red circle for details. Live 

Make sure your orders are all confirmed before the deliveries are due to hit their destinations.

As always, if you're not sure, call us on 0800 555 985, or email [suppliers@foodstuffs-si.co.nz](mailto:suppliers@foodstuffs-si.co.nz)

## Category services update!

We've talked before about how ranging decisions are made. To make that process a little more clear, we've implemented a new system.

From early next year you'll notice a change to the information we give to you for our ranging outcomes. We've removed the current comments info and instead added a colour coded system across some key benchmarks that we use for ranging decisions – an example below! This should give more specific detail around where we are aligned or not on product submissions.

Decision Benchmarks					
FSSI Strategic Fit	Uniqueness	\$ Incrementality to Category	Sustainability	Supplier/Brand Performance	Marketing Support

*Green means aligned to benchmark.*

*Orange means the product is somewhat aligned to benchmark.*

*Red means the product submission is not aligned to benchmark.*

Detailed information on the benchmarks and our expectations, and updated category timelines can be found on our exchange page.

Please click the links to view the [Product Ranging](#) page, the current category [Ranging Cycles document](#) and the [Benchmarking considerations document](#).


## Christmas housekeeping

While the business focuses on the holiday season, we keep changes to stores and background data to a bare minimum.

This makes it a great time to maintain our mail list for store updates. We email store changes out a week ahead of the scheduled cut over date.

If you don't get those emails and would like to, please email us at

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

If your contact details have changed please take the time to update your company records at the eXchange. Click the "my company" icon  to view/edit them.