

# SUPPLIER UPDATE

11 June 2020

We've reached a milestone on Monday with the Prime Minister's announcement that we moved to Alert Level 1 from midnight on 8<sup>th</sup> June.

The past few months has been an extraordinary time for all of New Zealand. We thank you for helping us to Feed the South Island – with your support we have provided an essential service to all our customers. Your products have kept our shelves stocked for South Islanders and we greatly appreciate everyone who has contributed.

Now that we are at Level 1, face to face meetings are back and it was great to see so many visitors to our office already this week. There are so many opportunities for our business and yours to partner in Feeding the South Island. Please contact our teams to share your ideas with us. We'd love to be involved.

One of those opportunities is via our Community Trust partnership with the Gut Foundation. In this edition we have information about the Gut Foundation and how you can add your support to this important research.

Sincerely, Phil Lemon



## Partnering to improve gut health

Foodstuffs (South Island) Community Trust has entered a three-year sponsorship with The Gut Foundation, a charity dedicated to helping New Zealanders improve gut health by promoting research and education of gut diseases and disorders.

With the aim of improving gut health in South Island and wider New Zealand, the Gut Foundation was chosen by the Trust from over thirty applicants for the three-year grant. The charity will use the funds for educational campaigns, research projects and to establish community 'Gut Health Hubs' in the South Island. While gut disease is increasing worldwide and in New Zealand, it's particularly prevalent across the South Island. "The Foodstuffs (South Island) Community Trust is committed to supporting our communities and people by helping them to thrive, so it made sense for the Trust to help fund research and community awareness for a cause which affects so many people," says Justin Smith, Chairperson Foodstuffs (South Island) Community Trust.

One of the keys to providing the best care for South Islanders is to encourage local researchers to study the causes and treatment of gut diseases. Richard Geary, Professor of Medicine at the University of Otago, and Consultant Gastroenterologist says "We're seeing increasing rates of gut disease in New Zealand at all ages. Our work, supported by the Trust, will help us understand better why these rates are increasing, and to create public awareness."

Foodstuffs (South Island) Community Trust is leading the way with the significant three year sponsorship and the Gut Foundation is keen for more FMCG industry to join in "The FMCG industry plays a huge role in providing New Zealanders with the sustenance and choices to achieve good gut health. We're inviting more FMCG partners to get behind us in working towards better gut health for all New Zealanders."

One way the FMCG industry can contribute is to sign up to be a Gut Foundation [Bowel Buddy](#), or [Colon Chum](#) to fund a critical piece of research led by Dr Richard Geary, to do a deep dive into why gut disease symptoms can go undiagnosed.

For more information visit [www.thegut.org.nz](http://www.thegut.org.nz) or email [margaret@thegut.org.nz](mailto:margaret@thegut.org.nz)

**FOODSTUFFS**  
South Island

# The new normal at retail

Now that we are in Alert Level 1 we see a return to pre-COVID trade. This means that the physical distancing rules no longer need apply in store. You will still see Perspex screens and dividers at checkouts for now; we will review these in time. Our high standards of cleaning and sanitising will remain in place to maintain confidence for customers and staff.

We look forward to a return to business as usual for supplier reviews both at our support office and in store, and appreciate your efforts to help this happen quickly. The relationships we have with our suppliers have been a strength of our response to the COVID-19 pandemic.

Our heartfelt thanks to all our suppliers for your support over the last few months; its been a roller coaster of panic buying, new rules and guidelines, and managing customers, staff and supply challenges.

Nine New Zealanders are diagnosed with bowel cancer every day. Of these nine, three will die, making bowel cancer our second-highest cause of death.

## Credit note reference numbers

At Foodstuffs South Island we process around 170,000 invoices and credit notes each month, with the vast majority passed for payment by automatic matching to the order or claim. This relies on accurate information on each document. Our finance team have noticed that one recurring issue is with credit notes.

To help us match credit notes to the relevant claim or request, please ensure that you supply our reference number (Returns Reference or CNR Number) in the **order number** field on your credit notes, as illustrated below.

Providing these details on every credit note allows us to process these transactions without delay.

For Credit Notes related to our *Proforma Credit Claims* always quote the "**Returns Reference**"

### Proforma Credit Claim

Damaged/Unusable Goods	
Date:	16 May 2020
Returns Reference:	5101265408

For Credit Notes related to our *Credit Note Requests* always quote the "**CNR Number**"

### Credit Note Request

CNR Number	5118219798
Date	3 October 2019
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If you have any questions about formatting your credit notes, you can contact our supplier support team (details at right).



## Need help?

Our supplier support team are available to assist you during office hours.

Call 0800 555 985

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

Thank you again for your ongoing support. If you want to add subscribers to our newsletter, you can do so [here](#).

Let's Feed the South Island together.