

# SUPPLIER UPDATE

January 21, 2021



## Price changes have just got easier!

We've been working hard to implement a few new changes to the Foodstuffs eXchange and managed to sneak the latest deployment in before Christmas.

**The new FOBL SPA form is now live.** You can find it in the Products page of the eXchange, under 'Price Adjustments'.

*What does this mean for you?* Instead of manually filling out the price change form, all you need to do is specify a product by its GTIN and the form will pull all the relevant info for you. It'll also query both the Foodstuffs North Island and South Island databases to find all the products in the same price family, so it's really easy to keep your pricing aligned. Once you've edited the new prices, you can then download the completed form.

The rest of the price change process remains unchanged; simply send the completed form and justification letter to [price@foodstuffs.co.nz](mailto:price@foodstuffs.co.nz)



2020 was a huge year for Trents Wholesale, and we are very excited to showcase our brand refresh! It includes the launch of Trents Online and a shiny new website featuring several of our wonderful Trents team members. We would love for you to check it out at [www.trents.co.nz](http://www.trents.co.nz)

*Our focus for 2021 is connection.* We want to continue to build partnerships with suppliers who are excited to connect with Foodservice and Wholesale customers. With increased capabilities, including digital marketing via eDM and Trents Online, along with social media engagement, we can connect our customers with your brands and products.

We're open for business for sales activity with digital, customer service calls and sales rep drives. We're looking closer at our category and promotions insights to enable us to connect with our customers through the best range and promotion types to suit their needs. Our 2021 activity calendar is currently being drafted, so get in touch to discuss how we can partner together to maximise these exciting opportunities.

You can join our journey by contacting your Trents Category Manager to learn more, or new suppliers can email us at:

[newsupplier@trents.co.nz](mailto:newsupplier@trents.co.nz)

**FOODSTUFFS**  
South Island

## Quality data and images create a quality shopping experience

We have a huge focus on the customer here at Foodstuffs South Island. Some of our significant projects underway are working to deliver new and better customer experiences, both in store and online. You will have heard about Project Kapua, our online project, and also Actionable Customer Insights, where we will join with Foodstuffs North Island to implement the dunnhumby & symphony tools in our business.

What these projects have in common is a need for more product data attributes and better qualitative information about your products. We have internal teams working hard to ensure that the data we hold is fit for use and allows us to present your products to customers. Last year we implemented a new data validation tool which now gives you instant feedback on the data you provide via the Foodstuffs eXchange Products area or GS1 NPC. You need to act on this feedback to ensure that your product data is ready for us to use!

Coming soon, we will have a new feature at the eXchange which will show you the images we hold for your products. You will be able to check these and upload new images within this feature! Look out for further announcements about this, and in the meantime, remember to email our national images team at [images@foodstuffs.co.nz](mailto:images@foodstuffs.co.nz) to update your images.



We'd like to thank all suppliers for their assistance in 2020. We've performed well throughout the last year, with customers urged to shop locally through lockdown, and we're in a strong position for 2021.

If you think your products would go well in the fuel/convenience channels, please come and talk to us about them.

*We have a few key personnel changes for the group :*

- Hayden Telfer has joined the team as the Otago/Southland Operations Advisor replacing Tanya Eastlake.
- With Karina Scott leaving us mid-January 2021 to go on parental leave we would like to welcome Tom Smith to the team as Operations Advisor for Canterbury/ West Coast region.

We often get asked, "why does OTS have 2 colours for its brand being pink & blue?" The colour difference is to distinguish between petrol sites (blue) and standalone convenience sites (pink). All other group details and terms are exactly the same

We would like to wish you all a very productive and safe year from all the On the Spot team. We look forward to growing with you in what we hope will be a more stable 2021.

Mike Arlidge

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



## NEW WORLD

### New World caps off Christmas in style

We've had great trade at New World this Christmas on the back of our amazing SMEG Knife promotion, which has seen fantastic turnover and record market shares for the brand, as customers flock to our stores.

Thanks to those of you who have supported this promotion. We look forward to partnering again in 2021!

### Supplier Support

With a new year, it's time to think about how we're doing in our role of communicating with you, our suppliers.

We'd very much like your feedback on whether the newsletter content is applicable to you and what you'd like to see more of. Please tell us what you'd like to see by emailing us at

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

### Contacts

As always, we're available to answer queries or help troubleshoot on:

0800 555 985 for general queries or

0800 FSTUFFS (3788337) for eXchange issues.

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South Island