

The Systems Support team is available to answer your questions regarding the Foodstuffs South Island Promotions Portal. Please contact Foodstuffs North Island for queries relating to their Supplier Portal or business activities.

Promo Portal (PMR) Email Notifications – Can I turn these off?

- The automatic email notifications from the portal can no longer be turned off for active users. The only way to stop receiving email notifications is to expire your Promo Portal access.

Note: *If you need to remove your access for a specific vendor number or you need to expire your access fully, you can contact the Supplier Inbox for assistance. If someone has left your company or changed roles, we also encourage you to contact us to expire their access.*

Why can't I access the Promo Portal?

- Make sure you have requested access to the Promo Portal via the form on the Foodstuffs Exchange.
- When logging into the Foodstuffs Exchange, make sure it's under the same credentials you requested for your Promo Portal access.
- You may need to clear your cache (browsing history & cookies and other site data of all time).
- If the above does not work, email through to the Supplier Inbox with screenshots of the issue.

I have an issue with an In-Store promotion – who can I contact?

- In-Store promotions are not managed centrally by Foodstuffs South Island or Category Managers. Your main point of contact for most issues or queries will be the individual store(s) directly.
- If you have a systems related issue (e.g. you can't find an article number) or need assistance navigating the In-Store application, you can contact the Supplier Inbox or refer to the training material on the Foodstuffs Exchange.

A store is advising that they can't see my offer in the In-Store Portal, why is this?

- Stores must accept your offer before the buy in period begins. After this, the offer disappears from the stores view. Your offer must also be in the 'submitted' status for stores to view / accept your offer.

Why can't I see all my offers from the Promotional Calendar app within the Funding & Confirmation app?

- Category Managers will periodically publish the offers from the Promotional Calendar into the Funding & Confirmation app for you to add funding. This will usually occur 8-12 weeks prior to the offer start date (depending on the category). You will only be able to see as far as what the Category Manager has published within the Funding & Confirmations app.

When should I contact the Category Manager or Planner for Support?

- If you are missing a particular offer out of a promotional cycle
- If you have submitted incorrect funding
- If you need to cancel a promotional offer
- If you need to query a charge relating to an offer e.g. advertising levy or mailer inclusion
- If you have any questions on promotional timing or phasing.
- If you are working through a price adjustment or you have questions on promotional pricing.

If your question is still not answered or you need additional support with the FSSI Promo Portal, please email through to the System Support Supplier Inbox: SupplierPromotionsPortal@foodstuffs-si.co.nz.