



The Foodstuffs eXchange Web User Manual

Version 1.2

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Version History

Revision	Date	By	Notes
1.1	8 July 2019	Ana Connor	Complete rewrite, published for new Foodstuffs eXchange
1.2	9 January 2020	Sandy Galland	Adjusted image sizes to reduce file size for web download

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1. Introduction

1.1 Executive summary

Foodstuffs has a trading relationship with more than 3,500 product suppliers. When you become an approved supplier, you join our community as part of New Zealand's largest grocery organisation and can sell your products to any Foodstuffs store.

We want working with Foodstuffs to be as simple as possible. We have developed Foodstuffs eXchange to be your portal to Foodstuffs. Here we combine eXchange transactions, product information, and contacts (formerly SRM) into one system that allows suppliers to process all transactions with Foodstuffs companies in one location. It manages everything from advance shipping notices to invoicing and contacts, products, relationship management, food safety and communications.

In order for everything to flow smoothly, you must complete all steps required for each process. This manual provides an overview of using the Foodstuffs eXchange web portal, covering topics such as:

- navigating the portal
- processing purchase orders
- sending invoices
- tracking the documents you have sent and received
- adding new products or amending the existing products you supply
- contact details for your employees and Foodstuffs and store employees

1.2 Before you get started with Foodstuffs eXchange

Foodstuffs eXchange login

To use Foodstuffs eXchange, you must be a registered vendor. As part of the application process you will have been provided with a password to use with your registered email address when you log in. If you have any issues with logging into Foodstuffs eXchange please contact your local supplier support team whose details are on the final page of this user guide.

Supporting documents

Before we can set up your Foodstuffs eXchange account, we need to look at the documents you'll be sending to Foodstuffs and to the customer. Please forward copies of the following documents to your local Foodstuffs supplier support team.

A Priced Packing Slip:

- Each product line supplied must be priced, and an extended line price given
- The overall cost of the delivery must be included as a total figure
- Must NOT contain the word "Invoice" or have your GST number printed on it
- Must clearly reference the Purchase Order number

An invoice:

- Must show the store code preceded by FM# e.g. FM#1234
- Must specify Foodstuffs as the Bill To Entity
- Must specify the store as the Deliver To Entity

2. Getting started

2.1 Logging in for the first time

Password Setup

1. Open your internet browser and visit portal.foodstuffs-exchange.co.nz
2. Type your email address into the login field.
3. Click 'Don't remember your password?'
4. Check your email address is correct on the next page, then click the link to send you a password reset.
5. Once you've set your password, go back to portal.foodstuffs-exchange.co.nz and login.



The person in your business with admin rights must first activate your account. Once this is done, you will be able to set your password as described above.

Still need help?

Get in touch with your local E-Commerce supplier support teams:

- South Island email: ecommerce@foodstuffs-si.co.nz
- North Island email: supplierhelp@foodstuffs.co.nz
- Phone **0800 FSTUFFS** (0800 3788337).

2.2 Navigation

Once you have successfully logged in to the dashboard, you will be able to access the following functions through the web portal menu:

Dashboard

This is the home page for eXchange. It gives you a snapshot of your relationship with Foodstuffs and contains all of the functions you can use in the system.

From anywhere in the system, you can return to the dashboard by clicking 'dashboard' in the top left corner.



Purchase orders

This allows you to search and view your purchase orders including unactioned ones.

Invoices

This is the area to review and send invoices for fulfilled purchase orders.

Products

This will allow you to add, modify or delete the products that you supply.

Document tracking

This allows you to search the details and history of the progress of your documents through Foodstuffs eXchange.

Company Admin

This shows your basic company details and allows you to edit your key contact for purchase orders. You can also view your current settings for B2B ecommerce.

Contacts

This allows you to search contact details either by name or company. It has advanced options to help refine your search allowing you to filter by Foodstuffs company or subsidiary e.g. Foodstuffs South Island, business area e.g. marketing, and business category e.g. bakery.

News

This contains news items about recent or upcoming changes and events regarding Foodstuffs eXchange.

Help

This contains instructional materials and manuals to help you understand the different features and functions of Foodstuffs eXchange.

 You will also see alerts showing you incomplete actions such as unconfirmed purchase orders, unsent invoices and failed documents. It's important to promptly address draft or incomplete transactions in order to be paid correctly and on time.

Other icons...

 **Magnifying glass icon**
This is the Smart Search function which allows you to search across the site by transaction number, contact name and company name

 **Person icon**
Clicking on this icon will allow you to view your Foodstuffs eXchange user profile

 **Company Icon**
Takes you to view your company profile in the Foodstuffs eXchange

 **Arrow icon**
Log out of web portal



LOGGED IN AS

Dusit Welle
dusit.welle@exemplary.kiwi

CURRENT STATS

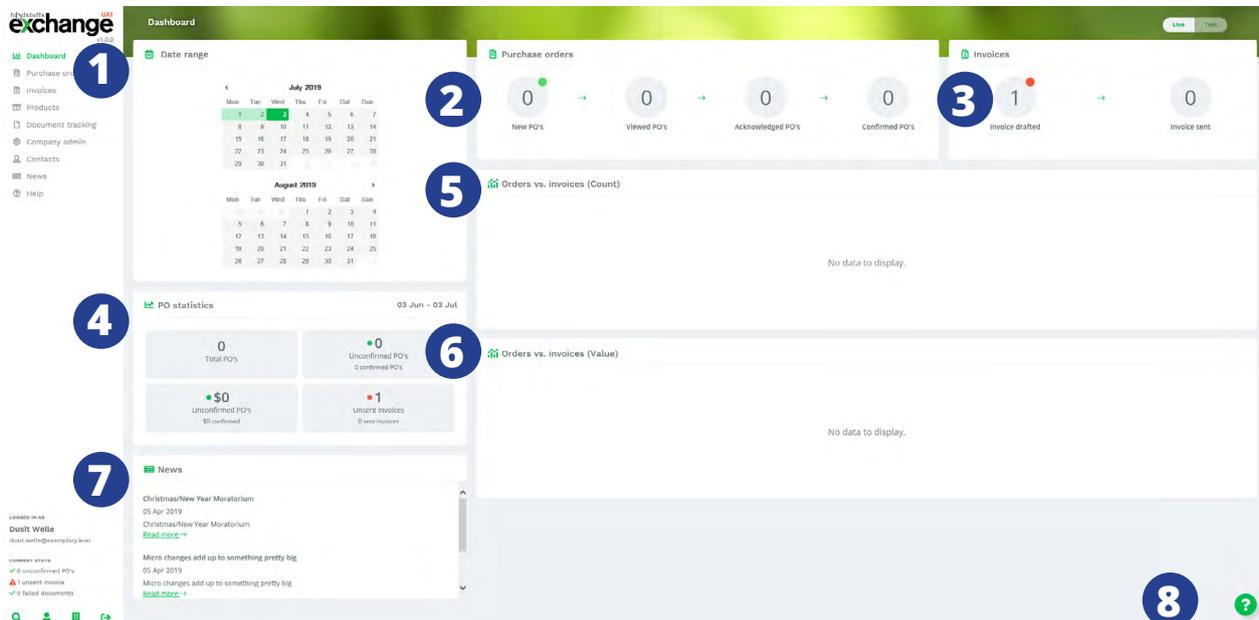
✓ 0 unconfirmed PO's

⚠ 1 unsent invoice

✓ 0 failed documents

Dashboard navigation



- 1** **Date picker**
By default the dashboard view is based on your past 30 days of transactions. You can change this using the date selector.
- 2** **Purchase orders**
You can see how many orders are at each status during the selected date range. You should aim to confirm all your orders as soon as possible.
- 3** **Invoices**
This area will highlight how many invoices are drafted, ready to edit, and how many have been sent to Foodstuffs. Remember that draft invoices have not been received by Foodstuffs and so cannot be paid.
- 4** **PO Statistics**
This section will show you at a glance where you need to take action to ensure all your transactions are processed, and the value of your unconfirmed transactions.
- 5** **Orders vs. Invoices (Count)**
This graph shows the number of orders and invoices you have processed each day in the selected date range.
- 6** **Orders vs. invoices (Value)**
This graph shows the value of orders and invoices you have processed each day in the selected date range.
- 7** **News**
Current news headlines from Foodstuffs will be displayed here, click 'read more' for the full articles.
- 8** **Question mark icon**
Context sensitive help is available across the site, click the question mark to open a new tab with relevant help information.

3. Processing a purchase order

There are some steps you must finish to successfully process a purchase order (PO) including receiving it, right through to invoicing Foodstuffs.

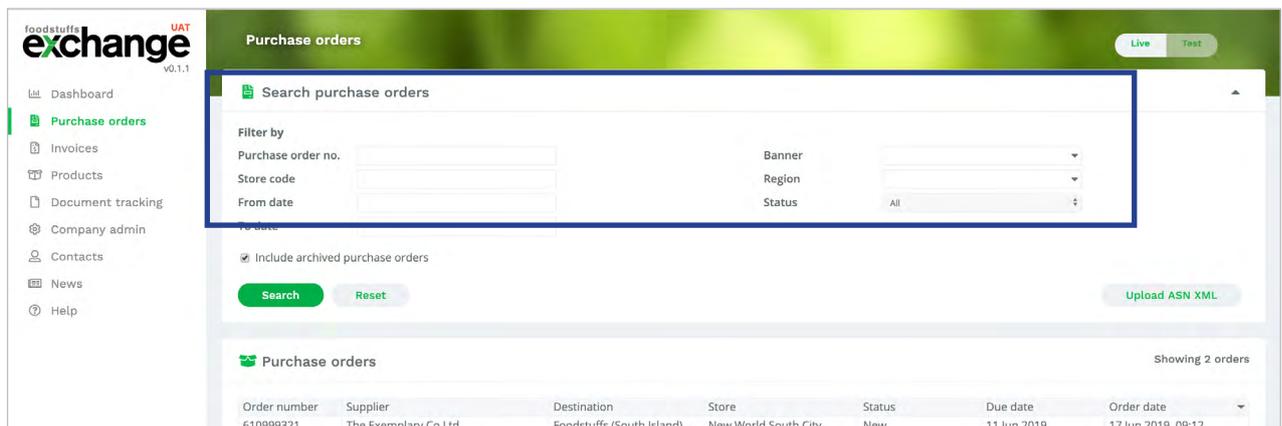
It's important to ensure all of the information you enter is accurate.

The purchase order (PO) page

All of your PO documents are in one location and you can filter the view by:

- region (Foodstuffs company)
- banner (e.g. New World)
- order number
- store code
- date
- status

You can also view your unconfirmed POs by clicking the alert icon in your menu.



By default only current POs are displayed. If you want to view old orders from the past 90 days, select 'include archived purchase orders.'

Filter by results

The results fields display the following information:

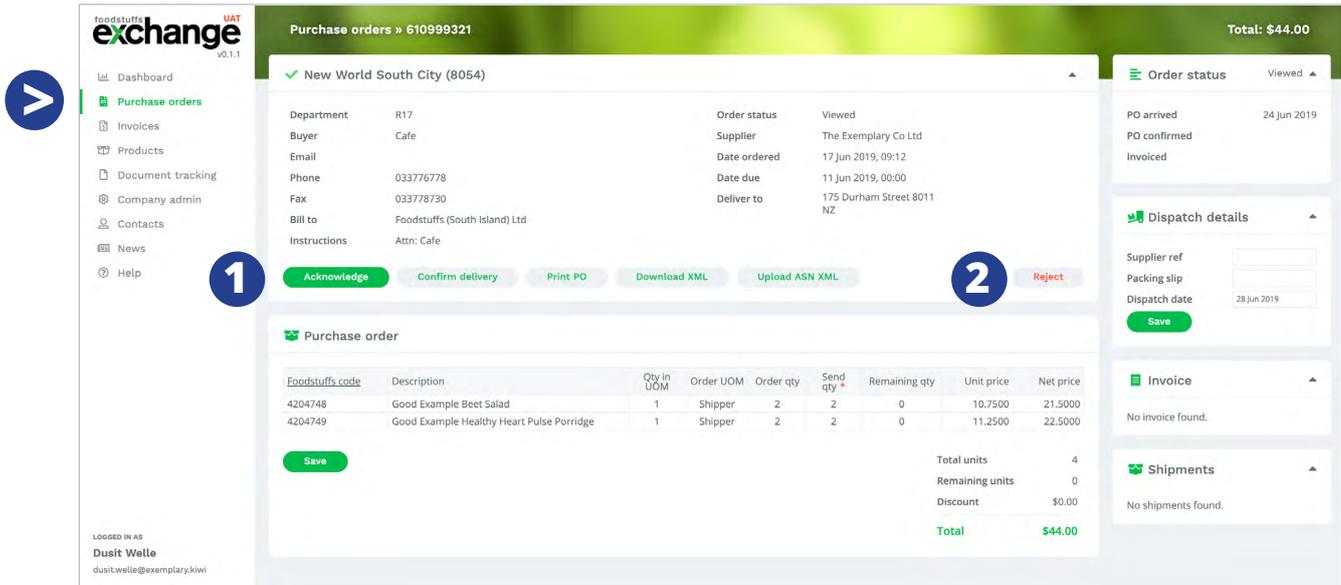
Field	Definition
Order number	The number generated by Foodstuffs to identify the purchase order
Supplier	Who is fulfilling the order
Destination	The Foodstuffs region to be billed for this order
Store	Which store will receive the order
Status	Which stage the order is currently at
Due date	When the order needs to be delivered by
Order date	When the order was placed

Click on the PO you want to view from the list of received orders underneath the search form. Clicking a PO here will take you to a more detailed screen that allows you to review the full PO and the products that have been ordered, the requested delivery date, pricing, and customer details.

Opening the purchase order will update the order status from "New" to "Viewed".

Can you fill this PO ?

- 1** **YES** - If you intend to supply at least one item, click **Acknowledge**
- 2** **No** - If you cannot supply products for the order or if there is an issue with the order, contact the buyer to inform them. You can then click **Reject**

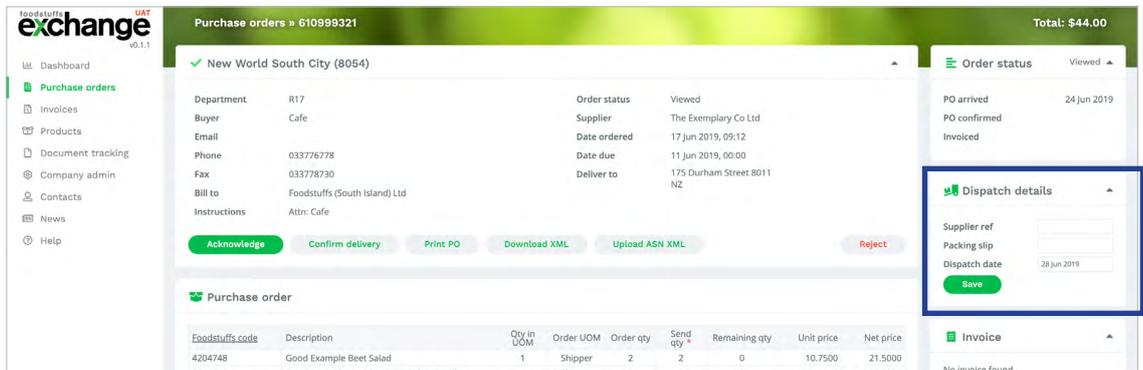


Glossary of terms

Field	Definition
Department	The instore department where this order was placed
Buyer	Who has issued the PO
Email	What the buyer's email address is
Phone	What the buyer's phone number is
Fax	What the buyer's fax number is
Bill to	Who the order is being billed to (Foodstuffs company)
Instructions	Any specific information relating to the order e.g. if it is a daily order
Order Status	What stage the order is currently at
Supplier	Who is supplying the order
Date ordered	The date the order was placed
Date due	The date the order is due
Deliver to	Where the order is being delivered to

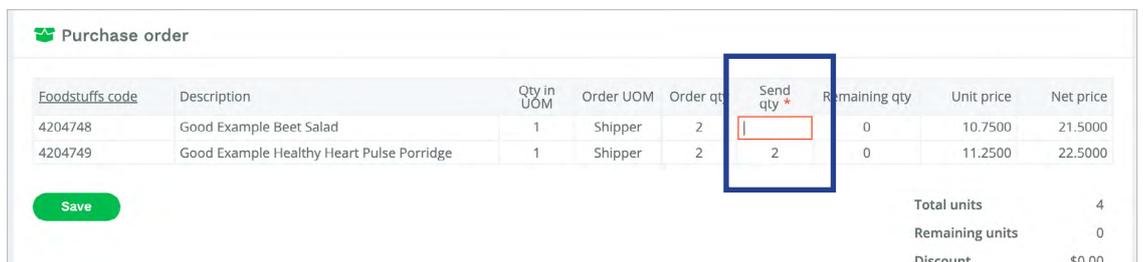
You can supply the order in part or full

If you are intending to supply part or all of the order, enter your supplier reference number, packing slip number and dispatch date in the panel to the right and click **save**.



If you are intending to undersupply the order

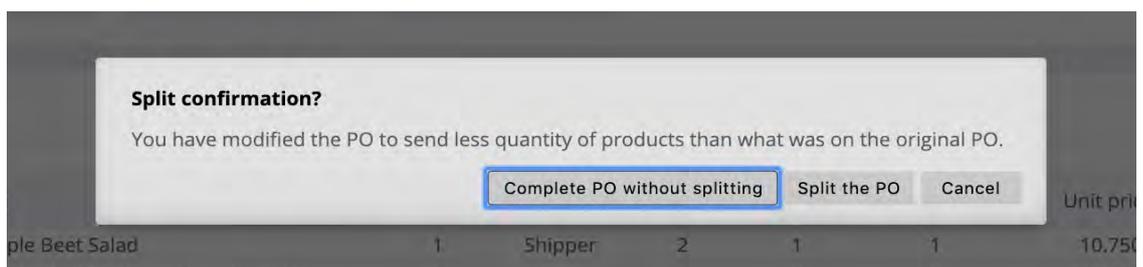
- Click into the send qty field marked with an asterisk and enter the quantity you are supplying
- Click **save**
- Please note you cannot edit the number to be greater than the order qty number to the left of the send qty column.



Confirming delivery once picked

Once the order has been picked, but before it is shipped, bring up the corresponding PO and click **confirm delivery**. This will automatically send an ASN to Foodstuffs, which will update our expected product quantities at our warehouse and store levels.

If you are undersupplying the order, a prompt will appear on your screen asking you to either confirm your PO without splitting, to split the PO, or to cancel the action and return to the PO. As Foodstuffs does not accept back orders, you would normally **complete the PO without splitting** when you undersupply.

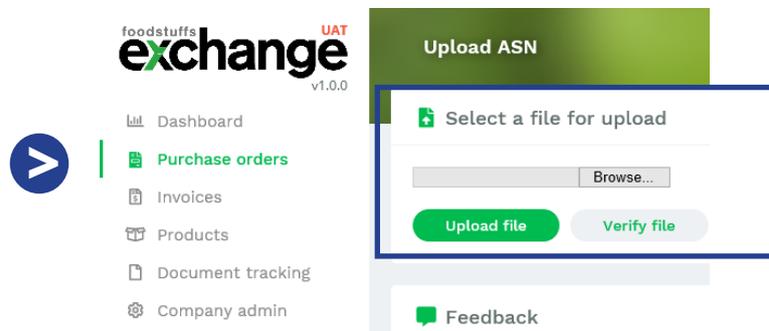


Glossary of Purchase Order Statuses

Status	Definition	Next steps
New	The order has not been actioned.	Click to view the order details.
Viewed	The order requires action and you have seen it. An automatic message will be sent to Foodstuffs letting us know the order has made its way to you.	If you intend to supply all or some of the order, click acknowledge. If there is a problem with the order or you are unable to supply it, click reject.
Acknowledged	You have agreed to supply part or all of the order and have confirmed the pricing is correct. The order still requires action.	This stage is where you pick and pack the physical goods to be supplied. If you intend to undersupply you need to edit the Send quantity to match what you are supplying.
Confirmed	The order process has been completed and this PO will be archived overnight.	Clicking confirm tells Foodstuffs you are supplying all or part of the order. The ASN will automatically be sent to Foodstuffs. From here you can print a copy of the ASN or the PO. If approved for Web Invoices, the eXchange will automatically generate a draft invoice for the order to the buyer indicated in the bill to field. You must have been approved by Foodstuffs for Web Invoices
Split	You have confirmed the order as being undersupplied, but indicated there will be a second delivery. The order remains open and requires action.	Edit the delivery quantity field to indicate the number of the products you can supply in a subsequent delivery.
Archived	The order was confirmed prior to midnight.	No further action is required and the PO will be archived automatically at midnight of that day. The system will also archive unconfirmed orders when they are more than 3 days past the delivery due date. Foodstuffs can disable this e.g. for import suppliers which may have significant delivery delays.

Upload XML file to ASN

To save time updating the send qty on your orders, you can upload an ASN in XML format. Clicking the [Upload ASN XML](#) button will take you to a screen where you can select an advanced shipping notice (ASN) to upload.



- To upload an XML file, click choose file and select the file you wish to upload from your computer.
- Once the file has loaded, click [upload](#).
- Verify file allows you to check the file you wish to upload. Any issues with your ASN will be highlighted to you.



If you are printing a PO for your records, please do not use the PO as a delivery docket. The PO is the historical document created by the customer. If you have edited the send qty data this will not show up here. After clicking confirm delivery, you will see the option to print ASN. The printed ASN document will show your edited send qty data.

Glossary of terms

Panel	Definition
Order status	This summarises when the PO arrived to you, the date you confirmed the order and the date the order was invoiced.
Invoice	This displays an invoice number and packing slip, shows the total price of the order and the status of the invoice e.g. draft or sent.
Dispatch details	This shows the suppliers reference number, the number on the packing slip and the date the order was dispatched.
Shipments	This shows when the order was shipped, the number of items shipped, the reference number if applicable and the packing slip number if applicable.

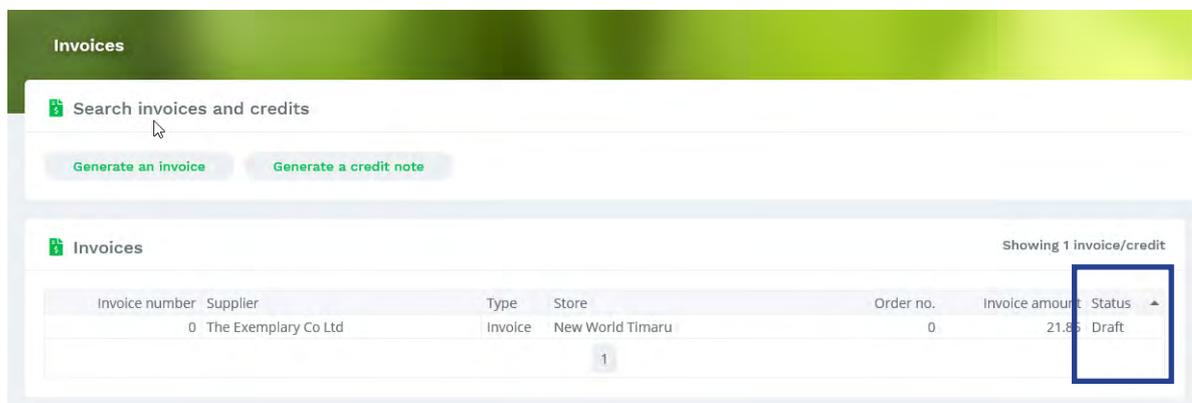
4. Invoices

! To enable the invoicing function you must have approval from Foodstuffs. Please get in touch with your regional supplier support contact for more information. Contact details are on the back of this manual.

On the invoices page you can view your current invoices and a summary of the invoices you have sent that day.

The invoices area allows you to generate invoices and credit notes for orders.

Once you have confirmed a PO, an invoice is automatically generated and will have a DRAFT status next to it.



Sending a draft invoice

It is important to remember that a draft invoice will not be sent to Foodstuffs for payment.

For it to send - you must:

- check each field
- ensure the information is accurate
- finalise your invoice
- click send.

4.1 Generating an invoice from a confirmed order

Ensure the purchase order has been confirmed (see section 3).

1. Click on Invoices from your eXchange dashboard and select the draft invoice that you are editing.
2. You will need to enter the following data:
 - Your invoice number
 - Packing slip number
 - Dispatch date if it is different from the one that has automatically been generated in the field.

The screenshot shows the 'Invoices >> 0' page in the foodstuffs exchange UAT. The main form contains the following fields:

- Invoice no. (0)
- Order no. (0)
- Packing slip * (123)
- Membership code (8010)
- Invoice date (28 Jun 2019)
- Order date (empty)
- Dispatch date * (30 Jun 2019)
- Status (Draft)

Buttons: Send, Print, Delete.

Line items table:

Supplier code *	FS code / barcode *	Description	Qty ordered *	Qty shipped *	UOM *	Net unit price *	Line price *
1 00	455		12	10	Shipper	1.9000	19.0000

Summary: Price before discount \$19.00, Invoice discount \$0.00.

Details sidebar:

- Purchase order on:** The Exemplary Co Ltd, 123 Somewhere St, Somewhere, Somewhere Nation
- Bill to:** Foodstuffs (South Island) Ltd, Christchurch 8005, New Zealand
- Deliver to:** New World Timaru 7910

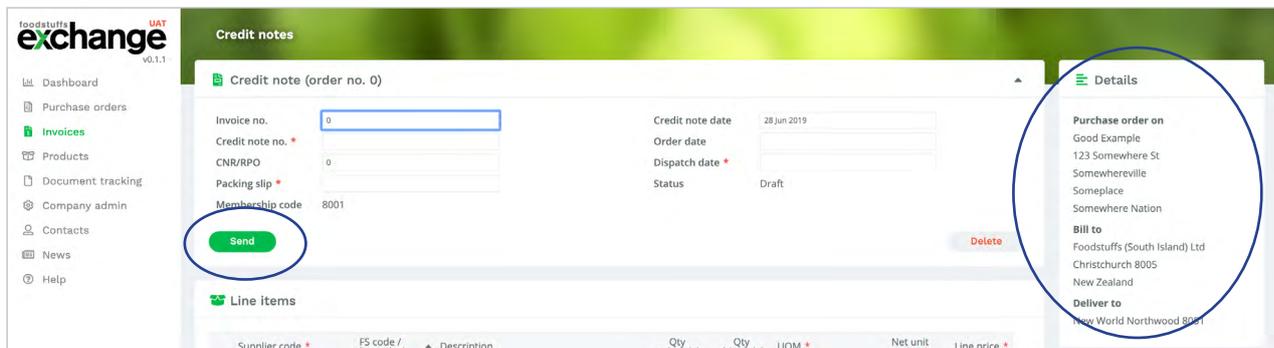
3. Foodstuffs eXchange automatically calculates the line price by multiplying the unit price by the quantity that has been sent. Therefore, it is important to review each product line in the line items field to check the quantity and unit pricing is correct.
- If you need to amend any of the fields marked with a red asterisk, click on it and edit the data.
- Click **save** once you have finished making any changes.

This screenshot is identical to the previous one, but with a blue box highlighting the 'Line items' table. Within this box, the following fields are circled in blue:

- Supplier code *
- FS code / barcode *
- Qty ordered *
- Qty shipped *
- UOM *

Summary: Price before discount \$19.00, Invoice discount \$0.00, Total excl. GST \$19.00, 15% GST \$2.85.

- The details column on the right side of the screen will display the purchase order details, billing and delivery information.
- Once you are satisfied the invoice is accurate, click **send**.



! The invoice date is always the date that you confirm the PO. It cannot be changed, the legal “tax invoice” is the document that is sent from the payee to the payer. The XML file created by you in eXchange and sent to Foodstuffs is the legal tax document. This is the invoice that should be referenced in your statement. Any invoice you may have created in your own accounting system is not the legal document. To mitigate any discrepancy between your system and what is sent from eXchange, make sure the eXchange invoice and your internal invoice are created on the same day and match exactly.

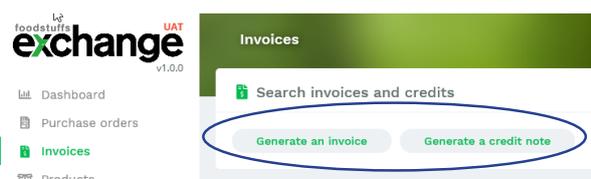
If you need to check an invoice and send it later, you may create it and then save it for editing. In this instance the invoice date remains the date that you generated the invoice not the date that you send it.

Invoices must still be sent in a timely manner to avoid a payment delay!

4.2 Generating an invoice/credit note from a blank form

There may be times when an invoice cannot be created from an existing PO. Whether there was no electronic PO to start with or you need to credit and re-invoice an incorrect invoice, you must create the new document from scratch.

- Click invoices on the navigation bar to view the invoices page
- Click on either **generate an invoice** or **generate a credit note**



What you will need

Having the right information on hand will speed the process along and minimise mistakes.

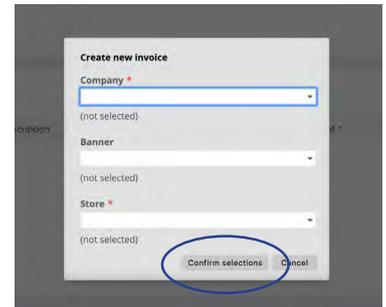
Have a copy of your internal invoice or sales order or similar priced document that details:

- the PO number
- your reference number
- delivery date

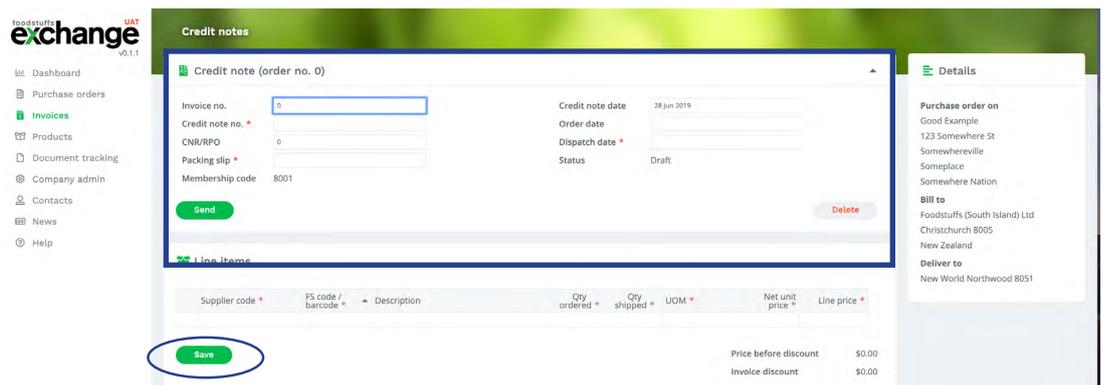
We also recommend creating a TXT file in Notepad or similar, detailing all the product information, including the product code, the product retail barcode and description.

You can then copy and paste from this document into the invoice to save keying errors – and a lot of time!

3. A box will appear where you need to:
 - Select the Foodstuffs company being invoiced
 - Select the banner the invoice will be categorised under, e.g. New World
 - Select the store the delivery is to
 - **Confirm selections**



4. Fill out the following fields in the invoice/credit note panel:
 - Invoice number & PO Number **or**
 - Credit note number & CNR/RPO (return purchase order) – only for generating a credit note
 - Packing slip
 - Invoice/credit note date
 - Order date
 - Dispatch date



Line item details required

You need to enter the following details for each product that is being invoiced for in the line items panel:

Field	Definition
Supplier code	Your short code for the product
FS code/barcode	13 digit GTIN barcode for the product
Description	Long description of the product
Quantity ordered	How many items were ordered
Quantity shipped	How many items were shipped
UOM	Unit of measure. Select from: Retail unit Inner Shipper Layer Pallet KG (only for products where the price is per kilogram and the amount supplied is variable measure)
Net unit price	The discounted price per unit excluding GST
Line price	The totalled price column to appear on invoice

Remember to regularly click save while creating an invoice/credit note.

If you need to delete a line item, click the rubbish bin icon next to Line price.

Once the invoice/credit note has been fully completed and if the information is correct, you can click send.



If you need to continue working on the invoice/credit note, click save and you can return to it at any time by selecting it from the invoices page.

Saved invoices can be retrieved from the INVOICES page. They will appear in the current invoices list with a status of "Draft".

Tips:

The Invoices page also has a running total of the number and cumulative value of all invoices sent that day.

A day is calculated from midnight to midnight NZST. It's a useful double-check that you've sent all the invoices that you've generated.

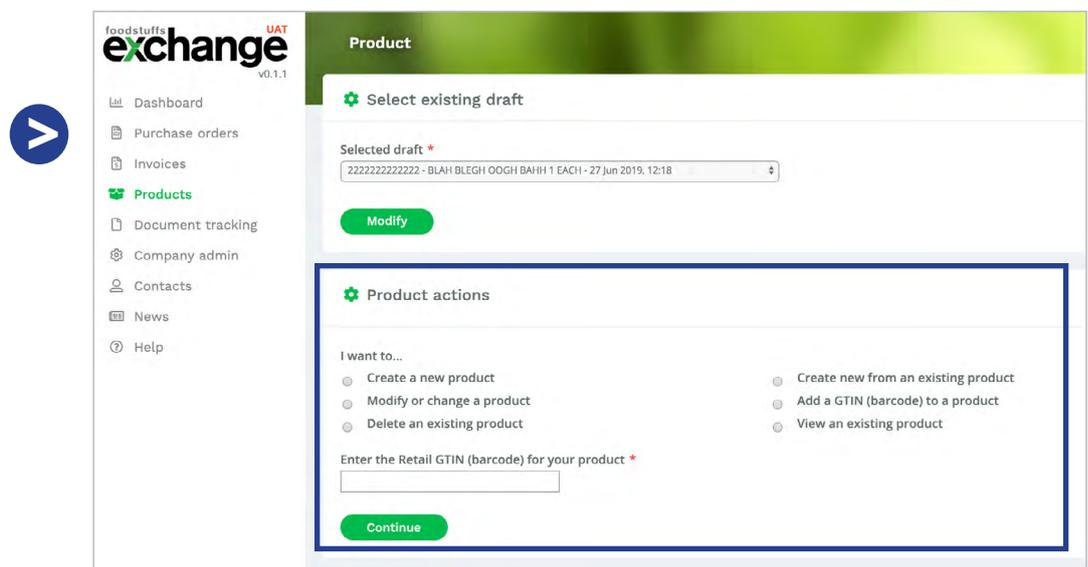
The Net Unit Price can handle up to 4 decimal places, so you can use this level of precision to avoid rounding errors.

5. Products

The Products part of eXchange is where all of the information we require about the products you are selling is kept.

In Products you can:

- Create a new product
- Modify or change a product
- Delete an existing product
- Create new product from an existing product
- Add a GTIN (barcode) to a product
- Download a list of your products



When adding or modifying a product you need to provide the following information:

- Enter the Retail GTIN (barcode) for your product
- Or select *My product is not barcoded*
- Select the start/launch date for your product

Once you have selected the action you need to take, and have clicked continue, a new page will appear. On the left side of your dashboard is a summary of the types of information you must provide when creating or modifying a product. Each one can be clicked to take you to the corresponding section.



If you send Product information via GS1 NPC you can view but not modify your product information in the Products area. All product updates need to be sent via the GS1 NPC.

5.1 Creating a new product, or modifying an existing product

Follow the prompts in each field to tell us what we need to know about each product you are selling. It's important the details are totally accurate as we use this for consumer information and compliance assurance.

Description

We need to know the essential details about your product to build an accurate snapshot of what it is and how it is packaged. If you are modifying a product you will still need to check each field to ensure you've communicated all changes.

To enter information into each field, click into each box and type the required details. The full description is built from the details you enter in these fields.

Retail GTIN

(Barcode) for your product

1

Brand

The particular name the product is manufactured under (*In example on previous page - Pams*)

2

Sub-brand

If applicable, enter the subsidiary brand name affiliated with the main brand (*In example on previous page- Superfoods*)

Functional name

Enter what the product actually is e.g. muesli

Variant

If your product comes in different flavours or varieties you will need to list each one e.g. if your product was muesli and you produced it in strawberry, cranberry and almond flavours, you would need to fill out a form for strawberry, a form for cranberry etc. Each variant must have a different GTIN/barcode.

Multipack

Click yes or no to tell us if there are multiple items within one package, eg a 6 pack of yoghurt pottles.

Packaging type

What your product is sold in e.g. a box, a bottle, etc. Please note, this is only needed if you have similar variants in different packaging such as a 330ml bottle and a 330ml can.

3

Net content

Enter the amount of consumable product the package contains as stated on your packaging.

Check the description that has been built is correct. If you need to change anything, you will need to amend the information you have entered in the description fields. Once this is correct, enter the date your new or modified product will be effective from and select your Barcode Verification Report.

You can then [Save and Continue](#) to go to the next screen, [print](#) the product record, or [start over](#), which will clear the form.

5.2 Product type

The next section you need to fill out is Product type. Here, you need to tell us whether your product is:

- A food or beverage for human consumption
- Considered an alcoholic beverage under NZ law
- Temperature controlled for storage and handling
- Variable weight (sold to Foodstuffs by weight)
- Classified as dangerous or hazardous under New Zealand legislation.

To tell us the Product type or class, start typing what your product is and select it from the dropdown menu.

Select the country of origin and type in the Country of Origin statement as printed on your packaging (e.g. "Made in New Zealand from local and imported product"). Click **save & continue** to confirm these details.

5.3 Packaging type

Select the packaging type for your product, then click **save & continue** to go to the next screen. Most products have a retail unit and a shipping carton.

Packaging type - variable weight

If your product type has variable weight, you will be shown a slightly different screen to complete.

Packaging type

Select your product's packaging type:

Carton/shipper only (bulk product or ingredient?) 

Retail unit pre-packed with a carton/shipper? 

Retail unit only? 

Please tick to confirm your product ships without a standard shipper or case, or is a bulk supplied product (case only)

Most variable weight products are carton/shipper only.
Only select the retail unit options if your variable weight product is pre-packed, ready for retail sale.

5.4 Packaging units

You must give us the weights and dimensions for the retail unit of your product (the individual item), the inner your product is shipped in (e.g. the box of 12 items) and the shipper (e.g. the crate of 24 inners). The columns will only display the relevant units according to your packaging type on the previous screen.



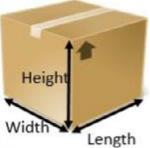
Set your product on a flat and level surface and use a metal ruler to measure each point indicated on the box illustration. The width of a carton is always the shorter side. We apply the GS1 measurement rules, available online at

www.gs1.org/docs/gdsn/3.1/GS1_Package_Measurement_Rules.pdf

Complete the table with the GTINs (barcodes), weights, and dimensions for each level of your packaging hierarchy. Inner and shipper cannot be smaller than lower units of measure.
Incomplete information will hold up acceptance of your product.

	Retail unit	Inner	Shipper
GTIN			
Your product code			
Number of units	1		
Gross weight (Kg)			
Height (mm)			
Width (mm)			
Length (mm)			
Volume (mm ³)			
Packaging type			
Packaging material			

Nested packaging



5.5 Pallet info

Products that are supplied to Foodstuffs Distribution Centres need to arrive on standard Chep pallets. All pallets must comply with Foodstuffs maximum pallet height of 1.4m for ambient and 1.2m for chilled and frozen. Foodstuffs maximum pallet weight is 1000kg.

Enter how many shippers there are per layer on the pallet, and how many layers there will be. Based on the weights and dimensions entered in the packaging units section, we will automatically calculate the number of shippers per pallet, the gross weight of the pallet and the height of the pallet.

If your product is not supplied on a standard pallet, for example if you only supply smaller quantities directly to our retail stores, then you can select this at the top of the page. Pallet information is then not required.



Products without pallet information loaded cannot be accepted into our distribution centres.

Pallet information

All products supplied to Foodstuffs Distributions Centres must be palletised.

My product does NOT ship on a standard pallet

Shippers (cases) per layer * Layers per pallet *

Note: Foodstuffs maximum pallet height is 1.4m for ambient and 1.2m for chilled and frozen. Maximum pallet weight is 1000kg.

We calculate your pallet as:

Number of shippers per pallet * Pallet gross weight (kg) * Pallet height (mm) *

Calculations include height and weight of a standard pallet

5.6 Storage and handling

To ensure correct storage we need to know:

The minimum shelf life, measured in days from the production date, of your product and its minimum shelf life from the delivery date.

We also need to know what date type it is; an expiry date or a best before date. If the product needs to be temperature controlled (e.g. frozen) you must tell us.

Storage & handling

Minimum shelf life from production Minimum shelf life from delivery Date type

Note: Shelf life is measured in days

Storage temperature range

Mandatory if product type is temperature controlled

Storage & handling - dangerous and hazardous goods

Enter your hazardous and dangerous goods information from your Material Safety Data Sheet.

📄 Storage & handling

Minimum shelf life from production *

Note: Shelf life is measured in days

Minimum shelf life from delivery *

Date type *

Storage temperature range *

Mandatory if product type is temperature controlled

Hazard class *

Safety data sheet issue date *

UN dangerous goods number *

Hazardous/dangerous unit volume *

HSNO group standard approval no. *

System will add HSR prefix and pad to proper format

HSNO group standard name *

HazChem code

Packing group

Flashpoint temperature (celcius)

GHS category

HSNO substances classification

 + Add

Start over
Print
Save & continue

5.7 List price

Usually the list price of your item will be given to us as the price per shipper or case. You must indicate if the retail packaging of your product has a NZ Dollar retail price printed on it.

📄 List price

List price *

List price is almost always given per shipper or case

Price per

Why can't I change this? ⓘ

Currency *

Select the correct currency if your pricing is not in NZD

This product is GST-exempt in NZ

Only tick if product is GST-exempt to consumer

This product has a retail price printed on the retail unit packaging *

Start over
Print
Save & continue

5.8 Liquor information

If your product type is considered an alcoholic beverage under New Zealand law, then you will see this page

Liquor information

Type of liquor *
WINE - STILL

Liquor market segment *
POPULAR/COMMERCIAL

Percentage of alcohol *
13.0
Alcohol by volume, numeric only

Liquor strength *
REGULAR ALCOHOL

Region *
HAWKE'S BAY
Only if region is significant to product identity
Enter "None" if not specified

Vintage year *
1000
Enter 1000 if non-vintage or vintage is not specified

Start over Print Save & continue

You must complete the mandatory fields marked by an asterisk. If your wine is non-vintage, enter 1000 for the vintage year.

Click **Save & Continue** to proceed.

5.9 Ingredients and allergens

It is crucial the information in this section is entered fully and accurately. Our customers rely on this data.

You must tell us your full and complete ingredient list for the product. Under New Zealand Food Standards Guidelines, if your product contains **allergen** or **free from** statements on the packaging, complete this section or check the declaration below to let us know if your product does not contain any declarable allergens

If the product contains **any** allergens e.g. nuts, you must specify each one and then declare if your product contains it or may contain it. Once you have added this, click the **+ Add allergen** button. You must repeat this for each allergen.

This step will also need to be completed for any additives your product contains.

Ingredients & allergens

Ingredients list
Enter your ingredients as stated on your product packaging

Under New Zealand Food Standards Guidelines, if your product contains allergen or free from statements on the packaging, complete this section or check the declaration below.

Allergen type Declared containment **+ Add allergen**

Allergen statement will be completed based on the allergens listed above

My product contains no declarable allergens

Additive type Declared containment **+ Add additive**

Start over Print Save & continue

5.10 Nutritional information

If your product has a nutritional claim listed on the packaging, such as low fat, you need to list each one in the Nutritional claim field.

You will then need to select the nutritional claim type and element from the next two dropdown menus. You can start typing each one and then select from the list by clicking the arrow. For each claim, you must click the **+ Add nutritional claim** button and then add the next one.

If your product has a Health Star Rating panel on it, you need to select the rating (as declared on the retail packaging) that it has and then indicate the levels of:

- Saturated fat
- Sugars
- Sodium
- Other declared nutrient e.g. fibre

📄
Nutritional information

Tell us more about your food or beverage...

Nutritional claim (as stated on your packaging)

high in fibre

Nutritional claim type *

FREE_FROM
▼

Nutritional claim element *

ALCOHOL
▼

+ Add nutritional claim

Health Star information

Rating *

3
▼

Saturated fat *

LOW
▼

Sugars *

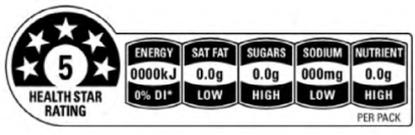
LOW
▼

Sodium *

LOW
▼

Other nutrient

▼



ENERGY	SAT FAT	SUGARS	SODIUM	NUTRIENT
0000kJ	0.0g	0.0g	000mg	0.0g
0% DI*	LOW	HIGH	LOW	HIGH
PER PACK				

Nutritional information panel (NIP)

If your product is not required to have a Nutritional Information Panel on it, you can check the box and click Save & Continue to move onto the next step.

If it does require a Nutritional Information Panel, you must tell us:

- How many servings per pack your product contains
- The serving size description e.g. one bowl of muesli
- The serving size and unit of measurement e.g. 30 grams of muesli per bowl
- The precision of the measurement e.g. that your measurement is approximate

If your product contains any additional nutrients, tell us what each of these are and how they have been measured. For each additional nutrient, click the **+ Add additional nutrient** button and then repeat for each nutrient.

If your product claims to be certified as appropriate for specific diets, you must select each diet, e.g. vegan. Tell us which agency has certified your product as suitable for the diet, and the certification number it has been given. For each diet type, click the **+ Add diet type** button to add it and repeat as necessary.

Nutrition information panel

My product is not required to have a Nutritional Information Panel

Servings per pack * Serving size description

Serving size * Serving size UoM * Measurement precision *

Nutrient type	EXACT or	Quantity per serving	UoM	% daily intake per serving	EXACT or	Quantity per 100g/ml	UoM
Energy	Less than <input type="checkbox"/>	10	KJ	%	Less than <input checked="" type="checkbox"/>	1	KJ
Protein	Less than <input type="checkbox"/>	20	G	%	Less than <input checked="" type="checkbox"/>	1	G
Fat, total	Less than <input type="checkbox"/>	30	G	%	Less than <input checked="" type="checkbox"/>	1	G
Fat, saturated	Less than <input type="checkbox"/>	30	G	%	Less than <input checked="" type="checkbox"/>	1	G
Carbohydrate	Less than <input type="checkbox"/>	10	G	%	Less than <input checked="" type="checkbox"/>	1	G
Sugar	Less than <input type="checkbox"/>	15	G	%	Less than <input checked="" type="checkbox"/>	1	G
Sodium	Less than <input type="checkbox"/>	8	MG	%	Less than <input checked="" type="checkbox"/>	1	MG

Additional nutrient UoM **+ Add additional nutrient**

Diet type Certifying agency Certification number **+ Add diet type**

Start over **Print** **Save & continue**

Click **Save & continue** when done.

5.11 Consumer information

We also need to know the information about your product that you are giving to consumers to enable them to store, use or prepare the product safely.

You must tell us the following information that is on your product:

- Consumer storage instructions
- Consumer usage instructions
- Preparation instructions
- Advisory message

Consumer information

Please enter the consumer instructions for your product.

Consumer storage instructions
As stated on your product packaging, e.g. Keep refrigerated below 4°C.

Consumer usage instructions
As stated on your product packaging, e.g. Heat until piping hot before consuming.

Preparation instructions
Enter any instructions to prepare, as stated on your product packaging, e.g. Heat at 180°C fan bake for 15 minutes.

Advisory message
Enter any precautionary messages, as stated on your product packaging, e.g. Not for use by children under 3 years.

This product is irradiated

Genetically modified? *

Preparation type

Growing method

This product has seasonal availability

If your product is irradiated you must click the check box next to that field. We also need to know if your product has been genetically modified.

Once you have done this, add each preparation type and growing method by selecting it from the dropdown menu. You can also type these in and select from the list that pops up. For each preparation type or method you will need to click the **+ Add** button and then enter the next one.

If your product is only available seasonally, click the check box to let us know.

Marketing information

To enable us to accurately market your product you must give us the following information:

- Your target gender
- Target age
- Serving suggestion
- Marketing message
- Product features and benefits
- Labelling claims
- Online product description
- Full product description

Once this page has been completely and accurately filled out, click on **save & continue** to move on to the next page.

Marketing information

Target gender <input type="text"/>	Target age <input type="text" value="e.g. 3-6 months"/>
Serving suggestion <small>Please provide any serving suggestion made for this product.</small> <input type="text"/>	Marketing message <small>Please provide a suggested marketing message for your product.</small> <input type="text"/>
Product features and benefits <small>Enter your key features or benefits of this product for marketing purposes.</small> <input type="text"/>	Labelling claims <small>Please list all claims made on the retail unit product label.</small> <input type="text"/>
Online product description <small>Please provide a suggested consumer-friendly description for use in online channels.</small> <input type="text"/>	Full product description <small>Additional product details which could not be provided in the online product description.</small> <input type="text"/>

5.12 Your details

You will need to tell us your contact name, phone number and email address. Your supplier name and NZBN number will automatically be filled out.

Once each icon on the left menu has turned into a green tick, you can **submit** your product to us for review.

The screenshot shows a web interface for 'Product' management. On the left is a sidebar menu with sections: Overview, Logistics, and Retail info. Under 'Overview', 'Description' has a red warning triangle and 'Product type' has a green checkmark. Under 'Logistics', 'Packaging type', 'Packaging units', 'Pallet info', 'Storage & handling', and 'List price' all have green checkmarks. The main area is titled 'Your details' and contains a form with the following fields: 'Contact name *' (filled with 'Dusit Welle'), 'Phone *' (empty), 'Email address *' (filled with 'dusit.welle@exemplary.kiwi'), 'Supplier name *' (filled with 'Good Example'), and 'NZBN *' (empty). A red error message states: 'This section currently has the following errors: • Phone is required. • NZBN is required.' At the bottom of the form are buttons for 'Start over', 'Print', 'Save draft', and 'Send for approval'.

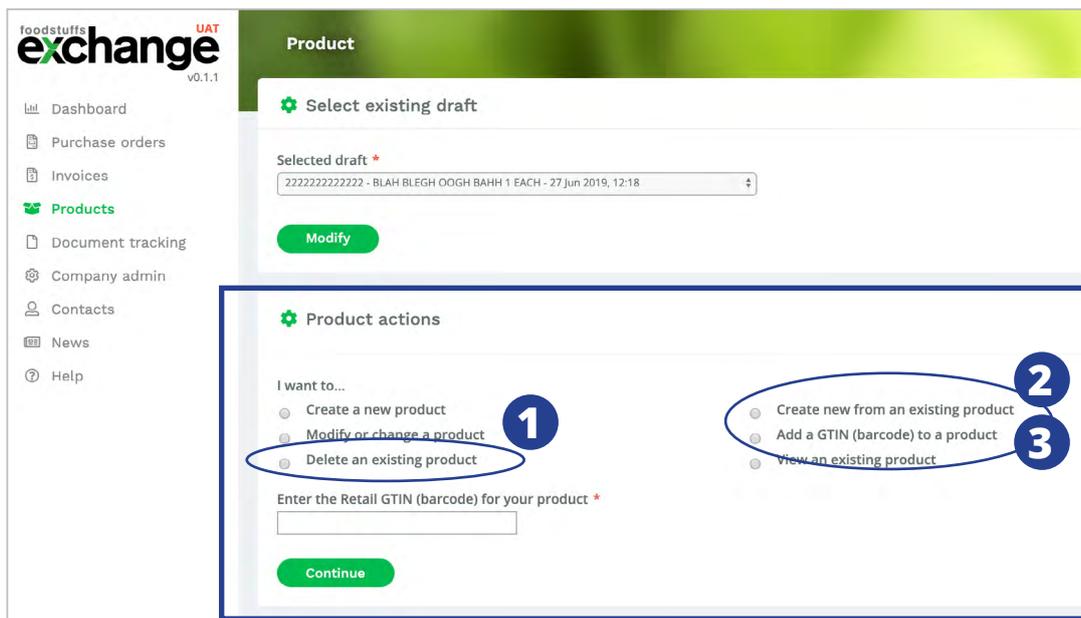


Any drafts that you have saved can also be selected from the top of the screen so you can continue working on them. To select a draft, click on the arrows icon at the end of the selected drafts field and click the draft you wish to work on. You can then click Modify to continue working on it, or click delete to remove it.

New draft products will be stored for 30 days from the last time you edited them. Any draft product which has not been submitted within 30 days will be deleted from the Products area.

5.13 Delete an existing product

- 1 To delete an existing product, select the 'Delete an existing product' option in Product actions. Enter the Retail GTIN (barcode) of the product you wish to delete. Click into the end date for your product field and select the date that you will stop supplying it. Click **continue** to submit this action. A message will pop up to prompt you to notify Foodstuffs Procurement Coordinator (for Foodstuffs South Island) or your Category Manager (for Foodstuffs North Island).



5.13 Create new product from an existing product

- 2 To create a new product from an existing product, for example, a new flavour in an existing range, select 'Create new from an existing product'. You will then need to enter the current barcode for your product as well as the new barcode your new product will have. You will also need to enter the launch date of your new product and add any additional or modified information. The form is the same as for the new product, with dimensional information copied from the existent variant.

When you are creating or modifying a product, you will notice the overview panel on your left with different icons that are either a red alert or green tick. A red alert icon means there is something on the page that isn't right or that something is missing. Once it has been completed or amended successfully, it will turn into a green tick.

You cannot add a GTIN (barcode), or create a new product from an existing product from a draft that already exists. Modify your existing draft or delete it to start again.

5.14 Add a GTIN (barcode) to a product

- 3 To add a barcode to a product, select the appropriate option in the product actions field. You will be prompted to enter the current barcode for your product as well as the date you would like the change to be effective from. You will then see the packaging units page. Enter up to 10 retail GTINs to your existing product.

6. Document tracking

Document tracking allows you to find all the documents sent and received in the Foodstuffs eXchange during the past 90 days.

The screenshot shows the 'Document tracking' page in the Foodstuffs eXchange system. On the left is a navigation menu with options like Dashboard, Purchase orders, Invoices, Products, Document tracking (highlighted), Company admin, Contacts, News, and Help. The main content area has a search form with the following fields:

- Filter by:**
 - Foodstuffs company: [Dropdown menu]
 - Supplier company: Good Example - 9900123 [Dropdown menu]
 - From date: 28 Jun 2019 [Date picker]
 - To date: 28 Jun 2019 [Date picker]
 - Only show failed documents
- Document mode:** Live and test [Dropdown menu]
- Document type:** All [Dropdown menu]
- Document number:** [Text input field]

Buttons for Search, Reset, and Export as CSV are located below the search form. Below the search form is a table titled 'Documents' with columns: Interchange list, Status, From, To, Document No., Date processed, and Document ...

Interchange list	Status	From	To	Document No.	Date processed	Document ...
+ [Icons] Sent by the Exchange (1)	Live	Exchange	Foodstuffs (South Island) Ltd (789)	610999321	28 Jun 2019, 10:10	MSG (150)

Buttons for Download and Resend/Resubmit are located to the right of the table.

Using document tracking

Click document tracking on the navigation bar to view the document tracking page.

Select the Foodstuffs company using the drop down menu.

The supplier company will default to your company.

Distributors can also select the companies they represent from the drop down menu. This can be specified by name or eXchange ID (EAN).

Specify a date range to search using the date picker in the from date and to date fields within 90 days of the current date.

Select whether the document is a live or test file. Both are shown by default. A live file is one that has been processed through eXchange for action by the receiver, e.g. Live invoice will be paid by Foodstuffs.

A test file is one that has been sent to Foodstuffs or your own test system. We only use the test channel when actively working with you to verify changes to your document processing.

Select your document type using the drop down menu, e.g. invoice or ASN. You may also choose to search all documents.

You can also choose to specify a document number. POs, messages and ASNs are referenced by your PO number. Invoices and credit notes are referenced by your invoice number.

To exclude successful documents, click in the checkbox to only show failed documents.

Click [search](#) for relevant documents to be displayed.



If your search is broad, it could take a few seconds for results to display.

Your results will be displayed under the search documents fields. You can download your results by clicking export as CSV. The data can then be imported into an Excel spreadsheet or similar program, to make it easy to reconcile data obtained elsewhere. It's useful for checking that every invoice you have created has successfully been processed through eXchange.

6.1 Document tracking results

Your document tracking results will be displayed in single lines. These can be expanded by clicking the + symbol in the left column.

Glossary - Document Tracking

Term	Definition
Interchange list	The final status of this transaction
Status	Whether the document is a live file or a test file, and if it was successful (green tick) or failed (red cross)
From	Shows where the file originated
To	Shows the destination of the file
Document no.	The specific document number e.g. PO number or Invoice number
Date processed	The date and time the document processed at the eXchange (NZST)
Document type	What the document is e.g. a PO or ASN

7. Company admin

When you click on the Company Admin tab from the dashboard, you will be presented with two subpages of information.

The first subpage within the Company Admin tab is Details. This shows your basic company information, distributor relationships, and allows you to view your current trading partners.

You can also maintain your email address for purchase order notifications and set a different email for each Foodstuffs region in the fields provided. Simply tick the email new purchase order tab to either enter or amend the email address(es) that you would like to send notifications to when a new order is raised.

Click [save](#) to confirm the change.

The screenshot shows the 'Company Admin' section of the Foodstuffs eXchange. On the left is a navigation menu with options like Dashboard, Purchase orders, Invoices, Products, Document tracking, Company admin (selected), B2B settings, Contacts, News, and Help. The main content area is titled 'Company Admin' and is split into two panes. The left pane, 'Trading partners', shows a list of stores under 'Foodstuffs (South Island) Ltd', including Caltex, Caltex, Convenience Store Group, Dairy Milk Bar, Discount Group, Four Square, Harry's BMS Zone 1, Harry's BMS Zone 2, New World, Non-Advertising, On The Spot, On the Spot Express, PARKSAVE, Raeward Fresh, Service Station, Shell, Trends Listering, and Warehouse. The right pane, 'Foodstuffs (South Island) Ltd', contains settings for 'Email new purchase order' (checkbox), 'Exchange live mode' (Web only), 'Exchange test mode' (Inactive), and 'Product sort' (Foodstuffs code, GTIN, Supplier code, Shipper barcode, Supplier sequence, Customer sequence). There is also a 'Product format' section with radio buttons for 'Foodstuffs code', 'GTIN', 'Supplier code', and 'Shipper barcode'. A green 'Save' button is at the bottom.

View B2B settings

The other primary function of the Company Admin section on the eXchange is to allow you to view your current settings for B2B ecommerce. Here you can view any documents being sent to, or being received by, the Foodstuffs eXchange as well as connections and aliases. These B2B settings can only be edited by Foodstuffs administrators.

The screenshot shows the 'B2B Settings' section. A dropdown menu is open, showing options: 'Aliases' (highlighted), 'Connections', 'Documents being sent to the FSX', and 'Documents being received from the FSX'. The 'Aliases' section displays 'Custom aliases for Good Example (9900123)' with a table:

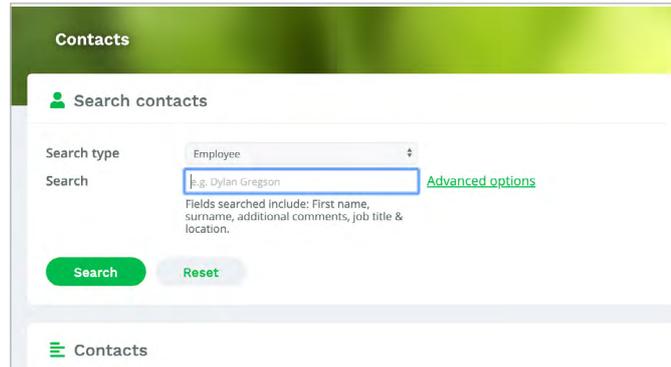
Alias name	Qualifier	Alias
EAN_Prefix	EAN_Prefix	9900123
OrganizationName	OrganizationName	The Exemplary Co Ltd

Below the table, it says 'Total: 2 aliases'.

8. Contacts

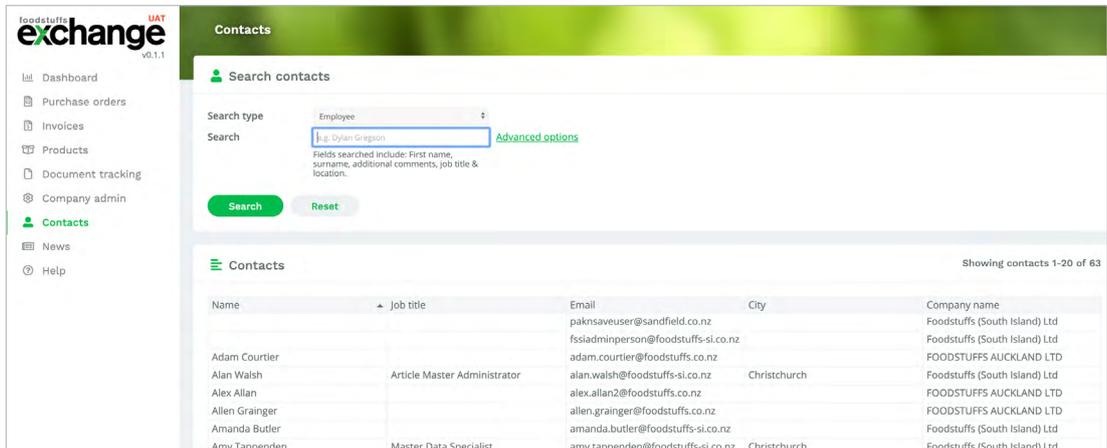
This function allows you to search for Foodstuffs contacts, add new employees and update your user and company profile details. Search for Foodstuffs and store personnel by name using the Employee search type; search by Company name to find Foodstuffs companies and stores. These fields have a fuzzy search function, so you can search for part of a company name and find results that match or almost match the search term.

E.g. search for Albany to find Albany PAK'nSAVE.



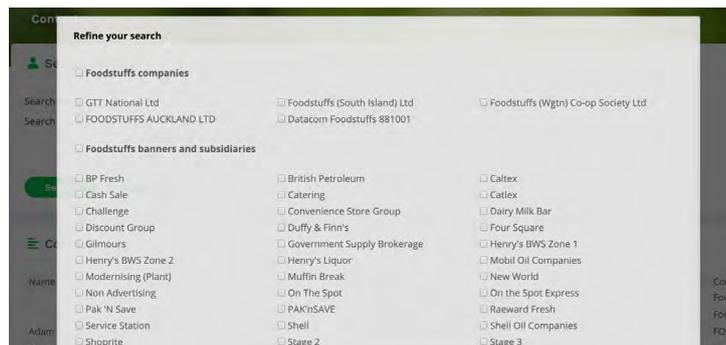
If you are viewing your own company's employees, you can click on a contact from the list displayed and then you are able to view that user's profile and if you have Admin rights for your company, you can maintain their details accordingly.

You can use the Search Type selector to change your search between companies and employees. If you click advanced options next to the search field, you can also refine your search by Foodstuffs company, banner and subsidiary. Simply tick each field that applies in the pop-up screen and click *confirm selection*.



Advanced search allows you to narrow down and refine your results.

E.g. New World in South Island



Maintain your own contact details



To maintain your own company profile, including your logo and key contact, click the Company icon (left menu bar at the bottom). If you have Admin rights, you can update any details as needed.

9. Add or delete a new employee

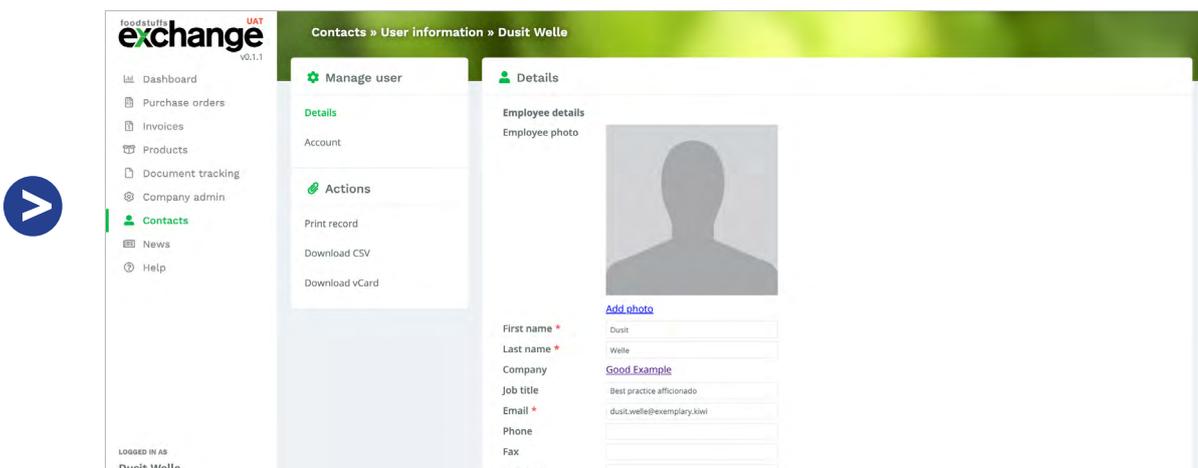


You must have admin rights to add or delete employees.



Click the Company icon in the bottom left,
Then click View Employees.

At the bottom of the list you will see a button to add employee which appears as 'create new'. Click this and complete the fields provided as shown below:



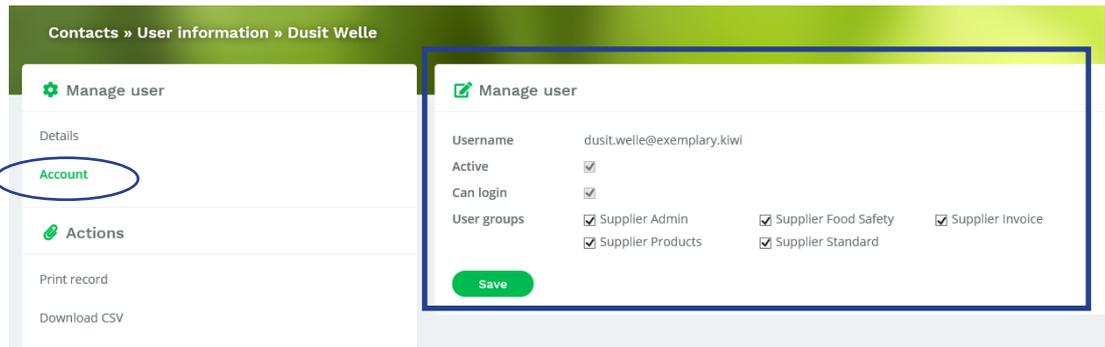
Once you have filled your employee profile, click the **Save** button.

Giving access to the exchange

At this stage, the employee contact will be created and searchable, but cannot login to the eXchange. If you would like the employee to be able to login to the eXchange, ensure you have ticked “can login” on the account screen.

Their login name will be their email address, and when you save this page, they will receive an email with a link to activate their account.

You can also delete employees from the employee list screen by unchecking Active, and saving.

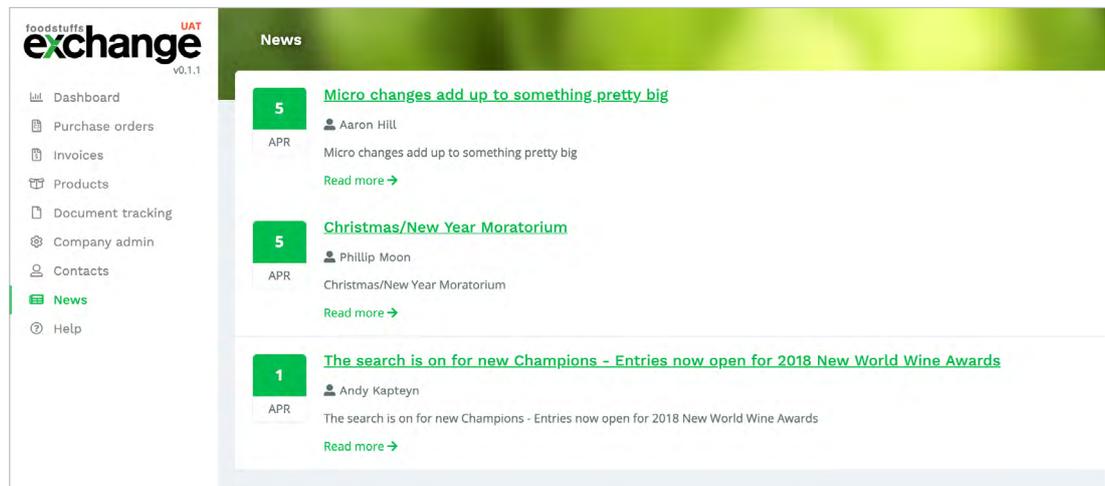


It's important to keep your key personnel up to date as Foodstuffs uses this information to keep you updated about our business.

10. News

Make sure you regularly check the News section of Foodstuffs eXchange for all of the latest information and updates about Foodstuffs

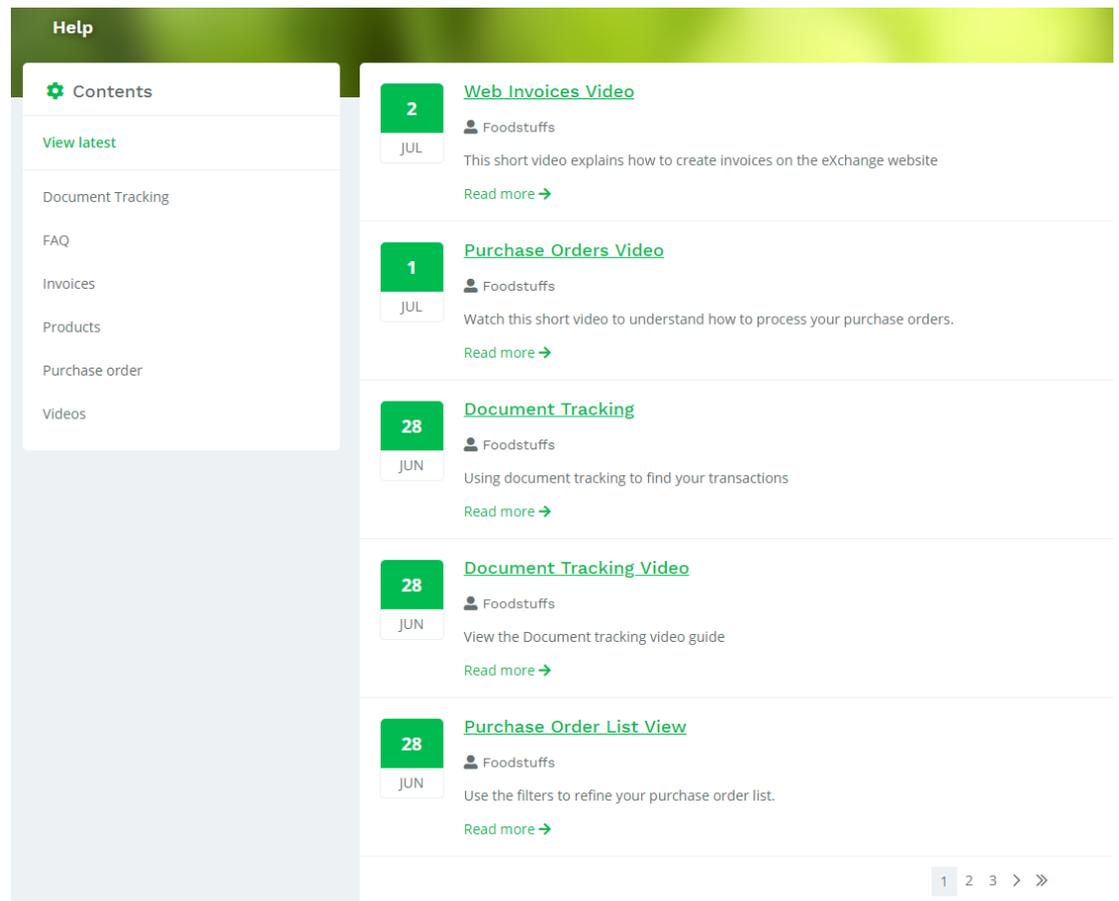
To view each post in full, click on [read more](#).



To return to the News section, use the back button on your internet browser, or click News in the dashboard on the left.

11. Help

The help page is home to all of the information you need to use Foodstuffs eXchange. You can access the instructions for how to navigate any of the site functions by clicking its name in the contents tab.



If you require further help, please get in touch with your local supplier support team:

- South Island email: ecommerce@foodstuffs-si.co.nz
- North Island email: supplierhelp@foodstuffs.co.nz
- Phone **0800 FSTUFFS** (0800 3788337)

12. Glossary

When using Foodstuffs eXchange, you may come across the occasional acronym or a word you may not be familiar with. We've compiled a glossary to help you out.

Acronym/word	Definition
ASN	Advanced Shipping Notice, a transaction that advises Foodstuffs the delivery quantity for each product line ordered.
B2B	Business-to-business e-commerce, integrating transactions to your back office system.
Banner	The brands owned by Foodstuffs e.g. New World, PAK 'n SAVE.
DFN	Delivery Forecast Note, a transaction that advises Foodstuffs of an expected delivery where a Purchase order has not been raised.
GTIN	Global Trade Identification Number – the unique number under a barcode.
PO	Purchase Order.
INV	Invoice or Credit Note.
MSG	Order message, a transaction that updates the status of a Purchase Order.
Shipper	Also called a case, carton or outer. The standard logistical shipping unit.
Inner	A boxed or wrapped standard package of retail products that are packaged inside a shipper. Often used for smaller items such as toothbrushes.
Retail unit	The product which is sold at retail.
Pallet	Logistics unit containing a number of shippers.
Layer	A single layer of cartons on a pallet.

Still need help?

Get in touch with your local supplier support team:

- South Island email: ecommerce@foodstuffs-si.co.nz
- North Island email: supplierhelp@foodstuffs.co.nz
- Phone **0800 FSTUFFS** (0800 3788337)