

Overlapping screen on Foodies Exchange

- If you are trying to access the Foodstuffs Exchange and have '**Overlapping**' screen issues, change your zoom settings on both your browser & desktop.
  - Desktop – 150% Zoom (Recommended)
  - Browser – 100% Zoom (Recommended)
- If this does not fix the issue send an email including full screenshots through to the Supplier Inbox

PMR Notifications – Can I turn these off?

- If you still require access to the FSSI Promo Portal, but you do not wish to receive any PMR notifications, please email the supplier inbox to get these turned off.
  - Note: **THIS IS NOT THE SAME AS EXPIRING A USER**

Who should I contact for a query on the In-Store Promotions Application?

- This app allows you to communicate offers directly to stores. It is not managed centrally by Foodstuffs or Category Managers.
- Please contact the Supplier Inbox with any queries or talk directly to stores

What elements of the portal can my Category Manager or Planner support me with?

- If you are missing a particular offer out of a promotional cycle
- If you have submitted incorrect funding
- If you need to query the advertising levy or Mailer inclusion
- If you have NPDs that are not visible in the confirmed promotional group & issues with product mix within an offer
- When there is NIST cost pricing that is not correct.
- If you are working through a price adjustment
- Queries on timings

Why does the funding and confirmation application not show all offers that I can see in the promotional calendar?

- Offers will be sent out to you in cycles per category. Approx. 8-12 weeks prior to promotions.
  - Please Note: This may differ depending on Category

Can I view the confirmed Promotional Price in the Portal?

- The single unit RRP field allows you to input your desired promotional retail price. This is taken into consideration when a category manager is pricing promotions.
  - Please Note: Final Shelf and Promotional Pricing will be adjusted as required at FSSI's discretion. Please discuss with your Category Manager further if required.

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

- Stores must accept the offer **before** the buy in period begins
- Please see the How-to-Guide for In-Store Promotions for further details

If your question is still not answered or you have other general queries around the FSSI Promotional Portal, please email the supplier inbox: [SupplierPromotionsPortal@foodstuffs-si.co.nz](mailto:SupplierPromotionsPortal@foodstuffs-si.co.nz)