



Supplier Invoicing Handbook

(How to Get Paid in Full and On Time)

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Working Together

Foodstuffs North Island Ltd (FSNI) aims for an open and constructive relationship with all our suppliers.

With such a large business, standardised systems and processes helps us keep accurate, efficient, and timely processing and payment of invoices. Ensuring all parties can deliver better service to our end consumer by minimising cost and maximising on efficiencies.

To deliver on this, we also aim to make it easier for suppliers to keep track of the status of your accounts; with the ability to self-serve information, perform reconciliations on demand, and raise queries with our team via our online portal.

This handbook has the essentials you need to know about transacting with us and ensuring your invoices are paid.

If you do have any queries or issues, please get in touch with us so we can work through this together. Contact details are available at the end of this handbook.

Accounts Payable Automation

Our Accounts Payable team receives around five million invoices and credits per year.

To help with these volumes, our invoice processing has been automated. Data is extracted from both PDF and Electronic (EDI) files, which have business rules to help minimise errors.

Our aim is to automate as many documents as possible without manual intervention so you can be paid in full and on time.

This handbook will cover the format and data we need to process your invoices and credits as quickly and accurately as possible.

An Introduction to Foodstuffs North Island Ltd

Foodstuffs North Island is one of two separate regional co-operatives:

- Foodstuffs North Island (FSNI)
- Foodstuffs South Island (FSSI)

The South Island co-operative is a separate entity with their own Accounts Payable team so we're not able to process their invoices (South Island contact details are provided at the end of this handbook).

Our Brands



Our Companies

Our Accounts Payable team process invoices for the following group companies and associate companies:

FSNI Group Companies:	Associate Companies:
Foodstuffs North Island Ltd (FSNI)	Foodstuffs New Zealand Ltd (FSNZ)
The National Trading Company Ltd (NTC)	Foodstuffs Own Brands Ltd (FOBL)
Merchant Property Management Ltd (MPM)	Modern Merchants Ltd (MML)
Foodstuffs Properties Wellington Ltd (FSP)	Foodstuffs Inbound Ltd
Foodstuffs North Island Transport Ltd	Mt Albert Portage Licensing Trust
Foodstuffs Seafood Ltd	Foodstuffs (Auckland) Systems and Technology Leasing Ltd
Foodstuffs Precision Media Ltd	
Foodstuffs Fresh Ltd	
Te Henga Ltd	

Our Distribution Centres (DCs)

Site:	Address:
Foodstuffs Landing Drive DC	35 Landing Drive, Mangere, Auckland 2022
Controlled Temperature Distribution (CTD)	17 Nesdale Avenue, Wiri, Auckland 2025
Foodstuffs Fresh DC	81 Pavillion Drive, Mangere, Auckland 2150
Fresh Palmerston North DC	20 Mihaere Drive, Roslyn, Palmerston North
Fresh Wellington DC	2 – 24 Dragon Street, Grenada North, Tawa
Mihaere Drive DC	78 Mihaere Drive, Kelvin Grove, Palmerston North 4414
Roberts Line DC	703 Roberts Line, Milson, Palmerston North 4478

Trading Arrangements

We have three distinct types of trading arrangements with our supplier partners. Each trading arrangement has a different invoicing requirement:

- 1. Charge Through** – Goods or services ordered by and delivered to our stores but paid for by FSNI. We then on-charge stores. The trading agreement is between FSNI and the supplier
- 2. Distribution Centre Purchases**
Goods ordered by FSNI and delivered to FSNI Distribution Centres
- 3. Non-Stock Purchases**
Goods or services that are purchased for internal consumption and not intended for resale

Methods for Sending Invoices

We recommend sending us your documents as soon as possible following delivery of goods or services. The only exception is for services with other contractual arrangements.

- 1. Electronic Document Interchange (EDI)**
 - Tax Invoices, Debit Notes and Credit Notes sent via the Foodstuffs eXchange
 - Please don't include debits and credits in the same electronic file
 - Please don't send paper copies when sending via EDI
 - To sign up for EDI, please email Supplierhelp@foodstuffs.co.nz
- 2. Email PDF Files**
 - Each Tax Invoice / Taxable supply information, Debit Note or Credit Note / Supply correction information needs to be in a separate PDF file
 - Email to: invoices@foodstuffs.co.nz
 - Please don't send paper copies if you are already enabled for EDI unless instructed by one of our team

Important: When documents are received into the system twice, this is recorded as an error. This may delay the processing of your documents and could result in delayed payment.

If you use our EDI facilities it is important that you monitor any failure notifications when sending invoices. If you are unclear on how to fix these please contact us immediately.

Invoicing Requirements

The following information is automatically extracted from documents sent as PDF.

Consistent formatting and accurate data allow these documents to process without manual intervention, preventing delays. Handwritten Invoices are not accepted.

If you'd like to be set up to send EDI electronically, please email Supplierhelp@foodstuffs.co.nz

IRD compliance:

- **GST Number** (your GST number)
- **Bill to Party** (the Foodstuffs company required to pay)
- **Ship to Party** (the name and address the goods were delivered to)
- **Invoice Number** (your unique reference number)
- **Invoice Amount** (total including tax)
- **Tax Amount** (clearly labelled)

Foodstuffs compliance:

- **The words "Invoice", "Debit Note" or "Credit Note"** (displayed prominently on the document)
 - For **"Taxable supply information"** the word "Invoice" needs to be prominent
 - For **"Supply correction information"** the words "Debit note" or "Credit note" need to be prominent
- **Purchase Order (PO) Number** (on Taxable supply information /Tax Invoices/Debit Notes) or,
- **Credit Note Request (CNR) Number** (on Credit Notes/Supply correction information) or,
- **Return Purchase Order (RPO) Number** (FSNI DC only – on Credit Notes/Supply correction information)
- **Store Number** (Charge Through only – see specific formatting details in the next section)

- **Store Name** (Charge Through only – see specific formatting details in the next section, only one store name is permitted per PDF document)
- **Delivery Docket Number** (Charge Through only)

Important: Once a document has been issued to the FSNI Group you must not change the total value. If the value is incorrect, you'll need to raise a reversing document for the full value and re-issue a new document with the correct value.

Foodstuffs Business Rules:

FSNI Distribution Centre and Non-Stock Suppliers:

- **Invoice Older Than 90 Days**

Foodstuffs reserves the right to reject all invoices received greater than 3 months after the supply delivery date.

Where there are exceptional circumstances, invoices older than 90 days must be accompanied by a Proof of Delivery (POD). The POD should be added after the last page of the invoice and scanned together as one PDF file.

- **Purchase Order or Return Purchase Order Numbers**

All purchases whether stock or non-stock, must include a system generated purchase order number. SAP purchase orders are typically 10 digits long and begin with 45, 48, 49, 51 or 55.

Please ensure there are at least two spaces before and after the Purchase Order number shown on your document to help our automated tool process it.

Any document received without a valid purchase order may be rejected from our system without notice. Please liaise with your FSNI contact before submitting your invoices to avoid payment delays.

Important: Non-Stock Suppliers please include your FSNI contact person's name.

Resolution of FSNI delivery or pricing disputes

All direct deliveries to our FSNI distribution centres are subject to check prior to payment. All purchase orders are checked for pricing and quantity discrepancies.

For pricing queries please contact our [pricing and promotions team](#) for resolution.

For delivery queries please contact our [Supply Chain team](#) for resolution.

Charge Through Suppliers:

- One Invoice per purchase order/delivery docket/store

- **Invoice Older Than 90 Days**

Foodstuffs reserves the right to reject all invoices received greater than 3 months after the invoices due date.

Where there are exceptional circumstances, invoices older than 90 days must be accompanied by a Proof of Delivery (POD). The POD should be added to the bottom of the invoice and scanned together as one PDF file.

Where an invoice is older than 12 months you will be required to provide store approval prior to submitting to FSAccounts.Payable@foodstuffs.co.nz for review.

- **Invoice 28 Days Past Store Sold Date (Change of Ownership)**

All outstanding invoices/credits should be sent to us within 28 days of a Store being sold. See the Store Change of Ownership process below.

- **Purchase Order Numbers (as per above)**

The only exception is where stores have confirmed they are not operating on SAP.

Resolution of Charge Through delivery or pricing disputes for stores

All charge through invoices received by FSNI with valid information, in the relevant fields are paid to the supplier in full (less discount) in good faith. Stores will raise claims directly on supplier account against disputed quantities or store specific pricing discrepancies. Where these claims are agreed the credit should be raised and submitted through FSNI in the same way as the original invoice.

You can check the status of store claims, get copies of individual documents and dispute, or reject claims through the Foodstuffs Exchange. Click [here](#) to view our Claims and Credits training document. You can request access to credit and claims portal by emailing supplierhelp@foodstuffs.co.nz.

Where claims have not been rejected or otherwise resolved in a timely manner and it is reasonable in the circumstances, FSNI reserves the right to reverse the relevant portion of the original payment against current amounts owing or process offsetting entries to clear outstanding claims with no status on the exchange for items that are 90+ days or older. If requested by you, FSNI will provide the information required by the Grocery Supply Code (as defined in the Grocery Industry Competition Act 2023) (Code) relating to the reversal or set off.

Important note: When a claim is raised, the supplier is expected to issue a credit note for the amount approved. The supplier should refrain from issuing a credit and rebill against the original invoice to deal with a claim.

Nothing in this handbook will limit your rights under the Grocery Industry Competition Act 2023 to refer a Code-related dispute to dispute resolution.

Store Numbers - Important Information

Please ONLY add the Store Number to your document if:

- You are an approved Charge Through Supplier AND
- The invoice relates to a Charge Through purchase

Formatting Requirements

- **Electronic Invoices** (EDI via the portal) - please include the 4 or 6-digit Store Number as is
- **PDF files** via email (or paper) - please follow these specific formatting rules that help our extraction tool to locate the number:
- **6-Digit Store Number** – please leave 2 spaces either side of the number
- **4-Digit Store Number** – please use the prefix FM# followed by the 4 digits

(Note: the FM# prefix prevents 4-digit postcodes being picked up accidentally)

If there is insufficient space to add store numbers beside the name, please find another location on the document where the number is well separated from the surrounding text.

Examples:

6-digit Store Number
New World Carterton 415001 60 high Street South Carterton 5713

4-digit Store Number
Four Square Bulls FM#3674 92 - 101 Carterton 5713

6-digit Store Number
New World Metro Queen St. 125 Queen Street Auckland 1010 616672

4-digit Store Number
Four Square Waikanae Beach 28 Tutere Street Waikanae Beach 5036 FM#3674

Store Change of Ownership

Our stores regularly change ownership, which results in a change of information for the store, including Store Numbers.

When our stores are bought and sold, we notify suppliers of the new information so you can update your system.

We recommend you create a new supplier account for stores that change hands.

Important: All outstanding invoices for a store going through a change of ownership needs to be sent to FSNI within 28 days of the sold date.

Credit Notes for claims should be received within 60 days of the sold-out date and claims that have been declined should be actioned through the portal (refer to link under Resolution of Charge through delivery and pricing disputes).

Where it is reasonable in the circumstances, Foodstuffs reserves the right to offset the balance of the outstanding claims after 90 days from the date of change of ownership where there is no status on the Exchange. If requested by you, FSNI will provide the information required by the Code relating to the set off. After this time, we aren't able to accept documents for the previous owner.

If you would like a full list of store details, please email: vendor.masterdata@foodstuffs.co.nz

Your Details

Please let us know of any changes to your company to enable us to keep our systems up to date.

This includes changes to contact details, bank accounts, etc.

Your supplier details can be updated by emailing us at: vendor.masterdata@foodstuffs.co.nz

Important: Please allow plenty of time for bank account changes to be verified.

If Your Company Changes Hands

If the current owner of your company sells the business to another entity, or is closing its doors, then we will treat the new company (entity) as a new application process for a supplier account with FSNI.

If your company number, GST Number and bank account number have all changed, please contact us as soon as possible.

If you are a Charge Through Supplier, it is recommended you start this process at least six weeks before the effective date of the change as we'll need you to provide all the relevant information listed [here](#).

Payment delays may occur until the onboarding process has been completed.

Payment Process

FSNI's standard payment method is direct credit.

Generally, our suppliers operate under one of three payment terms:

- **Monthly payment** – Paid at the end of the calendar month following invoice date - settlement discount of 2.5%. Invoices to be submitted **no later than 5 working days** of the month following the date on the invoice.
- **Weekly payment** – Paid on the 1st working day of the week 42 days after the end of the week of invoice - settlement discount of 2.5% (note, this should represent the same average credit terms as the monthly payment option with the main difference being the increased payment frequency). Invoices to be **submitted within 2 working days** of the date on the invoice.
- **Weekly payment** – 22 days following Sunday after invoice date – settlement discount of 3.75%. Invoices to be **submitted within 2 working days** of the date on the invoice.

Settlement discount forms part of the purchase price of the goods/service and is not a prompt payment discount.

The discounts are not usually applicable to suppliers providing goods and services for internal consumption by FSNI.

If you are unable to meet these deadlines or information requirements, and in conjunction with our Supplier Terms and Conditions, your payment may be delayed.

Payments due on Monday will be paid on public holidays where these fall on Monday, except where otherwise notified. Payments due on a specific date (eg, end of the calendar month), will be paid on the last preceding work day where these fall on a weekend or public holiday. We will notify you of any change to this payment schedule which is reasonably required subject to the payment date being within the terms of your Grocery Supply Agreement.

Offset of amounts owing

Where it is reasonable in the circumstances, FSNI may offset, combine, consolidate, or merge amounts owed by FSNI to the supplier against any amount you owe to FSNI, to any other member of the FSNI Group or store. If requested by you, FSNI will provide the information required by the Code relating to the set off.

Remittance Advice

After FSNI has made the payment, a remittance advice will be emailed to the Accounts Receivable contact listed in our Master Data records. This will include a breakdown of:

- Payment amount
- Payment date
- Bank account the payment will be direct credited to

The remittance may not show special characters (/,-,_) or leading zeros included on your tax invoice, debit note and credit note references.

FSNI will also send a TXT file, which can be saved and opened with Excel.

Supplier Statements

If you'd prefer a reconciliation of your account, you'll need access to load your statements through the Foodstuffs [Exchange](#).

Payment runs are prepared in advance of due date. For monthly paid suppliers, if you would like to check we have received and processed the invoices you expect to be settled please upload your statement to the Exchange in plenty of time. Our recommendation is within 5 working days of the month end.

For all other queries please contact FSAccounts.Payable@foodstuffs.co.nz. Please include your Supplier number, name and store details on each unique document reference. You will receive an automated response with a ticket number; this enables our team to track progress and provide updates. Please use this number during any follow up requests.

If you are unsure if FSNI has received your tax invoice, debit note or credit note please do not resend, instead contact our FS Accounts Payable team by email for further advice.

Our Contact Details

Please quote your FSNI Supplier account number in all communications, including voice messages so we can quickly locate your information.

Your supplier account number is shown at the top of FSNI's Remittance Advice.

Email:	Purpose:
invoices@foodstuffs.co.nz	<p>Invoices & Credit Notes (PDF files only): Only send PDF files to this address. The extraction of documents from this email is automated, please do not send any other correspondence.</p> <p>Important: This mailbox is not monitored; not for general queries or suppliers that trade via EDI, unless previously approved by our Accounts Payable team.</p>
fsaccounts.payable@foodstuffs.co.nz	<p>Accounts Payable Queries - including missing invoices or late payments. Please always include your <u>supplier #, name</u> and short description in your email subject line.</p> <p>First escalation point, please phone 0800 800 829, option 2 and have your ticket number handy.</p>
promoinvoice.query@foodstuffs.co.nz	<p>Promotional Invoice Queries - including requests for copies, Scan backs, Warehouse Withdrawals, Co-op charges, etc.</p>
fsni.transport@foodstuffs.co.nz	<p>FSNI Distribution Centre Claims - please include your supplier #, CNR or PO number for</p>
fsaccounts.receivable@foodstuffs.co.nz	<p>FSNI Sundry Invoice/Credit Queries</p>
vendor.masterdata@foodstuffs.co.nz	<p>Store Details: To request a listing of our Store details, including Store Numbers, Owners, Addresses, etc.</p> <p>Your Details: Please let us know of any changes to your company's details including your contact details, email address, a change in GST status, payment information or if your company is sold.</p>
supplierhelp@foodstuffs.co.nz	<p>Electronic Data Interchange (EDI) To enquire about sending your invoices to us electronically via the Foodstuffs National eXchange</p>

Escalations

Please use the contact details provided on the previous pages. If you feel your query has not been dealt with appropriately, please escalate to the [Accounts Payable Manager](#) in the first instance and then to the Head of Finance Operations. Please always include your ticket number and supplier number in your subject line so we can look into this for you.

Foodstuffs South Island contact details:

The South Island is a separate organisation, please use these contact details for their Accounts Payable teams directly:

Email:	Purpose:
invoices@foodstuffs-si.co.nz	Charge Through invoices and credits
invoice.verification@foodstuffs-si-co.nz	Distribution Centre invoices and credits
adminchristchurch@foodstuffs-si-co.nz	Support Centre contact

We may change this Supplier Invoicing Handbook from time to time and we will tell you about a change in the Supplier Invoicing Handbook by updating the “last updated” date on our website and in accordance with your grocery supply agreement.

Any changes to the Supplier Invoicing Handbook will take effect when stated following being placed on the website and eXchange portal. You will be bound by the changed policy as agreed in writing or otherwise in accordance with your grocery supply agreement.

Definitions

Charge Through – goods bought via FSNI but delivered direct to FSNI stores, i.e. the relevant tax invoice is between the Supplier and FSNI. FSNI pays the supplier in accordance with this document and agreed payment terms. FSNI then invoices the relevant store for the goods and/or services. In this case FSNI acts as the principal party in the transaction defined above, i.e. FSNI buys and sells the goods and services.

Distribution centre purchases – goods bought via FSNI and delivered to FSNI's distribution centres.

Foodstuffs Exchange - Electronic Data Interchange (EDI); method of delivering financial document between Supplier and FSNI

Goods or services for internal consumption – called non-stock within FSNI. These are goods and/or services purchased by FSNI employee or store for use by a FSNI employee or store – i.e. for consumption, not resale.

Manual Intervention – Occurs when an FSNI employee is required to review a document due to the document having insufficient information on the original document. i.e. document date is greater than 90 days.

Proof of Deliveries (POD) – A delivery docket or similar document that is signed by a store or distribution centre when goods or services are received. The document is retained by the Supplier to provide evidence goods were received.

Purchase Order (PO) – A commercial document issued by FSNI, indicating description, quantities and agreed prices for goods to be delivered to the FSNI Group.

Return Purchase Order (PO) – A commercial document issued by FSNI, indicating description, quantities and agreed prices for goods to be returned to you by the FSNI Group.

Store (FSNI Store) – A member of the FSNI group that the Supplier delivers goods and/or services to.

Supplier Invoicing Handbook – Also known as Vendor Invoicing Handbook as described in our document [FOODSTUFFS NORTH ISLAND LIMITED TERMS AND CONDITIONS FOR THE SUPPLY OF GOODS AND SERVICES](#); a guide to assist suppliers to submit documents for processing in a timely manner to ensure on time payments.

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