

## **Southern Heritage Christmas Hams FAQ's**

922814 Southern Heritage Ham Cob Full

922822 Southern Heritage Ham Cob Half

*TIR will provide a \$1.50 per kilo (shown as deal in the Turn In \$1.50 X20= \$30.00) rebate back to stores and that this rebate is not reflected on invoice but needs to be taken into consideration. This works out to be a cost of \$7.39 per kilo prior to service and transport. Sell is \$8.99 per kilo Retail.*

### **What are the use by dates on the Christmas Ham?**

Use by dates for the first batch is 7<sup>th</sup> February 2024 and the second batch will be 22<sup>nd</sup> February 2024

### **What are the last date for deliveries?**

The Turn Ins are posted on the Turn In screen. The very last allocation will be week commencing 9<sup>th</sup> December as per your store deliveries.

Stores can submit to have their quantities spread across the deliveries each week. This will need to be communicated to [orders@igatas.com.au](mailto:orders@igatas.com.au) in advance.

### **Who do we talk to if we have quality / issues / weight issues or need credits?**

If you have any quality/weight issues feedback should be sent to Matt Wiltshire-Fresh Food Specialist on [matthew.wiltshire@igatas.com.au](mailto:matthew.wiltshire@igatas.com.au) with Xmas Hams in the subject line. Alternatively, Matt can be reached on his mobile 0437 922 886. **Please ensure photos are attached without these we are unable to help illustrate the issue to the supplier.**

For all delivery issues stores should contact the SIW Customer service number on [+61 6391 0800](tel:+6163910800)

### **Do we get charged by the kilogram price or by carton price as stipulated on email?**

*Even though you have been required to order Hams by the carton, when your order is picked at statewide the carton has a weighted barcode on the box and this is the weight you will be charged for and the charge will be adjusted accordingly.*

*You will not be charged a flat carton rate as suggested but by the actual kilo weight of stock in the carton and this will be reflected on your invoice.*

### **Service fees and fees associated will eat into our margins normally this is not extra costs in total costs can this be looked at?**

Stores will be charged as per the normal service and delivery fees that currently apply to SIW deliveries. As volume increases Stores can improve on the fee structure.

Margin on Xmas Hams has improved YOY despite extreme cost pressure for Pork legs rising considerably. *If we had remained with Pandani delivering the Christmas hams, freight would have been an additional \$13 per carton to cross dock. Statewide has provided a much more economical way to ensure you get Christmas Hams that are commercially viable given how volatile the market is currently.* Our Christmas hams are also extra smoked this year which gives an improved flavour

Coles Xmas Ham price for a double smoked ham is \$13.50 per Kg IGA Southern Heritage Hams are \$8.99 per Kg for 'Étra Smoked Ham'.

**Why is my margin showing negative GP%?**

We are aware of this issue and are working through some back-office configuration changes and will provide a further update in due course that will correct this in the back office.