

IGA SHOP ONLINE – RETAILER FAQs

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IGA Shop Online - Service Overview

How has the service changed?

IGA Priority Shop was created in response to Covid-19 to assist those in our communities who were in genuine need. Now, IGA Shop Online is open to everyone in your community, not just those who meet the eligibility criteria. Shoppers now have over 1,900 SKU to choose from online allowing them to personalise their shopping list, plus they can request some of their local favourites from your store. Like IGA Priority Shop, you'll have the opportunity to confirm the products, delivery and final cost with the customer over the phone.

Will we still offer the essentials packs for those in need?

Yes, the essential pre-set packs will still be on offer for those seeking simplicity. We are still prioritising people in need, healthcare workers and the vulnerable. We will flag customers who fit this definition in the retailer dashboard and we recommend you prioritise these orders.

I would still like to offer the Priority Shop Service for those in genuine need, but will not be able to offer the IGA Shop Online service for all customers.

If you are unable to fulfil the additional online orders, please reject orders that are not flagged for those in genuine need, so we can re-allocate them to another retailer.

I have my own online shopping site, can you direct customer to it?

Yes, if you let us know that you have your own online site or direct ordering, we will direct customers in your catchment to use it when they register.

Orders

How will I receive the orders and when?

You will be able to log in and see orders on your retailer dashboard. You will be notified via email (and SMS if a mobile number has been provided to us) as orders are received. You will need to update the progress of these orders. Training material/screenshots will be provided.

It is critical that you log in and update your orders every day so we can manage the process with customers and re-assign orders you are unable to fulfil or provide alternatives to the customers.

How much time do I have to review the shopping lists before confirming if I can deliver?

Customer orders will be available to view in the online order portal as soon as they are placed. You need to confirm through the portal whether you can accept this order or not. Any orders which are not been accepted by may be withdrawn to be reallocated or cancelled.

Is there a minimum order requirement?

Yes. The minimum order value for an online order is \$80. The shopper will not be able to place their order with you if the online value is below this cost.

What if I am happy to deliver an order valued below \$80?

We understand that stores may not have the facilities or capacity to service online orders available to everyone. We have put a minimum order value of \$80 to help ensure deliveries are economical for retailers. However, if you are happy to accept orders less than the value of \$80, please let us know at retailersupport@igashop.com.au and we will as we will be constantly reviewing the service.

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What if a customer calls my store directly wanting to place an order?

If you already provide an online or phone order service with home delivery, then you can offer this full service to all your customers and we will refer customers directly to you if you have provided us with these details.

Products Offered Online

What items are included on the online shop?

Shoppers can choose from 1,900 SKUs and essential items for online shopping. These items will be published on MyIGA. These products have been approved by the NRC and stem from the base ranges common in all channels including items that are localised but essential (for example milk). The prices shown online are indicative. Like the Priority Shop service, the brands and total cost of the order will ultimately depend on what you have stocked and available in store.

What price will the customer see online and do I have to match this?

The pricing shown online will be very clearly highlighted as indicative only. This pricing is based on programs such as LPED and PM or a price which will be the same or higher than most stores currently charge. In some cases, the indicative price shown to the shopper may be lower or higher than you current charge. You should charge your standard in-store price and confirm the final price of the order with the shopper when calling them to finalise the order.

What if I don't have the item on the list?

If you are missing one or two items, we suggest offering a replacement to the customer during the order confirmation call. Some shoppers may not accept substitutions, this will be flagged on the customer's order within the retailer dashboard.

If you are missing 50% or more of items, please reject the order and add a comment that you are currently out of stock so that we can attempt to transfer the order to another retailer.

Please be guided by our overall goal to provide the best assistance to the widest group of people in need, use your discretion, and feel free to call the customer to discuss how you can help.

Can a shopper request items that are not in the range online?

Yes, shoppers will be able to request additional items on the checkout page. These requests will be included on the notes when you receive the order in the retailer dashboard. You may also offer the customer the opportunity to add further requests when you contact them to take payment.

Picking and Packing

How must I store chilled/frozen items once packed?

We have provided guidance on the handling of frozen/chilled/perishable items, posted to MyIGA. Please review this guidance.

How should I package the shopping?

Please use boxes or shopping bags that you can leave at the customer's door. To avoid contamination, it will not be possible to re-use customers' bags.

Please refer to the guidance provided for the transport of frozen, chilled and perishable goods. The health and safety of everyone involved must be our number one priority.

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Do I need any special packaging to store the shopping bags in my car?

To minimize the chance of spillage and to ensure driver safety during delivery, please ensure that the shopping bags cannot move around during delivery. We suggest using plastic boxes or, if unavailable, carton dividers to create compartments in the boot of your delivery vehicle.

Payment and Delivery Confirmation

How do I take payment?

After picking the order please call the customer and take the payment over the phone directly into your payment terminal or POS. You will be able to take Visa or Mastercard PrePaid. In this call please also confirm the planned delivery window.

For details on setting up and executing payments please refer to the document “IGA Priority Shop – Taking Payments” posted on MyIGA.

Can customers pay cash on delivery?

To adhere to social distancing guidelines, we strongly advise you don't accept cash payment on delivery. However, if this is the only option a customer has please take appropriate precautions, try to avoid direct contact and respect social distancing rules, wash hands regularly with soap and water if dealing with cash.

Can customers use gift cards or EFTPOS for payment?

Unfortunately, you will not be able to take EFTPOS or Gift Card Payments over the phone.

Should I charge for delivery?

You can charge for delivery at your discretion. As a guide, we suggest the following charges, these are based on prices currently being charged by another mainstream grocers for online delivery:

| Sale value | Delivery Charge |
|-------------------|------------------------|
| \$80 - \$150 | \$15.00 |
| \$150 - \$200 | \$12.00 |
| \$200 - \$300 | \$7.00 |
| \$300+ | Free |

Can I offer in store pick up?

Yes. Please arrange this with the customer during the confirmation call. If the customer agrees to collect their order, they can pay in store upon collection.

Why do I need to take the payment over the phone?

Because each package will have a unique price depending on the products, sizes and brands available, we have chosen not to have a fixed price and therefore cannot take payment directly from customers. As a result, and to adhere to social distancing guidelines, the only remaining option is payment over the phone. Unfortunately this does mean that the risk lies with you the retailer, and you should consider this risk before agreeing to participate.

What happens if I call the customer to confirm their order and no one answers?

If you are unable to get hold of the customer during the confirmation call, please try again later. If you are still unable to contact the customer after several attempts, please reject the order in the system and add a comment that the customer was unreachable. We will try to contact the customer.

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Deliveries

How are shoppers allocated to stores?

Shoppers are allocated to their nearest store based on catalogue catchment areas. If the initial store has rejected the order, the order will be forwarded to another store to fulfil, meaning it may not be the closest store.

What is the delivery window?

Every order should ideally be delivered the next business day after being accepted, but this may differ once you've spoken to the customer to confirm their requirements. To make sure that the person can pick up the order quickly from the front door and minimize the chance of spoilage, we suggest agreeing a two-hour window during the confirmation call. You will need to call at the time of delivery to ensure that they are available to pick up the items from the front door.

Do I need to see the customer before I leave the delivery?

No, to adhere to social distancing guidelines, you should aim to have all deliveries contactless. We suggest calling the customer to ensure they are home when making the delivery and reminding them to wait 1 minute for the delivery person to step away before collecting. The delivery person can then wait at a distance to ensure the order is collected.

What if the customer does not answer the phone at the time of delivery?

In these cases, the items must go back to stock and must be properly chilled/frozen as soon as possible. Once frozen, chilled and perishable items have been out for delivery and returned, they should not be used for delivery again. It remains your responsibility to ensure food safety, please review the detailed requirements provided on MyIGA.

Who calls the customer for confirmation of delivery?

The delivery person needs to call the customer as this needs to be done at the time of delivery before dropping off the items. The customer needs to confirm that he/ she is available to pick the food up from the front door.

What happens if we make a delivery and the customer tells their bank they didn't approve it?

When you deliver please take a photo of where you drop off the delivered packs and retain this photo as proof of delivery (POD). When using an external delivery services then they should capture a proof of delivery. We will also have a reference that the order was placed, and that a call was made to a customer.

I want to help, but we don't have the ability to make deliveries, are there any other options?

Please refer to information available on MyIGA regarding delivery assistance options. If this does not work for your store, you may offer in-store pick up instead of delivery.

Should I arrange separate insurance to cover the store and driver when making deliveries?

We recommend you ensure you have public liability insurance and comprehensive motor insurance in place and that you inform your insurer so that this activity can be noted on your policies.

If you have any other questions not answered here, please contact us at

retailersupport@igashop.com.au