



PRIORITY SHOP

Welcome...

PLEASE READ THESE TWO PAGES

A BIG THANK YOU TO EVERYONE!!!

On behalf of all Australian communities and those shoppers who are elderly, vulnerable, at risk, or in need at this time....we would just like to say THANK YOU for opting-in to be part of this initiative! At the time of launching this program, we have nearly 1,000 IGA stores across Australia who have said "yes, we would like to be involved"!

We would just like to call out a few key points:

- This entire initiative has been developed in a little over a week as an emergency solution because of the COVID-19 situation that Australia and the world finds itself in.
- **It's not perfect AT ALL**, we all know this, but something is better than nothing to help our shoppers who are most in need at this time. PLEASE BE PATIENT AND PLEASE BE UNDERSTANDING OF THIS.
- We have tried to keep all of this information as simple as possible, but if you would like to go deeper into the detail, resources and attachments can be found at <https://www.igatas.com.au/home-delivery-opt-in/>
- **Despite our best intentions to keep it simple, there are still a few things you need to do. Please take the time to read the documentation before reaching out for assistance. If you still require more information, please email your questions to retailersupport@igashop.com.au.**
- **Below is a summary of the shopper process, the retailer process, and a number of links you will find useful (some necessary) to deliver IGA Priority Shop in your store.**

Once again, thank you to all IGAs throughout Australia for your support and participation in IGA Priority Shop!

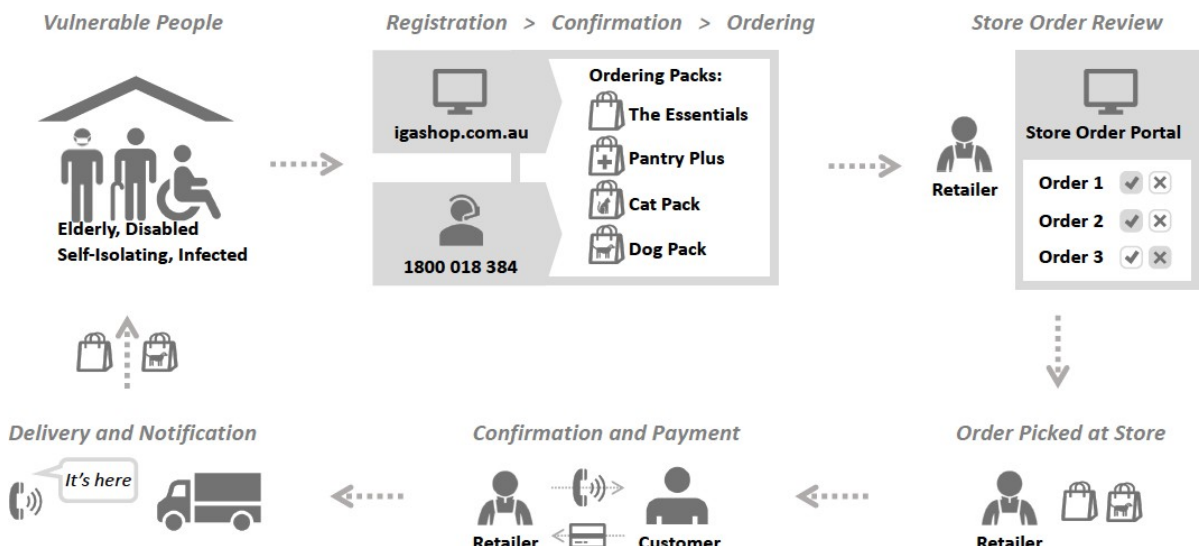


JOSEPH ROMEO
IGA NRC Chairman

SCOTT MARSHALL
CEO - Metcash Food

Please be aware that the launch of the shopper website will take place on Thursday 2nd April, online and in the media. Retailers will have until Monday 6th April to be set up and become familiar with all of this information before the first orders need to be executed.

WHAT THE SHOPPER WILL DO...

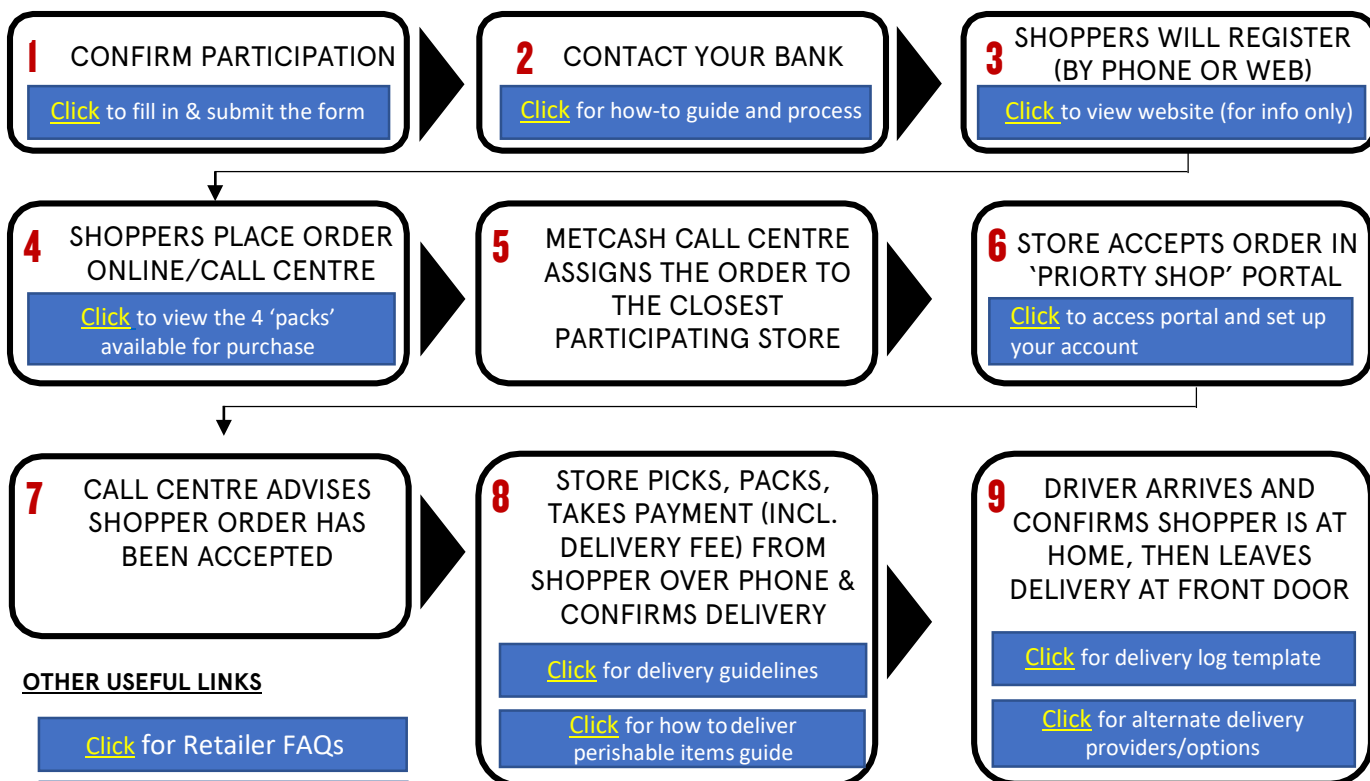




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WHAT OUR RETAILERS NEED TO DO

The 'CLICK' buttons below will direct you to the IGA Priority Shop resource section on myIGA for all the information you need.



OTHER USEFUL LINKS

[Click](#) for Retailer FAQs

[Click](#) for Shopper FAQs

[Click](#) for IGA Priority Shop T&Cs

SOME IMPORTANT STUFF TO KNOW, AS WELL AS A FEW HINTS AND TIPS!

- Please prioritise these orders above your in-store replenishment, other online shop or home delivery services.
- Stores must contact the shopper to arrange payment and delivery, including the final contents and price of the packs.
- **Any orders not accepted in the portal by 2pm AEST the day after they are placed will be removed from your queue.**
- If you aren't able to fulfil an order, or you don't log in to the portal regularly and update new orders to *Accepted*, we will remove them and attempt to pass them to another store.
- We understand that stock continues to be a challenge for everyone. It is possible you won't be able to fulfil the entire order. That's okay, as long as you keep the customer informed and come to an agreed outcome.
- We strongly advise you do not take payment in person (card or cash) to minimise the risk of transmission to you and the customer. Please contact your bank to set up payments as per the above link.
- Consider calling or SMS to confirm arrival, leave the delivery and take several steps back whilst the customer collects.
- You can charge a delivery fee. Typical grocery fees in Australia are between \$12 - \$15, please confirm this with the customer when you contact them.
- Consider pre-packing sets of non-perishable and chilled/frozen items. This can be done when the store is not open.
- You can include additional items at the request of the customer, but this is not necessary.
- Please do not send questions or issues directly to the team or your ASMs. We have a single support inbox at retailersupport@igashop.com.au which is constantly monitored. Your query will be directed to the right person to deal with and they will be in touch as soon as possible.