

What do I need to do to become live on eTrade with Metcash?

To become live on eTrade, please refer to the following steps;

eTrade On-Boarding Process

<i>Steps</i>	<i>Responsibility</i>	<i>Description</i>
Step 1:	Metcash	Begins engagement process to discuss timelines
Step 2:	Supplier	Develops EDI capability internally or through 3PL* for the following documents: <ul style="list-style-type: none"> - Purchase Order (PO) - Purchase Order Acknowledgement (POA) - Advance Shipping Notice (ASN) - Electronic Invoice (elnv) - Functional Acknowledgement (FA)
Step 3:	Supplier	Performs own internal testing
Step 4:	Supplier	Completes CMT certification using the login details provided by Metcash
Step 5:	Supplier & Metcash	Setup and test integration connectivity for TEST environment with Metcash
Step 6:	Supplier & Metcash	Perform end-to-end testing
Step 7:	Supplier & Metcash	Sign off and agree on Go-Live date
Step 8:	Supplier & Metcash	Setup and test integration connectivity for PRODUCTION environment with Metcash
Step 9:	Supplier & Metcash	Communicate to relevant stakeholders on Go-Live date
Step 10:	Supplier & Metcash	Go-Live

* If 3PL is Metcash accredited for eTrade, CMT certification can be passed and progressed to Step 5

1 Purchase Order (PO)

[Purchase Order Message Implementation Guide](#)

Will back orders still happen under eTrade with EDI?

No – there will be no back orders.

Will the PO number structure change?

No – Metcash will not change the existing PO number structure.

What if there is an invalid GTIN?

If you are live on eData, check that the correct GTIN is published to Metcash, and then contact your Category Manager. If you are not live with eData, contact your Category Manager.

What if Metcash want to order more stock on an existing PO?

A new PO will be created.

What if Metcash want to change the delivery date on an existing PO?

The Metcash Stock Controller will contact you to advise that the original PO will be cancelled and a new PO created with the new delivery date.

Will the dates in the PO match to “scheduled timeslots”?

No – at this stage the PO will not correspond with the scheduled timeslots. PO management systems and timeslot management are not currently connected.

2 Purchase Order Acknowledgement (POA)

[Purchase Order Acknowledgement Message Implementation Guideline](#)

Can I implement eTrade without a POA?

No – POAs are required to implement eTrade with Metcash.

Do I need to send a POA the same day that I receive a PO?

The POA must be sent within three hours of the order being sent by Metcash for all goods.

Can I send multiple POAs that only acknowledge part of a PO?

No – you can send multiple/updated POAs (provided they are sent within the agreed timeframes), however each POA sent must be sent in its entirety (i.e. apply to all lines in the PO).

What if my stock availability changes after I've sent the POA – can I send an updated POA? What if I can only supply part of the quantity ordered at the time I send the POA, but later find that I have more stock?

Updated POAs can be sent (provided they are sent within the agreed timeframes) – however each POA sent must apply to all lines in the PO, and only the most recent POA sent will be used.

What if I cannot supply an item ordered on a PO, because I am out of stock?

You will need to accept the PO and change the status to 'Accept with Changes', then change the quantity to zero to indicate that you are out of stock. Do not omit the line from the POA.

Can I send a POA with the same GTIN listed more than once? (i.e. the same GTIN item appearing on multiple lines in different quantities)

Metcash requires each different GTIN to be listed only once on a POA. At the POA level, it is only necessary to capture the total quantities of each GTIN. It is later (at the ASN level) that the items delivered would need to match the exact quantities delivered on each pallet.

Does the quantity listed in the POA need to match those listed in the ASN?

Yes – Ideally, the quantity listed in the POA should match what is listed on the ASN. This sets the DC's expectation when receiving the shipment.

What if the price Metcash have listed on the PO is different to the price recorded in our system?

If the price listed on your POA is different to the price Metcash has listed on the PO, please follow the current process (by contacting your Category Manager) to resolve the discrepancy. As the source of the discrepancy may be either the supplier's system or Metcash's system (or both), the correct price needs to be agreed between the supplier and the Category Manager, and the systems corrected accordingly.

What if Metcash order a product with a different TiHi than the TiHi in our system? Can I round up to a full layer and over supply?

You should contact the Stock Controller. Due to DC capacity limitations TiHis can vary from state to state. However, if you have not received notification that a smaller pallet load will be required, this is likely the result of misalignment of data between the supplier and the Metcash system, and should be investigated and updated if necessary. The item quantity must either match or be less than the original PO quantity. Metcash will not accept over supplied quantities.

What if I don't receive a Functional Acknowledgement (FA) after I've sent a POA?

If you do not receive an FA from Metcash after sending a message, you must follow through with Metcash to resolve the problem.

3 Advance Shipping Notice (ASN)

[Despatch Advice Message Implementation Guideline](#)

Do I have to complete scan packing?

Yes – it is advisable to complete scan packing for ASN creation.

When do I need to send an ASN?

An ASN should be sent as soon as possible after order assembly is finalized to ensure that it is received and validated by Metcash before the delivery arrives at the DC. If there is no valid ASN, the delivery may be rejected at the DC.

How do I know if Metcash have received my ASN?

After you send an ASN, you should receive an FA confirming Metcash have received this. If you do not receive an FA, you must follow up with Metcash to resolve.

What if there is an error in my ASN?

Metcash are able to accept or reject certain products within an ASN. If any rejections occur, you will receive an email notification outlining the reason(s) why your ASN has been rejected and your next steps.

What if my ASN is rejected?

Your ASN may be rejected for a number of reasons. Please refer to the Metcash Despatch Advice Implementation Guideline for further details.

Do I have to include a Best Before/Expiry Date in my ASN?

Yes – for perishable products Best Before/Expiry Dates are required. Please include these in the ASN and on the SSCC. For more details, please refer to the DTM Segment in the Metcash Despatch Advice Implementation Guide.

Does the 'Estimated Delivery Date' in the ASN have to match the 'Delivery Due Date' in the PO? What if they don't match?

The expectation is that the 'Estimated Delivery Date' in the ASN matches the 'Delivery Due Date' in the PO. If the ASN has not been sent and you want to change the 'Estimated Delivery Date,' you can do this before you send it.

Otherwise, if the ASN has already been sent and accepted with the 'Estimated Delivery Date,' then you find that you are unable to secure a booking number, you cannot resend an ASN. In this case, you should contact the Stock Controller.

Can my ASN be sent over multiple vehicles?

No – each ASN should be delivered in its entirety to the DC. Metcash is able to accept split shipments, however. In this case, an ASN must be provided for each separate shipment, and each shipment must be delivered in full per the ASNs.

Can I cancel an existing ASN and send a new ASN with a different number?

If your ASN has passed validation and been 'Accepted' in our system, you are not able to cancel an existing ASN and replace with a different ASN. If your ASN is rejected, then you are able to resend a new ASN (subject to the ASN being received before the delivery arrives at the DC).

Can I have more than one ASN for the same PO on the one vehicle?

No, each ASN should represent one delivery for a single PO. When we receive multiple ASNs, our system recognizes that we are receiving multiple shipments, i.e. multiple trucks.

Please note multiple ASNs can exist on a single vehicle where they are related to multiple POs.

What if I've already sent a POA, then discover more/less stock is available?

You can send an updated POA (provided it is still within the agreed timeframe), or confirm the revised availability on the ASN.

What happens when the quantities in the ASN are less than those in the POA? What happens when the actual delivery is less than what is recorded in the ASN?

The DC will raise a short delivery claim as per current processes.

What if the actual delivery contains more than the ASN?

The actual delivery should match the ASN, however receipt of excess stock is subject to the discretion of the DC and may be rejected.

What if I need to provide a split shipment (i.e. a single PO delivered across multiple trucks)?

An ASN must be provided for each truck delivery. For more details, please refer to the ALI Segment in the Metcash Despatch Advice Implementation Guide.

Do I need to note on the ASN if the delivery is partial or final?

Yes – it is a requirement to note in the ALI Segment if the delivery is the final one, so the DC knows if it should expect more or not.

What if I use several external parties to deliver my goods? How does the ASN work in this case?

An ASN will still need to be sent as per current process. Metcash only require that when the goods arrive at the DC, they have an SSCC label, ASN and a POD (Proof of Delivery) which may be in the form of a Delivery Docket, Consignment Note, etc.

Do I still need to send an ASN if I use a third party freight consolidator to deliver my goods?

Yes – you will still need to provide an ASN. If you choose to deliver your goods via a third party, you are responsible to ensure they understand that each ASN must be delivered on time and in full.

How do I enter my booking number in the ASN if I use a third party to deliver my goods?

Typically, you will not have a booking number at the time you generate and send an ASN. This is why the field is not mandatory, but optional.

What if the goods arrive at the DC before the ASN?

It is important you send the ASN as soon as possible, to allow Metcash sufficient time to validate the ASN before the delivery arrives at the DC. If there is no ASN, delivery acceptance is subject to the DC's discretion.

Is the ASN directly linked to the Metcash's Yard & Dock (delivery) system?

No – the ASN is not directly linked to the Yard & Dock system. The Yard & Dock system is used to manage vehicles within Metcash's DCs (including providing appointment times for supplier trucks). The ASN is used by the supplier to advise Metcash of exactly what stock is to be delivered on a specific shipment.

4 Electronic Invoice (eINV)

[Invoice Message Implementation Guideline](#)

Do I still need to send paper invoices of my eINV?

No – if you choose to implement eTrade, you will not need to send paper invoices as this will be replaced with eINV.

Can I still send paper invoices instead of eINV?

No – Metcash will be moving away from handling paper invoices.

When should I send my eINV?

Metcash are able to accept eINVs as you send them across, or if you choose to batch them and send them daily.

Can I have an eINV for multiple ASNs?

No – each ASN must have its own eINV.

Can an eINV has the same GTIN listed more than once (i.e. the same GTIN on multiple lines)?

No – each eINV must list each GTIN only once.

Which price should I put on the eINV – date of order or date of delivery?

It is important to note that implementing eINV does not impose any new changes to the process. As such, you should continue to apply the price as you currently do today – the price at the date of order.

What are the reasons why my eINV would be rejected?

For Header level and Line level validations, please refer to the Invoice Message Implementation Guideline. In summary, Metcash is validating the eINV at three distinct points:

Price: PO = POA = eINV

Quantity: ASN = Goods Receipt = eINV

Total: eINV Total = (Sum of all Line Values as calculated by PO Price) x (Goods Receipt QTY)

Will eINV affect my settlement terms and payment frequency?

It is important to note that implementing eINV does not impose any new changes to the current process. As such, there will be no change to settlement terms and payment frequency.

How will I know if my eINV has been received? What do I do if it hasn't been received?

If your eINV has been received, you will receive an FA confirming that it has been received. If you do not receive an FA, you must follow through with Metcash to resolve the issue (as per Invoice MIG).

How long after I send my eINV will I know that it has been received?

After you send an eINV, you should receive an FA advising you that it has been received by Metcash. As per the Invoice Message Implementation Guideline it can take up to three hours to receive an FA, however you will usually receive one within five minutes. If you do not receive an FA more than three hours after sending an eINV, you should follow up with Metcash to resolve the issue.

5 Packaging, Barcoding & Logistics

[Packaging, Barcode & Logistics Information](#)

Do I have to include a batch number on the SSCC label?

Yes – a batch number is required if it appears on the retail unit. For more information, please refer to the Packaging, Barcode & Logistics Specifications document.

Do I have to have a 'Best Before' or 'Expiry Date' on my SSCC label?

Yes, if the products supplied require a 'Best Before' or 'Expiry Date,' you must include this on your SSCC label.

Where should I put the SSCC on each pallet?

Please refer to the Packaging, Barcode & Logistics Specifications document.

What are the requirements for labelling cartons?

Please refer to the Packaging, Barcode & Logistics Specifications document.

What are the requirements for delivering to DCs?

Please refer to the Packaging, Barcode & Logistics Specifications document.

What if the SSCC label is too tall to fit within the height of the carton?

Please refer to the Packaging, Barcode & Logistics Specifications document.

What if I accidentally include a product on the delivery that isn't on the ASN?

The delivery cannot be received if this occurs, and may be rejected at point of receipt.

What information is required on a Proof of Delivery (POD)?

The supplier will be required to provide two copies of paper POD (eg. Delivery Docket, Consignment Note, etc) with the below information for every single Purchase Order on a shipment going into any Metcash DC:

- PO Number
- Ship-To address
- Vendor Name
- Metcash Vendor Number
- Item Descriptions (including Pack Size)
- Line Quantity of Items (Number of cartons for each line item on the order)
- Total Number of Items (Total number of cartons for ALL items on the order)
- Total Number of Pallets (Total number of pallets for ALL items on the order)

How do I confirm POD?

POD can be confirmed with either of the following;

- Delivery Advice
- Delivery Note
- Despatch Advice
- Consignment Note
- Delivery Docket

Please note that an invoice hard copy is NOT an acceptable form of POD.

Does this change any processes when delivering to DCs?

Under eTrade, there will no longer be a need for paper invoices. However, a paper POD is still required.

What if Metcash want to change the delivery date on an existing PO?

The Metcash Stock Controller will contact you to advise that the original PO will be cancelled and a new PO created with the new delivery date.

Will the dates in the PO match to 'scheduled timeslots'?

The delivery date provided on the PO should match to the requested time of the scheduled timeslot, however this is not guaranteed and can change at the discretion of the DC.

6 Miscellaneous

Do I need to commit to eData before I can commit to eTrade?

No – it is not a requirement to commit to eData before committing to eTrade, however it is recommended to do so sooner rather than later.

How long does it take to implement eData and/or eTrade?

There are many variables that can affect the time it takes to implement eData and/or eTrade. For example, the size of your organization, the number of vendor numbers, availability of resources, etc. All these factors (and more) will determine how long it will take to implement eData and eTrade.

How much will it cost to commit to eData and/or eTrade

While the costs incurred will differ for each vendor according to how complex the systems are, from a Metcash perspective there are no additional costs. There will be costs incurred in the implementation of eData and eTrade, and these vary depending on whether you decide to use a third party to help maintain your data or implement eTrade.

How are my files sent to Metcash with eTrade? i.e. What protocols/methods are used?

Metcash currently trade with both direct EDI connections (AS2) as well as via third party VANs (e.g. GXS).

If I go live with eCommerce (eData and/or eTrade) with IGA, will that also transfer to other Metcash pillars like ALM and Campbells?

eData participants are able to make their product data available to IGA, ALM and Campbells Cash & Carry (CCC). While the focus of the eTrade project will initially be on the IGA pillar of our business, we are working towards expanding this capability to the ALM and CCC business pillars as well. At this time, only EDI POs are available for ALM and CCC.

Can I implement eTrade with only one document type at a time?

You can initially choose to implement just the PO document if you prefer. The other documents (POA, ASN and eINV) must be implemented as an entire suite.

How are promotional deals and rebate claims handled as part of eData/eTrade?

The eData and eTrade initiatives do not take these cases into account. As such, these will be handled as they are today.

What if I have payment issues? Who do I contact about this?

As per current process, if you have any payment issues, please contact Metcash's Accounts Payable.

What if my IT infrastructure fails?

Metcash have a comprehensive Business Continuity Plan in place, and also expect suppliers to have their own plans in the event of a disaster. Should an event occur that prevents you from continuing business as usual, please contact the Metcash eBusiness team at eBusiness@metcash.com or 1800 991 097 where a team member will work with you to accommodate your temporary circumstance.