

About IGA Shop

IGAShop Online is a service offered by Metcash. It provides a home delivery service from your store, straight to the customer's front door. To participate in the program, follow the steps in this handout.

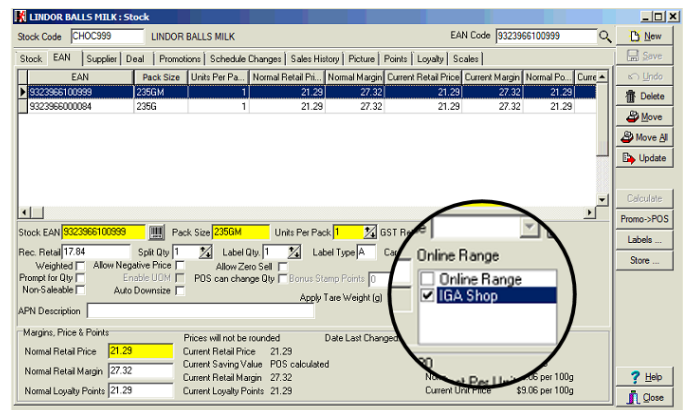
Where to Begin

- Step 1:** Email your interest to retailersupport@igashop.com.au, then complete and return any forms.
- Step 2:** Contact Surefire Support to accept the module and professional services fees for this software, and check that your system supports IGAShop (minimum of v2.18.5).
- Step 3:** Contact Metcash to create your account and API credentials.
- Step 4:** Contact the bank to arrange credit card authority, and a merchant gateway for online sales.
- Step 5:** Complete pre-work: Decide on the AR Account, POS lane, and Operator that all online sales will be recorded against. It's your choice to use existing or create new ones.
- Step 6:** Arrange a time with Surefire Support to configure IGAShop. Allow 30-60 minutes (the BOS and RF Guns cannot be used during this time, however the POS can be used).

Setting up your Online Shop

Surefire & Metcash work with your Store to:

- Clean up your database to unstock items that haven't sold in a long time.
- Review 12-months scan data for Deli, Meat, Produce, and Bakery, to match items to a digital EAN in IGAShop; Metcash will add a supplementary 5-digit EAN/PLU to the Stock Record as required.
- Import and set all 'Stocked' lines to active for IGAShop.
- Show you in the BOS how to disable and add products for IGAShop.
- Show you how to use the IGAShop Portal.
- Show you how to pick an order on the app.



Online Shop: Behind the Scenes

- Any product (Warehouse or Direct) can be added to IGAShop. If a digital version of the product exists in their database, you'll see the product in your online shop within 24 hours. Contact IGAShop about missing lines; they'll request more details so they can create the digital product.
- During system setup, Surefire set the frequency that product changes are uploaded to the website, and sales are downloaded into Surefire. Keep in mind that it can take the IGAShop website 15 minutes (after uploaded from Surefire) to display the edits you made.
- All data is imported from IGAShop; no sales actually go through Surefire POS, which is why we ask you to nominate a POS Lane and Operator that online sales get recorded against. We suggest you create unique ones, if you want to see the IGAShop sales separately to other sales.

How to Fulfil an Online Sale

Step 1: The customer places an order on the IGAShop website for the minimum basket value of \$50.

- They provide credit card details, but this is not charged yet.

Step 2: The store receive and pick the order, using a PDA from Metcash that has the IGAShop app on it.

- IGAShop supply aisle-bay locations to create an effective picking path. This is set up during your onboarding, and does not impact any aisle-bay location you've previously saved in each Stock Record.
- For Deli/fruit/veg/meat etc that's weighted, you have to type the weight into the app.
- The app has a 'Complete Wave' button, which the Store clicks once the order has been picked. This charges the customers' credit card; the order value is adjusted for any items that are substituted, items that cannot be provided (if for example the store is out of stock), and for the final price of items sold by weight.

Step 3: Surefire communicates with Metcash, to automatically download the finalised sale into Surefire.

- The frequency of this task is configured during setup (usually every 20-60minutes).
- An invoice for \$50 is imported into the nominated IGAShop AR account, and shows the items in the sale.
- The sale gets recorded against the configured Lane and Operator.
- All the Accountability Reports record online sales as Sale Type E Internet sales, to represent the total income that goes into the nominated AR account.
- SOH is adjusted in Surefire.

▼ Payment data does not flow back from IGA Shop. We recommend you manually reconcile the AR bucket account every month, so that it doesn't grow as a debtor. Use the reports from IGA shop to record the payments as an AR payment. See [BGEN-2g-G-AR-Manual-Customer-Account-Payment-Fact-Sheet](#)

How Refund are Handled

- **All Refunds must be processed by IGA Shop.** The customer will call IGA Shop Help Desk, advising them of their issue and request a refund. They throw out the item and don't return it to your store.
- Once the Customer Service team processes the refund, IGAShop will email your store.
- **No refund data flows back into Surefire.** Follow store process so that SOH and Internet sale are corrected. For example, you can refund the item/s at POS and tender to the IGAShop Account.

Need Help?

Help with the IGAShop Product:

Account details, API credentials
IGAShop portal
Order fulfilment
Online products not showing in the online shop

IGA Customer Support

Ph: 1800 018 384

Email: support@igashop.com.au

Help with your IGAShop POS Solution:

Configuration
Frequency of data transfer
Adding or removing items to the online shop
Refunds
Reporting

Surefire Service Desk Portal

www.surefiresystems.itclientportal.com/

Email: support@surefiresystems.com

Ph: 1800 724 667

[PRO-1k Maintain an Online Shop](#)