

Price Match Policy

1. Price Match Product must be in stock & available from the Competitive Store that has a walk-in, street shopfront.
2. We WON'T match a price from an online only store with the exception being our own Mitre 10 website.
3. The Competitive Store that we are price matching against must be within 20km of your store.
4. An authorised Mitre 10 Manager must approve the price match in Sympac and ensure the price match docket has been filled out correctly by the cashier.

In Sympac, when processing a price match & after changing the price, a pop-up box will appear asking for the **Price change reason** – select **A - Price Match**

The screenshot shows the Sympac Tax Invoice interface. At the top, there's a header with 'Tax Invoice' and a large red box displaying '\$399.00'. Below this, there are fields for Staff (28), Salesperson (LIZ R), Order No., Date Recd (01/09/2021), Customer (0000001), and Comments. A 'Cash Sales' button is visible. The main area shows a table with columns: Computer Code, Description, Qty, Price Inc, Uom, Disc %, Req'd, Extension, and %. A single row is visible for '791983' with description 'POTTING TABLE DELUXE GREY WASH', Qty '1', Price Inc '379.00', and Extension '399.00'. A 'Make Selection' dialog box is open in the foreground, titled 'PRICE CHANGE REASONS For : 791983'. It lists several options: A PRICE MATCH (highlighted), B PRICE MATCH QUOTE, C REP AUTHORISATION, D QUOTED PRICE, E DAMAGED STOCK, F INCORRECT SHELF PRICE, G GOODS RETURNED, and X Exit. At the bottom of the dialog are 'OK' and 'Close' buttons. The background interface also shows buttons for 'F7 Qty/Prices', 'F3 Ex GST', 'F4 Competition', 'F5 Stock Level', 'F8 Profit', and 'F9 Prev Sales'.

You will then get another pop-up box warning you that you're selling below an acceptable level of profit. Select **Yes** only if you are sure the price match is correct.

The screenshot shows a 'WARNING' pop-up box. It has a blue header with a question mark icon and the word 'WARNING' in bold. The main text reads: 'You are selling below an acceptable level of profit. Do you wish to continue'. At the bottom, there are two buttons: 'Yes' with a green checkmark icon and 'No' with a red X icon.

You must enter in the **PM** code into POS after you have entered in the product. A description box will appear & this is where you enter in the store name that we are price matching against

Tax Invoice

Staff: 28 LIZ R
Salesperson: 28 LIZ R
Customer: 0000001

Order No: [blank]
Date Req'd: 01/09/2021

\$379.00

Ex GST: 344.55 GST: 34.45

Stock: Details Cyst Details BillTo Loyalty

Inv #: 0 Date: 01/09/2021

PM: 0/Hnd 0/Ordr

Computer Code Description Qty Price Inc Uom Dsc % Req'd Extension

791983	POTTING TABLE DELUXE GREY WASH	1	379.00	Each		01-09-21	379.00
PM		1					

Extra Description: BUNNINGS

Press Enter to Accept

By using this code, it allows us to see where we have price matched & it also helps the inventory team keep track of all the price matches that we're doing across the business & to help make decisions in regard to our pricing.

Tax Invoice

Staff: 28 LIZ R
Salesperson: 28 LIZ R
Customer: 0000001

Order No: [blank]
Date Req'd: 01/09/2021

\$379.00

Ex GST: 344.55 GST: 34.45

Stock: Details Cyst Details BillTo Loyalty

Inv #: 0 Date: 01/09/2021

PM: 0/Hnd 0/Ordr

Computer Code Description Qty Price Inc Uom Dsc % Req'd Extension

791983	POTTING TABLE DELUXE GREY WASH	1	379.00	Each		01-09-21	379.00
PM	BUNNINGS PRICE MATCH CODE REASON:	1		Ea		01-09-21	

A price match docket must also be filled out in full & correctly. See below for example. It is important for every price match we do that a docket is filled out & placed in the till to be sent to the Inventory team located at South Geelong.

MITRE 10 - PRICE MATCH DOCKET	
Date	01/09/2021
Store	South Geelong
Cashier	Liz
Product Description	Grey Wash Potting Table
Product Number	791983
Fagg's Price	\$399
Competitor's Price	\$379
Competitor's Details	Bunnings Waurn Ponds
Verification	☐ Catalogue ☒ Phone ☐ Other
Invoice/Cash Sale Number	114314298
Authorised By	Leanne
Comments	Called the store to verify item was the same make & model.

I have received a copy of the Fagg's Group Price Match Policy.
I fully understand the expectations and guidelines set out in this policy and agree to adhere to them.
I understand and accept that a breach of this policy may lead to disciplinary action.

Name:

Signature: Date: