

# **IMPORTANT NOTICE: IT DATA OUTAGES PLANNED**

## **Midnight (11.59pm) Friday 14<sup>th</sup> June – Midday Sunday 16<sup>th</sup> June 2019**

Please be advised that a major IT outage is planned for the above dates (the 'blackout' period). During this time, Metcash will be moving to a new data centre and a number of systems will be impacted. Once the migration has successfully been rebooted on Sunday afternoon, all systems will be accessible again.

### **Which systems will be affected?**

The following systems will be largely unavailable during the outage period – please take note of the recommendation for each system.

<b>System</b>	<b>Effect</b>	<b>Recommendation</b>
Campbells & C Store Portal	<p><b>Orders:</b> Orders can be submitted but confirmation email will not be received. This will flow through once connectivity is achieved on Sunday afternoon.</p> <p><b>Pricing:</b> Campbell's and C Store website will not show your group pricing during the outage window</p>	<p>Please ensure you only submit your order once to avoid multiple deliveries. Or submit orders prior to blackout period.</p> <p>Campbell's branches won't be able to invoice any Web Orders where customer has paid via credit card during the blackout period. Invoice prior to or after blackout period.</p>

### **Why is this happening?**

Our production site where the equipment resides needs to be vacated, and as a result we will be required to move all our Data Centres from this facility.

### **What if I require assistance during the outage?**

National Customer Service (1300 226 723) will be operational on Saturday between 8am – 12pm for any customer enquiries. Although access to systems will be down, the team will be able to assist with any questions you may have in this area.