

26/04/07

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ATT: GINA ETTORE

April 26 2007

Your Ref: N 92682

Contact: Gina D'ETTORE

I understand that Metcash are trying to streamline software vendors and control which companies we acquire software from. While I can understand and appreciate the motives of Metcash unfortunately they are misguided and inaccurate. Metcash have not analysed or compared the systems themselves and have not taken into account the needs or requirements of my business in making these decisions. I have not been informed of there Notification to the AACC and neither do they wish to reveal any details over the phone when I rang the Metcash IT dept today

I have invested in the hundreds of thousands of dollars in my systems and only 5 weeks ago upgraded my Kingsbury store. Metcash were fully aware of my conversion to Posworx from Merlin but not once did they bother to tell me of these intentions regarding Notification N 92682

Before choosing software companies, I did a thorough analysis comparison between systems. This included hardware + software anchorage, service reliability, or system efficiency and cost comparisons

I spoke to retailers using the other systems and even spent much time with other Software Vendors being Worldsmat Retailer SSA, Surefire and Profit track.

As I had to 2 Stores, the Posworld system offered me everything I needed plus more at significantly less investment than the other systems. The functions were greater than the other systems and offered me managerial tools that were more specific to my ~~my~~ business which the other systems could do. Posworld is also more flexible to my needs and will write software specific to my needs, which the other software vendors would not do. Their service is unrivalled and more prompt than the other vendors. All you need to do is speak to retailers with other software vendors to soon realise that this is the case. All at a fraction of the cost.

The Posworld hardware is also more flexible, and unlike other software vendors whose software + hardware will only interface with its own software, Posworld hardware will interface with other software vendors, thus giving me the choice one day to switch ~~the~~ software vendors if I am not happy with Posworld ~~the~~ at very little cost, with the other systems, I am unable to do this without investing hundreds of thousands of dollars in new hardware.

As a foodworks store, our host file (promotions + new lines and pricing changes/particulars) are all handled through A.U.R Foodworks. My software system only needs to send orders to Metcash and pickup electronic invoice files from Metcash for invoice checking. ~~to~~ this requires very little effort from the Metcash IT system. I implore you to strongly consider my objection when making your

decision. It will have a
 business ~~but~~ both in terms
 as well as restricting the
 Software + hardware suppliers
 urge the ACCC to ~~give~~
 immunity from this decision
 control + direction over my business
 future.

profound effect on my
 of Significant Capital Investment
 choice and cost of both
 in the market place - I
 force Metcash to Give Posured
 in order to give me greater
 both now and ~~in~~ in the

Yours Sincerely

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Greenbrook Licensed Foodworks

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