



Food Industry Exchange

Sponsored by **FMI**
Powered by **The Seam**

Frequently Asked Questions

The Food Industry Exchange, sponsored by FMI - The Food Industry Association, creates an infrastructure and sustainable marketplace to immediately address the urgent needs of retailers and wholesalers by providing collaborative tools, products and services.

This subscription-based platform is not only specific to the COVID-19 pandemic, but also fills a long-term need for product discovery and procurement.

General

How much will my card be charged each month?

After your free period expires, your card will be charged a nominal fee of \$100 for FMI members and \$150 for non-FMI members, on an auto-renew cycle each month. Your subscription can be canceled at any time.

Once I have registered on the Food Industry Exchange, how soon should I receive my approval notification and be able to access the site?

Our intent is to notify you of your approval on the same day that your registration is submitted. In cases where your registration is submitted later in the day, approval most likely will be the following business day.

What should I expect during the sign-up process?

Once you successfully complete the sign-up process, you will receive three emails. The first will contain a confirmation that your credit card has been charged for the subscription. The second email will notify you that your application is being reviewed by the organization. Once approved, you will receive a final email to create your password and join the Exchange.

Why haven't I received approval from the sponsor organization to access the site?

Our intent is to notify you of your approval on the same day that your registration is submitted. This may take longer due to different factors, including volume of registrants and availability of the approving sponsor. If your approval exceeds two business days, we suggest you contact the sponsor organization or email support@foodindustryexchange.com.

General

Will I receive a notification when my credit card expires?

During the month of your card expiration, we will send notifications to update the card on the 1st, 15th, and 23rd of the month. Your card can be updated by logging into your account and going to the Account Settings page from the dashboard.

My payment information needs to be updated; what should I do?

Payment details can easily be updated at any time by going to the Account Settings link on your dashboard or by clicking on the dropdown menu in the upper right of your screen and selecting the Profile Option.

Our organization needs multiple logins; how can we do this at one time?

Each user will need to complete a separate application.

My company fits both industry roles of retailer and supplier/wholesaler; what should I do?

At this time, your company will need to register for two separate accounts, each having unique email accounts.

I'm not affiliated with a sponsoring organization; how can I sign up to access the Food Industry Exchange?

Currently, only users affiliated with a sponsoring organization can register. We encourage you to contact your affiliated organization and encourage them to become a sponsor.

This requirement may change soon, so check back often.

General

How can I de-activate my user account?

If at any time you feel you would like to de-activate your user account, you can do this by accessing the Account Settings link on the dashboard or the Profile Option available in the upper right dropdown menu.

How do I reset my password?

If you are having difficulty signing into the Exchange and need to reset your password, this can be done by using the “Forgot your password?” link on the sign in page. Additionally, your password can be changed at any time by using the Account Settings link on the dashboard or by choosing the Profile Option in the upper right drop down.

Retailer/Wholesaler

How do I find what is being offered in the Marketplace?

By selecting Marketplace Offers from the top of the screen, several sub-categories are provided to make offers easier to search. By selecting the desired category, a list will be provided with the available offerings. To get more information on a specific offer, click the offer in the list.

I see an offer I want to act on; how do I get in touch with the supplier?

When selecting an offer, it will provide the contact information to communicate with the supplier. This will typically include an email address and phone number.

Is there a way I can see images of the offered products?

When selecting an offer, a general information section is shown that provides the contact information and details of the product/service. This is indicated by the General tab. Next to the General tab is an Images tab. By clicking this tab, any images that were provided will be shown. If no images are available, you can request that an image be provided by contacting the supplier.

How can I place a request for products/services that I'm needing?

By selecting the My Requests category from the top of the screen and the All Requests tab and Add button will be provided on the right-hand side. A new request can be added by clicking the Add button. All requests that you have created are visible here.

Retailer/Wholesaler

What should I do if my request is showing as pending status, or I'm not getting any responses to my request?

When adding a new request, you will want to make sure that after saving the request that it is made active by clicking the Make Active button at the bottom. This allows you to review the request before it is made active.

Why are my requests that I created yesterday showing expired?

Any active request will move to expired at 1:00 a.m. CDT. This is to ensure that requests that suppliers are responding to are kept fresh daily.

How will I be alerted when a supplier responds to my request?

An alert notification will show in the top right next to your name if a supplier sends a message. Messages can also be viewed by selecting the Messages tab, which is available under both Marketplace Offers and My Requests.

Can I change the quantity of my requests at the same time I am re-activating them?

Before re-activating requests, you can update quantities, or any other details about the request, before selecting to make active again.

Do I have to re-activate all of my requests, or can I only re-activate some of them?

Requests can be individually re-activated by navigating to the My Requests tab and selecting the request that you would like re-activated. This individual request can be re-activated by clicking the Make Active button from the selected items general screen.

Supplier

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I see a request I want to act on; how do I get in touch with the supplier?

When selecting the request from the list, you will have a Send Message to Buyer button provided.

I would like to provide an image of the product I have to offer; how can I do that?

After saving the details on an offer that is being created or is already created, a new tab will be available next to the General tab, which is labeled Images. By selecting this tab, it will allow you to upload up to four images to share with the posted offer.

How can I place an offer for products/services that I have available?

By selecting the My Offers category from the top of the screen and the All Offers tab, an Add button will be provided on the right-hand side. A new offer can be added by clicking the Add button. All offers that you have created are visible here.

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