

Who to contact for queries and requests?

- **Accounts Investigation Team**
 - To fast track your query, submit account queries via the Supplier Account Queries form under the Managing My Accounts page
 - Email Accounts.Investigation@coles.com.au
 - Phone +61 3 9804 1621 to leave a voicemail
- **Supplier Master File team** - Supplier.MasterFile@coles.com.au
 - For remittance advise reprints
 - Master data changes (address, contact and bank account)
 - Ownership changes
 - Suppliers in administration
- **Coles Category Manager**
 - New supplier Registration
 - Progress of your supplier registration
 - Trading terms negotiation
 - Approval to BDP reports and Supply Chain Reporting
- **BDP Report** – CentralPerformanceReporting@coles.com.au
 - For BDP Report requests
- **Trading Terms Department** - ttermsde@coles.com.au
 - Trading term contract/queries.
- **Coles IT Support** – Call 1300 669 665 and select option 5
 - System and Technical related issues.
- **Supplier Portal Access** - SupplierPortalAccess@coles.com.au
 - Change of portal admin