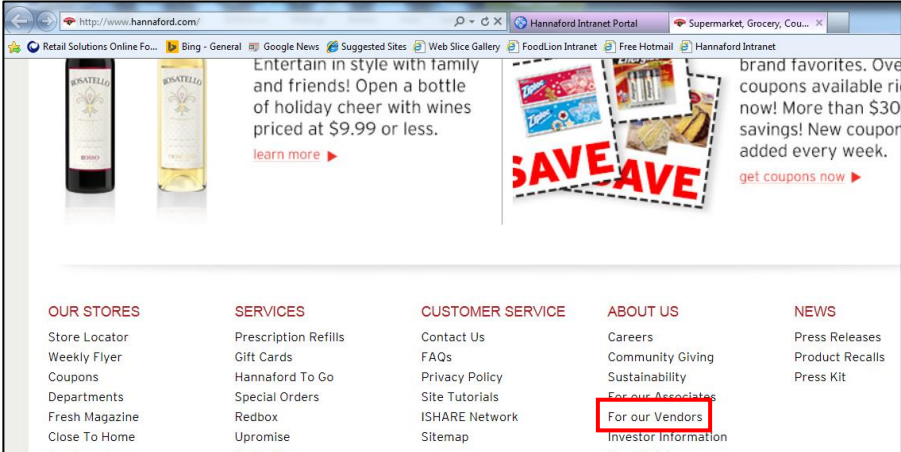



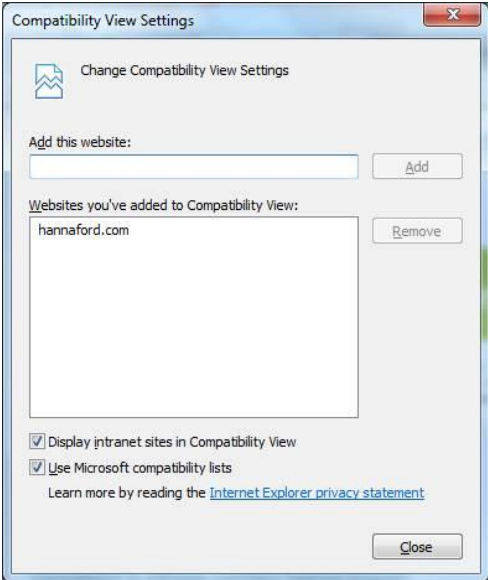


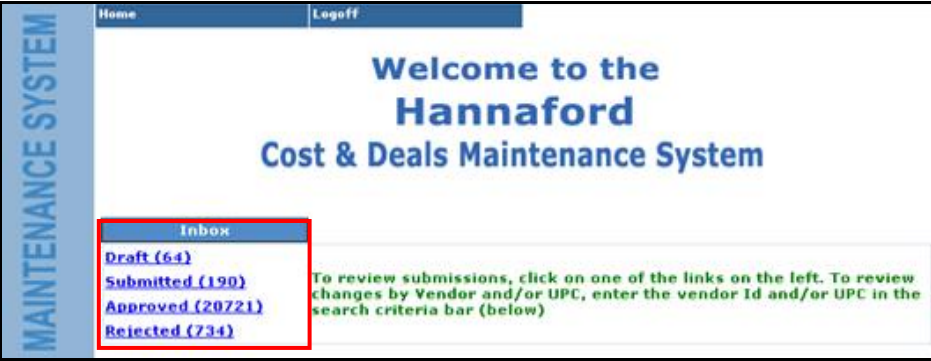
Cost & Deals System (WHSE) – Vendor/Broker Overview 

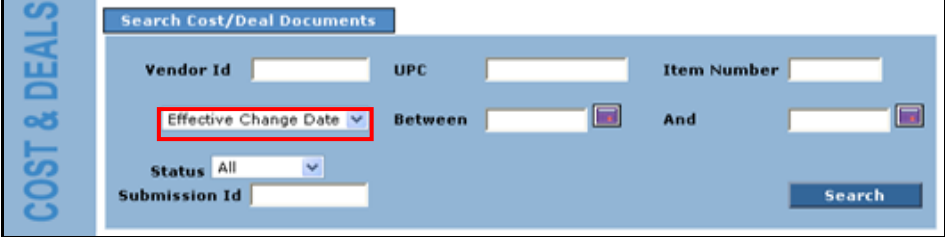

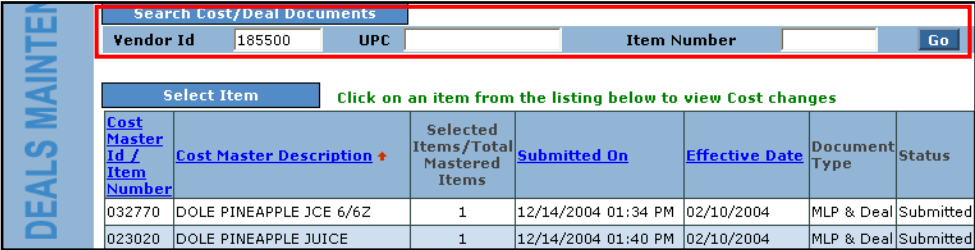
Purpose	To view or submit a Cost change (change to a Manufacturer List Price [MLP]) and/or a Deal change (change to an Allowance) to the Category Team for review.	
Start	At least 90 days prior to the effective date of the Cost or Deal change.	
Materials	• Cost & Deals – Warehouse System Access	

Actions:	Do This:
1. Access Cost & Deals WH System	<p>! If user does not currently have a Web Admin for their company (to set up Cost & Deals System access), contact the appropriate Category Team member to request access as a Web Admin.</p> <p>a. Access the Internet via preferred Internet browser.</p> <p>b. Navigate to the Delhaize Business to Business Homepage in one of two ways:</p> <ul style="list-style-type: none"> • Via the following web address: http://b2b.hannaford.com/ • Via the Hannaford Homepage (http://www.hannaford.com/) <ul style="list-style-type: none"> ○ Under the "ABOUT US" section at the bottom of the page, click For our Vendors (outlined in red below).  <p>c. In the "Links & Applications" section of the Delhaize America Business to Business Homepage, click Cost and Deals WH (outlined in red below).</p>


Actions:	Do This:
<p>Access Cost & Deals WH System – continued</p>	<div data-bbox="574 239 1398 865" style="border: 1px solid black; padding: 10px;">  </div> <div data-bbox="469 873 1463 947" style="background-color: yellow; border: 1px solid black; padding: 5px;"> <p>NOTE: A copy of these and other applications' instructions are available in the "Documentation" section of the Business to Business Homepage.</p> </div> <p>d. A Web Login window will appear, proclaiming “AUTHORIZED USE ONLY”. Key Username and Password in their designated fields. Usernames are assigned by the System Administrator (or your company’s Web Admin) and follow the convention: <six-digit number>_<first letter of first name><full last name> For example, “018368_bsmith” where the Broker ID or Partner ID is the first 6 digits.</p> <div data-bbox="469 1224 1463 1451" style="background-color: lightblue; border: 1px solid black; padding: 10px;"> <p>! If user has forgotten their assigned Username, contact your appropriate Category Representative. If user has forgotten their assigned Password, click the “I Forgot My Password” link at the bottom of the Web Login window and follow directions. If the Password reset function is unavailable (or asks for Associate ID or some other info for Internal users only), then contact your Category Team Rep to request a password reset or Call Support directly at 1-888-676-0668 to request a password reset for your user name and User ID.</p> </div> <div data-bbox="526 1459 1398 1808" style="border: 1px solid black; padding: 10px; background-color: #f9f9f9;"> <p style="text-align: center; font-size: small;">AUTHORIZED USE ONLY</p> <p style="font-size: x-small;">All information and communications, electronic and telephone, transmitted by, received from, or stored in any Delhaize America system is the property of Delhaize America and intended for business use only.</p> <p style="font-size: x-small;">All users are required to safeguard protected information from unauthorized disclosure in accordance with Delhaize America's policies, which includes but is not limited to payment card information and the personal information of associates, customers, and vendors.</p> <p style="font-size: x-small;">Delhaize America reserves the right to access, review, and disclose any communications when the Company has a legitimate business or security need to do so. Any access, enhancement, reproduction, or transmittal of Delhaize America information for other than Company use is strictly prohibited.</p> <p style="font-size: x-small;">Any person(s) violating the intent of this policy will be subject to appropriate disciplinary action and also civil or criminal legal proceedings.</p> <div style="border: 1px solid red; padding: 5px; margin-top: 10px;"> <p>Username <input type="text"/></p> <p>Password <input type="password"/> Forgot My Password</p> <p style="text-align: center;"><input type="button" value="Login"/></p> </div> </div> <p>e. Click the Login button to access the Cost & Deals-WH System application.</p>

Actions:	Do This:
<p>Access Cost & Deals WH System – continued</p>	<p>f. If using <i>Internet Explorer</i>: Versions 10 and 11 of Internet Explorer sometimes require a website be considered “Compatible” in order to view all website features. To add this website to your computer's Compatibility View, proceed as follows:</p> <div data-bbox="467 384 1466 453" style="background-color: yellow; border: 1px solid black; padding: 5px;"> <p>NOTE: As this setting is part of your <i>personal</i> desktop's selection, this Step <u>cannot</u> be done remotely by Support.</p> </div> <ul style="list-style-type: none"> • In the upper right corner of the web browser, click Tools or click the circular gear  icon (as shown in the screenshot below). <div data-bbox="467 562 1479 850">  </div> <ul style="list-style-type: none"> • In the Tools dropdown menu, click Compatibility View settings. • The "Compatibility View Settings" window will appear. In the Add this website field, key "hannaford.com" and then click the Add button. <div data-bbox="719 1018 1203 1593">  </div> <ul style="list-style-type: none"> • Click the Close button.

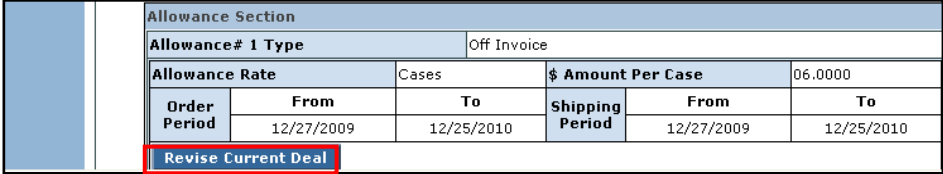
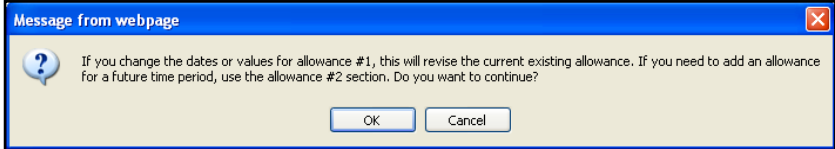
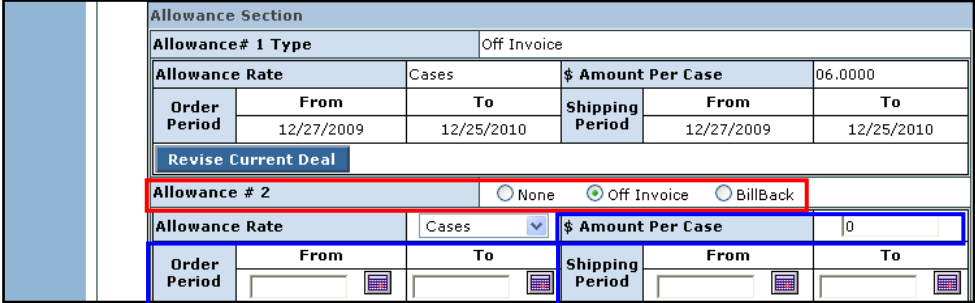

Actions:	Do This:
<p>2. Vendor ID Information</p>	<p>Throughout this Standard Practice Training Aid, the term “Vendor Id” is referenced. For informational purposes, user should know:</p> <ul style="list-style-type: none"> • Delhaize America can locate Vendor IDs on the SEGA Supplier Maintenance Screen (F2, F2, F3 from the Main Menu). If user is a <u>Broker</u>, ID will be listed in the Broker ID field. If user is a <u>Vendor</u>, ID will be listed in the Partner ID field. • If both the Broker ID and Partner ID fields are <i>blank</i>, the Cost/Deals information will <i>not</i> feed to the Cost & Deals System. • If a Vendor’s items do not appear in the application, check with your Category rep to see if they have made the changes needed in SEGA mainframe to both align the vendor with a Broker or Partner ID that matches your user ID, and have flagged the vendor’s items as Web Item =Y. Note that items that have been discontinued cannot be updated further and may not be visible.
<p>3. Search Available Submissions</p>	<p>NOTE: The Cost and Deal Documents contain only the product in previous or Draft submissions, <u>not</u> new items. To search for new items and process a Cost or Deal change, skip to Action 5, "Create New Cost/Deal Change".</p> <p>On the Cost & Deals System Welcome Screen, user can access Cost and Deal changes – in their various stages of submission – in multiple ways.</p> <p>a. To access changes that are in a particular stage of the submission process, click the appropriate link in the “Inbox” section (outlined in red below).</p>  <ul style="list-style-type: none"> • Draft – access <i>partially completed</i> submissions • Submitted – view changes that have already been <i>submitted</i> to Category Team for approval • Approved – view submissions that have been <i>approved</i> by Category Team • Rejected – view submissions that have been <i>rejected</i> by Category Team

Actions:	Do This:
<p>Search Available Submissions – continued</p>	<p>b. To search for submissions based upon specific criteria, key desired information into the designated field(s) in the “Search Cost/Deal Documents” section, then click the Search button.</p>  <ul style="list-style-type: none"> • Vendor Id – key ID of desired Vendor • UPC – key UPC of desired item • Item Number – key Item Number of desired item • Between/And – first, use the drop down menu (outlined in red above) to select the desired date type: <ul style="list-style-type: none"> ○ “Effective Change Date” refers to the dates that the Cost/Deal change is scheduled to begin and end ○ “Submitted On” refers to the dates that the Cost/Deal change was submitted to the CM for approval <p>Once date type has been selected, key the appropriate dates in Between and And fields <u>or</u> click the  icons and select dates directly from calendar.</p> <ul style="list-style-type: none"> • Status – select the current status of the desired submission (i.e. “Draft”, “Submitted”, “Approved”, “Rejected”, or “All”); this field will automatically default to “All”. • Submission Id – key ID of desired submission. The Submission ID is a unique number that is instantly assigned to each document upon submitting changes. <p>c. Once a specific “Inbox” link has been selected <u>or</u> once the Search button has been clicked, the resulting submissions will populate by Cost Master ID and/or Item Number.</p>  <ul style="list-style-type: none"> • To further refine the resulting submissions, key desired Vendor Id, UPC, and/or Item Number into the designated fields of the “Search Cost/Deal Documents” section (outlined in red above), then click the Go button.

<p>Actions:</p>	<p>Do This:</p>																																																																																																																																										
<p>Search Available Submissions – continued</p>	<p>NOTE: <i>If user is unable to see certain Vendor-specific items</i>, contact the Category Team to ensure that all active items are “web-visible” and/or that user’s Broker/Partner ID is correct; refer to Action 2, "Vendor ID Information" for further information. (Whether an item is “web-visible” is determined by the Web Item column of the SEGA Vendor Item Maintenance screen [F7, F2, F2 from the Main Menu]. Active items with Y are visible, items with an “N” in this column will <i>not</i> be visible to the user.) Items that have been discontinued will not be visible for the DCs in which they were discontinued.</p>																																																																																																																																										
<p>4. View Cost/Deal Changes</p>	<p>a. Once user has located the desired submission, click its specific Cost Master ID / Item Number listed in the “Select Item” section (outlined in red below).</p> <table border="1" data-bbox="479 667 1448 835"> <thead> <tr> <th colspan="2">Select Item</th> <th colspan="5">Click on an item from the listing below to view Cost changes</th> </tr> <tr> <th>Cost Master Id / Item Number</th> <th>Cost Master Description</th> <th>Selected Items/Total Mastered Items</th> <th>Submitted On</th> <th>Effective Date</th> <th>Document Type</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>032770</td> <td>DOLE PINEAPPLE JCE 6/62</td> <td>1</td> <td>12/14/2004 01:34 PM</td> <td>02/10/2004</td> <td>MLP & Deal</td> <td>Submitted</td> </tr> <tr> <td>023020</td> <td>DOLE PINEAPPLE JUICE</td> <td>1</td> <td>12/14/2004 01:40 PM</td> <td>02/10/2004</td> <td>MLP & Deal</td> <td>Submitted</td> </tr> </tbody> </table> <p>b. Details of the Cost/Deal changes for the selected submission will populate on a new screen, as shown below, and can be reviewed by the user.</p> <table border="1" data-bbox="537 955 1386 1444"> <tr> <td colspan="6">01 SOUTH PORTLAND</td> </tr> <tr> <td colspan="6">MLP Change</td> </tr> <tr> <td colspan="4">Effective Date 02/10/2003</td> <td colspan="2">Bracket 1</td> </tr> <tr> <td colspan="4">Min Total Weight Per Order</td> <td colspan="2">42500</td> </tr> <tr> <td colspan="4">Old Full Case Cost (\$)</td> <td colspan="2">12,4800</td> </tr> <tr> <td colspan="4">New Full Case Cost (\$)</td> <td colspan="2">12,4800</td> </tr> <tr> <td colspan="6">Deal Changes</td> </tr> <tr> <td colspan="6">Old Allowance Details</td> </tr> <tr> <td colspan="6">Period: 12/22/2003 - 12/24/2004 Type: Off Invoice Amount: 00.8400 Rate: Cases</td> </tr> <tr> <td colspan="2">Allowance# 1 Type</td> <td colspan="4">Off Invoice</td> </tr> <tr> <td colspan="2">Allowance Rate</td> <td>Cases</td> <td>\$ Amount Per Case</td> <td colspan="2">00.8400</td> </tr> <tr> <td>Order Period</td> <td>From</td> <td>To</td> <td>Shipping Period</td> <td>From</td> <td>To</td> </tr> <tr> <td></td> <td>12/22/2003</td> <td>12/24/2004</td> <td></td> <td>12/22/2003</td> <td>12/24/2004</td> </tr> <tr> <td colspan="2">Allowance# 2 Type</td> <td colspan="4">Off Invoice</td> </tr> <tr> <td colspan="2">Allowance Rate</td> <td>Cases</td> <td>\$ Amount Per Case</td> <td colspan="2">00.8400</td> </tr> <tr> <td>Order Period</td> <td>From</td> <td>To</td> <td>Shipping Period</td> <td>From</td> <td>To</td> </tr> <tr> <td></td> <td>12/27/2004</td> <td>12/23/2005</td> <td></td> <td>01/03/2005</td> <td>12/30/2005</td> </tr> </table> <p>! The day after the old <i>end</i> date of Allowance #1 <u>should</u> be selected as the new <i>start</i> date of Allowance #2, with no gaps in between. (This prevents Purchase Orders from being missed.) Approval from the Category Team is needed in order to “back-date” any Cost/Deals.</p> <p>c. If the dates selected for this Cost/Deal change generated any “warnings”, they will be displayed at the top of this screen, as shown below.</p> <table border="1" data-bbox="513 1711 1414 1906"> <tr> <td colspan="2">Home</td> <td colspan="2">Logoff</td> </tr> <tr> <td colspan="4"> <ul style="list-style-type: none"> The effective date for DC 01 SOUTH PORTLAND is less than the required 30 days of notification. The start date of allowance #2 for DC 01 SOUTH PORTLAND is less than the required 30 days of notification. The deal period for this Corporate should start on Sunday and should end on Saturday. The Deal Start Day of Week for DC 01 SOUTH PORTLAND Allowance# 2 is not matching with the threshold set up. The Deal End Day of Week for DC 01 SOUTH PORTLAND Allowance# 2 is not matching with the threshold set up. ⚠ There exists a gap between the periods of the Off Invoice allowances for DC 01 SOUTH PORTLAND. </td> </tr> </table>	Select Item		Click on an item from the listing below to view Cost changes					Cost Master Id / Item Number	Cost Master Description	Selected Items/Total Mastered Items	Submitted On	Effective Date	Document Type	Status	032770	DOLE PINEAPPLE JCE 6/62	1	12/14/2004 01:34 PM	02/10/2004	MLP & Deal	Submitted	023020	DOLE PINEAPPLE JUICE	1	12/14/2004 01:40 PM	02/10/2004	MLP & Deal	Submitted	01 SOUTH PORTLAND						MLP Change						Effective Date 02/10/2003				Bracket 1		Min Total Weight Per Order				42500		Old Full Case Cost (\$)				12,4800		New Full Case Cost (\$)				12,4800		Deal Changes						Old Allowance Details						Period: 12/22/2003 - 12/24/2004 Type: Off Invoice Amount: 00.8400 Rate: Cases						Allowance# 1 Type		Off Invoice				Allowance Rate		Cases	\$ Amount Per Case	00.8400		Order Period	From	To	Shipping Period	From	To		12/22/2003	12/24/2004		12/22/2003	12/24/2004	Allowance# 2 Type		Off Invoice				Allowance Rate		Cases	\$ Amount Per Case	00.8400		Order Period	From	To	Shipping Period	From	To		12/27/2004	12/23/2005		01/03/2005	12/30/2005	Home		Logoff		<ul style="list-style-type: none"> The effective date for DC 01 SOUTH PORTLAND is less than the required 30 days of notification. 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Actions:	Do This:															
<p>5. Create a New Cost/Deal Change</p>	<p>In order to create a new Cost or Deals change for submission, user must select the specific Item/Cost Master, by <i>Vendor</i>, before executing the desired changes.</p> <p>a. In the “What You Can Do” section at the bottom of the Cost & Deals System Welcome Screen, search for desired Vendor by keying appropriate Vendor Id, <u>OR</u> UPC, <u>OR</u> Item Number into designated field.</p> <div data-bbox="470 541 1466 619" style="border: 1px solid black; background-color: #e0f0ff; padding: 5px;"> <p>! User can only have information keyed into ONE of these three fields at a time, prior to clicking the Create New Cost/Deal Change button.</p> </div> <div data-bbox="483 625 1442 783" style="border: 1px solid black; background-color: #e0f0ff; padding: 5px;">  </div> <p>b. Once user has entered desired search criteria, click the Create New Cost/Deal Change button.</p> <p>c. A list of Vendors will populate, dependent upon user’s Web ID/Vendor ID combination.</p> <div data-bbox="540 947 1382 1228" style="border: 1px solid black; padding: 5px;"> <div style="border: 2px solid red; padding: 2px;"> <p>Search For Item</p> <p>Vendor Id <input type="text" value="185500"/> UPC <input type="text"/> Item Number <input type="text"/> <input type="button" value="Go"/></p> </div> <p>Select Vendor Click on a Vendor Id below to view the Item Listing</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-decoration: underline;">Vendor Id</th> <th style="text-decoration: underline;">Vendor Name</th> <th style="text-decoration: underline;">Ship From Address</th> </tr> </thead> <tbody> <tr> <td>000047</td> <td>STARBUCKS COFFEE CO</td> <td>LAVERGNE, TX</td> </tr> <tr> <td>000051</td> <td>ATTUNE FOODS INC</td> <td>FLORENCE, NJ</td> </tr> <tr> <td>000336</td> <td>JA WRIGHT CO</td> <td>LTL, NC</td> </tr> <tr> <td>000544</td> <td>SIOUX HONEY A JIT</td> <td>LTL, NC</td> </tr> </tbody> </table> </div> <p>d. To further refine the resulting Vendors, key desired Vendor Id, UPC, and/or Item Number into the designated fields of the “Search for Item” section (outlined in red above), then click the Go button.</p> <p>d. Once desired Vendor is located in the “Select Vendor” section, click its Vendor Id to view all the items associated with that Vendor.</p> <p>e. All items for the selected Vendor will populate, listed by Cost Master and/or Item number in the Cost Master Id / Item Number column.</p> <ul style="list-style-type: none"> To view a list of all the items belonging to a specific <i>Cost Master</i>, click its blue, underlined number in the # of Mastered Items column (outlined in red on next page). All items that comprise the selected Cost Master will be displayed in a new window. 	Vendor Id	Vendor Name	Ship From Address	000047	STARBUCKS COFFEE CO	LAVERGNE, TX	000051	ATTUNE FOODS INC	FLORENCE, NJ	000336	JA WRIGHT CO	LTL, NC	000544	SIOUX HONEY A JIT	LTL, NC
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Actions:	Do This:																		
<p>Create a New Cost/Deal Change – continued</p>	<div data-bbox="467 247 1463 453"> <table border="1"> <thead> <tr> <th>Cost Master Id / Item Number</th> <th>Cost Master Description</th> <th># of Mastered Items</th> </tr> </thead> <tbody> <tr> <td>DLE20Z</td> <td>* DOLE CH PINEAPPLE JC PK</td> <td>4</td> </tr> <tr> <td>DLEDTE</td> <td>* DOLE DATES</td> <td>2</td> </tr> <tr> <td>FRTBTE</td> <td>* DOLE FRUIT BITES</td> <td>3</td> </tr> <tr> <td>DOLE4P</td> <td>* DOLE FRUIT BOWLS 4 PAK 4</td> <td>17</td> </tr> <tr> <td>199037</td> <td>DOLE MANDARIN ORANGES</td> <td>1</td> </tr> </tbody> </table> </div> <p>f. Once desired item or Cost Master is located in the “Select Item” section, click its Cost Master ID / Item Number <u>or</u> Cost Master Description to load the associated Cost/Deals information.</p>	Cost Master Id / Item Number	Cost Master Description	# of Mastered Items	DLE20Z	* DOLE CH PINEAPPLE JC PK	4	DLEDTE	* DOLE DATES	2	FRTBTE	* DOLE FRUIT BITES	3	DOLE4P	* DOLE FRUIT BOWLS 4 PAK 4	17	199037	DOLE MANDARIN ORANGES	1
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DOLE4P	* DOLE FRUIT BOWLS 4 PAK 4	17																	
199037	DOLE MANDARIN ORANGES	1																	
<p>6. Execute Cost/Deal Changes</p>	<p>A variety of changes can be made to the Cost or Deals of the selected Item/Cost Master. Once changes have been executed, user can then choose whether to save these changes as a draft or to submit them for review by the Category Team.</p> <div data-bbox="467 768 1463 930" style="background-color: #FFD700; border: 1px solid black; padding: 5px;"> <p>Caution Users <u>must</u> receive approval from the Category Team before attempting to “back-date” any Cost/Deals. Otherwise, the day after the old <i>end</i> date of Allowance #1 <u>should</u> be selected as the new <i>start</i> date of the new Allowance, with no gaps in between. (This prevents Purchase Orders from being missed.)</p> </div> <p>a. To alter the specific DCs included in the Allowance:</p> <ul style="list-style-type: none"> • Check/uncheck the desired DCs in the Select DCs for Cost / Deal changes field (outlined in red below); any DC <i>with</i> a checkmark in its adjacent checkbox <u>will</u> be included in the Allowance. <div data-bbox="483 1131 1443 1360"> </div> <p>b. To adjust the Manufacturer List Price (MLP):</p> <ul style="list-style-type: none"> • Key an updated Effective Date (or click the icon to select date directly from calendar) and a New Full Case Cost (\$) in designated fields (both outlined in red below). <ul style="list-style-type: none"> ○ To view a list of <i>all</i> MLPs currently in effect, by DC, click the View All MLPs button; the resulting list will open in a new window. (Any future MLPs will <u>not</u> be listed.) <div data-bbox="513 1638 1412 1835"> </div>																		

Actions:	Do This:
<p>Execute Cost/Deal Changes – continued</p>	<p>! Adjusting an Allowance is typically done to change the End Date or Allowance Amount. If the <i>End Date</i> is changed, user may want to create a <u>new</u> Allowance with a <u>new</u> Allowance Amount to take effect after the new End Date.</p> <p>c. To revise the <i>current/existing</i> Allowance:</p> <ul style="list-style-type: none"> Click the Revise Current Deal button (outlined in red below).  <p>A pop-up window will appear, displaying the following message: <i>“If you change the dates or values for allowance #1, this will revise the current existing allowance. If you need to add an allowance for a future time period, use the allowance #2 section. Do you want to continue?”</i></p>  <ul style="list-style-type: none"> Click the OK button and make any necessary adjustments to Allowance #1. <p>d. To add a <i>new</i> Allowance for a future promotion:</p> <ul style="list-style-type: none"> From the Allowance #2 field (outlined in red below), select the appropriate Allowance type from the available option buttons (i.e. “None”, “Off Invoice”, or “Billback”).  <ul style="list-style-type: none"> Key the desired \$ Amount Per Case, and key/utilize the  icons to specify the Order Period (both fields outlined in blue above). <p>e. Once all desired Cost/Deals changes have been executed, proceed to the next Action.</p>

Actions:	Do This:
<p>7. Save or Submit Cost/Deal Changes</p>	<div data-bbox="472 247 1463 321" style="border: 1px solid black; background-color: #e6f2ff; padding: 5px;"> <p>! All changes <u>must</u> be submitted at <i>least 90 days</i> prior to the effective start date of the Cost/Deal change, otherwise, Category Manager (CM) approval is needed.</p> </div> <p>a. User has the option of keying any notes/commentary regarding the Cost/Deal changes just executed; these comments will be read by the Category Team upon receipt of your submitted Cost/Deal changes.</p> <p>To add notes/comments, key them in the Remarks section at the bottom of the screen. For example, “Adjusting cost to get specific retail” or “Made changes per discussion with Category Team.”</p> <div data-bbox="483 596 1442 800" style="border: 1px solid black; padding: 5px;"> </div> <p>b. Once all changes have been executed and any necessary commentary has been keyed, user has the option of <i>saving</i> the Cost/Deal changes or <i>submitting</i> them for review:</p> <ul style="list-style-type: none"> • To <i>save</i> a draft of the Cost/Deal changes (e.g. if user is unable to complete the submission at this time), click the Save Changes button. <p><u>OR</u></p> <ul style="list-style-type: none"> • To <i>submit</i> the Cost/Deal changes for review by the Category Team, click the Submit Changes button. <ul style="list-style-type: none"> ○ A Submission ID will automatically generate upon submitting changes. Take note of this ID for future reference. <p>c. Once Cost/Deal changes have been saved or submitted, user can exit the Cost & Deals System. Process is complete.</p>
Result	<p>Cost and/or Deal (MLP and/or Allowance) change is drafted or has been submitted to Category Team for consideration.</p>
Task standards	<ul style="list-style-type: none"> • Submission allows CM/Approver and Pricing Analyst enough time to evaluate changes in retails • Submission allows CM/Approver and Inventory Analyst enough time to evaluate the need for a forward buy • Invoicing issues and Payback Requests are reduced • Less time is spent manually keying changes and tracking paperwork for those changes