
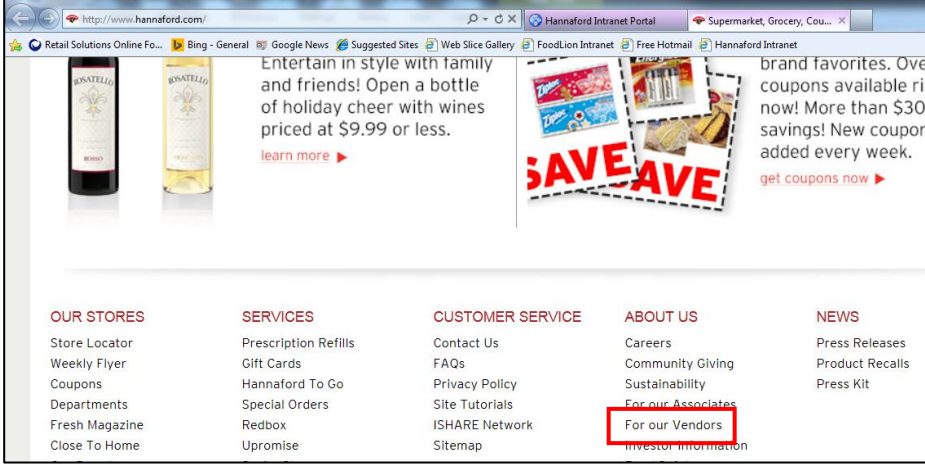
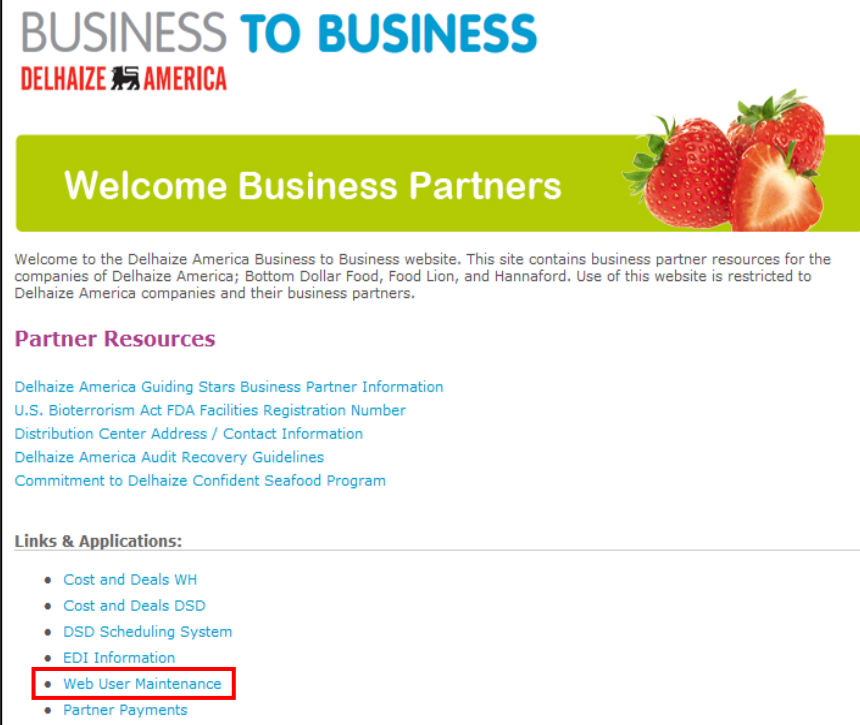


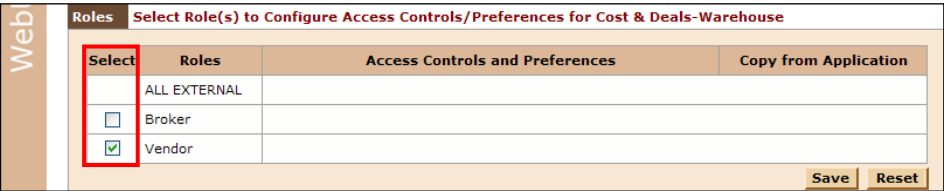
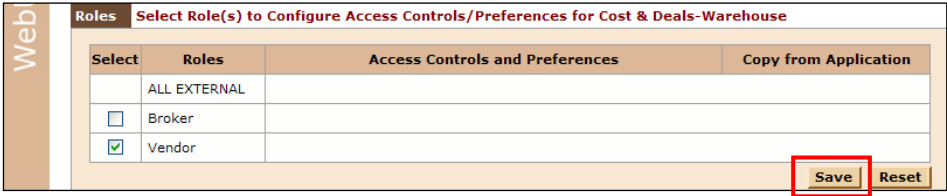
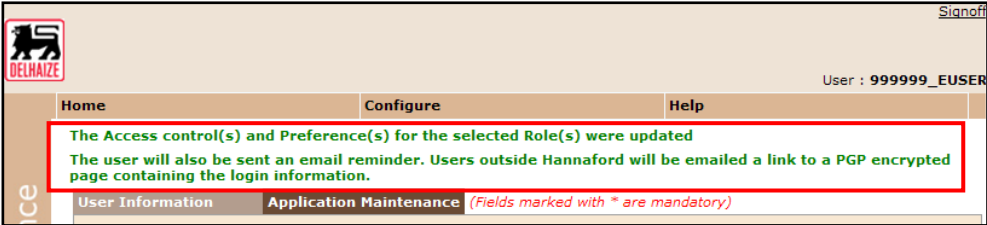
Cos & Deals System (WHSE) – Web User Maintenance – New User Setup		 Retail Business Services
Brands	<input checked="" type="checkbox"/> FDLN <input type="checkbox"/> GF <input type="checkbox"/> G/M <input checked="" type="checkbox"/> HRD <input type="checkbox"/> PPOD <input type="checkbox"/> S&S	
Purpose	To set up Cost & Deals System access for additional users within the Web Administrator’s organization.	
Start	As needed.	
Materials	• Web User Maintenance Access	•

Actions:	Do This:
1. Overview of Web Administrator Functions	<ol style="list-style-type: none"> a. A Vendor or Broker will identify <u>one</u> person to act as the “Web Administrator” for their Company. b. The selected Web Administrator must then contact the Delhaize America Category team to request access to the Cost & Deals System (this access will include access to the separate Web User Maintenance system, WUM). c. Delhaize will assign the Web Administrator a Login ID, which will then be communicated back to the requestor. d. Once the Web Administrator is set up, he/she will be responsible for the setup of <u>all</u> additional Cost & Deals System users <i>within his/her organization</i> (as needed). e. Thus, both the Web Administrator and any additional users he/she sets up will have access to the Cost & Deals System.
2. Access Web User Maintenance	<ol style="list-style-type: none"> a. Access the Internet via preferred Internet browser. b. Navigate to the Delhaize Business to Business Homepage <ul style="list-style-type: none"> • Using the following web address: http://b2b.hannaford.com <u>OR</u> • Via the Hannaford Homepage, using the following web address: http://www.hannaford.com/; move to the bottom section called ABOUT US, and click the section “For our Vendors” (outlined in red below). This link will move you to the Delhaize Business to Business page (http://b2b.hannaford.com).

<p>Actions:</p>	<p>Do This:</p>
<p>Access Web User Maintenance – continued</p>	 <p>c. On the Business to Business Homepage, select Web User Maintenance (outlined in red below) from the “Links and Applications” section.</p> <div style="background-color: yellow; border: 1px solid black; padding: 5px;"> <p>NOTE: A copy of these and other applications’ instructions are available at the bottom of the Business to Business web page under Documentation</p> </div>  <div style="background-color: lightblue; border: 1px solid black; padding: 10px; margin-top: 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>

<p>Actions:</p> <p>Access Web User Maintenance – continued</p>	<p>Do This:</p> <div data-bbox="532 216 1403 564" style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <p style="text-align: center;">AUTHORIZED USE ONLY</p> <p>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>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>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>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: 2px solid red; padding: 5px; display: inline-block;"> <p>Username <input type="text"/></p> <p>Password <input type="password"/> Forgot My Password</p> <p><input type="button" value="Login"/></p> </div> </div> <p>d. If logging in to a Delhaize Web System for the <u>first</u> time:</p> <ul style="list-style-type: none"> • Key the temporary Password user was previously assigned by the Delhaize System Administrator, then click the Login button. • When prompted, follow the online instructions to assign a <i>new</i> password (must be at least 8 characters, one of which must be numerical and one must be a letter). <p>OR</p> <p>If this is <u>not</u> the user's first time logging in to a Delhaize Web System (and user has already changed temporary password):</p> <ul style="list-style-type: none"> • Key personally assigned Password, then click the Login button.
<p>3. Set Up a New User</p>	<div data-bbox="475 1024 1471 1094" style="background-color: yellow; border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>NOTE: If user has any system issues/errors while performing this Action, please refer to Action 4, "Troubleshoot" for further assistance.</p> </div> <p>a. User will be navigated to the WebUser Maintenance Home Screen, as shown below. At the top of the screen, hover cursor over Configure (outlined in red below), then select "User" from the resulting drop down menu.</p> <div data-bbox="505 1251 1430 1625" style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> </div> <p>b. User will be directed to the User Information tab, as shown below. Key appropriate information into all designated fields on this screen; any field marked with an asterisk [*] is <i>mandatory</i>.</p>

Actions:	Do This:
<p>Set Up a New User – continued</p>	<div data-bbox="500 216 1442 751"> </div> <div data-bbox="475 758 1471 831" style="background-color: #ADD8E6; padding: 5px;"> <p>! In the Application Permissions field, ensure that the box next to “Cost & Deals-Warehouse” (outlined in red above) is <u>checked</u>.</p> </div> <p>c. Once all fields have been filled out with the correct information, click the Save button at the bottom of the screen.</p> <div data-bbox="500 919 1442 1102"> </div> <p>d. Upon clicking the Save button, the new user’s initial (temporary) password will be generated. A message will appear at the top of the screen (example outlined in red below), stating: “The User details are saved. New User password is ‘<password>’”</p> <div data-bbox="475 1268 1458 1451"> </div> <ul style="list-style-type: none"> • If desired, take note of this temporary password and communicate it to the new user manually. <p>e. In order to complete the setup process, the new user’s Role must be assigned. Click the Application Maintenance tab (outlined in red below).</p> <div data-bbox="500 1654 1442 1875"> </div>

Actions:	Do This:
<p>Set Up a New User – continued</p>	<p>f. In the “Roles” section, designate the new user as either a Broker or a Vendor by checking the appropriate Select box (outlined in red below).</p>  <p>g. Once the user’s Role has been selected, click the Save button at the bottom of the screen.</p>  <p>h. Upon clicking the Save button, a message will appear at the top of the screen (example outlined in red below), stating: <i>“The Access control(s) and Preference(s) for the selected Role(s) were updated...”</i></p>  <ul style="list-style-type: none"> • The new user will receive an automated email containing instructions on how to access their login information through a secured messaging system (which user should then follow accordingly). • Upon logging in to the Cost & Deals System for the first time, the new user will be prompted to – and must – change their password. • They will see a screen asking if they are a Hannaford employee for one link or not an employee for a second link, they must follow the second link. • Second link will bring up a screen with 3 boxes, first is for the old password (the one time use password they used to enter the application, second and third boxes are for their new permanent password, which must be eight characters and must contain at least one number and one letter. • Once they have submitted those correctly they will be moved to the Cost and Deals welcome page and their new User ID and password can be used.

Actions:	Do This:	
<p>Set Up a New User – continued</p>	<ul style="list-style-type: none"> • If the new user did not complete the steps correctly then return to WUM and click on the Password Reset button at the bottom to begin the process again and allow the new user to complete the steps correctly. i. The setup process is now complete. Click “Signoff” in the upper right corner of the screen to exit Web User Maintenance. 	
<p>4. Troubleshoot</p>	<ul style="list-style-type: none"> a. For any questions regarding how to <i>use</i> the Cost & Deals System, contact the appropriate Category Team. b. For any <i>system</i> issues, contact the Delhaize America IT Customer Response Center at the following number: (704) 633-8250, extension 4357; select option 0 or toll-free at 1-888-889-1105 <ul style="list-style-type: none"> • When contacting the IT Customer Response Center, please communicate user name and User ID, and <i>which application</i> that the issue concerns (Cost & Deals System <u>or</u> Web User Maintenance), as well as any specific <i>error message(s)</i> user may have received. 	
Result	New user is set up with access to the Cost & Deals System.	
Task standards	<ul style="list-style-type: none"> • Correct user information is entered • Appropriate role is assigned • All information is saved accordingly • New user completes steps to move from temporary password to new permanent password correctly 	