



Cost & Deals System (WHSE) – Vendor/Broker Overview	 Retail Business Services
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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 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	<ul style="list-style-type: none"> • Cost & Deals – Warehouse System Access •

Actions:	Do This:
1. Review Pertinent Information	<p>a. 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 Broker, ID will be listed in the Broker ID field. • If user is a Vendor, ID will be listed in the Partner ID field. • If both the Broker ID and Partner ID fields are blank, the Cost/Deals information will <u>not</u> 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.
2. Access Cost & Deals WH System	<div style="border: 1px solid black; background-color: #e6f2ff; padding: 5px; margin-bottom: 5px;"> <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> </div> <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).



Actions:	Do This:
<p>Access Cost & Deals WH System – continued</p>	<div data-bbox="516 216 1414 667" data-label="Image"> </div> <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> <div data-bbox="578 793 1403 1417" data-label="Image"> </div> <div data-bbox="474 1434 1471 1503" data-label="Text" style="background-color: yellow;"> <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></p> <ul style="list-style-type: none"> • For example, "018368_bsmith" where the Broker ID or Partner ID is the first 6 digits.

Actions:	Do This:
<p>Access Cost & Deals WH System – continued</p>	<div data-bbox="472 212 1474 443" style="border: 1px solid black; background-color: #e6f2ff; padding: 5px;"> <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="532 453 1403 800" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">AUTHORIZED USE ONLY</p> <p style="font-size: 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: 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: 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: 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; display: inline-block;"> <p>Username <input type="text"/></p> <p>Password <input type="password"/></p> <p style="text-align: center;"><input type="button" value="Login"/></p> </div> <p style="margin-left: 20px;">Forgot My Password</p> </div> <p>e. Click the Login button to access the Cost & Deals-WH System application.</p> <ul style="list-style-type: none"> • <i>If using 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: <div data-bbox="472 1077 1474 1146" style="border: 1px solid black; background-color: yellow; padding: 5px; margin: 10px 0;"> <p>NOTE: As this setting is part of your <i>personal</i> desktop's selection, this Step cannot 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="472 1287 1463 1570" style="border: 1px solid black; padding: 5px; margin: 10px 0;">  </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.

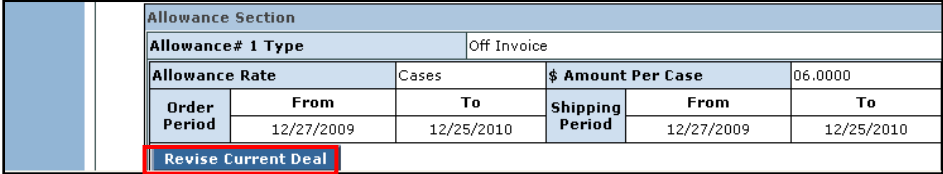
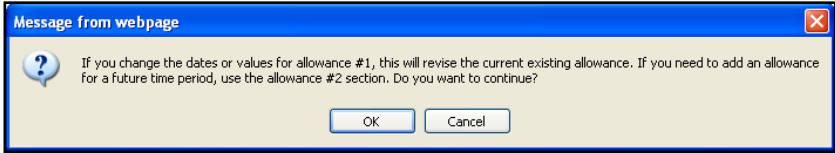
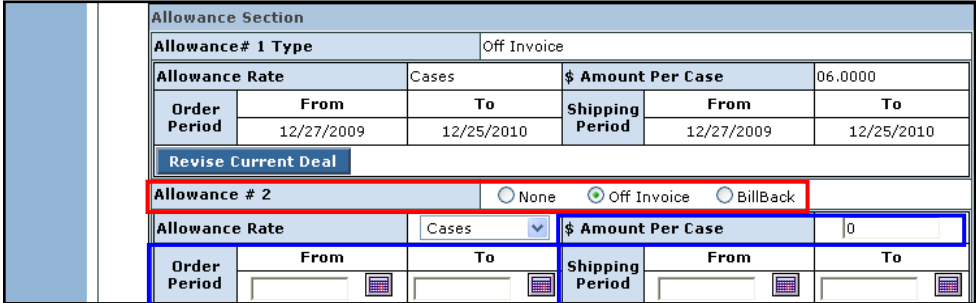
<p>Actions:</p> <p>Access Cost & Deals WH System – continued</p>	<p>Do This:</p> <div data-bbox="685 214 1247 877" data-label="Image"> </div> <ul style="list-style-type: none"> ○ Click the Close button.
<p>3. Search Available Submissions</p>	<div data-bbox="472 978 1472 1136" data-label="Text" style="background-color: yellow;"> <p>NOTE: The Cost and Deal Documents contain only the product in previous or Draft submissions, not new items. To search for new items and process a Cost or Deal change, skip to Action 5, "Create New Cost/Deal Change". On the Cost & Deals System Welcome Screen, user can access Cost and Deal changes – in their various stages of submission – in multiple ways.</p> </div> <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> <div data-bbox="500 1257 1430 1617" data-label="Image"> </div> <ul style="list-style-type: none"> • Draft – access partially completed submissions • Submitted – view changes that have already been submitted to Category Team for approval • Approved – view submissions that have been approved by Category Team • Rejected – view submissions that have been rejected 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> <div data-bbox="500 331 1437 569" data-label="Form"> </div> <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 ○ Once date type has been selected, key the appropriate dates in Between and And fields or click the  icons and select dates directly from calendar • 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 or once the Search button has been clicked, the resulting submissions will populate by Cost Master ID and/or Item Number.</p> <div data-bbox="483 1398 1453 1644" data-label="Table"> <table border="1"> <thead> <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 6/6Z</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> </div> <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. 	Cost Master Id / Item Number	Cost Master Description	Selected Items/Total Mastered Items	Submitted On	Effective Date	Document Type	Status	032770	DOLE PINEAPPLE JCE 6/6Z	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
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<p>Search Available Submissions – continued</p>	<p>NOTE: If user is unable to see certain Vendor-specific items, 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 not 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="483 642 1453 810"> <thead> <tr> <th colspan="8">Select Item</th> </tr> <tr> <th colspan="8">Click on an item from the listing below to view Cost changes</th> </tr> <tr> <th rowspan="3">DEALS MA</th> <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 6/6Z</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="542 928 1393 1419"> <thead> <tr> <th colspan="6">01 SOUTH PORTLAND</th> </tr> </thead> <tbody> <tr> <td colspan="6">MLP Change</td> </tr> <tr> <td colspan="3">Effective Date 02/10/2003</td> <td colspan="3">Bracket 1</td> </tr> <tr> <td colspan="3">Min Total Weight Per Order</td> <td colspan="3">42500</td> </tr> <tr> <td colspan="3">Old Full Case Cost (\$)</td> <td colspan="3">12.4800</td> </tr> <tr> <td colspan="3">New Full Case Cost (\$)</td> <td colspan="3">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>Allowance Rate</td> <td>Cases</td> <td>\$ Amount Per Case</td> <td colspan="3">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>Allowance Rate</td> <td>Cases</td> <td>\$ Amount Per Case</td> <td colspan="3">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> </tbody> </table> <p>! The day after the old end date of Allowance #1 should be selected as the new start 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="518 1684 1419 1881"> <thead> <tr> <th colspan="2">Home</th> <th>Logoff</th> </tr> </thead> <tbody> <tr> <td rowspan="6">ANCE SYSTEM</td> <td colspan="2"> <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. 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Actions:	Do This:
<p>5. Create 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 Vendor, 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, OR UPC, OR Item Number into designated field.</p> <div data-bbox="472 531 1472 611" style="border: 1px solid black; background-color: #e1f5fe; 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="485 617 1446 777" style="border: 1px solid black; 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="500 940 1378 1222" style="border: 1px solid black; padding: 5px;">  </div> <ul style="list-style-type: none"> • 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>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 Cost Master, 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.

Actions:	Do This:
<p>Create New Cost/Deal Change – continued</p>	<div data-bbox="505 216 1471 426"> </div> <p>f. Once desired item or Cost Master is located in the “Select Item” section, click its Cost Master ID / Item Number or Cost Master Description to load the associated Cost/Deals information.</p>
<p>6. Execute Cost/Deal Changes</p>	<p>a. 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="472 753 1471 884" style="border: 1px solid orange; padding: 5px;"> <p>⚠ Caution Users must receive approval from the Category Team before attempting to “back-date” any Cost/Deals. Otherwise, the day after the old end date of Allowance #1 should be selected as the new start date of the new Allowance, with no gaps in between. (This prevents Purchase Orders from being missed.)</p> </div> <p>b. 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 with a checkmark in its adjacent checkbox will be included in the Allowance. <div data-bbox="505 1085 1471 1314"> </div> <p>c. 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). <div data-bbox="472 1478 1471 1577" style="border: 1px solid yellow; padding: 5px;"> <p>NOTE: To view a list of all 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 not be listed.)</p> </div> <div data-bbox="505 1583 1406 1785"> </div> <div data-bbox="472 1791 1471 1896" style="border: 1px solid blue; padding: 5px;"> <p>! Adjusting an Allowance is typically done to change the End Date or Allowance Amount. If the End Date is changed, user may want to create a new Allowance with a new Allowance Amount to take effect after the new End Date.</p> </div>

Actions:	Do This:
<p>Execute Cost/Deal Changes – continued</p>	<p>d. To revise the current/existing Allowance:</p> <ul style="list-style-type: none"> Click the Revise Current Deal button (outlined in red below).  <ul style="list-style-type: none"> A pop-up window will appear, displaying the following message: “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?”  <ul style="list-style-type: none"> Click the OK button and make any necessary adjustments to Allowance #1. <p>e. To add a new 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>f. Once all desired Cost/Deals changes have been executed, proceed to the next Action.</p>
<p>7. Save or Submit Cost/Deal Change</p>	<p>! All changes must be submitted at least 90 days prior to the effective start date of the Cost/Deal change, otherwise, Category Manager (CM) approval is needed.</p> <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>

Actions:	Do This:	
<p>Save or Submit Cost/Deal Change – continued</p>	<p>b. 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>  <p>c. Once all changes have been executed and any necessary commentary has been keyed, user has the option of saving the Cost/Deal changes or submitting them for review:</p> <ul style="list-style-type: none"> • To save 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. • To submit 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>d. 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 	