Product Introduction (PI) FAQ's

Version 1.3

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1 INTRODUCTION

Albertsons Product Introduction (PI) tool has replaced the Safeway Electronic New Item Form (eNIF) for new item submission. Albertsons PI is a hosted solution by 1WorldSync, customized to meet Albertsons needs. This document was created to provide additional information based on questions received from suppliers/brokers/distributors.

Further information regarding Albertsons Production Introduction (PI) is located on the 1WorldSync/Albertsons Landing Page and in the PI tool under 'Education and Training Materials'.

2 GENERAL DATA SYNCHRONIZATION QUESTIONS

Q: What is Data Synchronization?

- A: Data synchronization is the electronic transfer of standardized product and location information between trading partners and the continuous synchronization of that data over time. When this data is exchanged via a central global repository – GS1 Global Registry™, it is referred to as Global Data Synchronization. Product information contains Global Trade Item Number (GTIN), size, weight, etc., while the Global Location Number (GLN) can identify a company headquarters, region, etc as a unique identifier.

Q: What is the Global Data Synchronization Network® (GDSN)?

- A: The GDSN is an automated, standards-based global environment that enables secure and continuous data synchronization of item attributes. This allows all trading partners to have consistent item data in their systems at the same time, ensuring that all parties in the supply chain are working with the same data. The GDSN enables the GS1 Global Registry and a network of interoperable, certified data pools that enable data synchronization per GS1 System standards. Albertsons uses 1WorldSync as their certified data pool.

Q: What is a GDSN-certified data pool?

- A: An entity that provides its customers data synchronization services and a single point of entry to the Global Data Synchronization Network (GDSN) is called a data pool.
    - Data pools must be certified per GS1 System standards to operate within the GDSN. Data pools interoperate with the GS1 Global Registry and each other. Albertsons uses 1WorldSync Data Pool; they can be reached at: 866-280-4013 or technicalsupport@1worldsync.com

Q: What is a GLN?

- A: Global Location Number (GLN) refers to the globally unique GS1 system identification number for legal entities, functional entities and physical locations. A GLN is comprised of 13 digits that together represent a GS1 Company Prefix, Location Reference and 'check digit'.

Supplier locations generally include corporate headquarters, regional offices, warehouses, plants and distribution centers. Demand side trading partner locations generally include corporate headquarters, divisional offices, stores and distribution centers.

- Albertsons Companies GLN is **0321130000013** for National and Divisional items.

Q: What is a GTIN?

- A: Global Trade Item Number (GTIN) refers to the globally unique GS1 System identification number for products and services. A GTIN may be 8, 12, 13 or 14 digits in length, represented as GTIN-8, GTIN-12, GTIN-13 and GTIN-14, respectively.

Q: Is Data Synchronization just another term for EDI?

- A: No. EDI is used in the transmission of many e-business transactions such as Purchase Orders, Invoices, etc., whereas data synchronization is the electronic transmission of standardized product attributes and location information in an XML format. The format and protocols are different.

Q: What/Who is 1WorldSync?

- A: 1WorldSync (1WS) is a GDSN-certified data pool and is working closely with Albertsons to onboard new items using Albertsons Product Introduction (PI) tool. To learn more about 1WorldSync and their services, visit www.1WorldSync.com or contact them at 866-280-4013 or technicalsupport@1worldsync.com

Q: Can a Supplier use a data pool service other than 1WorldSync?

- A: Yes, but 1WorldSync is the Albertsons preferred data pool provider. There will be a cost to access and use the Product Introduction (PI) tool if a non-1WorldSync data pool is utilized. Please contact the 1WorldSync Business Team for cost information at: 866-280-4013 or businessdevelopment@1worldsync.com

Q: Do all of Albertsons Suppliers need to implement data synchronization using GDSN?

- A: No. However, it's encouraged that suppliers utilize the GDSN when submitting new items through the Product Introduction (PI) tool. There is a non-GDSN option (referred to as a non-GDSN supplier), but the supplier will be required to manually enter all the item information into Product Introduction or upload a formatted spreadsheet into PI versus topping off data when utilizing GDSN.

3 GENERAL QUESTIONS ABOUT PRODUCT INTRODUCTION

3.1 GETTING STARTED

Q: What are the benefits of Product Introduction (PI)?

- A: There are several benefits, including:
  - o Accommodate both centralized (National) and de-centralized (Divisional) item selection
    - ▪ National: Decides for all divisions
    - ▪ Divisional: Decides for only their division
  - o Ability to save the item data and correct information without starting over
  - o Add new distribution to existing item
  - o Visibility into workflow steps from submission to completion
  - o Extract the Corporate Item Code used in Albertsons' backend system
  - o Validation for required attributes
  - o Maintain currency with future GDSN attributes

Q: How do GDSN messages flow to Product Introduction (PI)?

- A: When a Catalog Item Notification (CIN) - New Item message is published using the GDSN, the item automatically drops into the Product Introduction (PI) tool within the 1WorldSync environment. The trading partner tops off the item & hierarchy information, attaches pictures and appropriate spreadsheets and then submits the item to the Sales Merchandising Team.

Q: Is there a cost to use Product Introduction (PI)?

- A: If the Supplier is GDSN and utilizing 1WorldSync as their data pool, there is no cost to participate in the Albertsons Product Introduction (PI) Tool.
- A: For suppliers that are not 1WorldSync data pool customers or not using GDSN, there is a cost to use PI. Please contact the 1WorldSync Business Team for more information at 866-280-4013 or businessdevelopment@1worldsync.com

Q: What is the link and path to the Product Introduction (PI) tool?

- A: Product Introduction can be accessed via: www.1WorldSync.coc > Login > Product Introduction > Prod

Q: How do I request access to the Product Introduction (PI) Tool for 1WorldSync suppliers?

- A: Product Introduction can be accessed via:
  - o Contact the primary GDSN or data sync contact within your company. This contact can add users to 1WorldSync solutions including Product Introduction (PI)
  - o Contact 1WorldSync if you are unable to identify the above contact and/or need help at 866-280-4013 or technicalsupport@1worldsync.com.

o   Brokers:
  ▪   Contact your supplier GDSN/Data Sync contact. If you're unsure who to contact, you can contact 1WorldSync. For security reasons, only the supplier can give the broker access to the Product Introduction system. 1WorldSync is not authorized to set up brokers for any suppliers without that supplier's approval.

Q: *How do we correct invalid data after a new item CIN is sent via GDSN?*

- A: If the information requiring an update is a GDSN attribute, please work with 1WorldSync or your Data Pool to correct the information and send an updated Catalog Item Notification (CIN) message via GDSN. The GDSN message will update Product Introduction (PI). If the information is not a GDSN supported attribute, log into PI and update the attribute.

Q: *How do I remove and then relist an item from Product Introduction (PI)?*

- A: Use the delist function found on the Products page to remove the item from your queue. If you want to bring the item back, use the relist function.

3.2 NAVIGATING IN PRODUCT INTRODUCTION (PI):

Q: *How do I find a specific item?*

- A: If you have a GTIN, you can utilize the GTIN Quick Search field located on the Products page at the top right of the screen.
- A: If you want to search by GTIN and other indicators, you can utilize the 'Refine Search Results' located on the Products page. Select the plus sign to expand the search screen.

Q: *What if I can't find an item that has been sent via GDSN?*

- A: First confirm your GDSN/Data Sync team published a New Item CIN message to the Albertsons Companies GLN 0321130000013 and there were no validation errors. Once confirmed that the item passed validation, log into Product Introduction (PI) and using the search functionality, try searching for items under 'All Products' on the Products page to locate the item. If you still can't locate the item, contact 1WorldSync at 866-280-4013 or technicalsupport@1worldsync.com

Q: *What is the status of my new item?*

- A: The Status of the item is in many areas of the tool. You can search under each role to locate your item or search by 'All Products' on the Products page and the status is located right above the item.
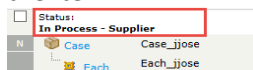
Q: What does the status (role) mean?

- In Process - Supplier: Pending in the supplier status. Waiting to be topped off and submitted to Albertsons - Merchandising.
- In Process Merchandising: Awaiting top off and approval from the Sales Merchandising Team
- In Process Data Governance: Awaiting verification that item content looks correct
- In Process Data Entry: Awaiting data entry to create the item and assign a Corporate Item Code (there could be multiple Corporate Item Codes pointing to different distribution and/or divisions for the same item)
- In Process DSD Data Entry: If a DSD item, awaiting store authorization setup
- Complete: Item has been set up and supplier can retrieve the Corporate Item Code (CIC)
    - Exception: When a GDSN item is received into Product Introduction (PI), if a UPC match is found between the item and Safeway database, the item will route to Complete even though the item has not been setup. Select 'Restart' and the item will move to 'In Process – Supplier' to start the process.

Q: How long does it take to process an item from start to finish?

- A: The system updates are immediate, so processing time can vary by item and is dependent upon each owner providing all required information accurately. One of the benefits of Product Introduction (PI) is to provide visibility to the setup process.

Q: Can I start an item now and finish it later?

- A: Yes. You can start an item and finish later but be sure to 'Save' or 'Save Draft' regularly as the system times out after 20 minutes.

Q: How do I locate the Corporate Item Code (CIC) assigned to my new item?

- A: Search for the item on the Products page using 'Refine Search Results' under Complete status. The Corporate Item Code (CIC) is located on the hierarchy page of the item. Locate the 'Corporate Item Code' and then select the hyperlink 'Click here to view the Corporate Item Code(s)'. Select the appropriate Corporate Item Code (CIC) for the Distribution Center and/or Division. Notice that different Corporate Item Codes could be connected to different Distribution Centers and/or Divisions for the same item.

Q: Can I search for items by Supplier?

- A: Yes. You can utilize the 'Refine Search Results' box found on the Products page and select the Information Provider/Supplier Name hyperlink. This will display a pop-up box where you can enter in the Organization Name or GLN as your search criteria. This is helpful when you have multiple GLN's within your organization or you are a broker representing multiple suppliers.

Q: Once I've submitted the item to Merchandising, how do I apply a change?

- A: Once you have submitted the item to Albertsons, you can pull back the item by selecting 'Save'. This will move the item back to 'In Process – Supplier'. <u>WARNING</u>: Any time an item is pulled back to 'In Process – Supplier', Albertsons is unable to process the item until the item is submitted and the status updates to 'In Process – Merchandising'.

Q: How many hierarchy levels are required?

- A: Please publish (GDSN) or create (non-GDSN) hierarchy levels that are appropriate for the item. Most warehouse items have a Case-Each or Pallet-Case-Each hierarchy. Inner pack items will have a Case-Pack-Each or Pallet-Case-Pack-Each. There are exceptions, so GDSN suppliers should contact 1WorldSync and/or your data pool. Non-GDSN suppliers should contact 1WorldSync at 866-280-4013 or technicalsupport@1worldsync.com

Q: How do I attach images or files to an item in Product Introduction (PI)?

- A: The 'Attachments' link is located near the top left-hand panel under 'Additional Information' on the hierarchy page. Select the link and follow the instructions to add attachments. Once you save, a check mark will appear next to 'Attachments' to confirm your images/files were attached. Up to 20 attachments can be uploaded per item.
- Images or files are required for:
  - All items must have a picture of the consumer label and barcode. If you have URL's setup for your items, attach a document with the URL's listed. The pictures are used to help setup the item correctly.
  - All Display items must include the Display Spreadsheet located on the Home tab under Supplier Tools.
  - DSD items must include the DSD Authorization Worksheet located on the Home tab under Supplier Tools.
  - Ingredient items must include the Ingredient Attachment: Required if item is an ingredient used to create a product and Albertson provides the consumer label

Q: How do I add multiple items at one time (**GDSN supplier**)

- A: Once you are familiar with Product Introduction, you can utilize the Spreadsheet functionality found under the Spreadsheet tab. On the Products page, select the items you want to export from PI. Extract your exported information, top off additional item data and then import the spreadsheet back into PI. You must populate the Hierarchy information in PI. More information is in the Albertsons SDL User Guide located under the Spreadsheet tab in PI.

Q: How do I add multiple items at one time (**non-GDSN supplier**)

- A: Once you are familiar with Product Introduction, you can utilize the Spreadsheet functionality found under the Spreadsheet tab. Select the 'Albertsons Non-GDSN Template', populate the information and import the spreadsheet into PI. You must populate the Hierarchy

information in PI. More information is in the Albertsons SDL User Guide located under the Spreadsheet tab.

*Q: How do I export and then import new items (**non-GDSN supplier**)?*

- A: Export the items into a spreadsheet, update all appropriate attributes and then import the item back into PI. You must populate the Hierarchy information in PI. Contact 1WorldSync at 866-280-4013 or technicalsupport@1worldsync.com for more details.

Q: Do we need to submit existing items into Product Introduction (PI)?

- A: Not until requested. Albertsons will contact you when they are ready to load existing items into Product Introduction (PI). Once completed, Albertsons will accept attribute changes for Item Maintenance/Data Synchronization. More information will be provided at the appropriate time so please do NOT submit item maintenance (changes to items already setup at Albertsons) in PI until instructed.

Q: When should I submit my item to Merchandising?

- A: Every Sales Merchandising Team is different, so please ask your Sales Merchandising Team when they would like the item submitted in PI. While waiting for the deadline, publish (GDSN) or create (non-GDSN) the item, top-off the attributes and attach required information as appropriate for the item within PI so you ready to meet the deadline set by the Sales Merchandising Team.

3.3 ATTRIBUTES

Q: What do I do if I don't know what the attribute means?

- A: Utilize the 'hover help' by resting your mouse over the attribute. If this doesn't provide enough information, search for the item in the 'Attribute Requirement' under Key Documents located on the 1WorldSync/Albertsons Companies Landing page located at: www.1worldsync.com/albertsons

Q: When should I use the 'Like' functionality?

- A: It is recommended to utilize the 'Like' functionality if you have a like item. However, the item must be a like item regarding distribution and open stock. Please do not use this functionality if one item is a displayer and the other is open stock, one item is DSD and the other is Warehouse or vice versa. Using the 'Like' option helps the Sales Merchandising Team populate the required information to process the item.

Q: *How do I reflect inner pack items in Product Introduction (PI)?*

- A: The following fields are used in the Warehouse Distribution controller located on the hierarchy page:
  - o Are you going to ship in full cases? Yes/No, your Merchandiser will advise how they want the item set up (ship to stores)
  - o Inner packs: Required if 'Are you going to ship in full cases' = No
  - o Retail units in each inner pack: Required if 'Are you going to ship in full cases' = No

Q: *Do all attribute fields need to be populated?*

- A: No. Only the ones that are bolded with an asterisk are required and/or fail validation. However, there are 'conditional' attributes that may become required depending on the answers provided.

Q: *What do I do if attribute values are not correct for GDSN items?*

- A: Contact your supplier GDSN/Data Sync contact and request an updated GDSN message with the correction. You cannot update GDSN attribute values in Product Introduction (PI).

Q: *What if I submit an item by mistake?*

- A: If you accidentally submitted the item to Merchandising, select 'Edit' to pull back the item to 'In Process – Supplier'.
- A: If you no longer want to retain the item in Product Introduction (PI), under 'Take Action' on the Products page, select 'Delist'. If you want to bring it back, select 'Relist'.

Q: *Can I use dashes in my UPC/GTIN data?*

- A: No. Do not use any dashes or spaces when entering any UPC or GTIN data.

Q: *How do I answer WIC eligibility question if we only qualify products against USDA guidelines and not by state?*

- A: You must answer this question with "No", otherwise you will need to list applicable states (or select 'All States') for WIC eligibility or the item will not pass validation for item set up.

Q: *What is the difference between National and Divisional managed items?*

- A: National items are managed in Boise by the National Sales Manages/team (NSM) and they decide on item placement for all divisions. Only certain categories (Group/Category) are managed nationally.
- A: Divisional items are managed in each division by the Assistant Sales Managers/team (ASM) and they decide for their division.

Q: How do I populate 'Is National' and 'Who to Notify' on the hierarchy page?

- A: National Items – 'Is National' = 'Yes' and 'Who to Notify' = 'National'. A notification will be sent to the National Sales Manager/team alerting them to your pending item under 'In Process – Merchandising'
- A: Divisional Items – 'Is National' = 'No' and 'Who to Notify' = Division(s). A notification will be sent to all the divisions selected alerting them to your pending item under 'In Process – Merchandising'
  - o Further information is provided under 'What is the difference between National and Divisional managed items?'

Q: What Group and Category should I use for the item?

- A: Your Sales Merchandising Team will provide the Group and Category information for the item. It is very important the correct Group and Category are used for the product. If an incorrect Group and/or Category are used, the item will route to the wrong Merchandiser in PI. When in doubt, ask!

Q: Why doesn't my item show WERCs registration in PI when I received a confirmation it was registered?

- A: There could be a timing issue. There could be up to a two-business day lag time between the registration file sent to Albertsons/Safeway and daily update to PI. If your item doesn't reflect the registration in PI within 2 - 3 business days, please send an email to the PI.Support@Safeway.com team and include your registration confirmation & details.

Q: Where do I send a Kosher Certification Letter?

- A: Ask your Sales Merchandising Team how they want to receive the certificate. Also attach it to the item in PI. If not stated in the letter, add 'Comments' to the item in PI to disclose if the item has Dairy or Parve.

Q: How important is it to get the right GTIN and Item Type for Distribution?

- A: VERY IMPORTANT!
  - o In the Warehouse Distribution section, select the GTIN and Item Type used to order/receive the item in the Warehouse (Distribution Center). This defines how the item is received, Gross Weight and Cube populated in the In-House systems, etc.
  - o In the DSD Distribution section, select the GTIN and Item Type used to receive the item at the store. This defines how the item is received and populated in the In-House systems, etc.

3.4 DISPLAYERS

Q: Is a Displayer spreadsheet still required by Albertsons?

- A: Yes. The spreadsheet is located on the Home page under 'Supplier Tools'. If an item is submitted without the Display Spreadsheet, the item will be sent back to the supplier, ultimately delaying item setup.

Q: How do I set up a displayer and its components?

- A: If using GDSN: Submit the displayer hierarchy with each component as one item. You will need to top off the attribute information for each item level in addition to the hierarchy page.
- A: If non-GDSN: You will need to create the displayer with each component in Production Introduction (PI) or using the Spreadsheet option.

Q: How do I note different displayer costs for different divisions?

- A: A separate Display Spreadsheet is required for each division. Please name the spreadsheet using the Division name and attach a spreadsheet for each division.

3.5 NOTIFICATIONS

Q: Will I be notified when item set up is completed?

- A: Yes. The notification email will be sent to the User ID (email) who submitted the item and not the contact(s) listed on the hierarchy page. The email will include the Corporate Item Code for the approved & setup distribution.

Q: If a Merchandiser Declines an item, does a notification get sent to the Supplier?

- A: National items only (managed by NSM): Yes, you will receive an email Reject notification when the item is rejected by the National Sales Manager (NSM) team. The notification email will be sent to the User ID (email) who submitted the item and not the contact(s) listed on the hierarchy page.
- A: Divisional items only (managed by the Divisions): Divisional teams can accept or decline the item only for their own division. No notification email will be sent, so it's your responsibility to monitor the status of your items in PI.

3.6 VALIDATION ERRORS

Q: I'm getting a validation error but can't find the attribute causing the issue

- A: The validation error will display in red font at the top of the page. Depending on the error, it might also list the GTIN where the error is occurring (could be Case, Each, etc.). Navigating to the GTIN or hierarchy page where the error is occurring, use Ctrl + F, and a 'Find' box will display at the top of the screen. Type in the attribute name listed in the error message and select Enter.

The screen will take you to the attribute that is failing validation. If there are multiple issues, 'Save Draft' or 'Save' after you fix each validation error to save your updates and then validate again until all validation errors are resolved.

- If the error states it's a GDSN validation error, it can only be resolved within GDSN. Contact your GDSN/Data Synchronization Administrator to resolve the error within GDSN (or contact your data pool) and once resolved, send an updated CIN message to PI. The updated CIN message will automatically update PI and resolve the validation error.

4 RESOURCES AND SUPPORT

Q: Who should I contact for Data Sync, PI and access questions?

- A: Contact 1WorldSync at: 866-280-4013 or technicalsupport@1worldsync.com