



Schnuck Markets, Inc. (SMI) Vendor Guide

Business Processes for Vendors Working with SMI

The intent of this guide is to provide the foundation our vendors need to grow in partnership with our organization. These are the standard business processes for agencies/suppliers providing services, not-for-resale (NFR) goods and for-resale goods to Schnuck Markets, Incorporated (SMI).

Vendor Engagement Process:

SMI engages vendors in roughly the following order:

1. Non-Disclosure Agreement (NDA) - NFR and resale
 2. Project Brief - provided by SMI - NFR
 3. Capabilities Review - NFR
 4. Project Proposal Review - NFR
 5. Master Service Agreement (MSA) - NFR and resale
 6. Service Level Agreement (SLA) - NFR
 7. Statement of Work (SOW) - NFR
 8. Data Security Evaluation - NFR
 9. Vendor Set-up - PeopleSoft eSupplier - NFR and resale
 10. Global Data Synchronization Network (GDSN) - resale
 11. New Item Form (NIF) - resale
 12. Trade Partner Portal - resale
 13. Warehouse Information - resale
 14. Direct Store Delivery (DSD) Information - resale
 15. Purchase Order (PO) - issued by SMI - NFR and resale
 16. Commencement and Completion and SMI acceptance - NFR
 17. Invoicing - by vendor - NFR and resale
 18. Payment - by SMI - NFR and resale
 19. Promotions/Coupons - resale
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1. **Non-Disclosure Agreement (NDA)** - If you would like SMI to protect your company's confidential information, please complete and sign the form and return it to your SMI contact. If SMI will be providing you with its confidential information, the SMI business contact will provide you the

form to complete, sign, and return. A copy of the fully-executed NDA will be returned to you once signed by SMI.

2. **Project Brief** - SMI will determine the pool of software suppliers/vendors, construct systems requirements and send RFI/RFP requests.
 - a. [Schnucks RFI - Table of Contents Example](#)
 - b. [Schnucks RFP - Table of Contents Example](#)
3. **Capabilities Review**
 - a. SMI will use the RFI/RFP responses to select a subset of vendors to perform product demos and score the demo versus a measurement rubric (constructed from the requirements docs)
 - b. SMI will initiate and review all vendor submissions on capabilities for a specific project
4. **Project Proposal Review** - SMI will review all proposals for a specific project and recommend a preferred vendor to begin negotiations and Statement of Work (SOW) development.
5. **Master Service Agreement (MSA)** - An MSA is a negotiated agreement that governs the business relationship between SMI and the vendor. It contains the general business (i.e. payment terms and lead times) and legal terms (i.e. confidentiality and governing law). The type of products or services the vendor will be supplying will determine if an MSA is needed.
6. **Service Level Agreement (SLA)** - An SLA is a commitment with our service providers regarding particular aspects of the service such as quality, availability, timing and responsibility. (Example: The 123 Audit report will be completed weekly on Friday by 8am.)
7. **Statement of Work (SOW)** - An SOW details the specific business terms (service provided, project timeline, costs, etc.) for a specific project or service to be provided to SMI. The SOW will be either governed by an MSA or it will be revised to include general business and legal terms that would be contained in an MSA.
8. **Data Security** - For data security needs, reach out to your SMI contact to help facilitate discussions and next steps with the internal SMI Information Security team. This would cover evaluation of technology and providing secure connectivity as needed.
9. **Vendor Set-up** - PeopleSoft eSupplier
 - a. The SMI contact will submit a request to the Center of Excellence (COE) to send an invite to the vendor. The vendor will receive an email with a link and an access code to register. Required fields are indicated with an asterisk (i.e. tax id, entity/company name, W9, etc.). The registration questions are dynamic based on supplier classification and answers to previous questions. Below is a summary of the types of registration questions. Please be sure to read each question carefully and confer with others, as needed, to ensure accuracy of the answers provided.
 - i. Classification
 1. Food/bev, contractor, merch other, legal, NFR, restaurant
 2. Payment terms and method (credit card or EFT/ACH)
 3. US or non-US company
 4. Diversity information
 5. Business Conduct Policy agreement
 - ii. Address

- iii. Contacts (including choosing a user ID for the PeopleSoft vendor portal)
 - iv. Additional information - varies based on prior questions (i.e. credited goods)
 - v. Insurance requirements and Certificate of Insurance (COI)
 - vi. Purchase Order (PO) Terms and Conditions Agreement
- b. Various policies/documents are included within the online registration and can also be found on our [Schnucks Supplier Central](#) web page. (i.e. Warehouse and DSD compliance policies, food safety requirements, Business conduct policy, Visa payment program, Contractor policy, EFT agreement, PO terms and conditions, Insurance requirements, Nondisclosure Agreement, Electronic invoicing, etc.) Please be sure to read these documents carefully and confer with others, as needed, to ensure understanding and avoid deductions.
- c. After a vendor submits their online registration, that registration is reviewed and approved by various teams depending upon the answers provided (i.e. SMI contact, Requester's manager, Diversity, Insurance, Legal, and Accounting teams). After final approval, the vendor will receive an email with their vendor number and next steps. They will also receive an email with information to access the PeopleSoft vendor portal for subsequent changes. (i.e., address, contact, banking, diversity, etc.)
- d. Food vendors will receive email notifications regarding food safety compliance documents from TraceGains. POs cannot be placed until all required food safety documents have been reviewed and approved. The Food Safety team will assist as needed.
- i. Contact: qualityassurance@schnucks.com
 - ii. For food safety recall issues: foodsafetyrecallteam@schnucks.com
- e. A new vendor number is required when the tax ID changes and vendor numbers are inactivated when no invoices are received for 2 years.
- f. Change request process - Vendors will use the PeopleSoft vendor portal to upload docs such as an updated Certificate of Insurance (COI) and to make various changes such as address, contacts, diversity, and banking information. Instructions regarding access to this portal are provided to each contact that was set up. Verification and documentation is done by the SMI contact for all banking changes.
- g. Contact: vendorsetup@schnucks.com or 314-994-4420, option 2
10. **Global Data Synchronization Network (GDSN)** - SMI utilizes the GDSN for item data quality, accuracy, and maintenance over the product life cycle, and we are partnered with 1WorldSync for GDSN data pool service. To connect with SMI via the GDSN please contact 1WorldSync or get started today by filling out a Trade Partner Form.
- a. Trade Partner Form [Schnuck Markets, Inc. | 1WorldSync](#)
 - b. Contact: 1wsync@schnucks.com or 314-994-4420, option 1
11. **New Item Form (NIF)**
- a. The "New Item Form" is a spreadsheet used to collect information about new items that will be carried at SMI (such as UPC, description, item dimensions, etc.). It is available in the Trade Partner Portal (Login ⇒Item Setup ⇒Instructions ⇒Download NIF) or it can be

provided by the SMI category manager. Please submit completed NIFs to the SMI category manager.

- b. Contact: productsetup@schnucks.com or 314-994-4420, option 1

12. Trade Partner Portal - <https://tradepartners.schnucks.com/>

- a. Also known as Vendor Portal.
- b. Different from the PeopleSoft Vendor Portal (see Vendor Set-up - Change Request Process).
- c. For-resale vendors/brokers work with their category manager to gain access to the Trade Partner Portal.
- d. Accounts Payable and Accounts Receivable vendors work with our accounting team to gain access to the Trade Partner Portal.
- e. The first user set up is usually set up as the admin of the account.
- f. The admin of the account has rights to set up additional accounts that require the same customer/vendor combinations.
- g. Portal functionality includes:
 - i. Creating/Accepting deal contracts (scans, off invoice/bill backs, lump sum and performance only)
 - ii. View invoices for DSD and Warehouse
 - iii. View Reporting for Item Movement, Cost, Lump Sum, etc.
 - iv. View Accounts Receivable Statements and Invoices
 - v. Upload Cost Changes

13. Warehouse Information

- a. [Warehouse Vendor Compliance Policy](#) - includes shipment & routing, delivery & temp tale requirements, reservation scheduling, facility information, non-compliance fees and much more.
- b. Contact: vendorcompliance@schnucks.com (compliance)
- c. Contact: C3.inbound@schnucks.com (scheduling)

14. Direct Store Delivery (DSD) Information

- a. [DSD Vendor Compliance Policy](#) - a comprehensive collection of all requirements from our billing and crediting process to our food safety and store safety requirements.
- b. Contact: dsdvendorcompliance@schnucks.com

15. Purchase Orders (PO)

- a. Purchase orders will be governed either by the applicable Purchase Order Terms and Conditions (engineering or non-engineering) located on [Schnucks Supplier Central](#) web page or the MSA between SMI and the vendor.
- b. Electronic Data Interchange (EDI) - If capable of processing direct EDI POs from SMI, contact edisupport@schnucks.com for further information.
- c. iTrade - Produce/Floral purchasing system
- d. Accruent/VX Maintain (formerly Verisae) - web-based, work order management program utilized by facilities maintenance service providers only
 - i. Allows access by our store teams to electronically create and track service work performed, provides the ability for service providers to view service work

orders, gives technicians access to a mobile platform to enter time and work performed for each service event, eliminates paper service tickets and invoicing is done electronically (through VX Maintain; not Transcepta for service requests)

- ii. Once a SMI vendor number is available, a *Welcome Letter* will be sent by the Verisae/Accruent team and training documentation is sent by the facilities maintenance department

16. Commencement and Completion - SMI acceptance of vendor deliverables and vendor commences and completes project work in accordance with agreed upon project schedule and timeline.

17. Invoicing - by vendor - reference docs: [Schnucks Supplier Central](#) web page

- a. Electronic Data Interchange (EDI) - For resale only. If EDI capable please reach out to the SMI EDI team for further information on setup/testing edisupport@schnucks.com
 - i. SMI Warehouse Supplied Invoice - EDI 880 transaction
 - ii. Direct Store Delivery (DSD) Invoice - EDI 894 transaction
- b. [Electronic Invoicing Requirements](#) - (NFR and For resale) - Transcepta is a free 3rd-party electronic invoicing service for non-EDI capable vendors. Accepted formats include PDF and flat file types.
- c. Manual invoices (paper or email) received from suppliers will not be processed.

18. Payment - by SMI

- a. Payment options - preferred payment method is by credit card authorization. If a vendor is unable to process credit card payment, SMI will initiate an EFT/ACH payment based on banking information provided by the vendor in our eSupplier system. We do not make payments by check except for international vendors without a US banking relationship.
- b. Timing - payments are made once a week on Friday for vendors who are in a net payable balance. Payments are net of any credits on the vendor account.
- c. iControl - used for liquor payments
- d. [Deductions Cheat Sheet](#)
- e. For questions regarding payment information contact accountspayable@schnucks.com

19. Promotions/Coupons

- a. Digital - all digital offers are limited to Schnucks Rewards vendors. In order to submit digital coupons and/or participate in digital marketing, vendors must be part of the Schnucks Rewards program
 - i. [Schnuck Media - Brand Partner Program](#)
- b. Paper coupons are processed by Inmar. Inmar sometimes ties SMI vendor number to Inmar manufacturer number as appropriate.
- c. Contact your category manager for more details.