

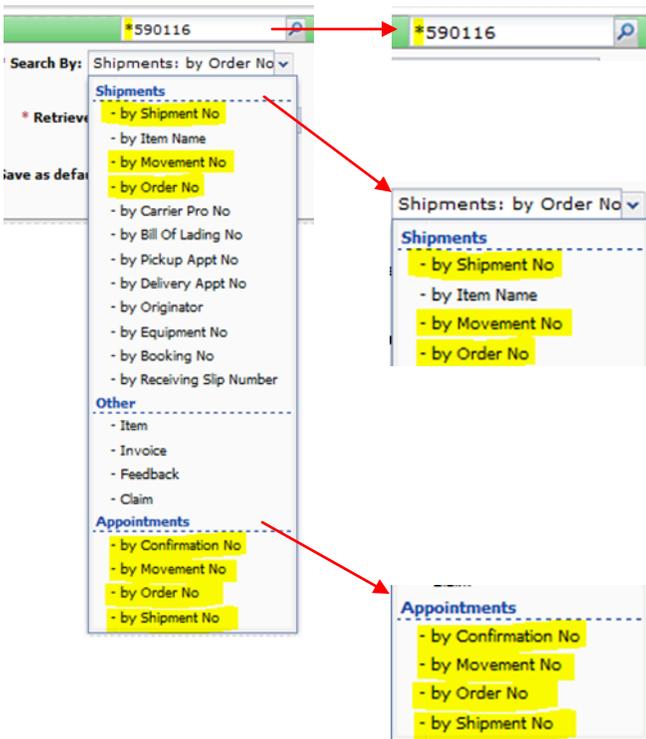
One Network Scheduling Tutorial

This tutorial will help the user with searching for POs, and scheduling appointments in One Network. Different methods will be shown using the PO#; Foreign PO#; Movement #; or Confirmation#.

Do not utilize the request process in One Network (Scheduling > Appointment Requests). This is a feature of One Network that is not a current function.

Searching for a Load

Use the Quick search in the upper right-hand corner.



Always place an Asterisk (*) in front, when searching for any loads (Order #, Shipment #, Confirmation # or Movement #).

When searching for a load, the most common methods of searching is by Shipment No, Order No or Movement No. It depends on which number is available. When searching by a PO# using the Shipment No selection and nothing returns, try searching with the Order No option. Same thing in reverse; try both options.

When searching for a load that already has an appointment, select from one of these options. **Do not search a load under these options if the order does not have an appointment, nothing will return.**

The load will pull up showing one of two options in the Delivery column. [##### Live] or Create [Live] . (See Page 2 for appointment scheduling details.)

Troubleshooting:

- When searching for a load and nothing returns, it may already be tendered out to another carrier OR the PO# may not have flowed over into One Network. If the order was written less than 2 hours prior to attempting to schedule an appointment, it might not yet be available in One Network. Please allow at least 2 hours of time to pass between the PO# being created and trying to schedule the appointment.
- When searching for the load and nothing returns and it has been more than 2 hours past the PO being written, please consult with the buyer or the vendor to make sure the correct PO# was given. At this point, the PO should be submitted through the Safeway Suppliers Website to have the Appointment Clerks research and schedule.

RESOLUTIONS

For appointment resolution, Submit a request through the Suppliers Website (<http://suppliers.safeway.com/usa/forms/traffic/default.aspx>)

If this is an appointment for the Eastern Division, please submit the request through Retalix (<http://www.retalix.com> or (413) 247-3422) Please direct Eastern appointment questions the appropriate C&S contacts.

KEEP IN MIND

If an appointment is available for the date needed, please choose the **closest available** time to the desired appointment time. Please do not submit a request because the specific time desired is not available. The candidates available are exactly what the Appointment Clerks will see when working a submitted request. Submitting a request may lessen the available options due to others scheduling in those timeslots.

- Delivery column with [##### Live] means this load already has an appointment.

Shipment	Shipper	Consignee	Pickup	Delivery	Links	State/Status	Carrier	Ship With Group Ref	Static Route	Eq/ Stops/ Size	Qty/ Weight/Volume
001-29-2933-WELM-590116	001166-2905, SMITHFIELD PACKING COMPANY IN ENGLEWOOD, CO 80140	SAFEWAY, INC. - EL MONTE MEAT 2933, SAFEWAY, INC. EL MONTE, CA 91731	Apr 29, 2014 9:00 PM - 9:00 PM Appt Required	Apr 30, 2014 7:30 AM - 8:00 AM [823055298 Live]	HTC	Confirmed/ Appointment Scheduled - Delivery	Carrier			DRY_VAN	12 Pallet, 600 Case/ 12,571.2 Pound/537.56 Cuft

- Delivery column with Create [Live] means this load does not already have an appointment.

Shipment	Shipper	Consignee	Pickup	Delivery	Links	State/Status	Carrier	Ship With Group Ref	Static Route	Eq/ Stops/ Size	Qty/ Weight/Volume
001-27-3115-WSPK-411498	002611-2750, FRESH EXPRESS INC PHOENIX, AZ 85027	SAFEWAY, INC. - SPOKANE PRODUCE 3115, SAFEWAY, INC. SPOKANE, WA 99217	Apr 29, 2014 9:00 PM - 9:00 PM Appt Required	May 2, 2014 12:00 AM - 12:00 AM Create [Live]	HT	Awaiting	Carrier			DRY_VAN	31 Pallet, 1,076 Case/ 5,810 Pound/821.28 Cuft

Scheduling a New Appointment

When creating a new appointment, please enter the Carrier Full Name as listed in ON, a Contact Name and a Phone number and Extension. Then, change the Target Date option by clicking on the calendar button next to the date. Appointments should generate (unless warehouse is at full capacity or outside time tolerance).

If the time that is specifically need is not listed, there are two options:

- Change the Target Time by clicking on the clock next to the Target Date to a more specific time (shown in example A).
- Click on **Get Candidates** or **Get Next Candidates** option. This will generate a new list of appointment date and times. (shown in example B)

Once an acceptable date and time is found, select it and click **Save** in the bottom right corner. This will generate a Confirmation Number (Reservation Id:). If an appointment date and time could not be found, please see troubleshooting on page 4.

Example A

Example B

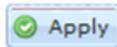
Start Time	End Time	Dock Door	Duration	Slot Type
May 13, 2014 5:00 AM	May 13, 2014 6:33 AM	PROD 01	1H 33M	Regular
May 13, 2014 6:00 AM	May 13, 2014 7:33 AM	PROD 01	1H 33M	Regular
May 13, 2014 7:00 AM	May 13, 2014 8:33 AM	PROD 01	1H 33M	Regular
May 13, 2014 8:00 AM	May 13, 2014 9:33 AM	PROD 01	1H 33M	Regular
May 13, 2014 9:00 AM	May 13, 2014 10:33 AM	PROD 01	1H 33M	Regular

Rescheduling an Appointment

When an appointment needs to be rescheduled, press the [##### Live] link in the Delivery column. Next press the “Reschedule Appointment” button at the bottom of the page. A pop-up box will display. Choose a reason for the rescheduling and provide a brief reason in the Description box (missed appointment, vendor delay, driver sick, accident, weather, due date change etc.)

Change the Target date to the desired date and wait for the options to generate. Select the desired time the appointment needs to be.

After selecting the appointment, please click the Apply button down in the bottom right hand corner.



KEEP IN MIND

If an appointment is needed for a time not listed, please select the closest time available to the desired appointment time. Requests submitted through the Suppliers Website will only be appointed the first available time or the closest time. The Candidates generated for a user are the same that will generate for an Appointment Clerk.

Start Time	End Time	Dock Door	Duration	Slot Type
May 1, 2014 6:00 AM	May 1, 2014 6:30 AM	DOOR 502	30M	Regular
May 1, 2014 7:30 AM	May 1, 2014 8:00 AM	DOOR 501	30M	Regular
May 1, 2014 8:00 AM	May 1, 2014 8:30 AM	DOOR 506	30M	Regular
May 1, 2014 8:30 AM	May 1, 2014 9:00 AM	DOOR 508	30M	Regular
May 1, 2014 9:00 AM	May 1, 2014 9:30 AM	DOOR 501	30M	Regular

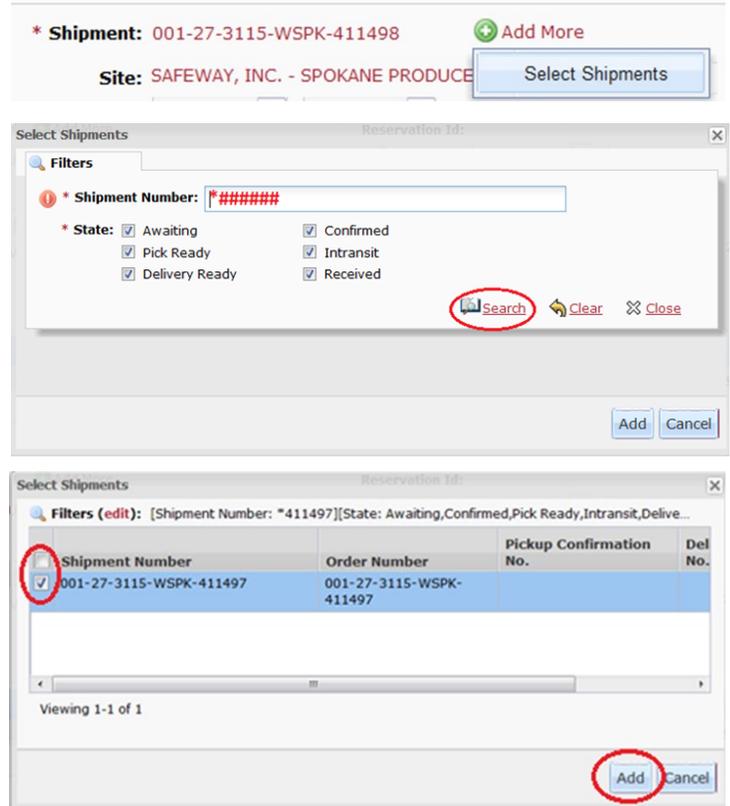
Multiple Loads – Adding Shipments

For a load with multiple POs and that needs to have more POs added to the original load, click on the +Add More option. It will drop down an option with “Select Shipments”. This can only be done with individual PO#s; loads associated with a Movement # cannot be added. In order to add loads to a Movement #, the buyer would need to consult first.

After clicking “Select Shipments”, a window will display. Enter the Shipment Number (PO#). Then select Search

If the PO# is going to the same warehouse type (example; Spokane Produce) then the PO will be listed. If POs with different warehouse types are trying to be consolidated (example; Spokane Produce and Spokane Grocery), they will NOT consolidate. In that instance, they will need two different appointment times.

When the desired PO displays, click the Check Mark Box next to the PO and click “Add”. Repeat these steps for however many PO’s need to be added and click in apply to Save changes.



Troubleshooting and Error Messages:

If the user is unable to find an appointment date and time that is needed, here are a few reason that could possibly apply:

- The warehouse could possibly be overbooked or closed for the requested date or time outside the receiving hours. Please refer to the Warehouse Hours of Operation for each warehouse.
- When a request is sent through the Suppliers Website that is requesting an appointment for a receiving due date on perishable product with no available candidates, the Appointment Clerk will send a request to the warehouse managers for approval for the due date perishable. Otherwise the next available appointment will be given.
- The product being hauled could have a specific vendor WIMS# attached that has a specific time set by warehouse management to be received.
- On multiple PO loads make sure all PO’s have the same receiving date and belong to the same receiving department to secure the appointment.
- Each facility warehouse has specific receiving restrictions.
- An example is smaller, LTL, Large loads or specific vendors at a specific time.
- Checking the due date with the appointment date. If the desired appointment date is outside of the time tolerance or the due date is in the past, an error message will be returned indicating that.
- Make sure the appointment date and time is in the future. Any past dates will not generate up an appointment for the past nor provide any appointments for the future.
- The Safeway Supplier request form only has boxes for 15 PO’s. Additional PO to be added list in Special Instructions.
- There are *multiple* different error messages that One Network will default on. If the issue cannot be resolved from the user’s perspective, please submit the Safeway Suppliers Website form for Appointment assistance.



Suppliers Website Notes

Type of Request

<-- Select One -->

PO Number(s)

Enter one PO number per box. PO numbers are 6 digits in length. No alpha characters, use numbers only.

<input type="text"/>				
<input type="text"/>				
<input type="text"/>				

Division

<-- Select One -->

Due Date

Format: MM/DD/YYYY

If the user needs to **Cancel** an appointment; **Add a PO**; or **Remove a PO**; choose **Reschedule** from the Type of Request dropdown. Provide additional details in the Special Instructions box.

Make sure to include ALL PO#s riding along with the load. Form will only accept 15 PO's. If over 15 list PO's in Special Instructions. An accurate pallet count is needed to provide the correct appointment date and time agreed upon by the warehouse managers. Certain sized loads come in a different times (Larger, Mediums or Smalls/LTL's). **Please advise if split departments need to be scheduled for the load. Example Auburn/ Anchorage or Grocery / GMHBC.**

Appointment Information

Request Appointment Date / Time

Date Format: MM/DD/YYYY

Time <-- Select One -->

Make sure the appointment date and time entered are in compliance with the time tolerance for the load (please consult the buyer for this information). Also, make sure the appointment date and time are for a future date (no same-day deliveries).

Contact Information

Contact Name

Phone

Use format: xxx-xxx-xxxx

Email Address

Email addresses to be CC'd on return appointment confirmation

Separate each email address by a semi-colon and a space: ex. name1@company.com; name2@company.com

Carrier Name

As appears in One Network

Fill out all fields: Name; Phone Number; Email address; Email address to be CC'd; and the Carrier Name. The carrier name is vital, as the Appointment Clerks cannot schedule an appointment for a request that has a bad carrier name (example, N/A or None or Non-One Network Member, etc.) If the carrier is not a One Network Member, please enter in the carrier name here regardless.

Reason for Request

Special Instructions (i.e. Is this a multi drop load?)

Reason I cannot schedule online

<-- Select One -->



Submit Request

If there are Special Instruction (example; reason for rescheduling; specific load that is being carried; buyer requests or instructions; over 15 PO's list additional PO's., etc.) please provide that here. The field may also be used for reasons the appointment cannot schedule at the carrier level (include specific error message from One Network). Finally, the Captcha Image and Text need to be completed in order to submit the request. If it is not complete, the request will not be submitted to the Appointment Scheduling's database.