



Gladson Process

Our Valued Vendor Community,

Albertsons Companies continues to enhance our Item Process through our partnership with Gladson; a leader in product image, content and dimension data capture. This enables Albertsons Companies to power the store and consumer initiatives that rely on accurate product level data and images. These programs include all schematics, planograms, shelf strips, print advertising (e.g. weekly ads), Loyalty programs (e.g. just for U) and eCommerce.

It is the vendor's responsibility to keep Gladson's database updated on all new items, package changes and reformulated products.

New Items presented to Albertsons Companies, which are **accepted**, need to be processed through Gladson. Products can be processed at the Gladson Outpost™ stations at our facility in Boise, ID, or Pleasanton, CA. If it is more convenient, products may be sent directly to Gladson in Lisle, IL.

Accepted new items must be processed through Gladson **prior** to submitting Albertsons Companies eNIF (electronic new item form). Once the product is processed through Gladson, you will be able to answer, "Yes" to the question on the new item form: "Is this product on file with Gladson?"

Additionally, to ensure proper display in schematics, planograms, shelf strips, print advertising (e.g. weekly ads), Loyalty programs (e.g. just for U), eCommerce, it is very important to capture size changes, pack changes, and formulation changes prior to category update (Resets and New Item Cut In) so we can maintain data accuracy. Items initially processed as samples or mock-ups must be re-submitted when final packaging is available to satisfy Advertising and E-Services databases.

Albertsons Companies counts on you to help us ensure that each item accepted by Albertsons Companies is processed through Gladson. See instruction below to follow through with the process.

Thank you for your support and compliance of the Gladson process.

Albertsons Companies

Gladson Product Processing Instructions

Please review the following instructions to process products through the Gladson Outpost™ locations or send the product directly to Gladson if necessary due to size or shipping constraints.

Gladson Outpost™ Instructions

The Gladson Outpost™ is an advanced product capture system installed at our Boise, ID and Pleasanton, CA facility, which is guided by a Gladson Remote Capture Technician. You need to personally process the products through the Gladson Outpost™ as an on-site person or drop box is **not** available. You will work with a Gladson Remote Capture Technician during your scheduled time. The Technician will guide you through processing your items via the Gladson Outpost™ system. Allow approximately 5 minutes to process each product you plan to capture. Please follow instructions below.

Locations

All Facility Hours of operation are Monday - Friday 7:00am - 4:00pm PST | 8:00am - 5:00pm MST | 9:00am - 6:00pm CST
After processing product(s) at Outpost locations, either take your product(s) with you or have it donated to the Albertsons Companies Foundation.

- **Boise, ID Gladson Outpost (remote capture location)**
 - 1055 E Parkcenter Blvd Boise, ID 83706 (Boise Innovation Center)
 - Receiving area at Boise location is on the East side of the building.
 - Upon arrival, you will be directed to the Gladson studio.
 - Enter the Gladson Outpost™ kiosk and follow the posted instructions.
 - If more than 10-20 items need to be processed, you can schedule a time by calling (208) 488-6651 or emailing AIC.Receiving@Albertsons.com.
- **Pleasanton, CA Gladson Outpost (remote capture location)**
 - 5918 Stoneridge Mall Road Pleasanton, CA 94588 (Norcal Division office)
 - Receiving area in Pleasanton, CA is through the front reception area of the Norcal Division office.
 - Upon arrival, a receptionist will call someone to direct you to the Gladson studio.
 - Enter the Gladson Outpost™ kiosk and follow the posted instructions.

Gladson Shipping Instructions

If you are **not** able to process your items through the Gladson Outpost™ (due to size or proximity constraints), you may send them to Gladson directly. Please follow instructions below.

- **Gladson Request Form**
 - Fill out the “Gladson Request Form” below and attach with every shipment of product.
If Gladson Request Form (below) is not attached the shipped products will not be processed.
- **Ship Product**
 - Read the “Gladson Shipping Instructions” to determine how many samples are required and instructions for shipping and packaging product.
 - Send product samples to:
**Attn: Albertsons Companies Project
Gladson Database Department
1973 Ohio St., Lisle, IL 60532**

Gladson Questions

For questions or more information on the Gladson service, please contact Gladson directly. Gladson will answer any of your questions including the status of your items being processed. You can also request a current item list to check for updated packaging.

- **Gladson Customer Service:** customerservice@gladson.com | Phone: (866) 594-0777
- **Business Hours:** Monday - Friday 7:00am - 5:00pm CST

GLADSON REQUEST FORM

1 About You

Today's Date:
 Your Company Name:
 On Behalf of: **ALBERSTONS Companies Project**
 Your Name:
 Email:
 Phone:
 Address:

2 Processing (Please check the following services you are requesting)

Gladson Services	Number of SKUs	Number of Boxes	Number of Trays
<input checked="" type="checkbox"/> Space Management			
<input checked="" type="checkbox"/> E-Services (Final packaging ONLY)			
<input checked="" type="checkbox"/> Advertising* (Final packaging ONLY)			
<input type="checkbox"/> MDS**			
<input type="checkbox"/> Planogram			

Any Products to be Rushed? Yes No
How many days rushed? 1 2 3 4 5 6 7 8 9
 (If yes, rush charges will be applied. Normal turnaround time is specified in your contract.)

Any Products On-Hold? Yes No (If yes, list products on a separate sheet with release dates)

3 Return

Any Products to be Returned? Yes No
Where Are Products to be Returned?
 Return Address:
 Attn:
 Phone:
How Are Products to be Returned? UPS FedEx FedEx Ground
Service Type? Standard Priority Overnight
 Acct #:
 (Your account will be charged the shipping cost on any items you indicate to be returned upon completion)

4 Shipping Instructions

Send Products to:
 Attn: Albertsons Companies Project
 Gladson Database Department
 1973 Ohio St. Lisle, IL 60532
 Fill out form, print and include a copy with your shipment. Complete shipping instructions are located on page two.

5 Special Instructions

FOR GLADSON USE ONLY	Initials	#	Date	Notes
Shipping & Receiving:				
GEM:				
Scheduling:				
Photography:				
Warehouse:				



Gladson Customer Service:

If you have any questions regarding this form, or sending product samples, please contact Gladson Customer Service:
 Email: customerservice@gladson.com | Phone: (866) 594-0777
 Business Hours: Monday–Friday, 7:00am-5:00pm CST

*Type of Advertising Service (Standard, Premium or Custom) is specified in your contract.
 **For each product, you must send both the scannable item, and the box or tray. Displayable cases must also be shipped.



GLADSON SHIPPING INSTRUCTIONS

The following instructions illustrate how to ship products directly to the Gladson facility

If the products are perishable:

- Ship perishable items on Mondays or Tuesdays to ensure products are received by the end of the week.
- Package all products in dry ice for shipping.
- Write "PERISHABLE" on the outside of each box containing perishables.

If the products are breakable:

- Package all products in bubble wrap, peanuts, shredded paper, etc.

Nested and tray products:

- Two samples of a nested product should be sent to ensure accurate nest dimensions. (Example: if a bowl sits inside another bowl two samples will be needed.)
- Tray packs should be submitted full and please note under "special instructions" if both the tray and the single item are to be processed.

Product mock ups, sales samples, and for position only:

- Items must contain an accurate GTIN UPC or the sample will not be processed, unless pre-requested, in which case Gladson can provide a temporary UPC.
- Sales samples can be processed for Space Management purposes; however, full label detail will only be captured at Gladson's discretion if product information appears to be complete.
- If a product prototype is to be returned mark the return and shipping information on the data request form. Gladson is not responsible for return of prototypes which are not properly marked at the time of delivery to Gladson.

Items that will require up charge:

- Warehouse club and promotional/seasonal items.

Please Note:

These items will not be returned to you unless otherwise indicated on the Request Form.

Please ensure that they are shipped in sturdy boxes to maintain product and packaging for imaging.

Send Products To:

**Attn: Albertson Companies Project
Gladson Database Department
1973 Ohio St.
Lisle, IL 60532**

If you have any questions regarding this form, or sending product samples, please contact Gladson Customer Service:

**customerservice@gladson.com OR Phone: (866) 594-0777
Business Hours: Monday - Friday 7:00am - 5:00pm CST**

Frequently Asked Questions

- **What information is captured through Gladson?**

Every product captured through Gladson provides images and product information. This enables us to power our store and consumer initiatives that rely on accurate product level data include all schematics, planograms, shelf strips, print advertising (e.g. weekly ads), Loyalty programs (e.g. just for U) and eCommerce.

- **If presenting a new item and only a sales sample, mock up or item flat is available what do I do?**

You will need to submit the new item as soon as it is available. Sales samples are not acceptable for some store and consumer initiatives that rely on accurate product level data including eCommerce.

- **Do we need to have the most updated product captured even though it is not a “New Item”?**

Yes. All label changes, UPC changes and size changes need to be captured.

- **How do I know the status of my items with Gladson?**

Contact Gladson Customer Service and they will update you on the status of your items being processed. You can also request a current item list to check for updated packaging.

- customerservice@gladson.com OR Phone: (866) 594-0777
- Business Hours: Monday - Friday 7:00am - 5:00pm CST

- **If the item is in one division, does the process need to be repeated when the item is accepted in other divisions?**

No. Unless there is packaging changes to the items originally submitted, an item submitted for one division will automatically be available nationally. Local items need capturing for use in regional areas.

- **What items are required to be processed through Gladson?**

It is the vendor's responsibility to keep Gladson's database updated on all new items, package changes and reformulated products regardless if they are in the schematics or not.

- Products that **MUST** be submitted to Gladson include:
 - Random Weighted & PLU items (see special instructions below)
 - Packaged perishable items with UPC
 - Products going through label, packaging, size or UPC changes
 - Own Brand items
 - Local, Regional Specific, Specialty and Ethnic items
 - Bonus Packs, Seasonal Items & One Time Buys (OTBs)
 - Items sold within a display unit
 - Gift Cards

Note: Exceptions include Magazines, Greeting Cards and Store Supply no expense items.

- **Do random weight and PLU items need to be imaged through Gladson?**

Yes. Random Weight, PLU and all perishable items sold to consumers must be imaged through Gladson. Perishable items include all consumer units sold in-store, Produce Fresh Cut and bulk items, Bakery in-store items, Deli random weight meat, cheese and deli salad and Meat & Seafood random weight items.

Random weight items must be recorded with the non-price imbedded UPC (e.g. 1-12345-00000-1) from the mainframe system (e.g. SSIMS) or the PLU for bulk items (e.g. Gala Apple).

- **When there are multiple selling configurations of an item, do both upcs need to be captured? (e.g. Cigarettes, consumer can buy the pack or the carton)**

Yes. Image required.