

## Welcome New Vendor Packet



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## Table of contents

	page
Welcome to Safeway Maintenance Program	3
Corrigo - Safeway Maintenance Software System	4
Highlights of Corrigo 5.1	7
RFSC Vendor Tiers and Payment Procedures	9
RFSC Organization Chart	12
Other RFSC News	13

# Welcome to Safeway Maintenance Program

The purpose of this document is to outline the procedures to get your Company set up with the Retail Facilities Service Center.

- ❖ What is RFSC? We are a Centralized maintenance dispatch for Safeway stores in operation since November 2004. As of April 2008, RFSC has completed over 1,400,000 Work Orders.
- ❖ RFSC uses Corrigo, a web based maintenance software system, for the stores to enter their service requests. Vendors use a corresponding web portal to update their requests, enter financials, and submit for payment.

## Getting started...

Vendor set up requests originate in the Division Maintenance department. The following forms must be filled out and signed for RFSC.

- ❖ W-9 (Standard IRS Form) [www.irs.gov/pub/irs-pdf/fw9.pdf](http://www.irs.gov/pub/irs-pdf/fw9.pdf)
- ❖ Insurance Certificate (from your Agent/Carrier)
- ❖ Safeway Terms and Conditions
  - [http://www.safeway.com/suppliers/usa/service\\_supplier.asp](http://www.safeway.com/suppliers/usa/service_supplier.asp)
- ❖ Vendor Warehouse Rate Sheet
  - [http://www.safeway.com/suppliers/usa/service\\_supplier.asp](http://www.safeway.com/suppliers/usa/service_supplier.asp)
- ❖ Attach a blank invoice to set up remittance address.
- ❖ If you are a refrigeration vendor, you will need a copy of our Refrigerant Compliance form.
  - [http://www.safeway.com/suppliers/usa/service\\_supplier.asp](http://www.safeway.com/suppliers/usa/service_supplier.asp)

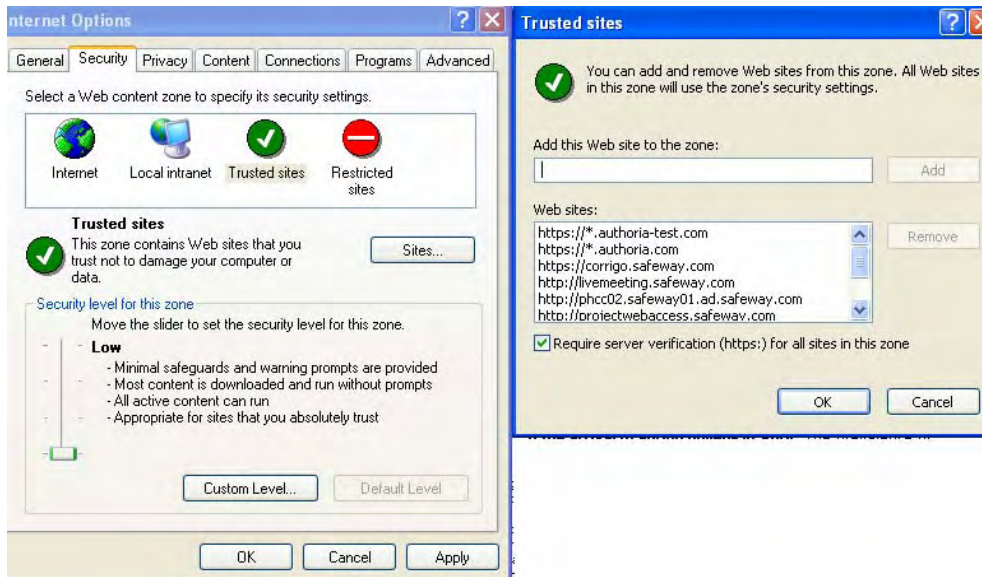
## Corrigo - Safeway Maintenance Software System

Corrigo training and computer set up instructions can be viewed @ Safeway supplier website.

- ❖ Log in and password are supplied by RFSC
- ❖ Corrigo URL: <https://corrigo.safeway.com/corp>
- ❖ Add log in page to your favorites
- ❖ Add url address to your trusted sites and set security level to low



Click on Tools - Internet Options...



Go to Security tab and click on Trusted sites

Type in <https://corrigo.safeway.com> - click the add button

- ❖ You may need to disable pop-up blockers for our site in other programs such as Norton Utilities or McAfee.
- ❖ Corrigo will alert you by fax or email of new work orders assigned to your company.
- ❖ RFSC recommends you supply email address and log into Corrigo to manage your work orders

Sample work order -



Status: New

Priority: Urgent

Work Order 23730744

Contact Retail Facilities Service Center by phone 623-869-3110

<a href="mailto:rfsc.admin@safeway.com">rfsc.admin@safeway.com</a>	623-869-6101 FAX	<a href="mailto:rfsc.fuel@safeway.com">rfsc.fuel@safeway.com</a>	623.869-3557 FAX
<a href="mailto:rfsc.building@safeway.com">rfsc.building@safeway.com</a>	623-869-6101 FAX	<a href="mailto:rfsc.refrigeration@safeway.com">rfsc.refrigeration@safeway.com</a>	623.869-4313 FAX
<a href="mailto:rfsc.equipment@safeway.com">rfsc.equipment@safeway.com</a>	623.869-3557 FAX		

Pre- Approved Spending limits **DO NOT EXCEED** without prior approval

Building	\$1000.00	<b>If you need to exceed these limits, please contact RFSC using one of the methods above. Invoices for Work Completed that exceeds Pre-Approved spending limits without prior approval will be marked as Unauthorized Completed. There may be delays in payment as further approval by RFSC will be required before invoice can be processed.</b>
Equipment	\$ 500.00	
Fuel Dispensing	\$1500.00	
Refrigeration	\$1500.00	

Department/Area	Asset
Electrical>Main Sales Floor Area	Breakers, Fuses

- Form displays scope of work for the repair.
- If this form is unclear on repair details submitted, contact RFSC.
- All forms list RFSC spending limits. It is a requirement that you get approval from RFSC before completing the repair if it is over the spending limit.
  - Corrigo estimate approval process must be used if repair is going to be over defined limit.
    - ◆ Click Attention Button and Need Approval to enter in your estimate
- All service requests **require store stamp and signature**.
- Please note it is important to follow up with RFSC on work orders placed in Corrigo for construction work (i.e. install new case). Contact Construction or Purchasing for Lawson contract.

**Corrigo Work Order Status Definitions:**

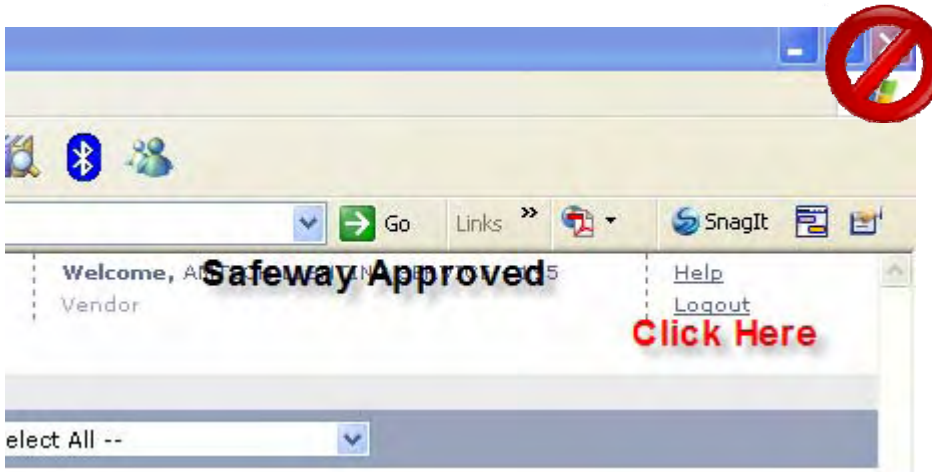
Work Orders:
Status
<a href="#">Needs Attn</a>
<a href="#">New</a>
<a href="#">Open</a>
<a href="#">On Hold</a>
<a href="#">Completed</a>

- ◆ **Needs Attention** - work orders you place on Attention for the following reasons - Pending Parts, Need Reassignment, Need Estimate Approval
- ◆ **New** - newly assigned work orders
- ◆ **Open** -work orders that you picked up in Corrigo and are currently working on
- ◆ **On Hold** - work orders that require approval before they can be completed
- ◆ **Completed** - work orders that have been repaired

## Corrigo Work Order Workflow

- ❖ Pick up the work (when received, to acknowledge acceptance)
  - This will display work order as “Open” status
- ❖ Complete the work (as soon as the tech leaves the site or moves on to other work)
  - Enter completion notes
  - Click on Repair category
    - It is important to select Avoidable if unit was working upon arrival or store damaged unit
- ❖ Enter in financial information (as soon as it is available) and click on save
- ❖ Submit the invoice (after reviewing the invoice and making sure everything is correct) by clicking on “Vendor Submitted”
- ❖ Fax (Pcard and Canada) or Mail completed invoice to RFSC at addresses below.

## Corrigo Logout



Do not 'X' out, Logout to properly terminate your connection.

## Highlights on Corrigo 5.1

- It is recommended that you go to Safeway supply website to view complete Corrigo training. [http://www.safeway.com/suppliers/usa/service\\_supplier.asp](http://www.safeway.com/suppliers/usa/service_supplier.asp)

### ✓ *Corrigo Password Changes*


You will now log in with “Safeway” as Company name on log in page.

After your first log-in you will be prompted to change your password before you log into Corrigo again. This upgrade requires all users to have minimum password of 8 characters in length including at least 1 number. Passwords will expire in 90 days.



The image shows the Corrigo login interface. At the top is the Corrigo logo, which consists of a stylized 'C' in blue and yellow above the word 'corrigo' in blue. Below the logo is the word 'login' in orange, followed by the instruction 'Enter your ID and password to sign in'. There are three input fields: 'userID' with the value '12345', 'password', and 'company' with the value 'Safeway'. A 'Sign In' button is located at the bottom right of the form.

### ✓ *New Work Order Search capabilities*



The image shows the Safeway Vendor Work Order Search interface. The top left features the Safeway logo. The top right says 'Welcome, Vendor'. Below the logo is a navigation menu with 'Vendor' selected. The main area shows a search form with a dropdown menu for 'Organization Summary' set to '(None Selected)'. A 'Search' button is visible. Below the search form, it says '0 records found' and 'Please make a selection or enter search criteria and click Search.'

Drop down Vendor tab and click on “Search”



The image shows the Safeway Vendor Work Order Search interface with the search criteria dropdown menu open. The dropdown menu lists various search criteria: '(None Selected)', 'Number starts with', 'Contact Name contains', 'Contact Telephone starts with', 'Location contains', 'Item contains', 'Task contains', 'Notes contains', 'Authorization Number', 'Invoice Number starts with', and 'Appointment by (mm/dd/yyyy)'. The 'Number starts with' option is selected, and the search criteria input box contains '0305'. A 'Search' button is visible to the right of the input box.

Start your search by dropping down to “Number starts with”. Input work order you wish to find in box to the right.

You may also find a work order using your invoice number by selecting “Invoice Number starts with”. Please note: this will only apply if you have filled out the Invoice Number field on the Vendor Portal. (when RFSC pays an invoice, we use a different field)

✓ *New Invoice Search capabilities*



Drop down Vendor tab and click on “Invoices”

Select property you wish to locate invoice information on.

Important: Set “Invoice Status Filter” to select status of work orders you wish to see.



In this way, you will be able to see the AP status of your Work Orders:

Invoices		<input type="checkbox"/> Invoice Status Filter: Off				
WO#	Invoice Status	Total	Submit Date	Auth. #	Amount Paid	
<a href="#">03050368</a>	Paid	\$63.55	01/30/2006	6031043318	\$63.55	
<a href="#">03050387</a>	Waiting on Vendor	\$0.00			\$0.00	
<a href="#">03050396</a>	Paid	\$246.65	02/10/2006	9033362966	\$246.65	



# RFSC Vendor Tiers and Payment Procedures

## U.S. Vendors

- **Tier 1 'Select' – P-Card & Portal vendors**, Highest Priority -  
This is what the new system is truly designed for. Once Auth # is issued and you enter it into the Visa system, payment is made in 72 hours.

### Requirements:

- Completion fax [input or write "PCard" on your fax]
- Vendor Portal use is mandatory
- RFSC will issue Authorization # for Visa Card payment
- Vendor enters Auth # into Visa payment system

### *Vendor Portal Status – what you will see*

1. Vendor Submitted
2. Ready for Authorization
3. Authorized
4. Exported
5. Paid

We have been given the green light to grow this program asap. For our next rollout phase, the highest volume users will be recruited to get on the system. After that group is tested and approved, our goal is to open this procedure to as many vendors as want to sign up. If you wish to be included in this group, send an email to: <mailto:PCard Program Manager>

- **Tier 2 – Portal Users**, Second Priority
  - Vendor Portal use is mandatory
  - No faxing required
  - Mail invoice with original, signed Service Ticket [input or write on your invoice "Updated on Vendor Portal"]
  - Costs checked against portal information.
  - RFSC sends to NASC for payment on terms
  - No authorization # issued

### *Vendor Portal Status – what you will see*

1. Vendor Submitted
2. Ready for Authorization
3. Ready to Export
4. Exported
5. Paid [including check # and check date]

- **Tier 3 – All Manual**
  - No faxing required
  - Mail invoice with original, signed Service Ticket

- RFSC enters completion info
- RFSC sends to NASC for payment on terms
- No Authorization # issued
  
- **Tier 4 – Exception Level**
  - Incomplete
  - Unauthorized Completed
  - No Estimate, etc.
  - will be routed to RFSC Managers or Division for approval
  - Payment may not be made on terms depending on resolution

These new procedures should greatly increase efficiency in getting your invoices submitted and processed.

## Vendor Portal Status definitions:

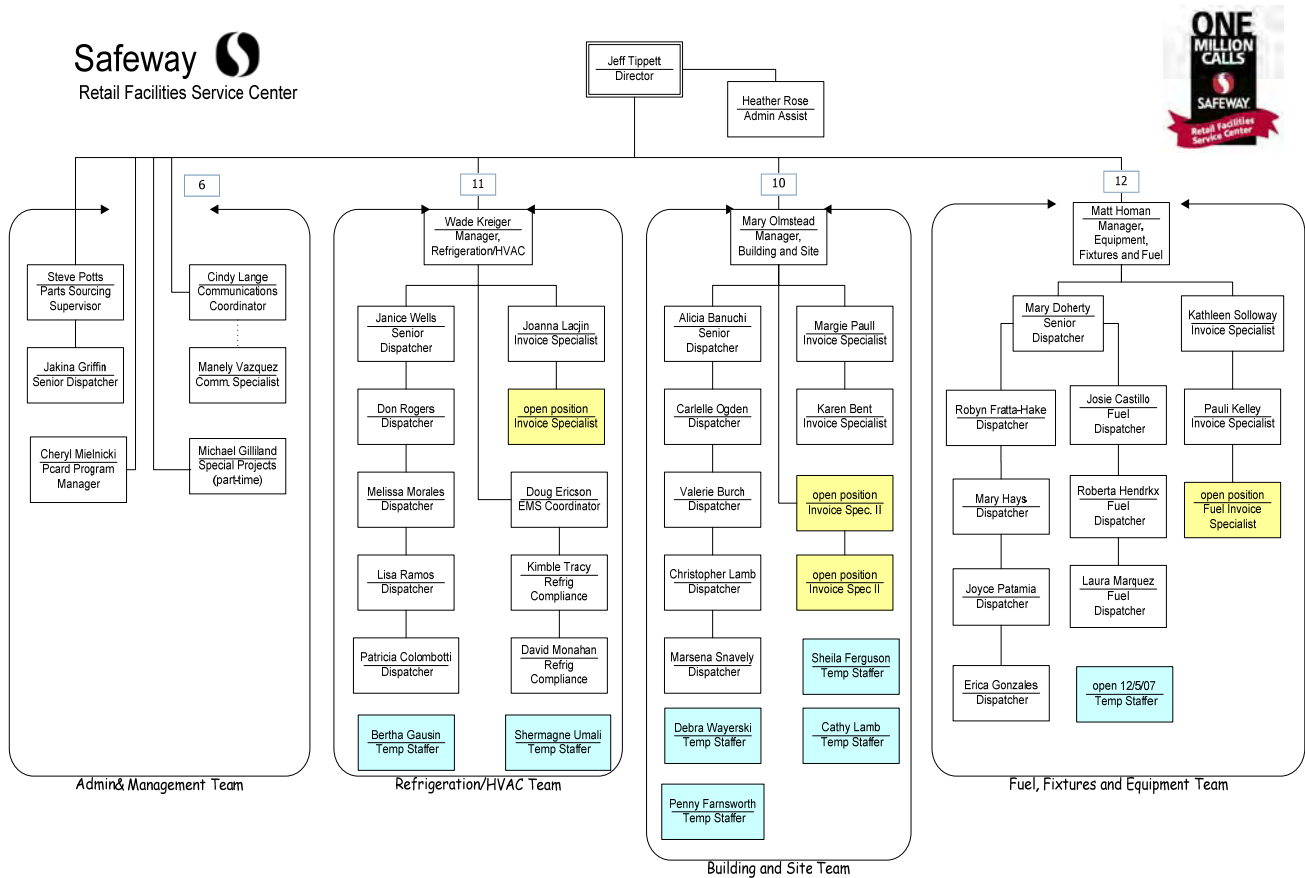
Display As	Description
Approved Lighting Inv.	Lighting invoice approved to process
Authorized	Vendor Invoice has been approved by the Company managers.
CAP - Compressor/ Coil	Capitalized Compressor/ Coils tracked in system
Disputed	Either the vendor or the company disputes the charges.
Exported	Invoice data has been sent to an external system for processing.
Lighting Inv. Needs Approval	Lighting Use Only
Needs Approval	Invoice needs managers approval
None	Work Order Vendor Invoice is in its default state. There is no AP status.
Paid	Vendor has been paid on the invoice.
Pending Store Stamp/Sign.	Pending proper store sign off/ verification of services rendered
Ready for Authorization	Ready for Authorization
Ready to Export	Invoice is ready to be sent to Lawson AP
Refrig. Compliance Approved	Reviewed by Ref. Comp. Spec. for payment
Refrig. Compliance Disputed	Refrigerant worksheet record is in dispute
Unauthorized Completed	Work completed over limits without approval
Vendor Submitted	Vendor has submitted invoice for payment, but it has not yet been authorized, exported or paid.
Waiting for Work Acceptance	The work order has been completed by the vendor. It needs approval from the requestor to begin the billing cycle.
Waiting on Vendor	Vendor must supply data to the Invoice and then submit it for payment.
Waiting on Vendor Invoice	Waiting on hard copy invoice from non-Pcard vendor

Invoices should be mailed to the specific group listed below:

Mailing Info	
Admin/General	P.O. Box 29001 Phoenix, AZ 85038
Building	P.O. Box 29004 Phoenix, AZ 85038
Equipment	P.O. Box 29008 Phoenix, AZ 85038
Refrigeration	P.O. Box 29015 Phoenix, AZ 85038
Fuel	P.O. Box 29022 Phoenix, AZ 85038
Parts Sourcing	P.O. Box 29001 Phoenix, AZ 85038

**RFSC Org Chart**

RFSC org chart displays the levels of our staff so you can easily find the support group/person you need.



## Other RFSC news:

- New fax and email contacts help us manage the workflow (and the paper)
  - Please see table below. We have created separate email accounts for the RFSC Teams. Also, new dedicated fax lines have been established. It is recommended that you use them instead of the main fax number, especially for estimate approval.

Direct Connect to RFSC teams:	email	fax
Administration - vendor info changes	rfsc.admin@safeway.com	623-869-1367
Building & Site	rfsc.building@safeway.com	623-869-1367
Fixtures & Equipment	rfsc.equipment@safeway.com	623-869-1368
Fuel Station Repairs	rfsc.fuel@safeway.com	623-869-1368
Refrigeration/HVAC	rfsc.refrigeration@safeway.com	623-869-1369
Parts Sourcing	rfsc.parts@safeway.com	623-869-1367

- New RFSC capability – Attaching emails and .PDF documents to Work Orders. Whenever possible, please send estimates via email. They can easily be attached to the Work Order for all to see (and speed the approval process).

Our lines are always open – we could not do it without you! Please email or call us directly with any opportunities as we continue to improve our Customer Service to you.

Jeff Tippett	Director	jeff.tippett@safeway.com	623-869-4022
Mary Olmstead	Manager – Building and Site	mary.olmstead@safeway.com	623-869-4029
Matt Homan	Manager – Equipment & Fuel	matt.homan@safeway.com	623-869-4028
Wade Krieger	Manager - Refrig/HVAC	wade.krieger@safeway.com	623-869-4027
Steve Potts	Parts Sourcing Supervisor	steve.potts@safeway.com	623-869-3412
Cheryl Mielnicki	PCard Program Manager	cheryl.mielnicki@safeway.com	623-869-4415
Cindy Lange	Communications Coordinator	cynthia.lange@safeway.com	623-869-3124
TBD	Admin. Assistant	admin@safeway.com	623-869-3110 press 0