

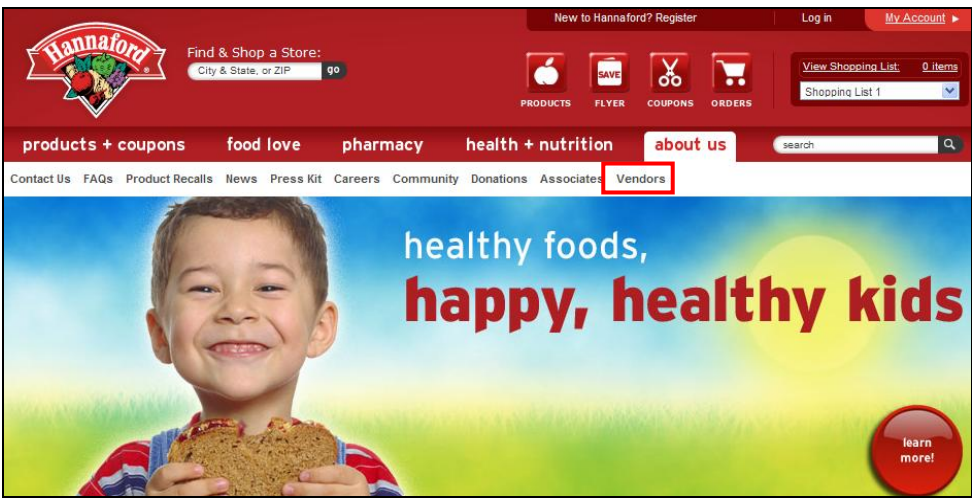
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| Cost & Deals Maintenance System – Web User Maintenance – New User Setup | DELHAIZE  AMERICA |
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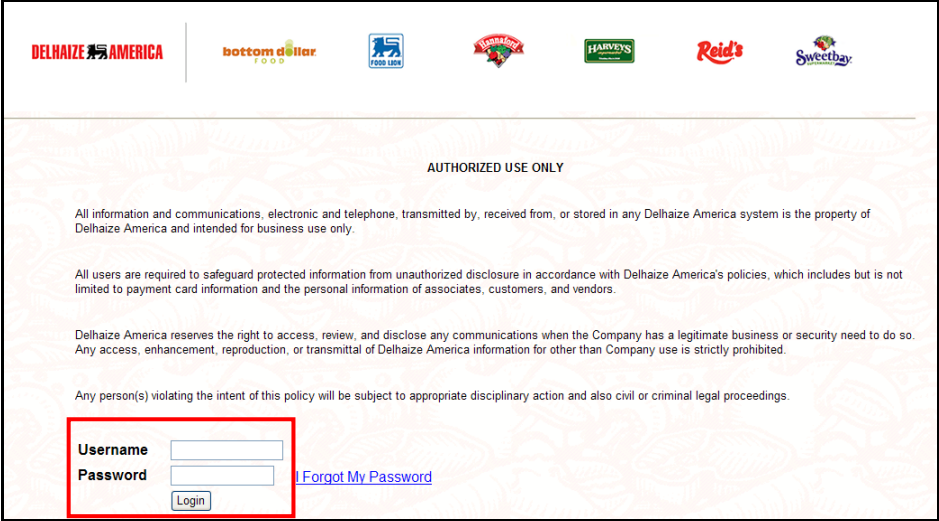
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| Purpose | To set up Cost & Deals Maintenance System access for additional users within the Web Administrator’s organization. | |
| Start | As needed. | |
| Materials | • Web User Maintenance Access | |

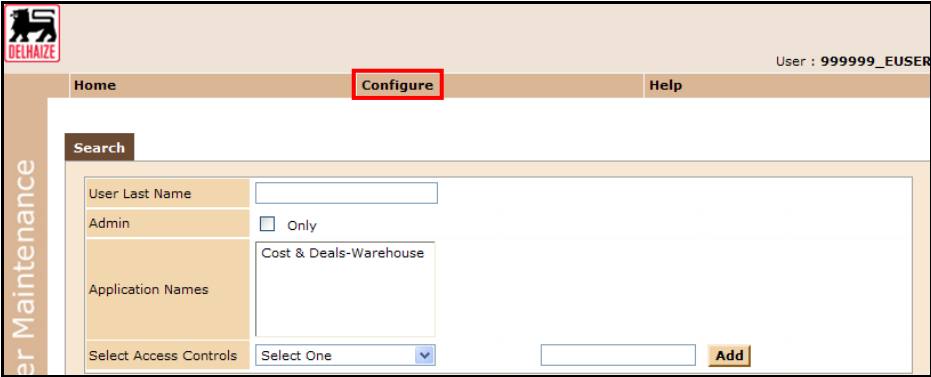
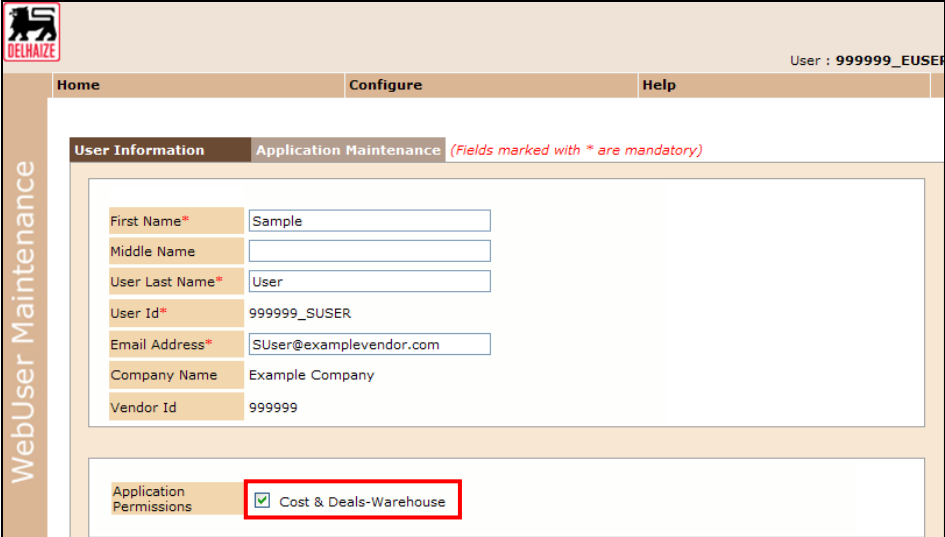
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| Actions: | Do This: |
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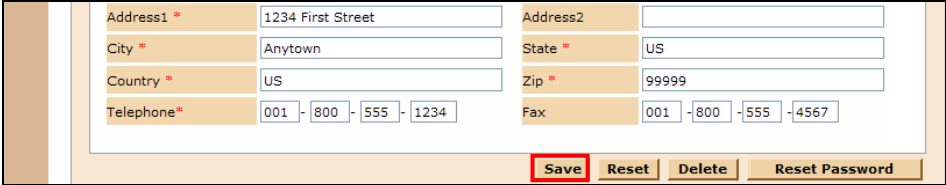
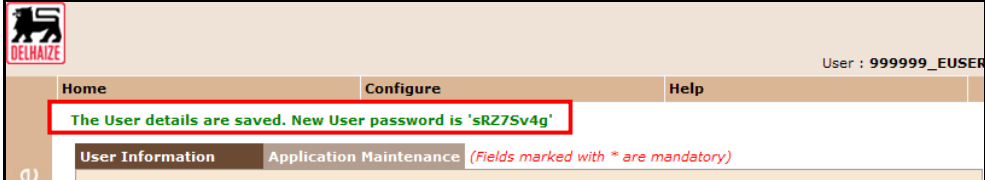
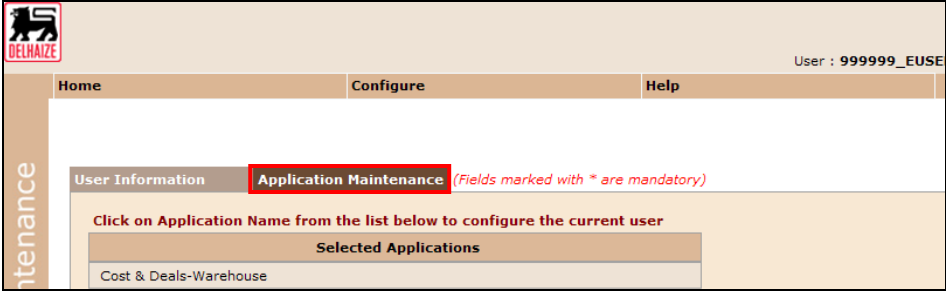
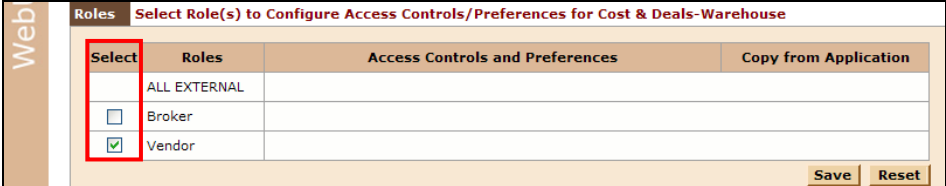
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| 1. Overview of Web Administrator Functions | <ol style="list-style-type: none"> a. A Vendor or Broker will identify <u>one</u> person to act as the “Web Administrator” for their Company. b. The selected Web Administrator must then contact the Delhaize America Category team to request access to the Cost & Deals Maintenance System. c. Delhaize will assign the Web Administrator a Login ID, which will then be communicated back to the requestor. d. Once the Web Administrator is set up, he/she will be responsible for the setup of <u>all</u> additional Cost & Deals Maintenance System users <i>within his/her organization</i> (as needed). e. Thus, both the Web Administrator and any additional users he/she sets up will have access to the Cost & Deals Maintenance System. |
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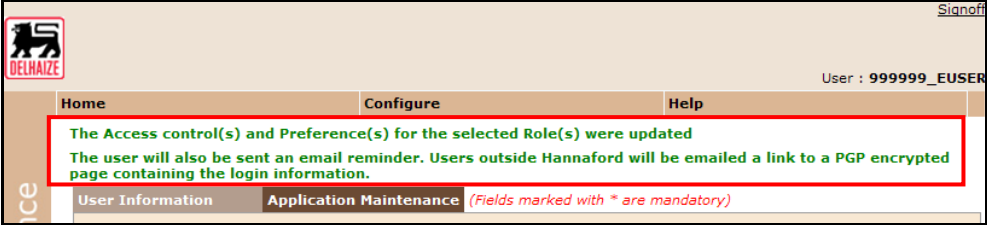
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| 2. Access Web User Maintenance | <ol style="list-style-type: none"> a. Access the Internet via preferred Internet browser. b. Navigate to the Hannaford Business to Business Homepage: <ul style="list-style-type: none"> • Using the following web address: http://b2b.hannaford.com OR • Via the Hannaford Homepage, using the following web address: http://www.hannaford.com/; hover cursor over the “about us” tab, and click Vendors (outlined in red below). |
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| Actions: | Do This: |
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| <p>Access Web User Maintenance - continued</p> | <p>c. On the Business to Business Homepage, click Web User Maintenance (outlined in red below) in the “Vendor Resource Links” section.</p>  <p>d. A Web Login window will appear, proclaiming “AUTHORIZED USE ONLY”. Key Username that was previously assigned by the Delhaize System Administrator.</p>  <p>! If user has forgotten their assigned Username, contact Delhaize System Administrator. If user has forgotten their assigned Password, click the “I Forgot My Password” link at the bottom of the Web Login window.</p> <p>e. If logging in to a Delhaize Web System for the <u>first</u> time:</p> <ul style="list-style-type: none"> • Key the temporary Password user was previously assigned by the Delhaize System Administrator, then click the Login button. • When prompted, follow the online instructions to assign a <i>new</i> password (must be at least 8 characters, one of which must be numerical). |

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| <p>Actions:</p> | <p>Do This:</p> |
| <p>Access Web User Maintenance - continued</p> | <p><u>OR</u> If this is <u>not</u> the user’s first time logging in to a Delhaize Web System (and user has already changed temporary password):</p> <ul style="list-style-type: none"> • Key personally assigned Password, then click the Login button. |
| <p>3. Set Up a New User</p> | <p>NOTE: If user has any system issues/errors while performing this Action, please refer to Action 4, “Troubleshoot” for further assistance.</p> <p>a. User will be navigated to the WebUser Maintenance Home Screen, as shown below. At the top of the screen, hover cursor over Configure (outlined in red below), then select “User” from the resulting drop down menu.</p>  <p>b. User will be directed to the User Information tab, as shown below. Key appropriate information into all designated fields on this screen; any field marked with an asterisk [*] is <i>mandatory</i>.</p>  <p>! In the Application Permissions field, ensure that the box next to “Cost & Deals-Warehouse” (outlined in red above) is <u>checked</u>.</p> |

| Actions: | Do This: |
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| <p>Set Up a New User - continued</p> | <p>c. Once all fields have been filled out with the correct information, click the Save button at the bottom of the screen.</p>  <p>d. Upon clicking the Save button, the new user’s initial (temporary) password will be generated. A message will appear at the top of the screen (example outlined in red below), stating: <i>“The User details are saved. New User password is ‘<password>”</i></p>  <ul style="list-style-type: none"> • If desired, take note of this temporary password and communicate it to the new user manually. <p>e. In order to complete the setup process, the new user’s Role must be assigned. Click the Application Maintenance tab (outlined in red below).</p>  <p>f. In the “Roles” section, designate the new user as either a Broker or a Vendor by checking the appropriate Select box (outlined in red below).</p>  <p>g. Once the user’s Role has been selected, click the Save button at the bottom of the screen.</p> |

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| <p>Actions:</p> | <p>Do This:</p> | |
| <p>Set Up a New User - continued</p> | <p>h. Upon clicking the Save button, a message will appear at the top of the screen (example outlined in red below), stating: “<i>The Access control(s) and Preference(s) for the selected Role(s) were updated...</i>”</p>  <ul style="list-style-type: none"> • The new user will receive an automated email containing instructions on how to access their login information through a secured messaging system (which user should then follow accordingly). • Upon logging in to the Cost & Deals Maintenance System for the first time, the new user will be prompted to – and must – change their password. <p>i. The setup process is now complete. Click “Signoff” in the upper right corner of the screen to exit Web User Maintenance.</p> | |
| <p>4. Troubleshoot</p> | <p>a. For any questions regarding how to <i>use</i> the Cost & Deals Maintenance System, contact the appropriate Category Team.</p> <p>b. For any <i>system</i> issues, contact the Delhaize America IT Customer Response Center at the following number: (704) 633-8250, extension 4357; select option 0</p> <ul style="list-style-type: none"> • When contacting the IT Customer Response Center, please communicate <i>which application</i> that the issue concerns (Cost & Deals Maintenance System <u>or</u> Web User Maintenance), as well as any specific <i>error message(s)</i> user may have received. | |
| <p>Result</p> | <p>New user is set up with access to the Cost & Deals Maintenance System.</p> | |
| <p>Task standards</p> | <ul style="list-style-type: none"> • Correct user information is entered • Appropriate role is assigned • All information is saved accordingly | |