Submitting Cost Changes in SVHarbor

Frequently Asked Questions - 11/5/2015
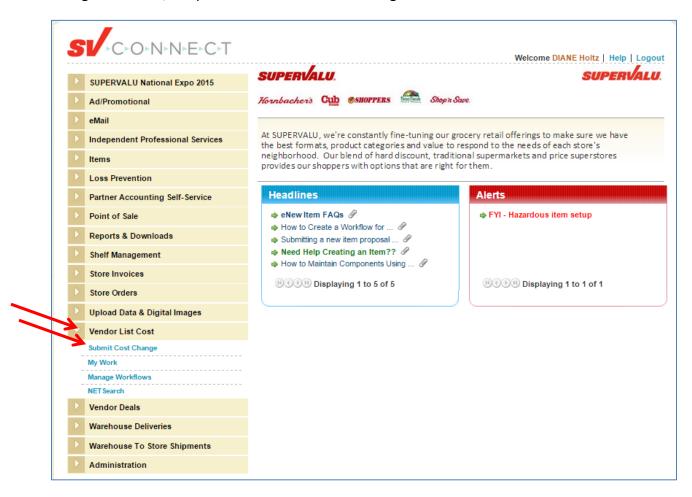
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Creating a Cost Change Batch:

1. **All "In Scope" cost changes must be submitted via SV Harbor. Are my items included?**
    • **In Scope:** National & Private Brand Grocery, Frozen Food, Dairy and Bakery; National & Private Brand GM/HBC, Military Shared Vendors, Deli Kehe & DOT and some DSD.

    • **Out of Scope:** Tobacco, Meat, Deli, Shell Eggs, HTST/Fresh milk, Produce, liquor, Pharmacy, Supplies, and Save-A-Lot

    • A separate batch must be created for each product group (Grocery, Frozen, Dairy, Bakery, GM/HBC)

    • GM/HBC must be submitted by Category (Skin Care, Oral Care, Baby, etc)

2. **I have submitted new items into eNew Item – is that the same thing?**
    No, it's not the same thing. You will need access to Vendor List Cost to submit a cost change. However, the process is similar to submitting a new item.
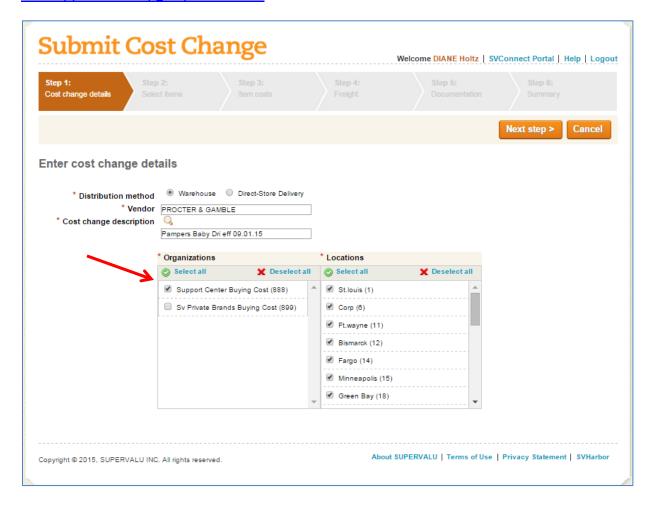
3. **I do not see anything in the Organizations box – it is blank.**
   This means you are not yet authorized for the necessary organization(s).

   For Warehouse items, you should see two boxes one for Support Center Buying Cost (888) and one for SV Private Brands (899).

   For DSD items, you will only see Support Center Buying Cost (888).
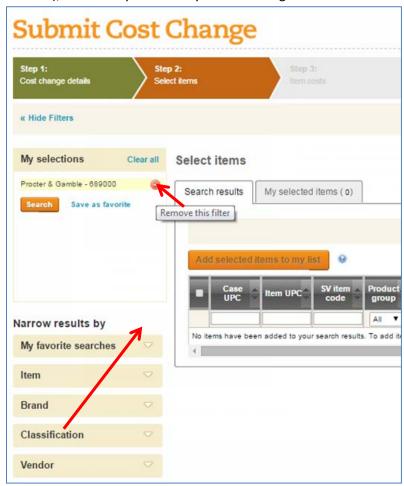
   Your SVHarbor administrator should be able to add these for you. If any assistance with this process is needed, contact SV Harbor Supplier Security at SVHSupplierSecurity@Supervalu.com.

4. I can't find my items – they don't come up when I search.

Here are some helpful tips for locating the items you want:

- Please make sure that you are using an SV supported browser. We support:
  - Internet Explorer (versions 9 +) *Recommended: versions 10 or 11*
  - Mozilla Firefox
  - Google Chrome
  - Apple Safari
- Try removing the vendor number under "My selections". It may take a moment longer for the search, but the system will look at every item (instead of only items having that vendor number), and usually find what you are looking for.

- If you are entering a specific item code, there are multiple options available to help you find your items.
  - Case UPC - you must enter all 13 digits. Keep in mind that the prefix may be set up different from what you expect, so you may want to try 100,200, 107, etc.
  - Supervalu Item Code – Keep in mind that DC83 uses an Albertsons code, so , remember DC 83 items would be under ABS.
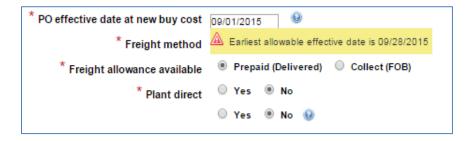
- o Did you know that you can enter a list of item codes instead of typing them in one-by-one? If you separate the codes using commas (<u>no spaces</u>), the system will add them to your search criteria all at once. You can even copy items from an Excel file or Word document (such as the SVInquire or eNewItem report in SVHarbor, or your PIE template). Convert the codes to a comma-separated format without spaces and paste them into the item code entry field. See #7 for further instructions.
- Keep in mind that items that are discontinued do not appear in the search results. If the items are discontinued in the locations you selected on the first screen, you won't be able to submit a cost change for them.
- If you still cannot bring up your items – please email or call us and we can check our system to make sure they are valid items.
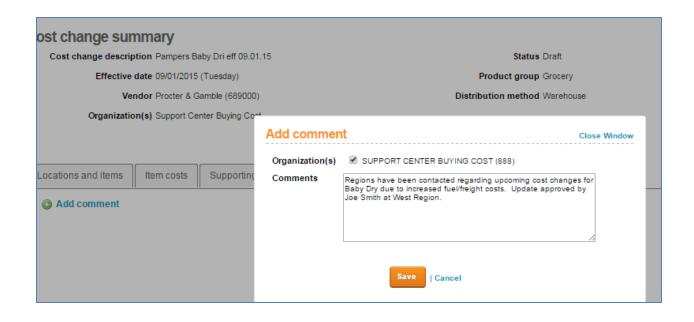
5. **I can't enter the effective date I want!**
   Remember SV always uses the <mark>PO EFFECTIVE DATE</mark> – NOT delivery, pickup or receive date.
   - o SV requires:
     - **60 days' notice to for Grocery, Frozen, Dairy and Bakery**
     - **90 days' notice for GM/HBC**
     - **30 days for corrections**

   - o If the effective date entered does not meet the minimum lead time, a warning message will display to indicate that the date you entered is too close to the effective date.

     If the date entered is correct, do not change. This is just a warning. Click Next Step to proceed.

- If you have merchandiser approval already, please note this in the Comment Tab on the last step before you submit the cost change. This will help speed up the process. Please use this tab to also include any information that will be helpful for the cost team and/or merchandising.

6. Should I submit cost changes for Military items using SVHarbor?

Vendors that are **not** Military unique should be submitted via SVHarbor. If you are a Military Unique Vendor, you would submit directly to the Military Dept.

7. I have a lot of items to enter. What is the fastest way to search/select a lot of items?

- GM/HBC batches need to be separated by category so they can be routed to appropriate merchandiser.
- G/F/D/B departments can submit all their items on one batch without breaking it down by category in most cases. However, if you are submitting pasta sauce and cereal – you should create a batch for each category because they are probably handled by different merchandisers. Otherwise, if they have the same costing brackets and the same PO Effective date, all items for that department can be entered into one batch.
- You may want to keep your batches to 100 items or less, because that is the most that can be viewed on the cost screen at one time.
- If you have a lot of items to enter, it will be faster to convert a list of UPC's or Corporate Codes to the Word Document, then copy/paste the list into the Item search entry field
- Contact VendorCostChanges@supervalu.com for an Excel template which will convert your items to a comma-separated list.

13 Digit UPC, Corp Code, Item Code	Comma Format	
	,	Copy UPC, Corp Code, Item Codes from Download or PIE to Col A
	,	Copy column B data to Word
	,	Select Paste-Special (Top Left)
	,	Select Unformatted Text - OK
	,	Select Replace on Far Right
	,	Select More>>
	,	Select "Special" (at bottom)
	,	Then Select Paragraph Mark
	,	Select Replace All - OK - Close
	,	Copy UPC's into Item Search GTIN

If you still have questions or are not sure how to proceed, please call us BEFORE you enter a large batch and we can determine the best way to handle!

Who can I contact for help?

Cost Change Process Questions & Cost Issues:

        VendorCostChanges@Supervalu.com

Access Issues:

        First, work with your SVHarbor administrator.
        If he/she can't resolve, contact **SVHSupplierSecurity@Supervalu.com**

Technical Issues:

        BuyingHelpDesk@supervalu.com
        SUPERVALU Service Desk: 1-888-767-4227

Please see your complete PowerPoint presentation for step-by-step instructions on entering a cost change in SV Harbor.