

FGL EDI Operations Manual

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Chapter 5. Support and Communication

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Online Communication

Together with our partners, we strive to ensure you have the information you need as you do your business with us electronically. We understand that this is a collaborative effort. We need to work together and communicate effectively to have success. We've built this section to provide detailed information on where you should go for support and how we'll communicate with you.

Forzani Vendor Portal

All vendors will be provided access to our vendor portal located at <http://www.forzanigroup.com/vendor>. Vendors should visit the portal for current news about FGL as well as changes to our policy and procedures.

We also use that page to store our document library. You'll find the most recent editions of all of our important documents: Including:

- FGL Vendor Standards Manual (VSM): The VSM is password protected. The password will be provided by our Vendor Standards Group once you are configured as an FGL vendor.
- FGL Operations Manual (this document): This document explains how the standards outlined in the Vendor Standard Manual impact your work as you exchange information with us electronically. It has detailed chapters on Direct EDI and Web Forms.
- EDI Technical Guidelines: Requirements used by programmers/staff implementing EDI.
- FGL banner codes: This list is important for invoicing, since all invoices must be made to the appropriate FGL banner.
- Forms: All forms required by vendors doing business with FGL.
- FGL Store Addresses: A full list of all current FGL stores
- FGL Contact Information:

We will notify you as these documents are updated to ensure you are referencing the most recent version.

Email Bulletins

Any key messages about our processes, system outages and general announcements will be sent in an email to all vendors that may be affected.

Please contact your network administrator and allow messages from vendorstandards@forzani.com and etsupport@forzani.com so email from these addresses is not sent to your SPAM folder. This will ensure you receive our communications in a timely fashion.

You may receive updates about:

Policy or procedure changes: These may affect the information you provide to us, or it may affect the EDI process.

Updated documents: We'll tell you about updates to any document residing on the vendor portal. As well, you'll receive specific notices about your own registration, certification, testing and production status by email.

Registration: We will acknowledge your successful completion of all required documents and registration as an FGL vendor.

Web Forms Log-in: SPS will confirm your access to Web Forms and provide access to training documentation so you can proceed with EDI transactions right away.

SPS Certification: As Direct EDI vendors work through the steps outlined in the certification process, you will be notified via email of your progress by your assigned SPS Implementation Analyst.

FGL End-to-End Testing: Direct EDI vendors will be notified via e-mail of your progress through each step of the End-to-End testing by your assigned FGL Testing Analyst.

Production Notification: When you have been set up as a Direct- EDI vendor in our production sys-

tems, you will receive notice with an official launch date.

SPS Commerce Web Portal

All vendors will be provided access to the SPS Commerce web portal located at <http://www.spscommerce.net>.

This is where you'll find information about Web Forms and the Certification required for Direct EDI vendors. The SPS Commerce web portal will host copies of Forzani documents including the Operations Manual and its chapter that is all about using Web Forms. This is the window to access SPS Web Forms as well. Login information will be provided by SPS Commerce.

Support

It's important to understand the scope of the support that will be provided to you.

General Issues	
Here's an understanding of support for general issues:	
Issue	Description
Product configuration	Missing or incorrect UPCs, other product IDs or product descriptions must be dealt with by the FGL merchandising team
Business related issues	If your issue is not related to EDI, but to a business process both SPS Support and FGL Electronic Trading Support will help to direct you to the appropriate FGL group.
Communication issues	If you're expecting a Purchase Order or 997 from FGL, your first source of support should be your communication provider. For Web Forms, that means SPS. For Direct EDI users, that would be your VAN.

Web Forms Support from SPS	
SPS support will be able to deal with the following issues:	
Issue	Description
Vendor authentication	Logging on to portal or accessing Web Forms, including re-setting of passwords
Web Forms functionality	Form isn't working the way you expect it to, information is missing or fields are not working.
Delivery of documents to SPS Web Forms	If you have confirmed with the FGL buying team that a Purchase Order has been sent and it has not appeared in your in-box.

Direct EDI support	
FGL Electronic Trading Department can provide support for the following issues:	
Issue	Description
Understanding Technical Guidelines	We can help you understand the technical requirements. We can't help you with mapping or implementation.
Document Failure within FGL System	We will be able to tell you why a document failed in our systems. We can't help you fix the issue.
Where to look for detailed information or support	We can point you to appropriate documentation or support.

Out of Scope	
The following issues are considered out of scope and will not be supported.	
Issue	Description
Data mapping assistance:	Documents will sometimes fail at our gateway because of mapping issues. We may be able to identify the problem, but you will need to fix the problem with support at your end.
Alteration or manipulation of data	We will not fix errors or make corrections to your data. You must re-send correct versions.
Document failure within FGL System	We will be able to tell you why a document failed in our systems. We can't help you fix the issue.
System integration issues	Any system integration issue should be dealt with by your service provider together with Sterling Commerce.
PC, printer or internet issues	Please deal with your own support departments.

Support during “Onboarding” Process

Who you should talk to may depend on where you are in the process. Direct EDI vendors will go through a number of stages, from certification and testing to production.

Direct EDI SPS Certification: If you run into any issues during certification, your first source of help is SPS. If you have an issue that is directly related to an FGL process or issue, you can contact our FGL Electronic Trading Support by email at etsupport@forzani.com.

Direct EDI FGL End-to-End testing: You should always contact your designated FGL Electronic Trading tester. You will be working closely with them through the testing process.

Web Forms Users: Your first source of support when you are using Web Forms is SPS. They are familiar with our processes and will escalate issues to the appropriate FGL department if required. If you have an issue that is directly related to an FGL process or issue, you can contact our FGL electronic trading support personnel by email at etsupport@forzani.com.

Direct EDI Production: Contact FGL Electronic Trading Support staff by email at etsupport@forzani.com.

How to Contact Us

SPS Commerce

SPS Commerce Customer Operations Team.

Reach an Analyst by phone 7 a.m. to 7 p.m. Central Time: 888-739-3232

Log a case by emailing customeroperations@spscommerce.com

Create an Online Case via the Home Page

Initiate a Chat with a representative by selecting 'Contact Us' on our [Home Page](#).

FGL Electronic Trading Support Team

We ask that all contact be by e-mail.

In order for FGL to process your requests in a timely manner, we ask that all e-mails sent to us have the following information:

Subject Electronic Trading Support

Your full name and title

Vendor ID

ISA/GS ID

Document Type

Document Reference Number

Date of Transmission

A brief description of the issue

A telephone number where you can be reached and the hours you are available.

The method you electronically trade with FGL: Web Forms or Direct EDI

The FGL support team is available between 8:30 a.m to 5 p.m. MT Monday thru Friday excluding statutory holidays. A list of statutory holidays will be available on the [vendor portal](#).

You will receive an automated email reply indicating someone will be in contact within 24 hours.

The team will make reasonable efforts to respond to vendor requests in a timely fashion during business hours. After hours, FGL will assign the proper priority to the issue relative to all requests in the queue and schedule a timely response for the next business day.

FGL Departments

Any issues that arise that are not directly related to the possessing of electronic documents should go to appropriate FGL department.

FGL Distribution Centre / Logistics Department: Late or incorrect ASN, shipment issues, ATS re-

quests and information. Make sure you contact the correct DC. The DC that you ship to will be indicated on your Purchase Order.

Mississauga Distribution Centre: 905-795-4705 or atsrequest@forzani.com
Calgary Distribution Centre: 403-723-4354 or 403-723-4355 or calgaryats@forzani.com

Accounts Payable: Issues with invoices, errors on invoices or questions related to payment. Contact apmerchandising@forzani.com for all business-related invoicing or payment issues.

Merchandising: Any issue related to the Purchase Order, including incorrect product identification, orders or items on an order you should contact your buyer. For a complete list of contact information, see the FGL Vendor Portal.

Vendor Standards Group: Any issues related to non-compliance and penalties or chargebacks. If you are unsure of the proper contact within FGL, you can contact the Vendor Standards Group at via email at vendorstandards@forzani.com.

System Outages

For general maintenance, we have a system in place to queue and store data that has been sent for processing when the system is up and running. You will not notice any outages, and from your point of view, the EDI system will always be available.

FGL, as well as our partner Sterling Commerce, has implemented a redundant environment and taken appropriate measures to ensure a highly available environment for our vendors. In the unlikely event of a disruption in document flow due to a FGL system or communication failure, your FGL Electronic Trading Coordinator will keep you informed.

An email will inform you of the interruption and provide updates as required. Information will be provided about the current situation, steps underway to correct the condition and the time of the next scheduled update.

Depending on the nature of the outage, there may be specific instructions that you will be provided with while service is restored. We encourage you to follow these instructions to ensure service is restored in a timely and coordinated fashion for all of us.

SPS and Sterling Commerce may also have their own outages, which they will communicate with you in a timely way.

Change Management

As we continue to improve our automated supply chain and we shift more and more of our processing away from tedious manual tasks towards automation, there may be a need to enhance our existing published guidelines or introduce new electronic documents.

We understand the impact changes have on your environment, processes and people. FGL will carefully consider all proposed changes in light of these facts. Our goal is to improve the supply chain process, thereby improving operations for both of us.

We will work with you to implement any changes to our processes. You will be informed with plenty of lead time if system changes will be required at your end.