See our FAQs below to help address any questions you may have. If you have questions that are not answered below, please contact the following:

For questions related to the Wakefern Supplier Management program: Contact Sean Ferris at sean.ferris@wakefern.com or 908-527-3930. For technical support or system-related questions, contact support@ifoodds.com or 206.219.3703.

Wakefern Supplier Management Program FAQs

Q: Why am I being asked to sign up for this program?

A: Wakefern is requiring all seafood suppliers to participate in this program to ensure all required documents are digitally stored, kept up to date, and accessible in real time.

Q: How do I sign up?

A: Visit our program enrollment page and click the ***ENROLL NOW*** button. From there, you can enroll in the program and sign the SaaS agreement. There is also an option to talk with iFoodDS about more robust solutions that will help manage your internal food safety processes.

Q: Is this program mandatory?

A: This program is required for all seafood suppliers who wish to continue doing business with Wakefern. Should you choose not to participate, your relationship with Wakefern as a supplier may be terminated. Email sean.ferris@wakefern.com if you have further questions or concerns.

Q: How long do I need to participate in this program?

A: To continue as a Wakefern-approved supplier, your ongoing participation in this program is required.

Q: How much will this program cost?

A: There is a one-time enrollment fee of $239 plus a monthly subscription cost of $19.92, which is billed annually. All fees are in US dollars.

Q: When will my next payment be due, and how will I be billed?

A: iFoodDS will invoice your company the program renewal fees one year after your account is activated and you have received your credentials. The invoice will be sent by iFoodDS via email.

Q: What documents will I be required to upload?

A: Letter of Compliance (per company) and Third-Party or Regulatory Audit (per location).

Technical and Application-Related FAQs

Q: What do I need to provide?

A: To get started, you will be asked to provide the following information via a sign-up form:

- Company name
- First and last name, email address, and phone number of your company's point of contact
- Billing information
- Seafood supplier locations (Wakefern only)
- Names and email addresses of all users by location who will be uploading documents or receiving alerts for expiring documents.

Q: How quickly can I get started?

A: Once you complete the online enrollment process, including filling out the supplier information form, your account will be set up within 2 business days. You will get an email confirmation with login credentials, a user guide, and access to an on-demand webinar showing you how to upload documents.

Q. How do I install the supplier management system?

A: This solution is web-based, so you can log in from any computer that is connected to the internet. There is no installation required.

Q: Where is my data stored?

A: The data is securely stored in the iFoodDS Cloud Services. Only users at your company with login credentials and Wakefern will be able to access your documents.

Q: Who is my data shared with?

A: Your data will only be shared with Wakefern. It will not be shared with other customers unless specifically requested in writing. Neither iFoodDS nor Wakefern owns your data. You still own your data.

Q: What are the system requirements for the supplier management program?

A: Documents must be uploaded using a desktop computer. Documents are viewable on both desktop and mobile devices.

You can access the program on a PC or Mac using Google Chrome, Firefox, Microsoft Edge, or Safari web browsers.