



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 **Markon 5-Star Food Safety® Supplier Management program**:

MarkonFoodSafety@Markon.com.

For **technical support** or system-related questions: support@ifoodds.com or 206.219.3703.

Access your **billing account** page here: <https://www.ifoodds.com/my-account/>

Markon Supplier Management Program FAQs

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

A: Markon is requiring all suppliers to participate in this program to ensure all 5-Star Food Safety® required documents are digitally stored 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 click to accept 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 suppliers who wish to continue doing business with Markon. Should you choose to not participate, you may contact MarkonFoodSafety@Markon.com to discuss your options.

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

A: To continue as a Markon 5-Star Food Safety® 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 \$100 plus an annual subscription cost of \$240, which is billed automatically each year. All fees are in US dollars.

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

A: If you enrolled and created an account through the [iFoodDS supplier program enrollment site](#), you will be automatically billed each year, on the date which you enrolled in the program, to the credit card on file. If you need to update your billing information, you can do so anytime on your [account page](#).

If you did not pay by credit at the time of enrollment and instead chose to be invoiced, you will be sent an invoice for the annual subscription fee of \$240 each year on your annual subscription renewal date, which is the date your account was activated. The invoice will be sent by iFoodDS via email.

Q: What if I need to change the primary billing contact for my company's subscription?

A: First, register the new user on the iFoodDS [account page](#). Next, contact support@ifoodds.com and we will transfer the subscription to the new primary billing contact.

Q: What documents will I be required to upload?

A: Review our [supplier matrix](#) for required documents by supplier type.

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 point of contact
- Supplier Locations
- Once enrolled, we will ask for a list of all user email addresses by location. We will also provide a questionnaire for you to fill out and upload to iFoodDS once your account is activated.

Q: How quickly can I get started?

A: Once you complete the online enrollment process, we will need you to send over the email addresses of all users who will be uploading documents and/or receiving expired document notifications, by location. Your account will be set up within 2 business days following receipt of this list, and 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 Markon, will be able to access your documents.

Q: Who is my data shared with?

A: Your data will only be shared with Markon. It will not be shared with other customers unless specifically requested in writing. Neither iFoodDS nor Markon 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.