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 Seafood Supplier Management program**: Contact Steven.Runyon@wakefern.com or 908.527.3996.

For questions related to the **Wakefern Leafy Green Supplier Management program**: Contact laurie.sirinakis@wakefern.com or 908.527.3621.

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

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

Wakefern Supplier Management Program FAQs

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

A: Wakefern is requiring all 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 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 Wakefern. Should you choose not to participate, your relationship with Wakefern as a supplier may be terminated. Email Steven.Runyon@wakefern.com (Seafood Suppliers) or laurie.sirinakis@wakefern.com (Leafy Green Suppliers) 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 an annual subscription of $239, 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 $239 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: **Seafood Suppliers** will need to upload the Letter of Compliance (per company) and Third-Party or Regulatory Audit (per location). **Leafy Green Suppliers** will need to upload the Audit Report and Certificate for either the LGMA (AZ and CA only) or GFSI Certification Program (all states other than AZ and CA).

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
- Supplier locations (Wakefern suppliers 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.