

### 1.0 AWG Connect

1. User will need to go to the AWG Connect webpage using the web address <http://www.awgconnect.com/>. The webpage will pull up as shown below.



The screenshot shows the AWG Connect website homepage. At the top left is the 'Best Choice' logo with 'BEST CHOICE' in a circle and 'SAVE • LABEL' below it. In the center is the 'Associated Wholesale Grocers' logo with the tagline 'distributing success for over 90 years' and the website 'www.awginc.com'. At the top right is the 'Always save' logo. Below the logos is a navigation bar with links for 'Home', 'FAQ', 'Contact Us', and 'Request Access'. The main content area features the title 'AWGconnect' in large red letters. Below the title is a paragraph: 'Our purpose is to create one access point that will generate efficiencies by allowing both internal and external users access to information from multiple systems and sets of data within many disciplines while streamlining current processes.' To the left of this text is an image of a computer monitor, keyboard, and a stack of papers. To the right is a login form with fields for 'Email Address:' and 'Password:', a 'Log In' button, and links for 'New User' and 'Forgot password?'. Below the login form is a 'Need Help?' section with a question mark icon and a link to 'Download the latest version of the AWGCONNECT reference document'. At the bottom left is a copyright notice: '2018. Associated Wholesale Grocers, Inc. All Rights Reserved. Privacy Statement.' At the bottom right is a 'Site Map' link.

2. If the user already has access to AWG Connect, then the user will enter in their log in credentials in the Email Address and Password fields. Skip down to step number 6.
3. If the user **DOES NOT** have access to AWG Connect, then the user will need to request access using steps 4-5 below.
  - a. Please note, the response time for access requests is generally 48 hours.

4. If the user does not have access to AWG Connect, then they will need to click on the Request Access option as shown below.



The screenshot shows the homepage of Associated Wholesale Grocers. At the top left is the 'Best Choice Save-A-Label' logo. In the center is the company name 'Associated Wholesale Grocers' with the tagline 'distributing success for over 90 years' and the website URL 'www.awginc.com'. At the top right is the 'Always Save' logo. A navigation bar contains links for 'Home', 'FAQ', 'Contact Us', and 'Request Access', with the 'Request Access' link highlighted by a red rectangular box and a mouse cursor. Below the navigation bar is a promotional banner for a 'Trading Partner Roundtable at GS1 Connect 2018'. The main heading is 'AWGconnect' in large red letters. To the left of the heading is a paragraph explaining the purpose of AWGconnect: 'Our purpose is to create one access point that will generate efficiencies by allowing both internal and external users access to information from multiple systems and sets of data within many disciplines while streamlining current processes.' Below this text is an image of a computer monitor, keyboard, and a stack of papers. To the right is a login form with fields for 'Email Address' and 'Password', a 'Log In' button, and links for 'New User' and 'Forgot password?'. Below the login form is a 'Need Help?' section with a link to 'Download the latest version of the AWGCONNECT reference document'. At the bottom left is the copyright notice '© 2018. Associated Wholesale Grocers, Inc. All Rights Reserved. Privacy Statement.' and at the bottom right is a 'Site Map' link.

Best Choice  
SAVE-A-LABEL

Associated Wholesale Grocers  
distributing success for over 90 years  
[www.awginc.com](http://www.awginc.com)

Always Save

Home | **Request Access** | Contact Us | FAQ

Join us for our Trading Partner Roundtable at GS1 Connect 2018. To receive a 10% discount to C

## AWGconnect

Our purpose is to create one access point that will generate efficiencies by allowing both internal and external users access to information from multiple systems and sets of data within many disciplines while streamlining current processes.

Email Address:

Password:

Log In

[New User](#) | [Forgot password?](#)

Need Help?  
Download the latest version of the [AWGCONNECT reference document](#)

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Site Map

5. This will bring up a screen to request access as shown below. Fill in all of the information and then click the Submit button.

**Best Choice**  
SAVE-A-LABEL

**Associated Wholesale Grocers**  
distributing success for over 90 years  
[www.awginc.com](http://www.awginc.com)

**Always Save**

Home | **Request Access** | Contact Us | FAQ

## Request Access

Please fill out form below. If your access is approved, you will receive an email notification.


First Name

Last Name

Email Address

Company Name

If you are requesting access for another vendor, please use the [Help](#) screen.

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6. Once the user has access to AWG Connect, they will need to log in as shown in step number 2 above.

7. Once the user logs in, they will see a screen similar to the one shown below.

The screenshot displays the user interface for the AWG-Virtual Connection. At the top left is the 'Best Choice' logo with 'SAVE-A-LABEL' underneath. The main header features the 'Associated Wholesale Grocers' logo, the tagline 'distributing success for over 90 years', and the website 'www.awginc.com'. On the top right is the 'Always save' logo and a welcome message: 'Welcome, rachel.hale@awginc.com'. A navigation bar below the header contains links for 'Main Menu', 'FAQ', 'AP Inquiry', 'Deduction Inq', 'E-Voicing', 'Contact Us', and 'Log Out'. The main content area is titled 'AWG-Virtual Connection' in large red text. Below this title is a promotional banner: 'Join us for our Trading Partner Roundtable at GS1 Connect 2018. To receive a 10%'. A 'Main Menu' box is centered on the page, listing several options: 'A/P Inquiry Screen', 'Deduction Inquiry Screen', 'Electronic Commerce', 'Electronic Invoicing', and 'Change Password'. A large red arrow points to the 'Deduction Inquiry Screen' option. At the bottom left, there is a small logo and the text '© 2018. Associated Wholesale Grocers, Inc. All Rights Reserved. Privacy Statement.' At the bottom right, there is a 'Site Map' link.

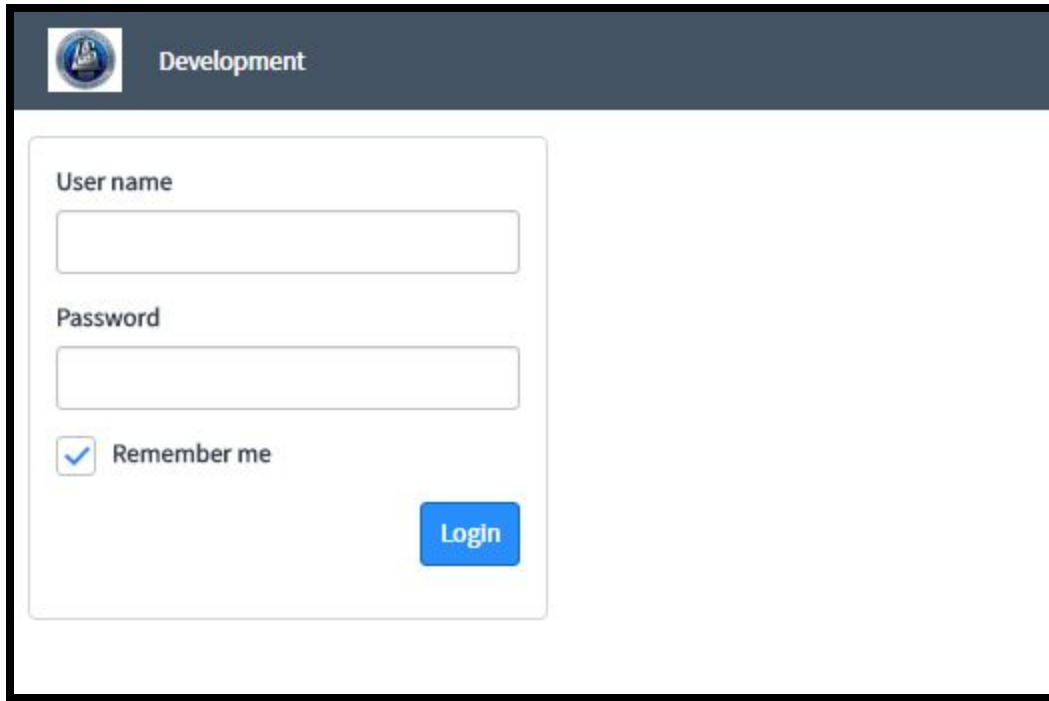
8. The user will then choose either the A/P Inquiry Screen or the Deduction Inquiry Screen as shown in the image above. In this example, we are showing the Deduction Inquiry Screen.

9. This will bring up the Deduction Inquiry screen, from here the user will need to choose the Submit Request to Vendor Relations link as shown below.

10. This will take you to the new ServiceNow portal where you can submit your request to Vendor Relations.

## 2.0 ServiceNow


1. The user will be brought to the ServiceNow website as shown below where they will enter in their log on information for ServiceNow.



The screenshot shows the ServiceNow login interface. At the top left, there is a circular logo and the text "Development". Below this, the login form is contained within a white box with a thin border. It features two input fields: "User name" and "Password". Below the password field is a checkbox labeled "Remember me" which is checked. A blue "Login" button is positioned at the bottom right of the form.

2. Once you have entered in your user credentials, click the Login button.

If you are unable to log in, to the ServiceNow website, please select Contact Us/Help. Select the Category: General. Complete the rest of the form and advise in the Comment section that you are unable to log into the ServiceNow website with the user credentials that you are trying to log in with. Submit the form and you should receive a response within 48 hours.



**Associated Wholesale Grocers**  
distributing success for over 90 years  
[www.awginc.com](http://www.awginc.com)

Welcome, [samantha.kohpay@awginc.com](mailto:samantha.kohpay@awginc.com)

[Main Menu](#) | [FAQ](#) | [AP Inquiry](#) | [Deduction Inq](#) | [E-Voicing](#) | [Contact Us](#) | [Log Out](#)

## Help

Use the following form to send comments and questions to AWG. Please fill out all required fields, so we can process your request.

**Category**


**Name**

**Company**

**Phone**

**Email Address**

**Question / Comment**  
(3,000 max)

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3. After successfully logging in, now you will be brought to the main screen within ServiceNow as shown below.

The screenshot displays the ServiceNow Self Service main screen. The interface includes a top navigation bar with the user name 'Scott Ennead (venscottennead)' and a left-hand navigation menu. The main content area is titled 'Self Service' and contains four widget areas, each displaying 'No records to display' or 'No data to display'.

**Navigation Menu:**

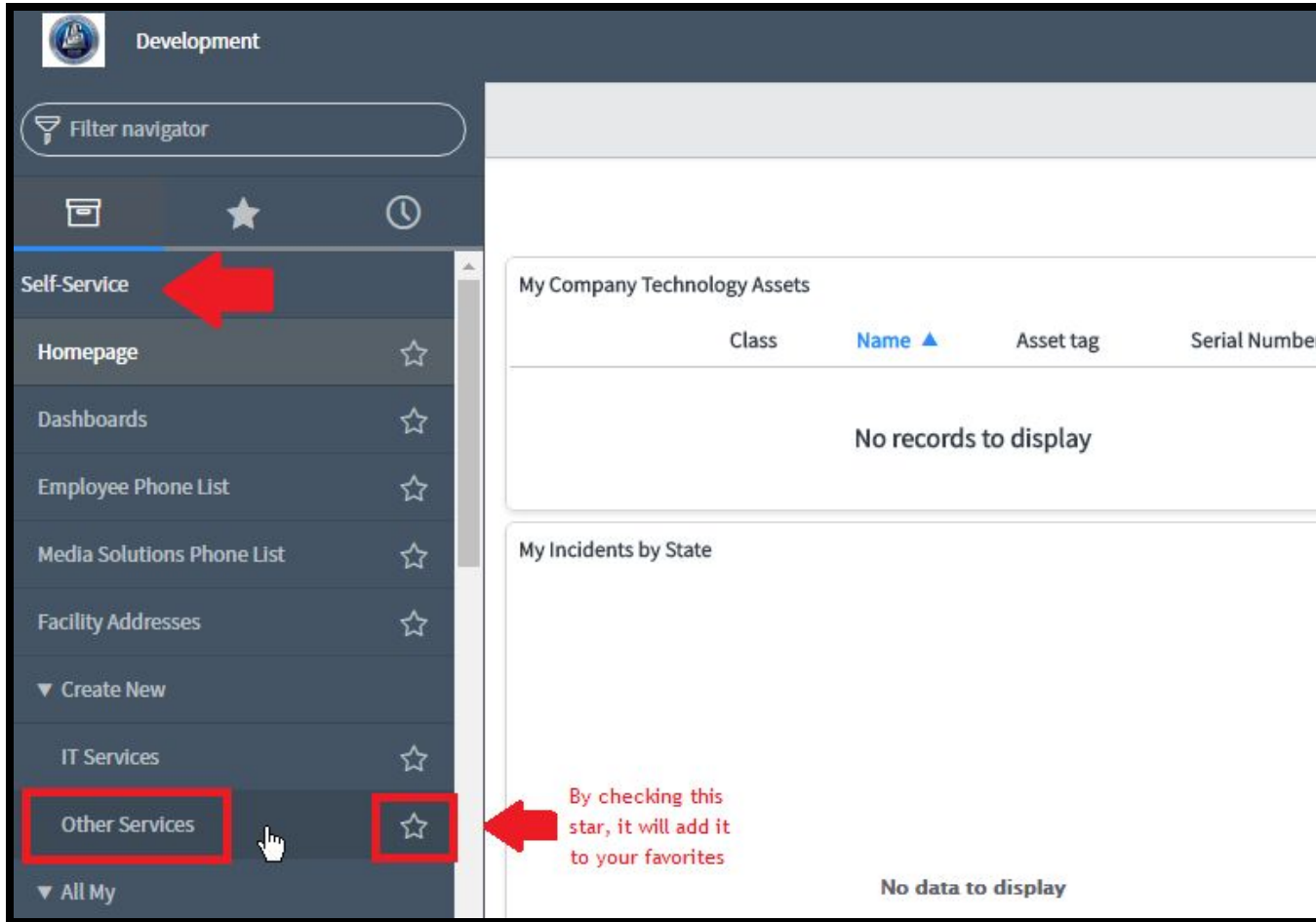
- Self-Service
- Home page
- Dashboards
- Employee Phone List
- Media Solutions Phone List
- Facility Addresses
- ▼ Create New
  - IT Services
  - Other Services
- ▼ All My
  - IT Incidents
  - Advertising Requests
  - Facilities Requests
  - Financial Incidents
  - Financial Support Requests

**Self Service Widgets:**

- My Company Technology Assets:** Table with columns: Class, Name ▲, Asset tag, Serial Number. Status: No records to display.
- My Open Incidents:** Table with columns: Category, Number ▼, Short description. Status: No records to display.
- My Incidents by State:** Status: No data to display.
- My Requested Items:** Table with columns: Number ▼, Item, Approval, Stage. Status: No records to display.

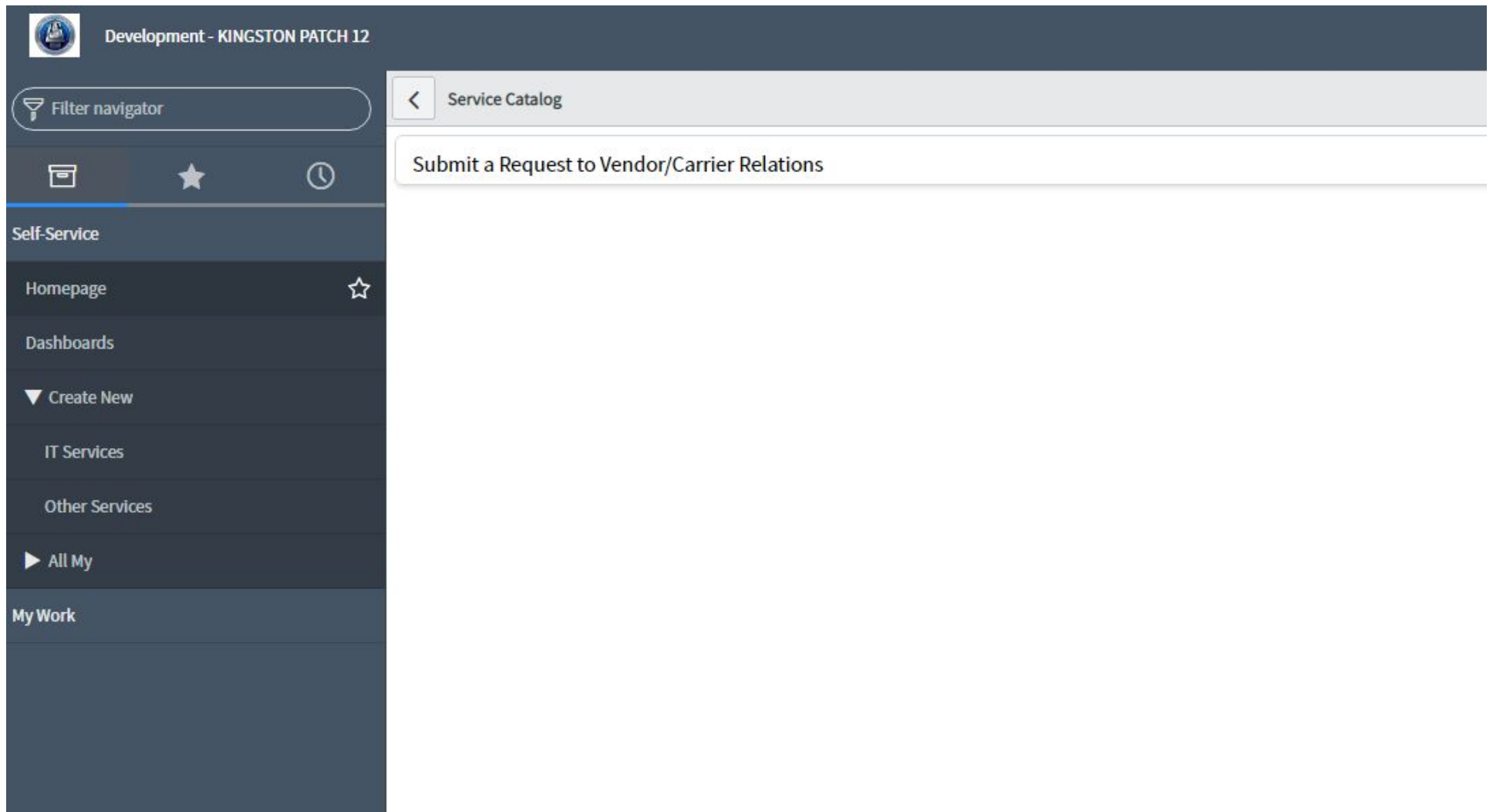


4. On the far left side of the page there is navigation for filtering. Look for the Self-Service – Create New - Other Services option as shown below.



5. Click on the star icon as shown above. This will add the option to your Favorites within ServiceNow.

6. Once you click on the Other Services option, a screen will appear as shown below.



7. Click on the Submit a Request to Vendor/Carrier Relations link as shown above.

8. This will bring you to the page where you can select which type of request you would like to submit to Carrier Relations as shown in the image below.

The screenshot shows a web application interface. At the top left, there is a logo and the text "Development - KINGSTON PATCH 12". Below this is a "Filter navigator" search bar. A navigation menu on the left side includes "Self-Service" (with sub-items: Homepage, Dashboards, Create New, IT Services, Other Services, All My) and "My Work". The main content area has a breadcrumb trail: "Service Catalog > Submit a Request to Vendor/Carrier Relations". The title of the page is "Submit a Request to Vendor/Carrier Relations". Below the title is a section labeled "Items" containing a list of four request types, each with a "preview" link:

- Dispute a Deduction**  
Dispute a Deduction  
▶ preview
- Request Backup Documentation**  
Request Backup Documentation  
▶ preview
- Request Case Status**  
Request the Status for a Case  
▶ preview
- Request Payment Status of Open Invoice**  
Request Payment Status of Open Invoice  
▶ preview

9. The options to choose from and the examples are listed below.

**a. Dispute a Deduction**

- i. AWG Generated Invoice
- ii. Vendor/Carrier Invoice

**b. Request Backup Documentation**

- i. Copy of AWG Generated Invoice
- ii. Proof of Delivery/Bill of Lading

**c. Request Case Status**

- i. Specific Case Number
- ii. Search for All Cases Within a Specified Time Period
  - 1. *\*\*\*This includes Cases for the vendor, NOT just Cases submitted by the vendor contact\*\*\**

**d. Request Payment Status of Open Invoice**

10. You will be required to enter in your 6 digit vendor number containing leading zeros (7 digits total). After entering in your proper vendor number, you can hit Tab on your keyboard and it will auto-populate your Vendor Name in the field below.

The screenshot shows a web application interface with a dark blue sidebar on the left and a main content area on the right. The sidebar contains a logo, the text "Development - KINGSTON PATCH 12", a "Filter navigator" search bar, and a menu with icons for a folder, star, and clock. The menu items are "Self-Service", "Homepage", "Dashboards", "Create New", "IT Services", "Other Services", "All My", and "My Work". The main content area has a breadcrumb trail: "Service Catalog > Submit a Request to Vendor/Carrier Relations > Dispute a Deduction". Below the breadcrumb is the title "Dispute a Deduction" and two lines of blue text: "Vendor and Carrier representatives can submit requests to dispute a deduction using this system." and "To add attachments, please select the paper clip at the top right hand corner of this form." The form contains three fields: "Vendor Number" with a value of "0009870" and a note "You must include leading zeroes"; "Vendor Name" with a value of "B & M Transportation" and an information icon; and "Vendor Type" with a value of "Carrier".

Development - KINGSTON PATCH 12

Filter navigator

Service Catalog > Submit a Request to Vendor/Carrier Relations > Dispute a Deduction

### Dispute a Deduction

Vendor and Carrier representatives can submit requests to dispute a deduction using this system.

To add attachments, please select the paper clip at the top right hand corner of this form.

\* Vendor Number  
▶ You must include leading zeroes  
0009870

\* Vendor Name  
B & M Transportation ⓘ

Vendor Type  
Carrier

11. For an example, we will step through the option of Dispute a Deduction – Vendor/Carrier Invoice.

The screenshot shows a web application interface for disputing a deduction. The top navigation bar includes the text "Development - KINGSTON PATCH 12" on the left and a user profile "HL Hannibal Lecter (venhannibalelecter)" on the right, along with help and settings icons. Below the navigation bar is a "Filter navigator" search box and a sidebar menu with categories: "Self-Service" (containing Homepage, Dashboards, Create New, IT Services, Other Services, and All My), and "My Work". The main content area has a breadcrumb trail: "Service Catalog > Submit a Request to Vendor/Carrier Relations > Dispute a Deduction". The page title is "Dispute a Deduction". A blue instruction text reads: "Vendor and Carrier representatives can submit requests to dispute a deduction using this system. To add attachments, please select the paper clip at the top right hand corner of this form." The form contains several fields: a required field for "Vendor Number" with the value "0009870" and a note "You must include leading zeroes"; a required field for "Vendor Name" with the value "B & M Transportatio" and a dropdown arrow; a "Vendor Type" field with the value "Carrier"; and a "Type of Dispute" dropdown menu with options "-- None --", "AWG Generated Invoice", and "Vendor / Carrier Invoice" (which is selected). A blue "Submit" button and a paper clip icon are located at the bottom right of the form area.



12. Once you choose the Type of Dispute and Submit, it will take you to another page to begin filling in your information as shown below. Depending on which form or type of dispute you select will depend on what fields are required/needed for that selection.

The screenshot shows a web application interface for 'Dispute a Deduction'. The page title is 'Dispute a Deduction' and the breadcrumb trail is 'Service Catalog > Submit a Request to Vendor/Carrier Relations > Dispute a Deduction'. The user is logged in as 'Hannibal Lecter (venhannibalelecter)'. The page contains several required fields marked with a red asterisk:

- Vendor Number:** A text input field containing '0009870'. A note below it says 'You must include leading zeroes'.
- Vendor Name:** A dropdown menu with 'B & M Transportation' selected.
- Vendor Type:** A dropdown menu with 'Carrier' selected.
- Type of Dispute:** A dropdown menu with 'Vendor / Carrier Invoice' selected.
- Invoice Number Generated by Vendor / Carrier:** An empty text input field.
- Carrier Move Number:** An empty text input field.
- PO Number:** A section header with a 'More Information' link and an empty text input field.
- Warehouse:** A text input field with a search icon.
- Invoiced Date:** A date picker field.
- Check Number:** An empty text input field.
- Payment Date:** A date picker field.
- Disputed Amount:** A text input field containing '\$0.00'. A label 'Total Disputed Amount' is positioned above it.
- Dispute Description:** A large text area for describing the dispute.
- Additional Information:** A text area for providing extra details.

A blue 'Submit' button is located at the bottom right of the form.

1. In the image below, you can see a paperclip icon. This is where you would attach any documentation that you currently have to support your case.

Service Catalog > Submit a Request to Vendor/Carrier Relations > Dispute a Deduction  


### Dispute a Deduction

Vendor and Carrier representatives can submit requests to dispute a deduction using this system.  
To add attachments, please select the paper clip at the top right hand corner of this form.

\* Vendor Number  
▶ You must include leading zeroes

0009870

\* Vendor Name

B & M Transportation 

Vendor Type

Carrier

Please provide more details regarding your request in the section below.


* Type of Dispute	Total Disputed Amount
Vendor / Carrier Invoice ▼	\$0.00



2. At a minimum you MUST enter in all fields that contain the red \* symbol. When you are done filling out your form, click on the Submit button in the bottom right hand corner of the screen as shown below.

Check Number

Payment Date





\* Disputed Amount

▶ More information

\* Dispute Description

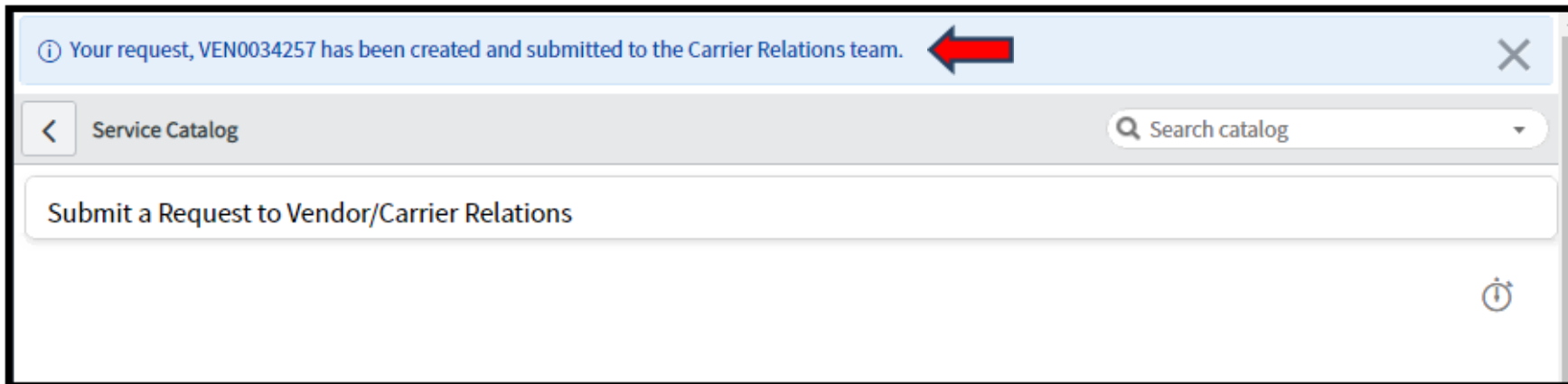
Additional Information





3. After you clicked the Submit button, you will be taken back to the Submit a Request to Vendor/Carrier Relations homepage. Here, you will be able to see the case number that was generated from your submitted form. You can also start a new request from here as well. See the image below for an example.

**VEN0034257** was the case number created for this request



### 3.0 Viewing all Submitted Cases

1. To see all submitted cases by you, go to the navigation filter and look for All My – Vendor Cases as shown below.  
*You will only see a report of what you specifically requested. You will NOT see requests submitted by another user.*

The screenshot shows the ServiceNow user interface. On the left is a dark navigation sidebar with a 'Filter navigator' at the top. Below it are icons for a folder, a star, and a clock. The sidebar lists several categories: 'Other Services', 'All My' (highlighted with a red arrow), 'IT Incidents', 'Advertising Requests', 'Facilities Requests', 'Financial Incidents', 'Financial Support Requests', 'IT Service Requests', 'IT Requested Tasks', 'Vendor Cases' (highlighted with a red box and a star icon), and 'Delegates'. A tooltip for 'Vendor Cases' is visible at the bottom of the sidebar. The main content area on the right is divided into two sections. The top section is titled 'My Company Technology Assets' and contains a table with columns 'Class', 'Name', 'Asset tag', and 'Serial Number'. Below the table, it says 'No records to display'. The bottom section is titled 'My Incidents by State' and contains a red message: 'By checking this star, it will add it to your favorites.' followed by 'No data to display'.

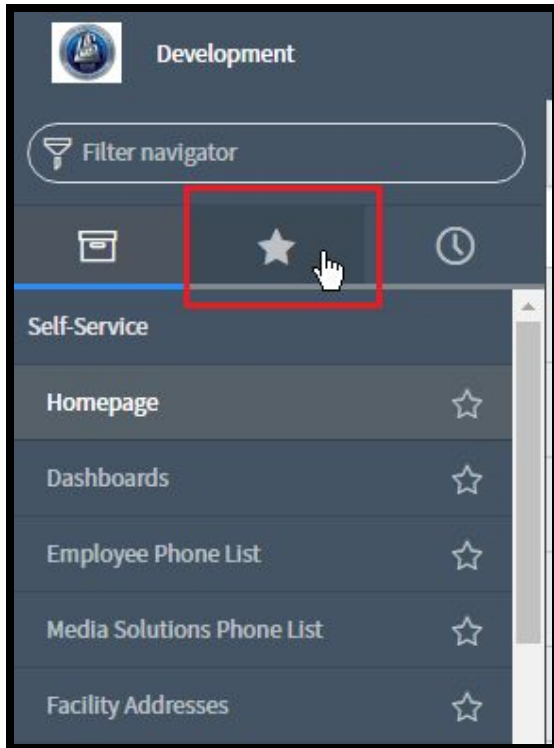
2. Click on the star icon as shown above to add this option to your favorites within ServiceNow.

3. Once you click on the Vendor Cases option, a screen will appear as shown below showing you all of the cases that you have submitted.

Vendor Cases (Vendor Cases)									
		Number	Search		Grid	Split			
<input type="checkbox"/>		Number	Vendor	Vendor Number	Contact	Request Type	Dispute Type	Short Description	
<input type="checkbox"/>		<a href="#">VEN0001794</a>	Meier's Wine Cellars, Inc.	6254	SE Scott Ennead (venscottennead)	Dispute a Deduction	AWG Generated Invoice		
<input type="checkbox"/>		<a href="#">VEN0001790</a>	Meier's Wine Cellars, Inc.	6254	SE Scott Ennead (venscottennead)	Dispute a Deduction	AWG Generated Invoice		
<input type="checkbox"/>		<a href="#">VEN0001765</a>	Meier's Wine Cellars, Inc.	6254	SE Scott Ennead (venscottennead)	Dispute a Deduction	Vendor Invoice		
<input type="checkbox"/>		<a href="#">VEN0001764</a>	Meier's Wine Cellars, Inc.	6254	SE Scott Ennead (venscottennead)	Dispute a Deduction	AWG Generated Invoice		
<input type="checkbox"/>		<a href="#">VEN0001751</a>	Meier's Wine Cellars, Inc.	6254	SE Scott Ennead (venscottennead)	Dispute a Deduction	Vendor Invoice		

## 4.0 Accessing Your Favorites

1. To see your screens that have been added to your favorites menu, click on the star icon in the navigation filter as shown below.



- This will bring up the screen options that were added to your favorites as shown below. This also gives you quick access to these screens rather than searching for them in the navigation filter each time and shrinks up the options to choose from.

