

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.



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.



distributing success for over 90 years

www.awginc.com

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

Join us for our Trading Partner Roundtable at GSI 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:

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

 **Need Help?**

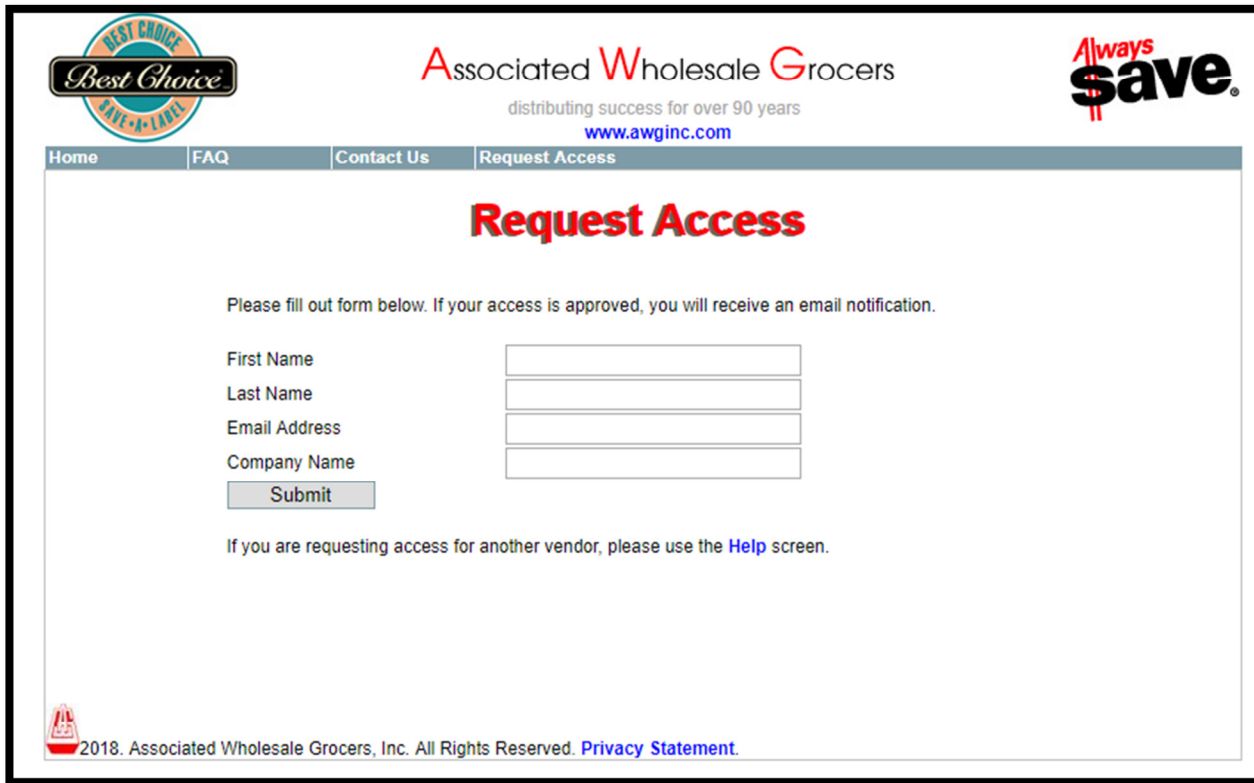
Download the latest version of the [AWGCONNECT reference document](#)



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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.



The screenshot shows the 'Request Access' page of the Associated Wholesale Grocers website. The page features a header with the 'Best Choice' logo, the company name 'Associated Wholesale Grocers', and the slogan 'Always save.' Below the header is a navigation bar with links for 'Home', 'FAQ', 'Contact Us', and 'Request Access'. The main content area is titled 'Request Access' in large red text. Below the title, a message states: 'Please fill out form below. If your access is approved, you will receive an email notification.' The form consists of four input fields labeled 'First Name', 'Last Name', 'Email Address', and 'Company Name', followed by a 'Submit' button. At the bottom of the form, a note says: 'If you are requesting access for another vendor, please use the [Help](#) screen.' The footer contains a small logo and the text: '2018. Associated Wholesale Grocers, Inc. All Rights Reserved. [Privacy Statement](#)'.

Best Choice
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Always save.

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

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.



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.

The screenshot shows the 'Deduction Inquiry' page of the Associated Wholesale Grocers (AWG) website. The page features a header with the 'Best Choice' logo, the company name 'Associated Wholesale Grocers', the tagline 'distributing success for over 90 years', the website 'www.awginc.com', and the 'Always Save' logo. A navigation bar includes links for 'Main Menu', 'FAQ', 'AP Inquiry', 'Deduction Inq', 'E-Voicing', 'Contact Us', and 'Log Out'. The main content area has a title 'Deduction Inquiry' and a form with fields for 'Invoice No. contains - and/or -' and 'Due Date Range (Maximum Range 90 - Days) From' and 'To'. A 'Submit' button is next to the 'To' field. Below the form, a message states: 'AWG is currently testing a new online form to assist our vendors. If you are unable to find the information you are needing please click on the below link to fill out the form and submit to Vendor Relations'. A red arrow points to the link 'Submit Request to Vendor Relations'. The footer includes a small icon and the text '2018. Associated Wholesale Grocers, Inc. All Rights Reserved. Privacy Statement.'

Best Choice
SAVE-A-TAGET

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www.awginc.com

Always Save

Welcome, rachel.hale@awginc.com

Main Menu | FAQ | AP Inquiry | Deduction Inq | E-Voicing | Contact Us | Log Out

Deduction Inquiry

Invoice No. contains
- and/or -
Due Date Range (Maximum Range 90 - Days) From To

AWG is currently testing a new online form to assist our vendors. If you are unable to find the information you are needing please click on the below link to fill out the form and submit to Vendor Relations

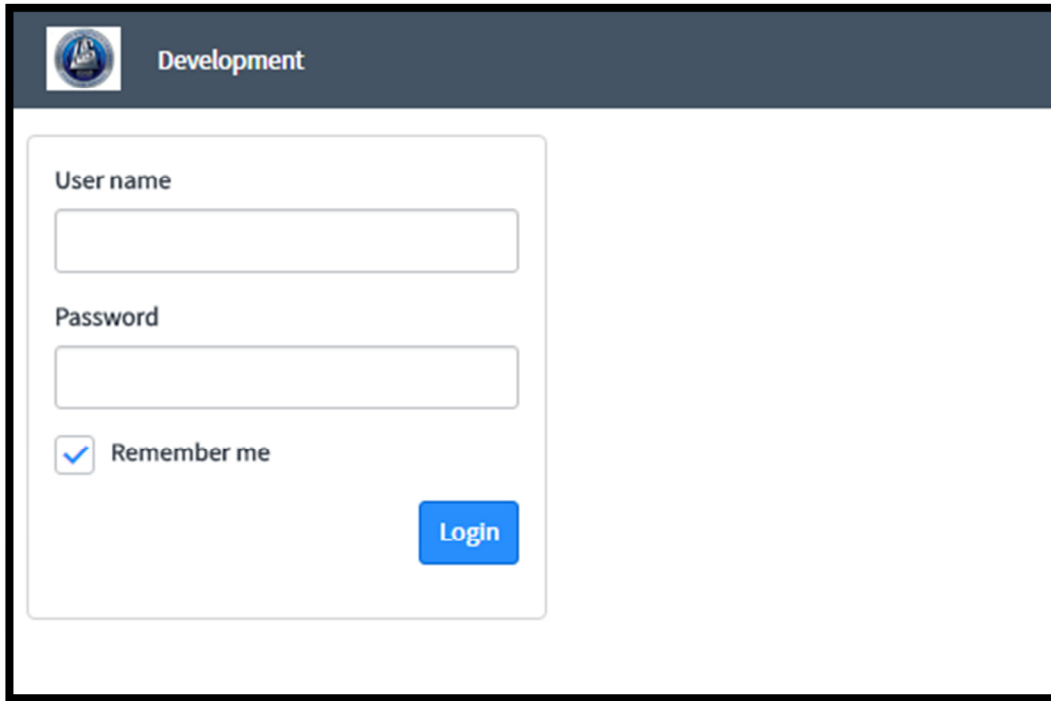
[Submit Request to Vendor Relations](#)

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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 image shows a screenshot of the ServiceNow Development environment login page. At the top left, there is a circular logo with a stylized 'S' and the word 'ServiceNow' inside. To the right of the logo, the word 'Development' is displayed in a white font on a dark blue background. Below the header, the login form is contained within a light gray box. It features two input fields: 'User name' and 'Password'. Below the 'Password' field, there is a checkbox labeled 'Remember me' which is currently checked. A blue 'Login' button is positioned to the right of the 'Remember me' checkbox.

Development

User name

Password

☒ Remember me

Login

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

3. Now you will be brought to the main screen within ServiceNow as shown below.

The screenshot displays the ServiceNow Self Service main screen. On the left is a dark blue sidebar with a 'Filter navigator' search bar and a list of navigation items: Self-Service, Homepage, Dashboards, Employee Phone List, Media Solutions Phone List, Facility Addresses, Create New (with a dropdown arrow), IT Services, Other Services, All My (with a dropdown arrow), IT Incidents, Advertising Requests, Facilities Requests, Financial Incidents, and Financial Support Requests. Each item has a star icon for favorites. The main content area is titled 'Self Service' and contains four widget containers. The top-left container is 'My Company Technology Assets' with columns 'Class', 'Name' (sorted ascending), 'Asset tag', and 'Serial Number'; it shows 'No records to display'. The top-right container is 'My Open Incidents' with columns 'Category', 'Number' (sorted descending), and 'Short description'; it also shows 'No records to display'. The bottom-left container is 'My Incidents by State' and shows 'No data to display'. The bottom-right container is 'My Requested Items' with columns 'Number' (sorted descending), 'Item', 'Approval', and 'Stage'; it shows 'No records to display'. The top right of the main area shows the user 'SE Scott Ennead (venscottennead)' and icons for chat, help, and settings. A refresh icon is in the bottom right corner.

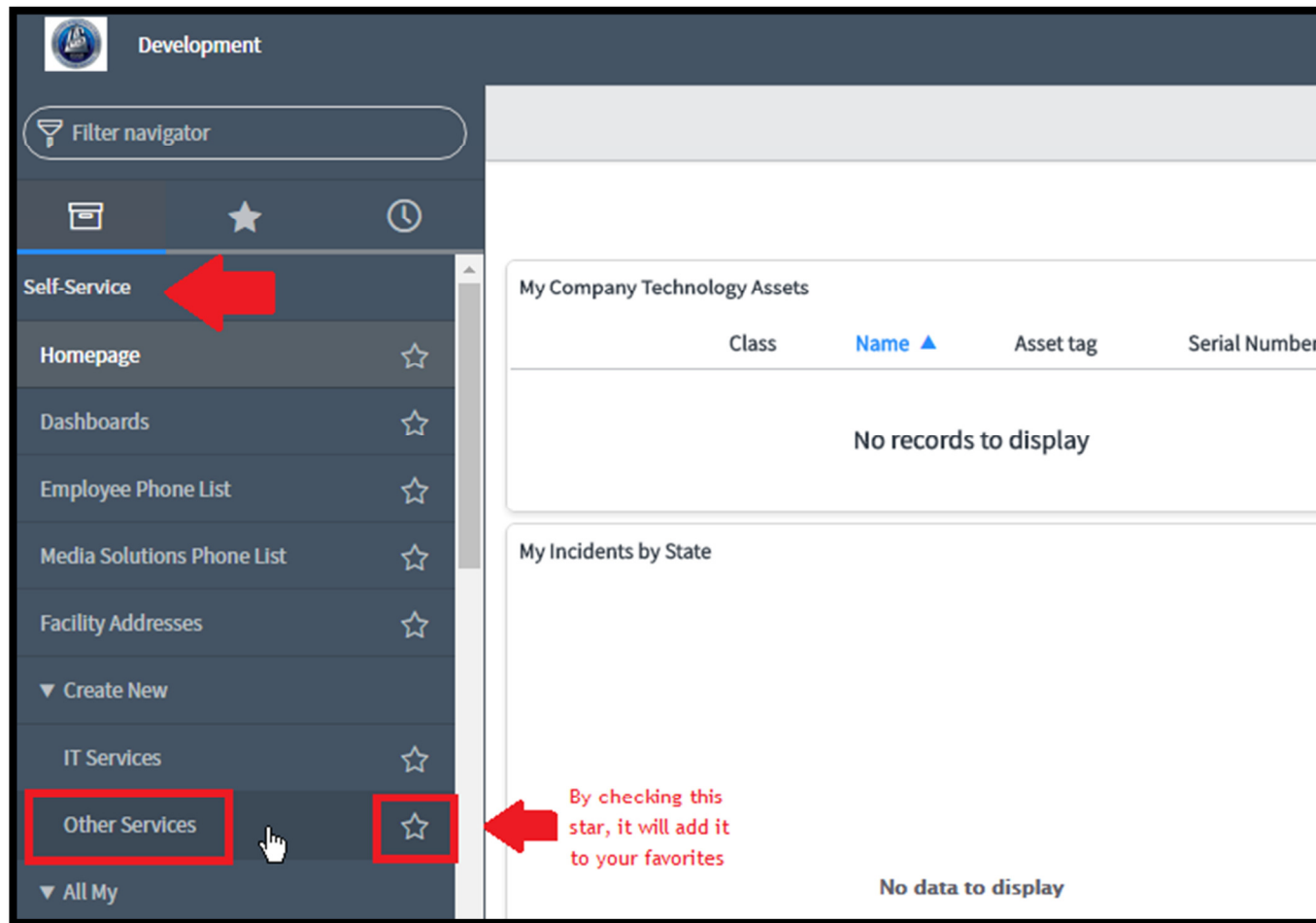
Class	Name ▲	Asset tag	Serial Number
No records to display			

Category	Number ▼	Short description
No records to display		

No data to display			
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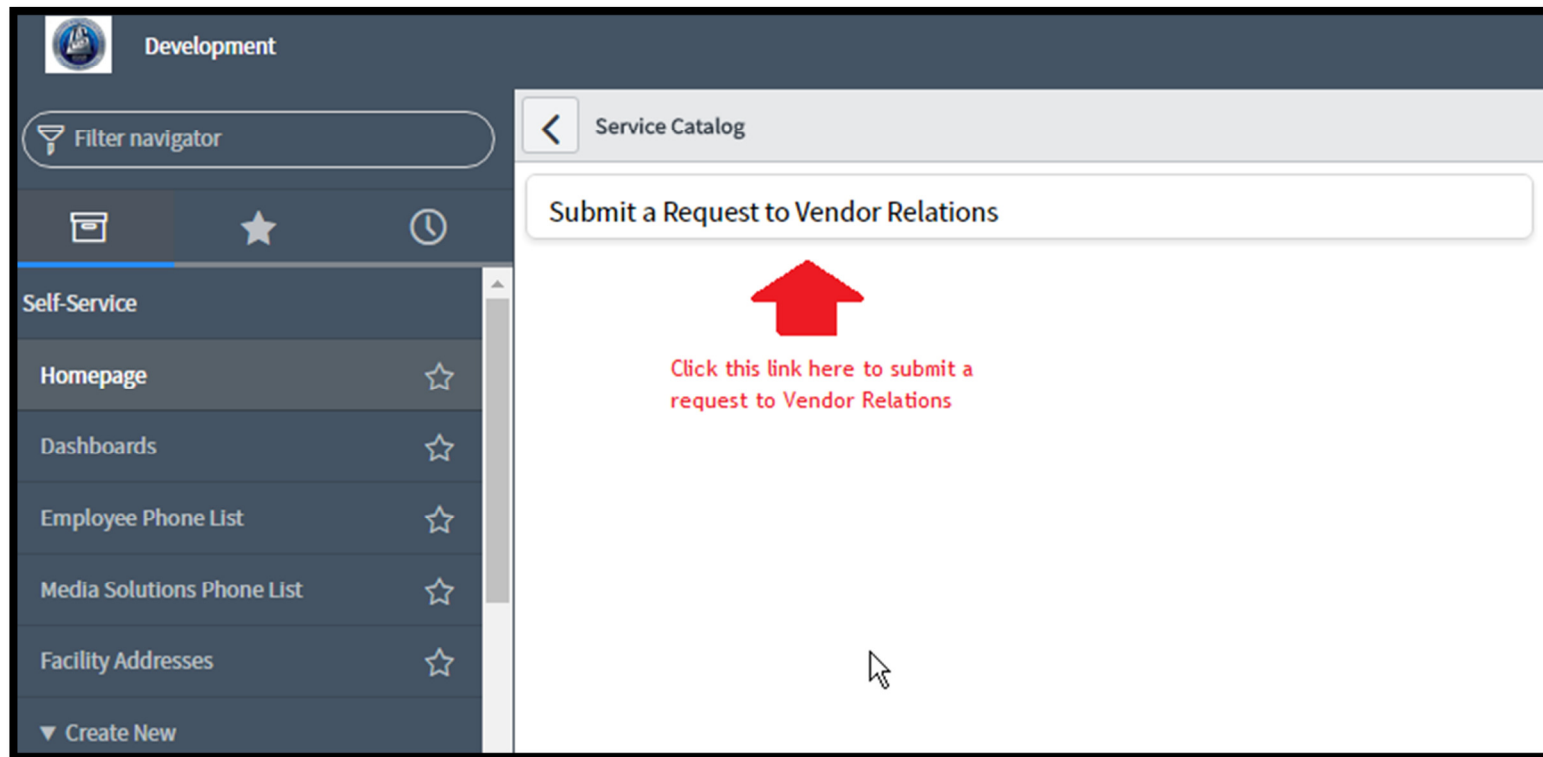
Number ▼	Item	Approval	Stage
No records to display			

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.

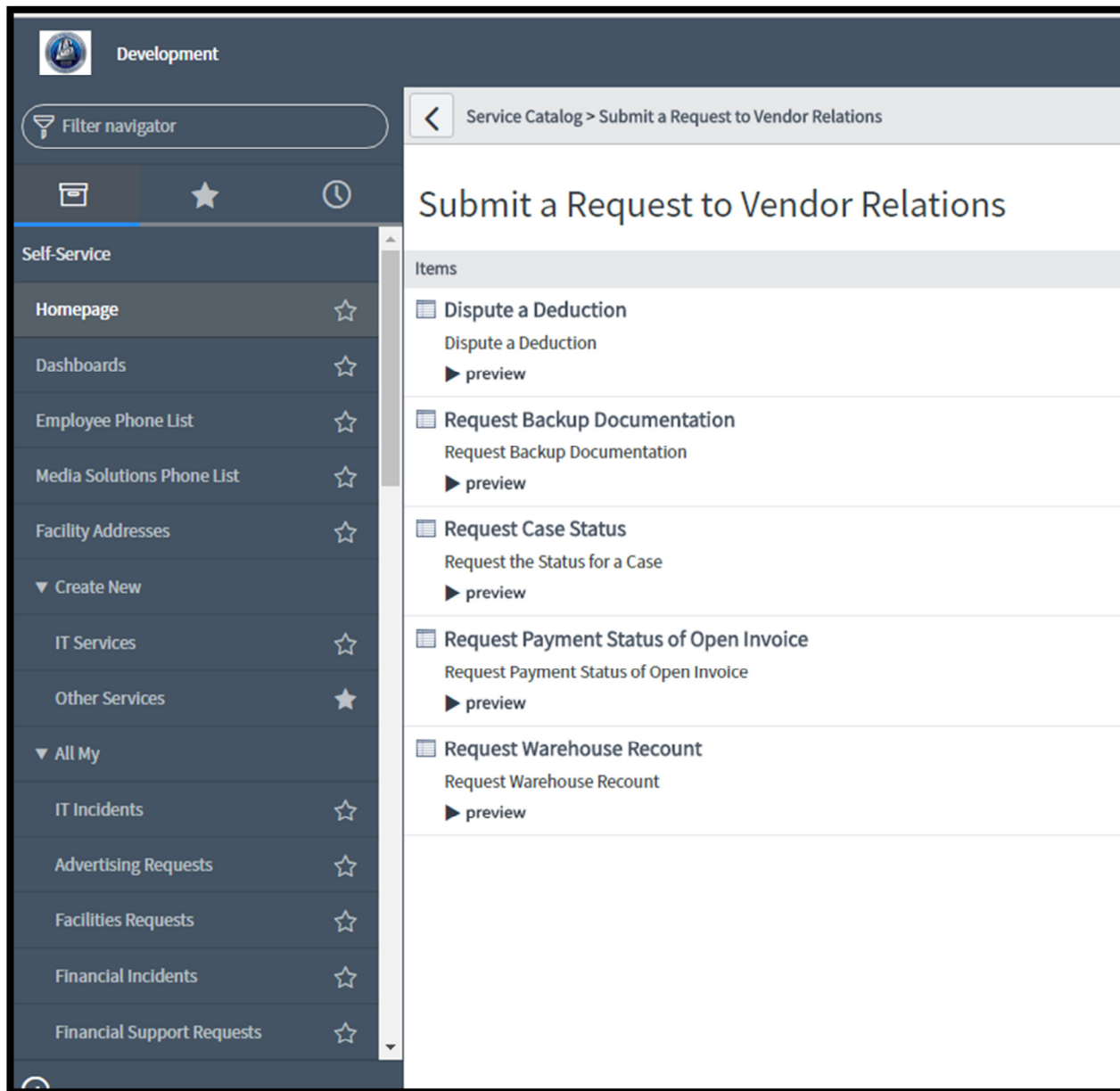


*****PLEASE NOTE*****

DO NOT RE-SUBMIT ANY REQUESTS THAT HAVE ALREADY BEEN ASSIGNED A NETSUITE CASE NUMBER OR SENT TO VendorRelations@awginc.com DURING 2018.

7. Click on the Submit a Request to Vendor 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 Vendor Relations as shown in the image below.



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

a. Dispute a Deduction

- i. AWG Generated Invoice
- ii. Pooled Pallet
- iii. Vendor Invoice

b. Request Backup Documentation

- i. Copy of AWG Generated Invoice
- ii. PO Deduction Notices
- iii. Proof of Delivery/Bill of Lading

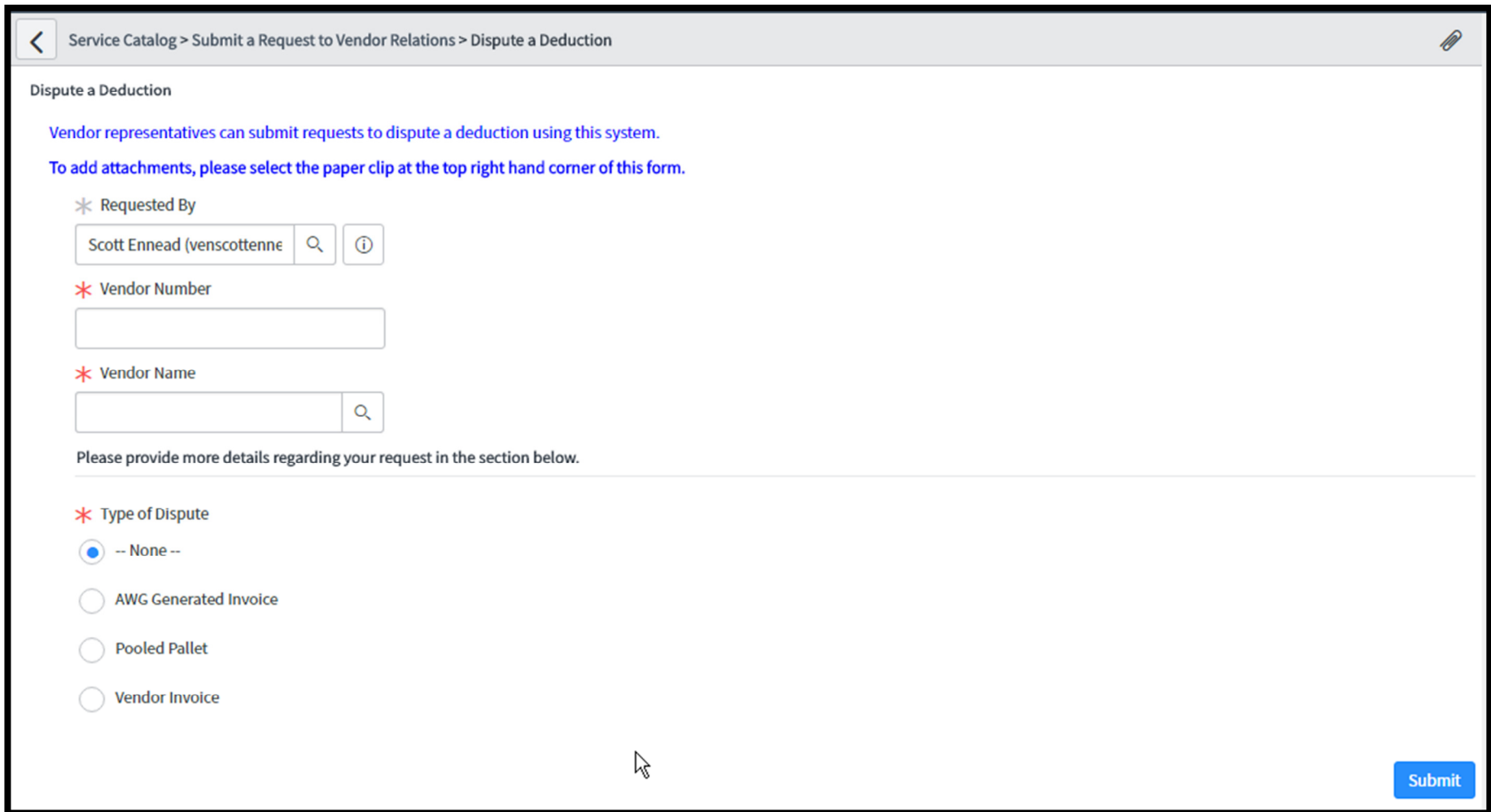
c. Request Case Status

- i. Specific Case Number
 - 1. ****Only for Cases entered in through ServiceNow NOT NetSuite.****
- ii. Search for All Cases Within a Specified Time Period
 - 1. ****Only for Cases entered in through ServiceNow NOT NetSuite.****
 - 2. ****This includes Cases for the vendor, NOT just Cases submitted by the vendor contact.****

d. Request Payment Status of Open Invoice

e. Request Warehouse Recount

10. For an example, we will step through the option of Dispute Deduction – AWG Generated Invoice. Once you choose the option, Dispute a Deduction, it will take you to another page to begin filling in your information as shown below.



The screenshot shows a web application interface for disputing a deduction. At the top, a breadcrumb trail reads "Service Catalog > Submit a Request to Vendor Relations > Dispute a Deduction". The main heading is "Dispute a Deduction". Below this, there are two lines of instructional text: "Vendor 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 several fields: "Requested By" with a dropdown menu showing "Scott Ennead (venscottenne)", "Vendor Number" with an empty text box, and "Vendor Name" with an empty text box and a search icon. Below these fields, a section titled "Please provide more details regarding your request in the section below." contains a "Type of Dispute" section with four radio button options: "-- None --" (selected), "AWG Generated Invoice", "Pooled Pallet", and "Vendor Invoice". A blue "Submit" button is located at the bottom right of the form.

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

Dispute a Deduction

Vendor 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.

* Requested By

Scott Ennead (venscottenne) [Search] [Info]

* Vendor Number

[Text Box]

* Vendor Name

[Text Box] [Search]

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

* Type of Dispute

☒ -- None --

☐ AWG Generated Invoice

☐ Pooled Pallet

☐ Vendor Invoice

Submit

11. You will be required to enter in your 4 digit vendor number or 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.

12. Now you can choose which Dispute Deduction type you want. In this example, we will be using the AWG Generated Invoice option.

a. Depending on which form or type of dispute you select will depend on what fields are required/needed for that selection.

Dispute a Deduction

Vendor 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.

* Requested By

Scott Ennead (venscottennead) 🔍 ⓘ

* Vendor Number

0003520

* Vendor Name

KELLOGG SALES COMPANY ⓘ

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

* Type of Dispute

☐ -- None --

☒ AWG Generated Invoice

☐ Pooled Pallet

☐ Vendor Invoice

* Invoice Number Generated by AWG

▶ More information

Check Number

Payment Date

📅

* Disputed Amount

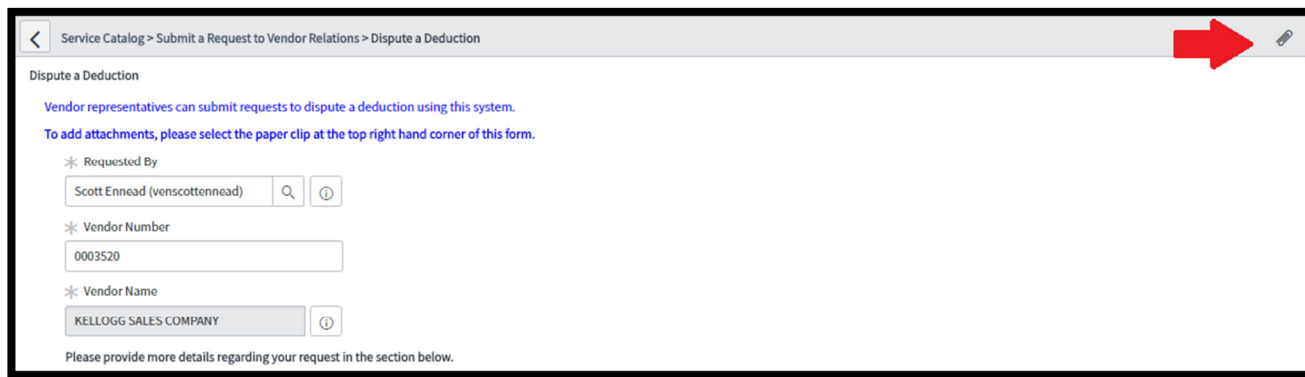
▶ More information

* Reason for Dispute

Additional Information

Submit

13. 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 Relations > Dispute a Deduction

Dispute a Deduction

Vendor 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.

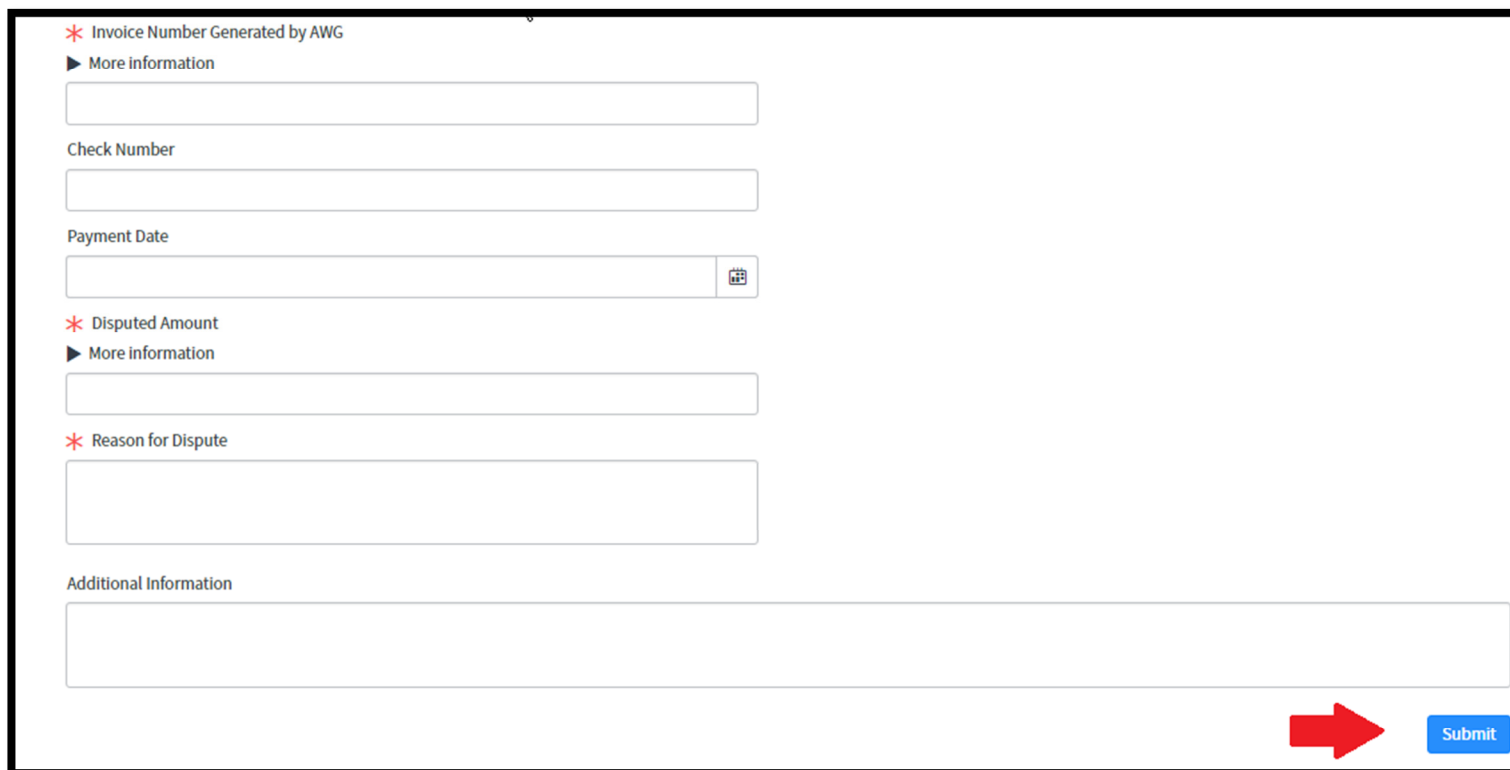
* Requested By
Scott Ennead (venscottenead) [Search] [Dropdown]

* Vendor Number
0003520

* Vendor Name
KELLOGG SALES COMPANY [Dropdown]

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

14. 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.



* Invoice Number Generated by AWG
▶ More information
[Text Field]

Check Number
[Text Field]

Payment Date
[Text Field] [Calendar Icon]

* Disputed Amount
▶ More information
[Text Field]

* Reason for Dispute
[Text Field]

Additional Information
[Text Field]

[Submit]

15. After you clicked the Submit button, you will be taken back to the Submit a Request to Vendor 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.

