Albertsons/Safeway Appointment Scheduling
Frequently Asked Questions

Albertsons/Safeway manages all receiving appointments to all DC’s through One Network with the exception of Eastern.

Appointment Scheduling
Albertsons/Safeway distribution centers require the use of One Network Enterprise’s online web-based system to book delivery appointments (www.onenetwork.com).

Albertsons/Safeway requires vendors who use third party carriers to contract with carriers who are One Network members to book delivery appointments via One Network. For assistance in scheduling please click on here. In the instance One Network application is down or experiences issues, Albertsons/Safeway has provided a web form to assist carriers and vendors in scheduling appointments. For any freight delivered to C&S Upper Marlboro DC, please click here (or visit www.retailix.com) to book appointments.

How does a carrier/vendor become a One Network Partner?

Answer: To get setup with a One Network account please direct your vendor partners to send setup requests directly to One Network at registration@onenetwork.com or Call 866-302-1935 Press Option 2

How will carriers schedule delivery appointments?

Answer: All delivery appointments are to be scheduled by the carrier/vendor through One Network’s scheduling platform. www.onenetwork.com

Carrier/vendor does not have a One Network account and needs to schedule an appointment?

Answer: Albertsons/Safeway asks all vendors or carriers who deliver into our distribution centers to become a One Network member. We understand this process may take some time for set up. In these cases please use the link below for assistance in the interim. If for any reason the vendor/carrier cannot get their appointment scheduled themselves through One Network they should submit an exception request through the appointment web form on our supplier portal: http://suppliers.safeway.com/usa/forms/traffic/default.asp.

Please do not direct your vendors and/or carriers to this site as the Primary channel for scheduling delivery appointments. This is a Secondary option only after they have exhausted their ability to get it scheduled themselves. Your support in holding your vendor and carrier partners accountable to this process is greatly appreciated and is critical to our efforts to effectively support service to our retail divisions.
FREQUENTLY ASKED QUESTIONS

Carrier/vendor tries to schedule in the ON platform and no candidates are displayed or receive an error when trying to secure an appointment?

**Answer:** If for any reason the vendor/carrier cannot get their appointment scheduled themselves through One Network i.e. warehouse full, system issues etc. they should submit an exception request through the appointment web form on our supplier portal: http://suppliers.safeway.com/usa/forms/traffic/default.asp.

What if the carrier/vendor tries to schedule in the ON platform and receives an error when trying to secure an appointment?

**Answer:** If for any reason the vendor/carrier cannot get their appointment scheduled themselves through One Network i.e. warehouse full, system issues etc. they should submit an exception request through the appointment web form on our supplier portal.

http://suppliers.safeway.com/usa/forms/traffic/default.asp.

I have a One Network account but I cannot locate a purchase order.

**Answer:** There are several instances where this may occur:

If a purchase order cannot be found please first refer to the scheduling support document to ensure a proper search has been performed.

1. **I have a Carrier account with One Network:** more than likely another carrier has already scheduled the purchase order. This could have been performed accidentally by the other carrier or the other carrier could have been the first carrier on the purchase order but failed to cancel the appointment upon notice they are no longer the assigned carrier. Second scenario is the purchase order failed to integrate which is usually rare.

2. **I have a Vendor account with One Network:** As a vendor account holder this account gives the vendor FULL access to every related purchase order to their company, even if scheduled by a carrier. If a purchase order cannot be located this could indicate there are more than one vendor names associated to that name and these accounts would need to be consolidated. For example, a purchase order is written to USA Produce but USA Produce also has an affiliate to Domestic Produce. The user could be logging in under USA Produce and searching for a purchase order written under Domestic produce. In this instance the two companies would need to be consolidated in One Network. Second scenario is the purchase order failed to integrate which is usually rare.

What if the vendor/carrier can’t get the desired date and time?

**Answer:** The candidates displayed within the UI reflect the best candidates given the target delivery date/time. To view more options please click the button. If the desired date/time is not displayed please select the best candidate option available as the date/time desired may not be available due to date and or time is full, date/time desired falls outside hours of receiving, DC closed or various other constraints. By selecting the best available option this at minimum secures the appointment for that
date/time. Appointments fill up quickly and this at least secures the purchase order delivery appointment. Please note you may select to attempt to reschedule the PO at any time as the desired date/time may become available later due to cancellations. You may also select to send in an appointment request through the appointment web form on our supplier portal: http://suppliers.safeway.com/usa/forms/traffic/default.asp. This will not guarantee the desired date/time will be granted as Albertsons/Safeway schedulers are given the exact same candidates given to the carriers and vendors.

Why can’t I choose to schedule another date other than the receiving due date to secure an appointment?

Answer: The receiving tolerances to receiving due date for Produce, Perishable, Deli, Frozen, Seafood, Meat is zero days, therefore on these commodities if the user requests a date different than the due date, the request must be sent via the appointment request through the appointment web form on our supplier portal: http://suppliers.safeway.com/usa/forms/traffic/default.asp

Are there any non-compliance fees incurred by the carrier/vendor not having an appointment?

Answer: If the DC is participating in The Delivery Compliance Program, yes as well as vendor compliance fees the warehouse may not receive the freight without an appointment or fails to cancel or reschedule the purchase order before the scheduled appointment delivery date/time.

I forgot my password

Answer: There is aForgot Password link on the One Network login page. Please select this link and follow the directions provided in the email. Just below the Forgot Password link is a contact link for the One Network Support Desk.