

# VENDOR PORTAL SELF-SUBMISSION USER GUIDE



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## Chapter 1 Introduction

### Welcome

Thank you for your interest in New Seasons Market and New Leaf Community Markets. We are always on the lookout for great new items to offer our customers. We value the relationships we have with our vendors and we look forward to learning more about you, your company and your products.

New Seasons Market is a West Coast neighborhood grocer supporting the local food economy and is the world's first Certified B Corporation grocery store. Founded in Portland, Oregon in 1999, we currently operate 19 stores in the Portland Metro area of Oregon and SW Washington, as well as Northern California. At all New Seasons Market stores, sustainably sourced, local and organic products share shelf space with more conventional goods.

For 35 years, New Leaf Community Markets has been making important choices that nourish and sustain our Central Coast communities. We opened our doors as a small cooperative in 1985 on the Westside of Santa Cruz. Now, five community-focused grocery stores later, we remain true to our commitment to natural, organic food sustainably produced by local farmers, ranchers and fishers.

This portal will help you begin the evaluation process for your product(s) at New Seasons Market and New Leaf Community Markets. Completing this information and profile will help us to review your items and get back to you with our decision.

## Chapter 2 Vendor Registration

### Getting Started

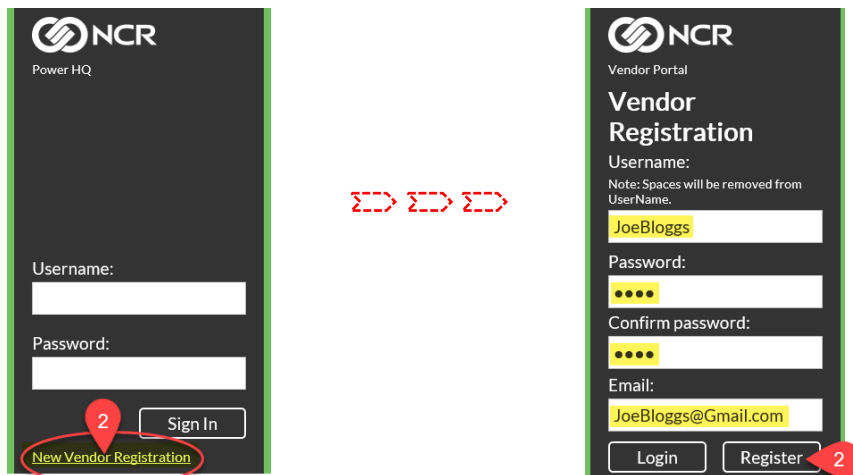
**Note:** Please use **Chrome** exclusively as your web browser for all Vendor Portal functionality. No other web browsers are supported at this time.

**Note:** The vendor portal has a cutoff point of 15 minutes when no actions have taken place on the webpage. The screen may still show as logged on but when you go to select something, it will log you off. Save your work regularly if you are between tasks.

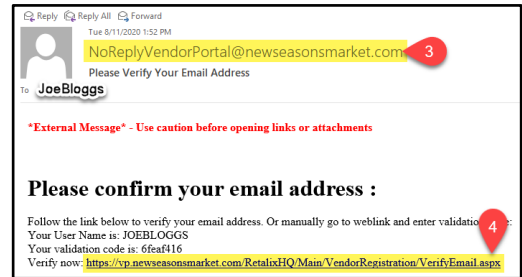
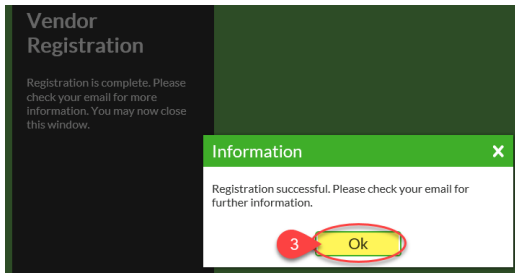
- 1 Copy and paste the below link into Chrome or click on the link if Chrome is your default web browser.

<https://vp.newseasonsmarket.com/RetalixHQ/Main/Login/Login.aspx>

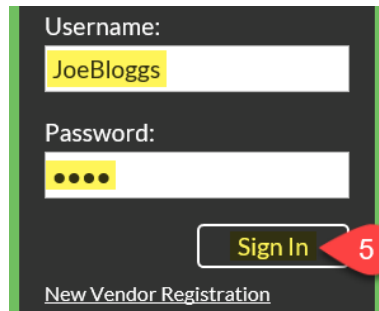
- 2 On the initial page, please select 'New Vendor Registration', which will take you to a new web page. Fill in the fields. (Please do not use spaces or punctuation in your UserName, doing so could cause issues with your account). Then select register, please remember/take note of your password:



- 3 Once Register has been selected, a pop up will appear notifying you an email has been sent to your email account:



- 4 Clicking on the link will send you to a web page letting you know you are verified and that will automatically take you to the log in page. If your default browser is not Chrome, please copy and paste the link into Chrome. Manually going to the page will require the validation information sent in your email.
- 5 You will now be able to login to the vendor portal:



## Chapter 3 Vendor Information

- When logged in the default page will be 'Vendor Details'. On this page, please fill in the pertinent information regarding your company.
  - The \*orange text fields are required fields.
- Please select save (highlighted below) when you have filled in the requested information:

**Vendor Information**

Business Name: JOEBLOGGS

\*DBA (Name on Invoice): Joe Bloggs

Web Site: www.JoeBloggs.com

\*Contact Name: Joe Bloggs

\*Contact Voice Phone: 111-111-1111

\*Email Address: JoeBloggs@Gmail.com

**Business Information**

Business Type: LLC

Are you willing to demo your products?:

Do you offer discounts for promotions?:

\*Do you self distribute your products?: Yes

If Distributor, what Distribution: N/A

Do you deliver beer and/or wine?:

Which states do you deliver beer and/or wine?: N/A

Do You Have a Business License?:

Do you have Certificate of Insurance?:

Do You Work in an ODA Certified Kitchen?:

What Other Permits Do You Have?: Hemp License

\*Which Company Are You Interested In?: New Seasons Market

**Business Address**

\*Address Line 1: 123 Joe Bloggs Street

Address Line 2: Unit 123

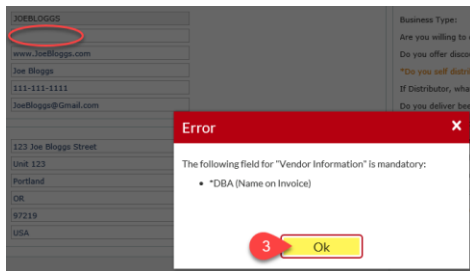
\*City: Portland

\*State: OR

\*Zip Code: 97219

\*Country: USA

- When you select 'Save' a pop up might appear if you have failed to fill in one or more of the required \*orange text fields. Select Ok and fill in the missing field then select 'Save' once more.



- Also on this page are some extra segments where you can tell us more about your business, your product & where you sell your product. After completing these areas select 'Save':

- You can update your information at any point by logging back into the Vendor Portal.

**Note** This has completed the 'Vendor Details' section, we are now ready to move onto the 'Item Catalog' section.

## Chapter 4 Item Catalog

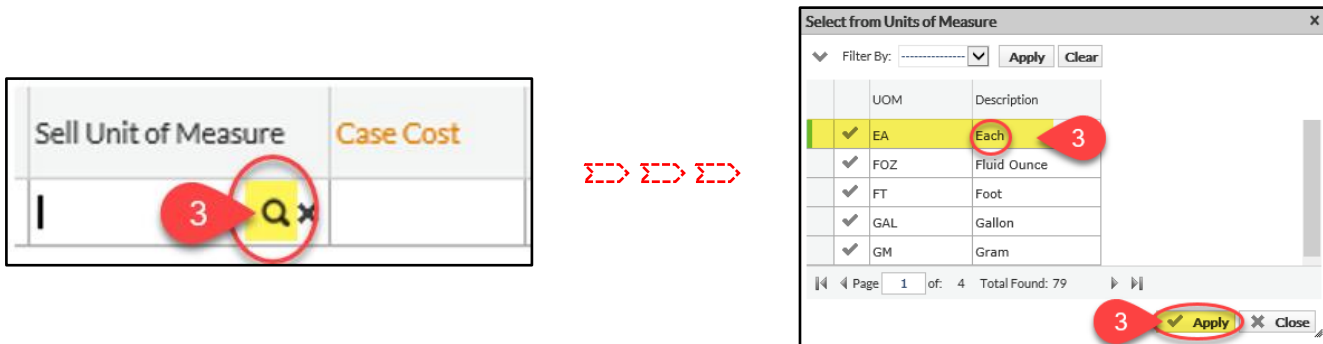
**Note:** When reviewing your submission we would also like to see your recommended or top selling items. There are two ways to submit new items into the portal, manually or by import. If you are submitting a small number of items (around 1-10 items) we recommend doing a manual entry. If you are submitting more than a handful of items, we recommend doing an import. No need to submit your entire catalog. Below are instructions for the two different ways to submit items:

### Manual Item Entry

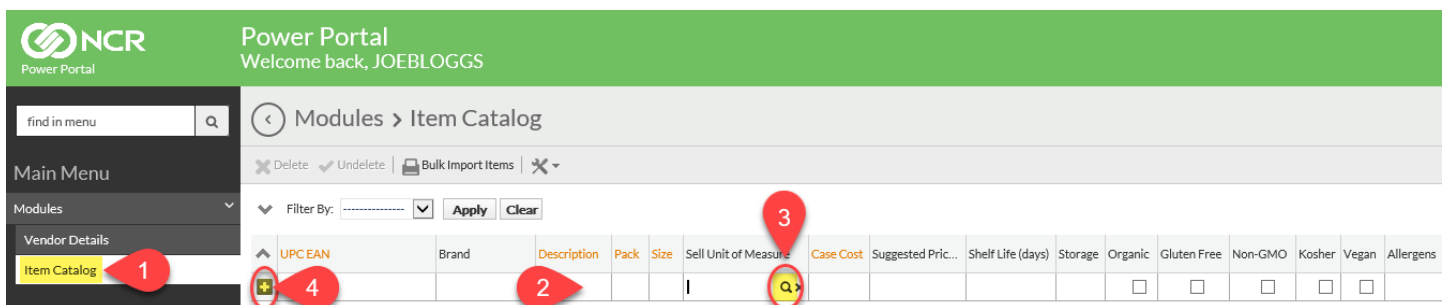
- 1 Select 'Item Catalog' from the 'Modules' menu on the left of the page.
- 2 Enter the item details into the cells below each header laid out on the page.
  - The \*orange text fields are required fields.
  - If your product does not come with a UPC then please skip this section and go to the ['importing items'](#) section for further directions. We request that all non-UPC items are uploaded and not manually entered.

**Note:** For detailed explanations of each field, please refer [here](#).

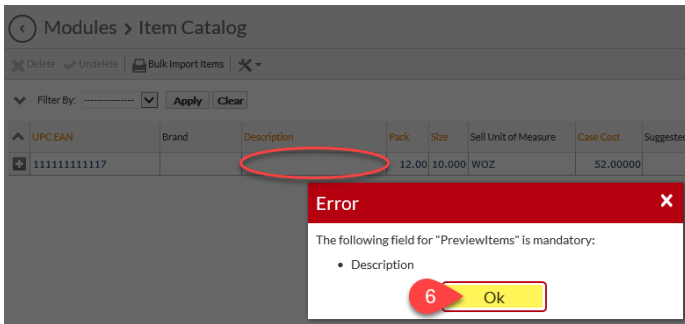
- 3 Selecting the magnifying glass will bring up a menu of choices for that cell.
  - You can select your UOM by double clicking on it or by clicking once and then selecting 'Apply' at the bottom of the table:



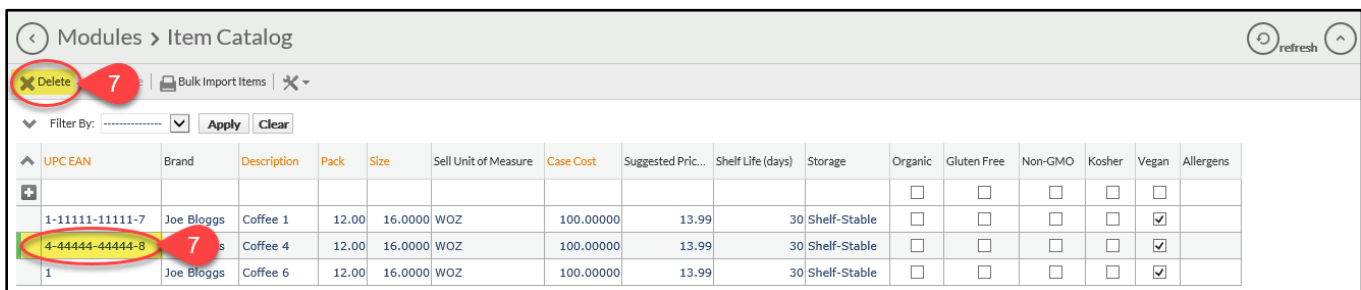
- 4 Select the Plus symbol to the left of your item entry. This will save your entry into the 'Item Catalog' and will allow you to enter more items following these steps:



- 5 The item (UPC) you are adding may already exist in our database.
  - If this is so, when you have finished entering the UPC the description of the item will appear in the 'Description' field.
  - The item may already be carried by another vendor/distributor that we have in our system.
  - Carry on filling out the information for the product regardless, except the description, which can be left as is.
- 6 If a required field is missing, a pop up error will appear. Select Ok, add text into the missing field, and select the Plus symbol once more to add it to your catalog:



- 7 Any items that are in your catalog are adjustable after entry.
  - If you wish to delete an item, click on the line item and click on the 'Delete' button:

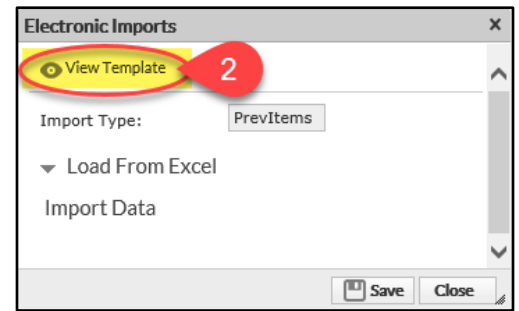
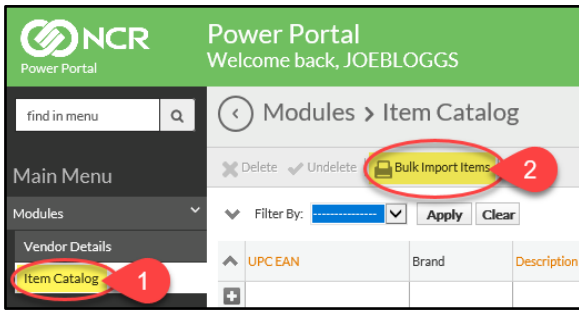


## Importing Items

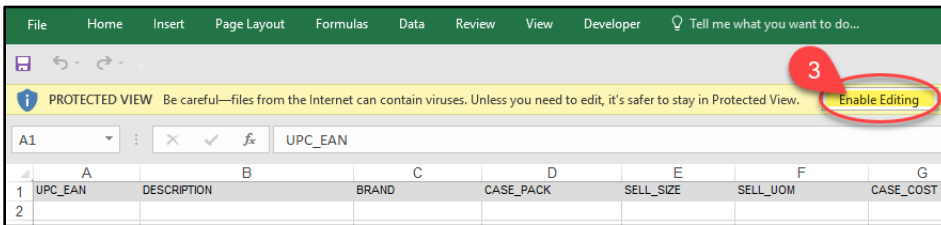
**Note:** Always download new templates, as and when you need them. Do not re-use saved templates from your computer. This way you can make sure, you have the most updated import templates.

- 1 Click on 'Item Catalog' from the 'Modules' menu on the left of the page.
- 2 Click on the 'Bulk Import Items' button.
  - This will take you to the 'Electronic Imports' pop up.
  - Click on the 'View Template' button.
  - Navigate through any possible security pop ups that your system may have in place.





- 3 Navigate through any possible security pop ups that your system may have in place to bring the import template to the screen.
  - If an 'Enable Editing' button appears on the spreadsheet, select the button to proceed.



- 4 Enter the item details into the cells below each header laid out on the page.
  - If your product does not come with a UPC then please enter any number into the 'UPC\_EAN' field.

**Note:** For detailed explanations of each field, please refer [here](#).

**Note:** For detailed explanations for requirements of each header on the import template, refer [here](#).

- 5 Some cells have specific requirements for the import to take.
  - Example: 'Shelf-Stable' is the requirement but 'Shelf Stable' will cause an error to arise upon import.
  - Reference [here](#) for exact requirements for entry.
- 6 Your finished entries for import should look something like the below, where as much information has been added as possible:

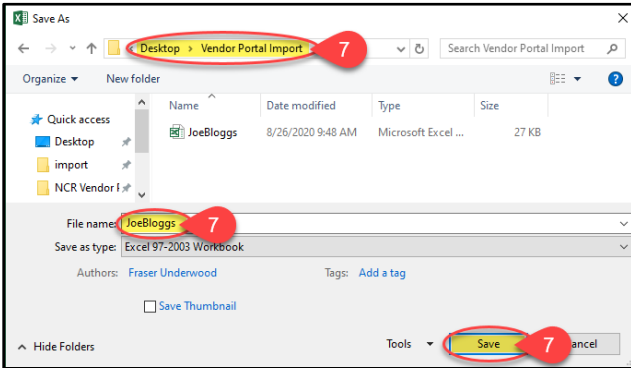
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
	UPC_EAN	DESCRIPTION	BRAND	CASE_PACK	SELL_SIZE	SELL_UOM	CASE_COST	SUGGESTED_RETAIL	SHELF_LIFE_DAYS	STORAGE	ORGANIC	GLUTEN_FREE	NON_GMO	KOSHER	VEGAN	ALLERGEN_INFO
2	0033333333331	Coffee 3	Joe Bloggs	12	16	WOZ	100	13.99	30	Shelf-Stable	T	F	F	F	F	
3	0044444444448	Coffee 4	Joe Bloggs	12	16	WOZ	100	13.99	30	Shelf-Stable	T	F	F	F	F	
4	0055555555555	Coffee 5	Joe Bloggs	12	16	WOZ	100	13.99	30	Shelf-Stable	T	F	F	F	F	
5	1	Coffee 6	Joe Bloggs	12	16	WOZ	100	13.99	30	Shelf-Stable	T	F	F	F	F	

6

5

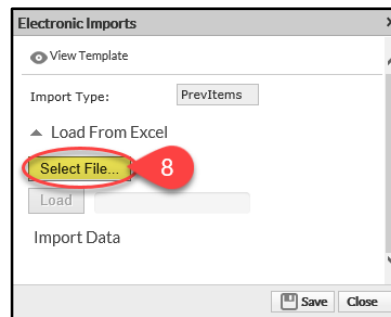
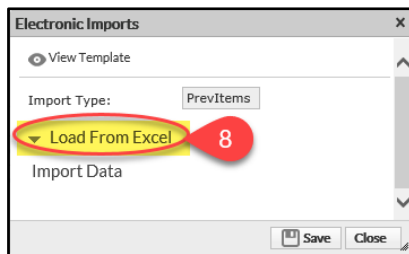
4

7 Save the import somewhere obvious with an obvious name to make it easier to find upon import:



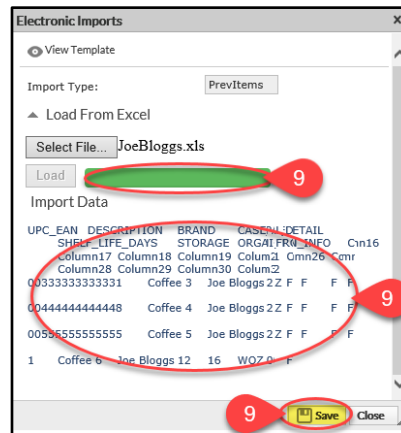
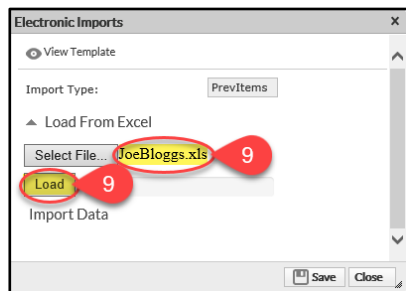
8 To import your file, go back to the 'Electronic Imports' pop up from step 2.

- Click on the 'Load From Excel' button.
- Click on the 'Select File' button.

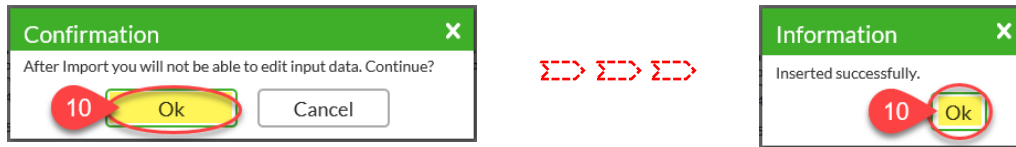


9 Select your import file from where you saved it.

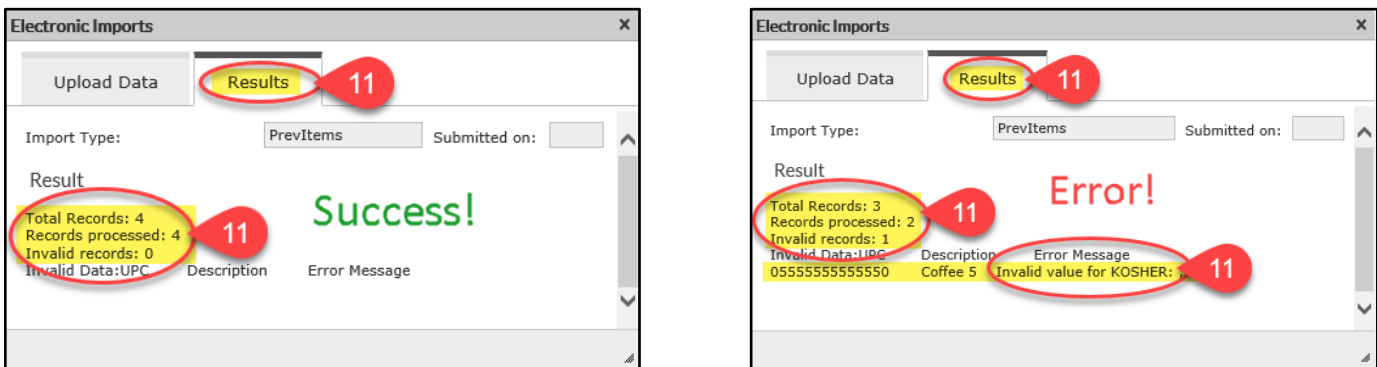
- The file name will appear next to the 'Select File' button.
- Click on the 'Load' button.
- The load bar will turn green when loaded.
- Your import data will appear beneath the load bar.
- Click on the 'Save' button.



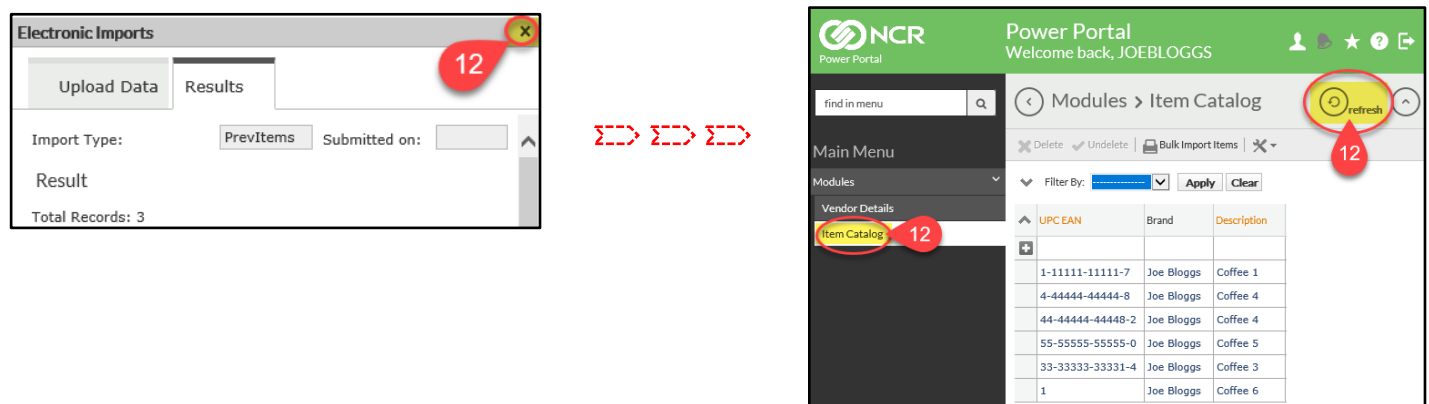
- 10 A pop up will appear letting you know “After import you will not be able to edit input data. Continue?”. Click Ok. Do not worry, item info is editable once it is uploaded to your catalog.
  - Click Ok on the next pop up.



- 11 The ‘Electronic Imports’ table will now show the results of the import.
  - If successful, you will see ‘Totals Records’ & ‘Records processed’ match. ‘Invalid records’ will show ‘0’.
  - If an error has occurred, you will see ‘Totals Records’ & ‘Records processed’ do not match. ‘Invalid records’ will show ‘1’ or more.
  - The invalid item/items will appear beneath the results.
  - Adjust your import based on what on the ‘Error Message’ is present.
  - When the import has been corrected, follow the steps for upload again.



- 12 Close out of the ‘Electronic Imports’ table.
  - Your items are now in the ‘Item Catalog’.
  - You may need to click on the ‘refresh’ button to make them appear if you are already on that menu.



- 13 Any items that are in your catalog are adjustable after entry.
  - If you wish to delete an item, click on the line item and click on the 'Delete' button:

UPC EAN	Brand	Description	Pack	Size	Sell Unit of Measure	Case Cost	Suggested Pric...	Shelf Life (days)	Storage	Organic	Gluten Free	Non-GMO	Kosher	Vegan	Allergens
1-11111-11111-7	Joe Bloggs	Coffee 1	12.00	16.0000	WOZ	100.00000	13.99	30	Shelf-Stable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4-44444-44444-8	Joe Bloggs	Coffee 4	12.00	16.0000	WOZ	100.00000	13.99	30	Shelf-Stable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
1	Joe Bloggs	Coffee 6	12.00	16.0000	WOZ	100.00000	13.99	30	Shelf-Stable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	


**Note:** If you upload the same item twice, it will just override the previous version of the same UPC.


### UPCs


**Note:** We require check digits (the last number of the UPC) to be included on the 'UPC EAN' field.


**Note:** When entering a UPC into the item catalog manually or into a template upload please always enter having 14 digits present, entering leading zeros where necessary.

**Note:** Below are some example Bar codes/UPCs:

- 

1 11 digit UPC – Check digit is '0'. Enter as – **00011111111110**
- 

2 12 digit UPC – Check digit is '7'. Most commonly used UPC in US. Enter as - **00111111111117**
- 

3 13 digit UPC – Check digit is '6'. Mostly used for non-US products. Enter as - **01111111111116**
- 

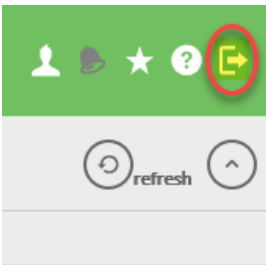
4 14 digit UPC – Check digit is '3'. Not a selling unit UPC, mostly for cases or pallets of product. Enter as - **11111111111113**

## Chapter 5 What Happens Next

- You will receive an email letting you know if we will be proceeding with you as a vendor or not. The review process could take up to a month due to various reasons but we aim to reply in a timely manner.
- In some cases, we may reach out to request additional information and/or schedule a time to meet with you.
- Please do not send samples unless requested. The Program Category Manager will provide instructions for delivery at the time of request.

Thank you for your submission and wanting to be a part of New Seasons Market and New Leaf Community Markets.

**Note:** To log out of your session:



## Chapter 6 Resources &amp; Support

## Field Header Requirement Table (Items)

**Note:** Fields highlighted in yellow and have bold font are mandatory for the import process to succeed.

Header	Example Entry	Requirement
<b>UPC_EAN</b>	00111111111117	Enter in UPC 14 format (include leading zeros and check digit). If your product does not have a UPC you can write in any numerical value.
<b>DESCRIPTION</b>	DECAF BLEND COFFEE	Reflect the exact the wording on the item.
<b>BRAND</b>	Joe Bloggs	Enter in what brand is reflected on the product. If no brand then please enter vendor name into this field.
<b>CASE_PACK</b>	12	Numerical value only. If selling to us by the LB, then enter a '1'.
<b>SELL_SIZE</b>	16	Numerical value only. If selling to us by the LB, then enter a '1'.
<b>SELL_UOM</b>	WOZ	Reference the 'Sell Unit of Measure' magnifying glass pop up table on the 'Item Catalog' menu for a list of options on UOM.
<b>CASE_COST</b>	39.99	Enter in the wholesale cost before any adjustments/allowances are present. If selling to us by the LB, then enter the by the LB cost.
SUGGESTED_RETAIL	4.49	Numerical value only.
SHELF_LIFE_DAYS	245	Enter in days only. Numerical value only.
<b>STORAGE</b>	Shelf-Stable	Select from Shelf-Stable, Frozen, Refrigerated, Fresh.
<b>ORGANIC</b>	TRUE	Enter in True or False.
<b>GLUTEN_FREE</b>	FALSE	Enter in True or False.
<b>NON_GMO</b>	TRUE	Enter in True or False.
<b>KOSHER</b>	FALSE	Enter in True or False.
<b>VEGAN</b>	TRUE	Enter in True or False.
ALLERGENS	Contains: Wheat, Eggs, Tree Nuts (Walnuts)	List all allergens: Milk, Eggs, Fish (which kind of fish), Crustacean Shellfish (which kind of shellfish), Tree Nuts (which kind of tree nuts), Peanuts, Wheat, Soy.

## FAQ's

- ❓ **How do I reset my password? Forgot password.**
- 📧 Reach out to [VendorPortalHelp@newseasonsmarket.com](mailto:VendorPortalHelp@newseasonsmarket.com) or [vendorportalhelp@newleaf.com](mailto:vendorportalhelp@newleaf.com)
- ❓ **No response in 30 days.**
- 📧 Reach out to [VendorPortalHelp@newseasonsmarket.com](mailto:VendorPortalHelp@newseasonsmarket.com) or [vendorportalhelp@newleaf.com](mailto:vendorportalhelp@newleaf.com)
- ❓ **Locked out of vendor portal.**
- 📧 Reach out to [VendorPortalHelp@newseasonsmarket.com](mailto:VendorPortalHelp@newseasonsmarket.com) or [vendorportalhelp@newleaf.com](mailto:vendorportalhelp@newleaf.com)

## Q How do I submit shippers, pallets & displays?

A At this time the vendor portal does not have functionality for this process.

## Email Support

New Seasons Market support – [VendorPortalHelp@newseasonsmarket.com](mailto:VendorPortalHelp@newseasonsmarket.com)

New Leaf Community Markets support – [vendorportalhelp@newleaf.com](mailto:vendorportalhelp@newleaf.com)

Not sure – [VendorPortalHelp@newseasonsmarket.com](mailto:VendorPortalHelp@newseasonsmarket.com)

## Glossary of Terms

- **DBA (Doing Business As)**  
Whom we will be paying on the invoices. This name will appear on the invoices.
- **Demo**  
We love to sample products for our customers, and we rely on vendors to help support demos in our stores.
- **Discounts for promotions**  
We feature items in our ads and during events at a lower price to our customers, and may ask for a temporary discount from our vendors to support promotional activity.
- **Business License**  
We require our vendors to have a valid business license.
- **State department of Agriculture Certified Kitchen**  
Food safety and quality are paramount to us; we commit to always:
  - Ensure that the food we prepare and sell does not place any customers or consumers at risk of injury or illness, and that it meets everyone's quality expectations.
  - Assure full compliance with applicable local, state, and federal laws and other statutory requirements.
- **UPC EAN (Universal Product Code)**  
A UPC is a type of code printed on retail product packaging to aid in identifying a particular item. It consists of two parts – the machine-readable barcode, which is a series of unique black bars, and the unique digit number sequence beneath it.
- **Brand**  
Enter the full name of the brand on the packaging of your item, if no packaging then whomever is the producer.
- **Description**  
Describe the product as best you can to reflect the exact the wording on the item.
- **Pack**  
How many selling units comes in each case? Example: You sell 12 jars of peanut butter in a case. The pack would be 12. \*Don't worry, it adds some zeros once you click to the next box.

- **Size**  
What is the size of the unit you are selling? Example: Your peanut butter is in 10-ounce jars. Your size is 10. \*This also adds some zeros when you click away.
- **Sell Unit of Measure**  
How each unit in the case is measured. Example: Your jars of peanut butter are in weighted ounces. You would pick WOZ.
- **Case Cost**  
Enter your cost to us per case. Example: If you sell by the case then you should enter case cost. If you sell by the each or pound then enter the unit or per pound cost.
- **Suggested Price**  
Enter what you or the manufacturer's suggested retail price should be.
- **Shelf Life (days)**  
The number of days the corresponding item is available for sale before it must be removed.
- **Storage**  
Is your item frozen, refrigerated, shelf stable or fresh?



- **Organic**  
Is your product certified organic?



- **Gluten Free**  
Is your product certified gluten free?



- **Non-GMO**  
Is your product certified Non-GMO?



- **Kosher**  
Is your product certified Kosher?



- **Vegan**  
Is your product certified vegan?

- **Allergens**  
If your product is to be sold in the Bakery, Prepared Foods, or Cheese department, then please list all allergens.