July 17, 2018

Dear Legacy Unified PNW retailers:

We have made tremendous progress in planning and preparing for our transition to standardized systems. Thank you for your engagement and feedback during the information and training sessions. It has been positive momentum for the transition. Today, I want to share with you that we intend to go live on the standardized systems for the Pacific Northwest on July 21, 2018, and are working through our final testing and validation.

As we prepare for the cutover, a few things you will need to be aware of:

- The last orders that can be transmitted on the legacy Unified system will be those that are in the system **Friday, July 20, before 6:00 p.m., Pacific Time**.
  - Orders after that point in time will need to be transmitted using SV Mobile or Mobile Merchant after **7:00 p.m., July 20. Please note there is a 1-hour window during which orders cannot be placed**.
  - A full catalog refresh must be performed for both devices.
    - The Mobile Merchant device will refresh automatically upon log in.
    - SV Mobile must be refreshed manually: log on to the device, go to menu, select general, select sync data, click all four checkboxes and select sync now. Please be patient, it may take some time.
  - Please note: Ordering will still be available through Sunday 7/29 for the Seasonal 2019 Easter, Spring & Summer catalog through UGET.

- The cutoff for receiving any custom retails sent by the stores is:
  - Legacy Seattle Customers: Wednesday, 7/18 @ 5:00 p.m.
  - Legacy Portland Customers: Saturday, 7/21 @ 11:00 a.m.

- Beginning July 22, retailers will need to use SVHarbor to obtain new invoices, statements and all reports moving forward. OnDemand and Business Center will still be available for access to historical documentation that was created before the cutover date.

- If you need Retail Technology assistance before or after the cutover, please continue to reach out to Support Desk Services at Support@Supervalu.com or 800-934-2100.

We have a strong support team in place for this transition, and want to remind you that the standardization website is your resource for information—[www.supervalu.com/standardization](http://www.supervalu.com/standardization). You will find webinars, training videos and other documentation for the new systems, as well as a list of contacts is also provided on this site, including the customer service and retail technology service desk contact information. The hard copy orientation guide you received is also a great resource; please contact your sales lead if you have not received an orientation guide.

We are committed to supporting you as we make this transition, so please don’t hesitate to contact us.

This transition to common systems truly integrates our legacy Unified business into SUPERVALU so that we can leverage the size and scale of SUPERVALU to better serve all our customers in the West Region. We look forward to benefits that are to come from this standardization.

Thank you for your patience and cooperation as we continue this journey together.

Sincerely,

Ray Van Wetten
Vice President, Sales, PNW, SUPERVALU