



Retail Synergy Program at

Walgreens

Frequently Asked Questions

1. Who do I see to set up a retail project?

Two RSP Coordinators will be on-site within Walgreens corporate office and will work with all vendors to input projects into the system. Each RSP Coordinator will be assigned to a group of vendors. Multiple retail activities can be loaded within one project, as long as the store list remains consistent. If two different store lists require the same set of service types, two projects will be loaded into the system.

2. What is the required timing of a retail project?

Vendors have a minimum of a two week lead time to work with their RSP Coordinator to input projects into RSPTrak. Vendors are encouraged to load projects as far in advance as possible to ensure optimal dates for the execution of projects. All projects must be approved by the vendor in RSPTrak no later than 5 p.m. CST on Monday, two weeks prior to start. If a project has not been approved by COB on Monday, it will be pushed back two weeks to the following cycle or the next available cycle.

3. Is there a minimum time required for a project to run at Walgreens?

All projects will be loaded in 15 minute increments; with 15 minutes being the minimum amount of time required.

4. Is there a maximum amount of time that can run or projects that can run in any given period?

There is no maximum on the amount of time or projects that a vendor can input into the system within the two week cycle. The vendor should contact the RSP Coordinator for current store capacity.

5. How is the amount of time required for each project determined?

The amount of time will be determined based on the service type(s) requested and the number of products requested for each service type(s). The RSP Coordinator will work with the vendor and will be able to recommend the amount of time required.

6. Is there a minimum or maximum number of stores for a project?

There is a 100-store minimum in order for a project to be loaded into the system. There is no maximum store count.

7. What types of images, WIC number or UPC number, information are required from a vendor for each project?

Product images, WIC numbers and UPC numbers are required for all products that are worked within a project. It is encouraged that images be sent for display, endcap, and tower building as well. This will aid the Retail Reps when they are executing the project at the store level. Any attachments (images, planograms, distribution by set size, etc.) that total more than 7 pages will be charged \$0.20 per page, per store.

8. How are the questions for each activity determined?

Standard questions have been determined for each service type. All projects must abide by these pre-determined questions.

9. How is distribution of materials such as IRCs, fixtures, POP, etc. handled?

All materials will be sent to the store for arrival on Friday prior to the start date. Vendors must have "Hold for RSP Representative" and the RSPTrak ID# on a separate label (not the shipping label) on all boxes. Walgreens will have a designated area in the backroom for all RSP program initiatives. Instructions on how vendors will handle project materials will be on the confirmation email sent to vendors -- once the project(s) is loaded into RSPTrak.



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10. What happens if the vendor materials do not make it to the stores?

If materials are not in the store by the project start date, vendors will be charged full time for the project. The project could potentially be canceled and pushed back if vendor cannot confirm the arrival date to the store. Cancellation fees will apply.

11. Can RSP handle recalls or approved resets?

Recalls and resets must be approved by Walgreens prior to inputting the project into the system. Resets will follow the normal timelines for project entry. Since recalls require immediate action, the project information must be submitted to the RSP Coordinator by noon in order for the project to be managed by COB same day. The project can begin two days after information has been entered into RSPTrak, provided that timelines have been followed.

12. Do any projects require category manager approval?

There are five service types that will require Walgreens' approval in addition to the vendor's approval. Those service types are Item Recalls, IRC Placement, Endcap/Tower Building, Resets and Custom (projects that fall outside the pre-defined, pre-approved in-store activities).

13. If approved in advance can a vendor receive pictures from retail?

Yes, pictures can be taken within a project; 15 minutes will automatically be added to the project if pictures are requested. Pictures will be uploaded by the Retail Reps and after project completion will be sent to the vendor by the RSP Coordinator.

14. What happens if a vendor needs to cancel a project?

If projects are canceled the week prior to the start date vendors will be charged a 5% penalty. If projects are canceled after the project start date vendors will be charged a 10% penalty. All visits that are made prior to cancellation will be charged to the vendor.

Penalty Percent Calculation = number of stores x project time x rate of project.

15. What reports will the vendor receive, how and when?

Vendors can access RSPTrak and pull reports as often as they like. The reports will include a Project Summary Report, a Project Detail Report and an Exceptions Report (stores that didn't get executed). Please note: Microsoft Silverlight must be loaded onto the computer during the first visit in order to access RSPTrak. This is a free download plug-in.

16. How will the vendor be billed for the retail projects?

Vendors will be billed through Walgreens at the end of the project. Walgreens will pull billing reports 7-10 days after project completion, and will bill vendors accordingly.

17. Who do the vendors call during a project if they have a question?

Vendors should call their assigned RSP Coordinator for any questions that may arise before, during or after the project.

Points of Contact

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