



## icix Company and Staff Information for Whole Foods Market (WFM) Suppliers

### Company Information and Staff

It is important that your icix **Company Page** and **Staff** are current with the proper account information. This will assist with timely communication and completion of Whole Foods Market requirements and requests.

### 1. Edit Company Details

The “**Company Details**” for your site should be current at all times. Keeping the company address and location up-to-date, as well as setting the Primary Administrator will help Whole Foods ensure we’re communicating with the correct company location or facility.

**To set, update or review your “Company Details”:**

- Click on the **Administration** tab.
- Click on **Company**.
- Edit the desired fields. All items with a red asterisk (\*) are required fields which must be completed.

**Edit Company Details** Save Back

Last Updated: Aug-8-2011 by Person Not Known  
Enter the full and legal name for the business

Company Name:\* Whole Foods Market-Global (P) OrgId : 13876

Trading Name:

The Primary iCiX Administrator is the main iCiX contact for this site. It is recommended that this person be an active iCiX user and have responsibility for compliance, safety or regulatory matters within the company.

Primary iCiX Administrator:\* WFM Global Food Safety Support

**Activity Classification**

## 2. Assign Primary icix Administrator

The Primary icix Administrator is the main contact for your icix site. We recommend that this person is an active icix user and is responsible for compliance, safety, and/or regulatory matters within your company. You can change or update the Primary Administrator at any time. Your icix account can have several company administrators, but only one Primary icix Administrator.

**To set, update or review your Primary icix Administrator:**

- Click the **Administration** tab.
- Click **Company**.
- Select the appropriate Staff Member from the drop-down menu under **“Primary icix Administrator”**.

**TIP:** *Only Staff that have already been set up in the system will display as an option in the drop-down menu of “Primary icix Administrator”.*



The Primary iCiX Administrator is the main iCiX contact for this site. It is recommended that this person be an active iCiX user and have responsibility for compliance, safety or regulatory matters within the company. ⓘ

Primary iCiX Administrator: \*  ⓘ

**Activity Classification**

Allows a company to be classified within a community according to the activity it carries out. In addition, access to specific industry or business functionality is also determined by classification. ⓘ

Drop down displays Staff listed as Company Admins

The screenshot shows a web interface for assigning a Primary iCiX Administrator. A red circle highlights the 'Primary iCiX Administrator:' label. A dropdown menu is open, showing 'Stephanie Muniz' as the selected option. A red arrow points from a text box on the right, which says 'Drop down displays Staff listed as Company Admins', to the dropdown menu. Below the dropdown, there is a section for 'Activity Classification' with a brief description and a help icon.

### 3. Identify Emergency Contacts

Whole Foods Market requires that each site identify at least one **Emergency Contact** in the event that Whole Foods Market should contact your site with a Quality, Compliance or Emergency question. Any Staff Member type (Company Admin or Company User) can be identified as an emergency contact.

#### To set, update or review Staff Emergency Contact Status:

- Click the **Administration** tab.
- Click on **Staff** to select a Staff Member.
- If a Member is identified as a **Company Admin**, they are designated as an Emergency Contact.
- If a Member is identified as a **Company User**, they will need to manually select the option:
  - From the **Staff** page, click on **Edit** under the “**Details**” column.
  - Scroll down to the “**Contact Profile**” section.
  - Click next to “**Receive Emergency Communication from Members**”.
  - Click **Save** to save changes.

**Contact Profile**

Contact Profile allows iCiX Administrators to determine what type of communication a user shall receive.

<input checked="" type="checkbox"/> Receive General Communication from Members	<input checked="" type="checkbox"/> Name & Title
<input type="checkbox"/> Receive Corrective Actions from Members	<input checked="" type="checkbox"/> Email Address
<input checked="" type="checkbox"/> Receive Emergency Communication from Members	<input checked="" type="checkbox"/> Telephone & Fax Number
<input type="checkbox"/> Receive Audit Communication from Members	
<input type="checkbox"/> Receive Recall Communication from Members	
<input type="checkbox"/> Receive Request Communication from Members	

Emergency Responsibilities :

Updates, Notices and News from iCiX

Cancel Save Delete

#### icix North America Customer Service:

Email: [MemberSupport@icix.com](mailto:MemberSupport@icix.com)

Chat: <http://gotoassist.com/ph/icix>

#### Customer Service Hours:

Monday – Friday: 6 a.m. – 5 p.m. (PST)

