

Deductions FAQ

General Information

	Region	DC	City	State
C O N V E N T I O N A L	Atlantic	Mechanicsville	Mechanicsville	VA
		Pittsburgh	New Stanton	PA
		Harrisburg	Harrisburg	PA
		Carlisle	Carlisle	PA
		Allentown	Schnecksville	PA
	Central	Stevens Point	Stevens Point	WI
		Bismark	Bismark	ND
		Fargo	Fargo	ND
		Fort Wayne	Fort Wayne	IN
		Green Bay	Green Bay	WI
		Minneapolis	Hopkins	MN
		MRDC	Oglesby	IL
		Champaign	Urbana	IL
		Joliet	Joliet	IL
	South	Pompano	Pompano Beach	FL
		SERF	Anniston	AL
		Anniston Grocery	Anniston	AL
		Anniston Freezer	Oxford	AL
		Indianola	Indianola	MA
		Quincy	Quincy	FL
	Pacific	Billings	Billings	MT
		Commerce	Commerce	CA
		Santa Fe Springs	Santa Fe Springs	CA
		Stockton	Stockton	VA
		Centralia	Centralia	WA

Conventional: A DC that is identified by UNFI as a legacy “conventional” DC. If you ship product to a Conventional DC, you will need to follow Conventional processes.

The UNFI Conventional Supplier Support information is located on SVHarbor: <https://myhome.svharbor.com/> . [This site is for training, access to ePASS, eDEALS, eNewItem, reporting, and more.](#)

Natural: A DC that is identified by UNFI as a legacy “natural” DC. If you ship product to a Natural DC, you will need to follow Natural processes.

The UNFI Natural Supplier Support site is: <https://unfinc.zendesk.com/hc/en-us>. This site is more for information purposes. On it you can find educational series, contact information, forms, information sheets, our supplier policies, and more.

	Region	DC	City	State
N A T U R A L	Atlantic	Chesterfield	Chesterfield	NH
		Dayville	Dayville	CT
		Howell	Howell	NJ
		Hudson Valley	Montgomery	NY
		Richburg	Center Richburg	SC
		Philadelphia	Philadelphia	PA
		York	Lane York	PA
		Londonderry	Londonderry	NH
		Manchester (York Crossdock)	York	PA
	Central	Iowa City	Iowa City	IA
		Greenwood	Greenwood	IN
		Racine	Sturtevant	WI
		Twin Cities	Prescott	WI
	South	Aurora	Aurora	CO
		Lancaster	Lancaster	TX
		Atlanta	SW Atlanta	GA
		Sarasota	Sarasota	FL
	Pacific	Gilroy	Gilroy	CA
		Moreno Valley	Moreno Valley	CA
		Ridgefield	Parkway Ridgefield	WA
		Rocklin	Rocklin	CA

- UNFI applies all supplier invoices in full
- Deductions are applied to your check and are not taken against a specific invoice
- Deductions are applied to your account on a daily, weekly, monthly, and/or as needed basis
- A Debit Balance occurs when deductions exceed the value of the inventory invoices we have in our system. This prevents payment to you until your account is brought into a positive balance either through UNFI issuing more PO's which leads to more inventory invoices available on your account or a payment to UNFI.

CONVENTIONAL

Supplier Number – This is the key seven-digit identifier for each supplier, used in systems and reflected on information received from UNFI. There should be one supplier number across all lines of business and product areas.

SVHarbor <https://myhome.svharbor.com/>

- New suppliers or brokers should email MerchandisingServices@unfi.com to request access.
 - The Administrator assigned (by the supplier or broker) is responsible for adding their users and maintaining access.
 - Suppliers and brokers have separate profiles and should not set up users across profiles.
- Broker access to suppliers are submitted to Merchandising Services, by the supplier only, including previous and new broker information.
- To request access or make changes contact: MerchandisingServices@unfi.com
- Two step login process where passwords can be reset by the user on the login screen.
- If you need further assistance to access SVHarbor contact: MerchandisingServices@unfi.com

ePASS – (Partner Accounting Self-Service) <https://epass.svharbor.com/epass/home>

- Application that suppliers use to manage their AR and is the communication tool to document and track inquiries.
- Allows suppliers to self-service payment and deduction details (history for 12 months)
- Communication vehicle for all transactions
 - Vendor Master: Used to send your deduction/credit documents and other vendor communication
 - Document Search: Used to find credits/deduction backup and payment reports
 - *** **Deduction/credit documents** are emailed to suppliers when generated***
 - Payment Status Search: Used to find Payment information by PO, Document, \$ or Location, with payment details. Passes for Payment Not Found can be created here.
 - Pass # Search: Used to create a PASS, review, or update existing passes

NATURAL

Your **Supplier Remit#** is located on the bottom left corner of your check stub.

Your **UNFI Natural Accounts Payable Rep** is assigned based on the first letter of the legal name of your company. The contact list <https://unfinc.zendesk.com/hc/en-us/sections/206791887-UNFI-Contacts>

You get a copy of your check stub from? Your UNFI Natural AP rep.

Where can you get a copy of your deduction and its corresponding backup? DeductionsBackup@unfi.com

In your email requesting backup documentation, you will need to include the deduction invoice number exactly as it appears on your check remittance and the check number when requesting.

Why are some types of deduction backup not sent when payment is issued? Weekly MCB Reports, Quality MCB deductions, and Reclamation billings are automatically emailed to suppliers when the deduction generates out of our system.

APVendorMaster@unfi.com maintains the master email file for sending deduction backup and the automated deductions.

If you want to submit a dispute for a deduction taken against a Natural check, you will need to submit a dispute form which is located at this link. <https://unfinc.zendesk.com/hc/en-us/articles/231454227-Deductions-Dispute-Form>. These dispute forms need to be sent to Deductions@unfi.com.

How soon should we expect a repay once a dispute is approved for repayment? Please allow 7-10 business days for payment to be processed onto your UNFI account.