



Supplier Overview

Accounts Payable, Deduction Disputes, and Debit Balance

June 2023

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Distribution Center Landscape

01

Distribution Center Overview

- A distribution center (DC) is identified by UNFI as legacy “Natural” and “Conventional”.
- Dependent upon which DC you ship to, you will be required to follow the processes for that DC.

C O N V E N T I O N A L	Region	DC	City	State	
	Atlantic		Mechanicsville	Mechanicsville	VA
			Pittsburgh	New Stanton	PA
			Harrisburg	Harrisburg	PA
			Carlisle	Carlisle	PA
	Central		Allentown	Schnecksville	PA
			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	
South		Joliet	Joliet	IL	
		Pompano	Pompano Beach	FL	
		SERF	Anniston	AL	
		Anniston Grocery	Anniston	AL	
		Anniston Freezer	Oxford	AL	
		Indianola	Indianola	MA	
Pacific		Quincy	Quincy	FL	
		Billings	Billings	MT	
		Commerce	Commerce	CA	
		Santa Fe Springs	Santa Fe Springs	CA	
		Stockton	Stockton	VA	
	Centralia	Centralia	WA		

N A T U R A L	Region	DC	City	State	
	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
	Central		Manchester (York Crossdock)	York	PA
		Iowa City	Iowa City	IA	
		Greenwood	Greenwood	IN	
		Racine	Sturtevant	WI	
South		Twin Cities	Prescott	WI	
		Aurora	Aurora	CO	
		Lancaster	Lancaster	TX	
Pacific		Atlanta	SW Atlanta	GA	
		Sarasota	Sarasota	FL	
		Gilroy	Gilroy	CA	
		Moreno Valley	Moreno Valley	CA	
	Ridgefield	Parkway Ridgefield	WA		
	Rocklin	Rocklin	CA		



Accounts Payable

02

General Accounts Payable (A/P) Information

2 Points of A/P Contact for each Supplier

- Alpha sort and updated regularly – refer to the supplier support site for the most current contact information [Contact Information](#)
- Inquiries on unpaid/past due invoices, complete the [payment inquiry template](#)
- Expected response time from A/P is 5-7 Business days for initial response

Payment Terms

- Standard terms, unless otherwise agreed to by UNFI are:
 - Check Payment – 2% 20 days, net 45
 - ACH Payment – 2% 25 days, net 50
 - Credit Card Payment – 2% 10 days, net 25
- The terms window begins when UNFI receives the invoice OR receives the product, whichever is later

Submitting Invoices

Electronic Data Interchange (EDI) – Preferred Method

- Electronic confirmation process that improves efficiency and accuracy of purchase orders and invoice interchange.
- Designed to streamline the process by eliminating manual billings, emails, phone calls, or faxes.
- EDI Assistance
 - Natural: SupplierEDI@unfi.com
 - Conventional: ECHelpline@unfi.com

Email – Secondary Option

- A/P utilizes Kofax Optical Character Recognition (OCR) software
- Provides ability to accept emailed invoices to UNFIAPInvoices@unfi.com
- Email requirements
 - Invoice must be in PDF format
 - One file per invoice
 - No pictures or links can be included in the body of the email, including signature line
 - Body of the email must contain some text, i.e. Please Process
 - Multiple invoices can be included in one email

US Mail – Least Preferred

UNFI – Accounts Payable

1 Albion Road Ste 101

Lincoln , RI 02865

Receiving Payment

Physical Check

- Mailed to the remittance address on file
- To update your remittance address:
 - Natural Suppliers: APVendorMaster@unfi.com
 - Conventional Suppliers: SV Harbor

Single-Use Credit Card – Payment through Mastercard payment network

ACH Payments

- Electronic payments automatically deposited into your account
- To sign up:
 - Natural Suppliers: APVendorMaster@unfi.com
 - Conventional Suppliers: APACHSetup@unfi.com

Non-Payment

- Contact your A/P representative.
- Reasons for non-payment:
 - Account is in a debit balance
 - UNFI has not received the product
 - UNFI has not received the invoice

Deduction Back-Up

- Back-up documents are sent under a separate cover from MCBReports@unfi.com or SSRSServices@unfi.com. These email addresses are not monitored and not set up to receive emails.
- Missing Back-up requests: deductionsbackup@unfi.com. Include the deduction and check numbers.
- Back-Up Protocols
 - Some back-up will be sent by A/P when payment is issued and other back-up will be sent prior to payment issuance. Save all back-up emails for future retrieval/review.
 - Back-up for Manufacturer Chargebacks (MCB), Reclaims, Credit Memo Quality (CMQ), Customer Scans/Coupons will be sent in advance of payment.
 - Back-up will contain information about the deduction in addition to item level detail, when applicable.
 - Multiple email addresses can be on the back-up distribution list. To add/remove contact: APVendorMaster@unfi.com



SV Harbor

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SV Harbor

- Full-service portal for **Conventional** suppliers to conduct various day-to-day functions
- Admin/Users login via: [SV Harbor Home Page](#)
 - Admin ID, Users
 - Access Request Form
- Forgot login email, contact: merchandising@unfi.com

[→ LOGIN](#)[Tech Support](#)

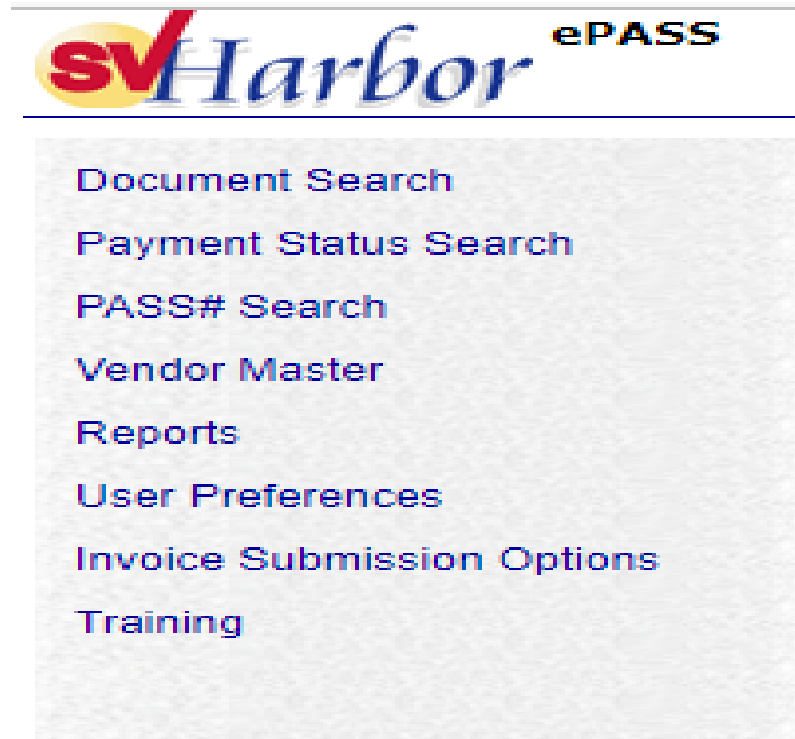
Partner Accounting Self-Service (ePass)

- Provides access to search documentation, deduction, credit, and payment information for **Conventional** suppliers.
- Communication tool which tracks correspondence between UNFI and Suppliers.
- [ePass Home Page](#)

The screenshot shows the UNFI ePass Home Page. The navigation menu on the left includes the following items: Accounting, Accounts Payable Services, Ad/Promotional, ePASS (highlighted), Items, Point of Sale, Professional Services, Reports & Downloads, Retail Pricing, Store Invoices, Store Orders, Upload Data & Digital Images, Vendor Deals, Vendor List Cost, Warehouse Deliveries, Warehouse to Store Shipments, and Administration. The main content area displays the UNFI logo and 'Wholesale Business' text. Below this, there is a paragraph stating: 'Approximately 1,900 successful independent retailers count on UNFI for a broad spectrum of grocery supply chain and business services, from wholesaling and procurement to robust sales, marketing and merchandising expertise.' The page also features two panels: 'Headlines' with three items (Need Help Managing UNFI Invoices?, 10/3 - Updated Receiving..., UNFI Shipping & Handling...) and 'Alerts' with three items (Suppliers: PO ALERT NOTICE! PLEASE READ, Signs & Labels: Changes coming in..., Attention Suppliers: Please see...). Both panels indicate 'Displaying 1 to 3 of 3'.

ePass – Getting Started

- Document search – deductions, credits, and payment reports.
- Payment status search
- Pass# Inquiry – created when additional information is needed and/or missing



ePass – Document Search

- Deduction/credit documents are emailed to suppliers directly upon creation
- Back-up documentation is contained in ePass
- Multiple search options available:
 - Vendor number
 - Document/check/payment number
 - Location
 - Net Amount
- Date range default is 30 days. Recommend 12-month search.
- Export data function

ePASS Home > Document Search

Document Search

Vendor ID # (Required)
 Example: 0999999 [Vendor Search](#)

Location (Optional)	Document or Check # (Optional)																														
<input type="checkbox"/> Distribution Center or Corporate Location <input type="checkbox"/> Retail [No locations found] (Hold down the Ctrl key to select multiple locations)	<table border="1"> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> </table>																														
<input type="checkbox"/> Location Group <input type="text" value="[Select a Location Group]"/>																															
<input type="checkbox"/> Location Number <input type="text"/>																															
Net Amount (Optional) <input type="text"/> Example: 100.00	Example: 0000001																														
Document Date (Required) <input checked="" type="radio"/> Last 30 Days <input type="radio"/> Last 60 Days <input type="radio"/> Last 90 Days <input type="radio"/> Between the Following Dates (Format: mm/dd/yyyy -- click the calendar icons to select each date) <input type="text"/> <input type="text"/> To <input type="text"/> <input type="text"/> (Up to 12 months prior)																															

ePass – Vendor Master (Correspondence Address/EDI Contact Change)

- Email address correspondence updates for Back-up, EDI, and other communications.
- Generic email is preferred i.e. AR@supplier.com

svHarbor ePASS SVHarbor Help Logout

ePASS Home > Vendor Master > Correspondence Address/EDI Contact Change Go to:

Correspondence Address/EDI Contact Change

Requester Information	Vendor Information
Name:* <input type="text" value="Roger G. Gomez"/> E-mail Address:* <input type="text"/> Phone:* <input type="text"/> Fax:* <input type="text"/> Address:* <input type="text"/> City, State ZIP:* <input type="text"/> <input type="text"/> <input type="text"/>	Vendor Number:* <input type="text" value="324905"/> <input type="button" value="Vendor Search"/> <input type="button" value="Get Data"/> Correspondence Contact: <input type="checkbox"/> No Correspondence Change Name: NATIONAL ACCOUNT E-mail Address: <input type="text"/> Phone: 0- <input type="text"/> Ext: <input type="text"/> Fax: 0- <input type="text"/> Ext: <input type="text"/> Address1: <input type="text"/> Address2: <input type="text"/> City, State ZIP: <input type="text"/> <input type="text"/> <input type="text"/> Country: <input type="text" value="Select Country"/> <input type="button" value="v"/> EDI Contact: <input checked="" type="checkbox"/> No EDI Change Name: <input type="text"/> E-mail Address: <input type="text"/> Phone: - <input type="text"/> Ext: <input type="text"/> Fax: - <input type="text"/> Ext: <input type="text"/> Address1: <input type="text"/> Address2: <input type="text"/> City, State ZIP: <input type="text"/> <input type="text"/> <input type="text"/> Country: <input type="text" value="Select Country"/> <input type="button" value="v"/> Trading Partner ID: <input type="text"/> Trading Partner ID 2: <input type="text"/> Trading Partner ID 3: <input type="text"/>
Comments Comments: <input type="text"/>	

Debit Balance

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Debit Balance

- Deductions **exceed** invoices
- Factors to consider:
 - Deductions
 - Sales
 - Accounting

Examples

Invoice: \$10,000

Deduction: (\$2,000)

Total Paid to Supplier: \$8,000



Invoice: \$2,000

Deduction: (\$10,000)

Total Due to UNFI: \$8,000



Debit Balance



Deductions

Deductions are how UNFI charges for various programs. Unmonitored offerings can lead to a debit balance.

How to Action:

- Save contracts and emails
- Thoroughly read contracts and fine print (i.e. costs and pricing structures)
- Keep information in an organized folder for easy recall
- Ask questions



Sales

Declining sales mean fewer purchase orders to pay for the deductions.

How to Action:

- Track order volume and be mindful of any decreases
- Ensure inventory is being pulled by customers
- Consider some of the reporting suites available to gain insights
- Consult with your Supplier Relationship Manager to discuss go-forward strategy/adjustments needed to mitigate further risk



Invoices

UNFI may be missing invoices due to not being submitted or submission errors.

How to Action:

- Track invoices for submission and payment
- Submit invoices timely
- If not being paid, contact A/P with payment inquiry to determine status
- Ensure invoices contain unique invoice numbers, purchase orders, and totals

Debit Balance Resolution

Steps to Take

- Contact your Supplier Relationship Manager to get an account breakdown when you notice there are no payments coming in
- UNFI can help reconcile the account: ensure all invoices have been submitted, provide back-up, explain deductions, help submit disputes, and arrange payment

Payment Methods

- Check, ACH, and Wire
- Payment applied directly to the account and you receive full credit
- No Credit Card option available
- Payment Plan options available
- Send Checks to:

Conventional Suppliers

UNFI
Attn: Debit Balance
PO Box 958844
St. Louis, MO 63195-8844

Natural Suppliers

UNFI Supplier Relationship Management
Attn: Debit Balance
313 Iron Horse Way
Providence, RI 02908



Tools

To Decipher Your Remittance

05

Deduction Authority Codes - Conventional

All transactions on payment reports have a 3-character authority code that provides a high-level identifier for the type of transaction. These codes are also available in ePass under Payment search.

PME – EDI Invoice	FBB – Freight Billback
PMT – Manual Invoice Payment	HCG – Cost of Goods
PMD, DEX, SBT – Retail DSD Payment	MER/WRM – Miscellaneous
BBT – Billback Cub Retail DSD	PLR – Homestore Reset
BB6 – Billback Shoppers Retail DSD	PRM – Promotions, Floorstock, and Price Decline
CCS – Chargeback	SAS/PRG – Post Audit
CPI/CPN – Coupons	SVI – International
DIR – Payments on behalf of Independent Retailer	SWL – Swell (period deduction for non-EDI suppliers)
DIV – Customer Service, Damage Reclamation, and Returns	SXP - AdMax

Deduction Transaction Key

- Available on the [UNFI Supplier Support Site](#)
 - Conventional** – provides authority code look-up, transaction type, and a high-level definition of deduction.
 - Natural** – provides category, region, and brief description of deduction.

Authority Code	Transaction Type	Invoice Number	Definition HIGH LEVEL
BB2	Billback DSD	11 digits, starts with 30, 31 or 32	Cub Foods Direct Store Delivery billback deals.
BB6	Billback DSD	11 digits, starts with 52 or 54	Shoppers DSD billback deals.
CCS	Ads Co-op	(Location)(xxxxxx)	Circular fees, ad placement, setup charges and promotional ad programs provided to retailers.
CCS	At Risk Inventory	(Location)(xxxxxx)	Aged, out of code, short dated or discontinued, spoiled, inedible or damaged product.
CCS	Collection Charge	(Location)(xxxxxx)	Transactions made on behalf of independent retailers. UNFI passes these through to the Vendor.
CCS	Cost of Goods	(Location)(xxxxxx)	Funding that directly passes to the retailer to lower their Cost of Goods (COG) - no performance is required.
CCS	Coupon	(original invoice number)	Coupons processed through UNFI for Corporate and/or Independent retailers if Vendors do not pay the National Clearing House (NCH) in full or on time.
CCS	Customer Care	(Location)(0000xxxx)	Credits given to retailers through Customer Care.
CCS	Damage Reclamation	(Location)(xxxxxxxx)	Unsaleable product returned to the reclamation center for processing from retail or the distribution center (DC) due to damage (includes hidden) or expired code dates. Does not include Invoice Adjustment damages.
CCS	DC Efficiency	(Location)(xxxxxx)	The Distribution Center Efficiency (DCE) fee is a small per case fee charged based on an item's receipt quantity into our DC's.
CCS	Debit Balance	Starts with SVU or WO and dollar amount	Transfer of funds between Vendors' accounts for the purpose of resolving a Vendor's debit balance.
CCS	Floorstock	(Location)(last six digits of original invoice)	To protect inventory on hand at the start of an OI deal. The new OI deal is multiplied by quantity on hand and billed back to Vendor.

Location: see the LOCATIONS tab - first two digits of the DC unless otherwise indicated.

Invoice#(C):
Any invoice# noted with a "C" suffix is a repayment of the original deduction taken. May not be inclusive of all repayments. Does not apply to Supplier Invoice Airvoice Adjustment which can have an "A" or a "B" suffix.

Invoice #	Category/Billing Type	Processing for Region(s)	Customer Name	Deduction Description
(Invoice #)YKS	3rd Party Billing	UNFI West Region	Yokes Specialty	3rd Party Billing - This is a pass through deduction on behalf of the customer. UNFI passes these through to the Supplier.
(Invoice#)JAWG	3rd Party Billing	UNFI East Region	Associated Wholesale Grocer	3rd Party Billing - This is a pass through deduction on behalf of the customer. UNFI passes these through to the Supplier.
(Invoice#)BEK	3rd Party Billing	UNFI East Region	Ben E. Keith	3rd Party Billing - This is a pass through deduction on behalf of the customer. UNFI passes these through to the Supplier.
(Invoice#)CV	ClearVue Allowance	UNFI East Region		ClearVue Allowance not given off invoice
(Invoice#)NATSUN	3rd Party Billing	UNFI East Region	Native Sun Natural	3rd Party Billing - This is a pass through deduction on behalf of the customer. UNFI passes these through to the Supplier.
(Invoice#)-111	Quantity/Pricing Deduction	National		UNFI Quantity or Pricing Deductions - Occurs when PO/Receipt/Invoice do not match
PO#	Disposition	UNFI West Region		
(Invoice#)SP	Spoils Allowance	UNFI East Region		Spoils Allowance not given off invoice
(UNFI invoice #)WFM	Whole Foods Admin Fees	UNFI East Region	Whole Foods	3rd Party Billing - This is a pass through deduction on behalf of the customer. UNFI passes these through to the Supplier.
*DM	Payback	National		Any invoice # noted with either a PB or DM suffix is a repayment of the original deduction taken
*PB	Payback	National		Any invoice # noted with either a PB or DM suffix is a repayment of the original deduction taken
01ASM(mmddy)0(Remit#)	MCB (Published Promo)	UNFI East Region		F-Circulars/Fliers: Authorized MCB deals for Monthly Newsletter / Monthly's Specials booklet (NWSL) or the circular flyer (CIRC).
01ASM(mmddy)0(Remit#)	MCB (Published Promo)	UNFI East Region		G-Monthly Specials/Newsletters: Authorized MCB deals for Monthly Newsletter / Monthly's Specials booklet (NWSL) or the circular flyer (CIRC).
01CNDM(mmmy)0(Remit #)	Concealed Damage	UNFI West Region		CONCEALED DAMAGE -ROCKLIN

Helpful Hint! Search a code by using the Text Filter, then select Contains...

Supplier Deductions Key
Updated December 2019

Dispute Resolution Team

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Deduction Dispute Resolution Team

- Structured to support the end-to-end process for supplier deduction disputes – transaction types, origins, and intricacies.
- Responsible for answering all inquiries relating to deduction disputes; tracking, researching, and resolving; and communicating final decisions.
- The deduction dispute resolution team is **not** responsible for providing back-up or answering questions regarding payment.
 - Deduction Back-Up is managed by Accounts Payable
 - Natural Suppliers Contact deductionsbackup@unfi.com
 - Conventional Suppliers access back-up via SV Harbor
 - Payment Inquiries are managed by Accounts Payable
 - Natural Suppliers Contact A/P Representative
 - Conventional Suppliers can search Payment status via SV Harbor
- Suppliers have 12 months from the date a deduction is taken to dispute.

Submitting a Dispute

07

Submitting a Deduction Dispute (Opening a Pass) – Conventional

- Use document number to search – passes can be created even if the document number is not found in the search
- Provide details and supporting documentation (up to 5MB)
- Recommend pass submission within 60 days of deduction date
- Most passes are resolved within 30-45 days

SV Harbor ePASS SVHarbor Help Logout

ePASS Home > Document Search > Document Results Go to:

Document Results (Last 90 days, Vendor 5204383)

Click a column title to sort. View documents with: SwiftView Adobe Acrobat (PDF)

<input checked="" type="checkbox"/>	<u>Document #</u>	<u>Additional Info</u>	<u>Net Amount</u>	<u>Location</u>	<u>Location Name</u>	<u>Document Date</u>
<input type="checkbox"/>	2400000188	View	\$	24011	Stockton CA DC	11/02/2022
<input checked="" type="checkbox"/>	SI94260	View	\$136.57	24011	Stockton CA DC	11/21/2022

Pass Search – Conventional

- Various search options
 - By number – vendor, pass, document, purchase order
 - Net amount
- By clicking pass number you can
 - See pass details
 - See document, attachments, and comments
 - Add new comments
 - Reopen a pass (as needed)

PASS# Search Results

Click a column title to sort.

PASS #	Vendor #	Vendor	Document#	PO #	Net Amount	Detail Status	Request Type	Create Date
2393662	5204383		SI89995	44755838	\$23,933.64	Closed	Payment Not Found	01/14/2022
2409438	5204383		SI89946	0024212527	\$341.92	Denied	Deduction Dispute	03/11/2022
2409441	5204383		SI90004	0046292788	\$1,129.20	Denied	Deduction Dispute	03/11/2022
2409442	5204383		SI90293	0046304090	\$3,528.00	Closed	Deduction Dispute	03/11/2022
2409446	5204383		2400000130		\$1,275.32	Closed	Deduction Dispute	03/11/2022
2409447	5204383		2400000137		\$0.00	Closed	Deduction Dispute	03/11/2022
2413266	5204383		2400000106		\$0.00	Closed	Deduction Dispute	03/24/2022
2413273	5204383		2400000107		\$0.00	Closed	Deduction Dispute	03/24/2022
2413275	5204383		2400000119		\$0.00	Closed	Deduction Dispute	03/24/2022
2413278	5204383		SI90547	0046317161	\$5,469.60	Denied	Deduction Dispute	03/24/2022
2421543	5204383		2400000116	24209885	\$107.02	Closed	Deduction Dispute	04/20/2022
2421544	5204383		2400000133	24214775	\$2,306.74	Closed	Deduction Dispute	04/20/2022
2421545	5204383		2400000125	24214775	\$2,346.22	Closed	Deduction Dispute	04/20/2022
2421546	5204383		SI90701	0024227720	\$4,032.51	Denied	Deduction Dispute	04/20/2022
2421548	5204383		SI90702	0024227331	\$6,466.56	Denied	Deduction Dispute	04/20/2022
2421549	5204383		SI90745	0024228850	\$688.94	Denied	Deduction Dispute	04/20/2022
2421550	5204383		SI90795	0024228545	\$988.33	Denied	Deduction Dispute	04/20/2022

PASS# Search

Vendor

 By Vendor Number:
 By First Letter:
[Vendor Search](#)

Expanded Search

 Search By: PASS # Document # PO # Net Amount

Example: 00000001

Status:

 High Level:
 Detail:
Assigned To: GroupGroup: Name:

Location:

 Distribution Center or Corporate Location
 Retail
 Location Group
 Location Number

Request Source:

Request Type:

PO Deduction Type:

Processing Days:

 days
 PASS# Date: Create Date Modified Date Complete Date

 Last 30 Days Last 60 Days Last 12 Months Between the Following Dates: To (Up to 12 months prior)

(Format: mm/dd/yyyy -- click the calendar icons to select each date)

Submitting a Deduction Dispute – Natural

- Submit a [Deductions Dispute Form](#)
- Form **must** be filled out in excel format and attached as an excel document
- Accurate form submission is critical and will prevent delays. All applicable back-up pertaining to the dispute must be provided upon submission (Bill of Lading, Invoice, promotional contract, copy of deduction, etc.)
- When submitting, clearly label the subject line as follows:
 - Dispute: Brand Name, Check #, Deduction Invoice #, Dispute Amount
- Tracking number(s) will be provided within 2 business days of receipt
- Most disputes are resolved within 30-45 days

Dispute Status Updates – Natural

- Suppliers receive an automatic weekly notification of their disputes submitted within the past 6 months.
- All disputes are listed with tracking numbers and status
 - Dispute received – received only
 - In process of being reviewed – research underway
 - Research completed/repayment pending approval – research complete and final review underway
 - Referred to A/P for resolution – disputes that fall to A/P for research
 - Research completed/new invoice requested – unable to use documentation either received or on hand to complete repayment and have requested a submission of new invoice from supplier
 - Research completed/repayment denied – research complete and denied repayment
 - Only applicable under Check# and A-Invoice Reay CK#:
 - UNPAID on Account – repayments that have been approved, but have not been released for payment to supplier
 - CK# - Zero Check – repayments approved and are on A/P account and require inquiry back to your A/P rep directly.

A-Invoice – amended invoice was created for mis-shipped items or POs received short in error by our DCs.



Supplier Information

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Quick Links

- [Supplier Support Site](#)
- [SV Harbor Home Page](#)
- [Supplier Blog Spot](#)
- [Sign Up](#) for Blog if you aren't!

Who to Contact

- Payment Inquiry - Your AP representative. Active contact list is located [HERE](#)
- Deduction Back Up
 - If after researching within your company to ensure backup has not already been sent, you can reach out to DeductionsBackup@UNFI.com.
 - Keep in mind that you can expect to receive backup within 5 business days, usually sooner, after a payment is issued. Additionally, some backup is sent prior to sending a payment (Reclaims, MCBs, Whole Foods Market)
- Payment Disputes [payment inquiry template](#)
 - Short Payments (meaning NO deduction was taken, the invoice was paid for less than what was invoiced, etc.)
 - Prepaid Payments (invoices ending in PP)
 - Cash Terms/Payment Disputes
 - Unpaid Invoices
- Deduction Dispute Resolution
 - Deductions taken against your check remittance
 - Conventional Deductions: [ePass Home Page](#)
 - Natural Deductions: Deductions@unfi.com



Questions?

Thank You.



Appendix