



10/8/2020

Re: Inbound Appointment Scheduling

UNFI Suppliers,

As you are aware, UNFI transitioned to a centralized scheduling format on October 3<sup>rd</sup>. We thank you for your patience during this transition. Considering recent challenges, we have taken the following steps to improve communication and response time.

**Email consolidation:**

Please review the consolidated appendix at the end of this communication for a list of email addresses that you can contact to setup an appointment. When in doubt, choose either e-mail address. The same scheduler will be overseeing email requests within both aliases associated with the DC.

**PO Clarification:**

Please provide the full 11-Digit PO number, along with the date and time you wish to deliver.

The 11 Digit PO number is 3Digit Warehouse Number-6Digit Common PO Number-2Digit Suffix. Please note, there is a leading zero before the warehouse number (i.e. warehouse 25 is 025) and the suffix is most commonly 00.

**Response Time:**

Appointment requests submitted by 2PM (local time, based on where you are delivering) will be responded to during the same business day. Appointment requests submitted after 2PM (local time, based on where you are delivering) will be responded to the following business day. Appointment confirmations will be auto generated by UNFI's TMS and will be sent from [TMSAPP@UNFI.com](mailto:TMSAPP@UNFI.com). Please, watch for this confirmation.

Please keep in mind that most appointment requests must be submitted a minimum of 3 business days prior to requested appointment date and time. The appointment request lead time for fresh items (i.e. meat, produce etc.) is 1 business day.

**Are there any other ways I can schedule an appointment?**

At this time, the primary method of scheduling is via e-mail to your respective Master Scheduler. We are transitioning our portal functionality to a new site and will be evaluating set up in the new future.

**Best Practices:**

- Request delivery 3 business days prior to desired delivery date whenever possible.
- Only email once within the response time listed above; multiple inquiries will result in delayed response.
- Secure delivery date and time confirmation before pick-up.
- Watch for your appointment confirmation e-mail from [TMSAPP@unfi.com](mailto:TMSAPP@unfi.com).

## Appendix

DC	Main Contact	Fresh Contact
<b>Description:</b>	<b>Grocery, Frozen, Dairy</b>	<b>Meat, Produce, Fresh</b>
Pittsburgh	<a href="mailto:PItAppts@unfi.com">PItAppts@unfi.com</a>	<a href="mailto:PItDairyAppts@unfi.com">PItDairyAppts@unfi.com</a>
Mechanicsville	<a href="mailto:MCHAppts@unfi.com">MCHAppts@unfi.com</a>	<a href="mailto:MCHProduceAppts@unfi.com">MCHProduceAppts@unfi.com</a>
Carlisle	<a href="mailto:CRLAppts@unfi.com">CRLAppts@unfi.com</a>	
Harrisburg	<a href="mailto:HARAppts@unfi.com">HARAppts@unfi.com</a>	<a href="mailto:HARProduceAppts@unfi.com">HARProduceAppts@unfi.com</a>
Anniston	<a href="mailto:ANNAppts@unfi.com">ANNAppts@unfi.com</a>	
SERF	<a href="mailto:SERAppts@unfi.com">SERAppts@unfi.com</a>	
Indianola	<a href="mailto:INDAppts@unfi.com">INDAppts@unfi.com</a>	<a href="mailto:INDProduceAppts@unfi.com">INDProduceAppts@unfi.com</a>
Quincy	<a href="mailto:QCYAppts@unfi.com">QCYAppts@unfi.com</a>	<a href="mailto:QCYPerishablesAppts@unfi.com">QCYPerishablesAppts@unfi.com</a>
Pompano	<a href="mailto:POMAppts@unfi.com">POMAppts@unfi.com</a>	
Fort Wayne	<a href="mailto:FWAAppts@unfi.com">FWAAppts@unfi.com</a>	<a href="mailto:FWAMeatAppts@unfi.com">FWAMeatAppts@unfi.com</a>
Bismarck	<a href="mailto:BISAppts@unfi.com">BISAppts@unfi.com</a>	<a href="mailto:BISProduceAppts@unfi.com">BISProduceAppts@unfi.com</a>
Fargo	<a href="mailto:FARAppts@unfi.com">FARAppts@unfi.com</a>	<a href="mailto:FARProduceAppts@unfi.com">FARProduceAppts@unfi.com</a>
Hopkins	<a href="mailto:HOPMainAppts@unfi.com">HOPMainAppts@unfi.com</a>	
Green Bay	<a href="mailto:GBYAppts@unfi.com">GBYAppts@unfi.com</a>	
Stevens Point	<a href="mailto:STPAppts@unfi.com">STPAppts@unfi.com</a>	
MRDC	<a href="mailto:OGBAppts@unfi.com">OGBAppts@unfi.com</a>	
Champaign	<a href="mailto:CHAAppts@unfi.com">CHAAppts@unfi.com</a>	
W. Newell	<a href="mailto:ILPAppts@unfi.com">ILPAppts@unfi.com</a>	
Joliet	<a href="mailto:JOLAppts@unfi.com">JOLAppts@unfi.com</a>	
Commerce	<a href="mailto:COMAppts@unfi.com">COMAppts@unfi.com</a>	
Billings	<a href="mailto:BILAppts@unfi.com">BILAppts@unfi.com</a>	<a href="mailto:BILProduceAppts@unfi.com">BILProduceAppts@unfi.com</a>
Stockton	<a href="mailto:STKAppts@unfi.com">STKAppts@unfi.com</a>	<a href="mailto:SGMPerishableAppts@unfi.com">SGMPerishableAppts@unfi.com</a>
Centralia	<a href="mailto:CENAppts@unfi.com">CENAppts@unfi.com</a>	<a href="mailto:CENProduceAppts@unfi.com">CENProduceAppts@unfi.com</a>
Santa Fe Springs	<a href="mailto:SFSAppts@unfi.com">SFSAppts@unfi.com</a>	
Stockton BWS	<a href="mailto:SGMAppts@unfi.com">SGMAppts@unfi.com</a>	