

To our Valued Suppliers,

UNFI continues to look for ways to improve its interaction with Suppliers. One such focus is working to ensure your invoices are paid on time. The purpose of this document is to provide education to our suppliers related to our invoice submission options as well as best billing practices in an effort to help ensure prompt payment. Please select the best option below for your organization:

**Option 1 – Submitting Invoices to UNFI via Electronic Data Interchange (BEST)**

**Benefit: Real time notification of receipt and acceptance of invoice. Invoice is quickly sent to UNFI Accounts Payable for payment.**

Electronic Data Interchange (EDI) is an electronic confirmation process proven to be efficient and accurate for purchase order and invoice exchange. Attached below is a copy of our EDI 850/875, 855, 810 and 824 technical specifications. Please provide these spec sheets to your EDI team or 3rd Party EDI Provider. To get started with setting up EDI please click this link: [Getting Started With EDI](#). We're here to help set you up or answer questions at [SupplierEDI@unfi.com](mailto:SupplierEDI@unfi.com).

If your company is not currently EDI capable, there are many reputable third-party suppliers. UNFI recommends working with either [EDICT](#) or [SPS Commerce](#). Both organizations are UNFI preferred EDI partners. If you utilize a different service provider, you must contact EDICT and request interconnect between our companies.



**Option 2 – Submitting Invoices to UNFI via Email (GOOD)**

**Benefit: Invoice is quickly sent to UNFI Accounts Payable for payment.**

Email invoices to us directly at [UNFIAPInvoices@unfi.com](mailto:UNFIAPInvoices@unfi.com). We use Kofax OCR (Optical Character Recognition) to automatically process your invoices. Keep in mind that this mailbox is used exclusively for UNFI Natural invoices and not for Blue Marble Brands, Woodstock Farms, Albert's Organics, or UNFI Conventional.

To ensure fastest processing, UNFI requires one PDF file per invoice, but you can send multiple invoices/PDFs attached to one email. Invoices must include UNFI Purchase Order (PO) number, with charge per product and allowance per product listed on separate invoice lines. Invoice lines sequential to UNFI PO lines allows for most rapid and accurate processing. The body of the email and the PDF should not contain any links or web addresses, such as in a signature line, a link to pay invoices electronically, etc. Additionally, do not send images in the body of your email, including those often found in signatures. The inclusion of these items may cause the system to reject the PDF invoice from being successfully received and consequently delay payment.

**Option 3 – Submitting Invoices to UNFI via mail (OK)**

For Suppliers who cannot transact through EDI or email invoices, we offer the option to mail invoices. This will result in delayed processing due to time spent in transit as well as additional costs due to postage. The only acceptable address for mailing invoices is:

**UNFI - Accounts Payable  
1 Albion Road Suite #101  
Lincoln, RI 02865**



Please see the following page for invoice formatting which will facilitate faster processing of your invoices.



All invoices should be formatted as follows

### **General Invoicing**

- Only send invoices using one of the above methods to avoid duplication. Inquiries for unpaid invoices which are past due should be addressed directly with your Accounts Payable representative.
- Only one invoice should be sent per PO, after PO has shipped to ensure accuracy of the invoice
- All invoices must include invoice number, PO number, and any charges or allowances associated with the PO
- Do not send invoices for any type of dispute (i.e. short pays, cash discount, billings, etc.)
- Items should be billed as they are ordered on the PO (i.e. case or master case)

### **AOC's (Add on Charges, i.e. Freight, ClearVue, spoils, etc.)**

- All AOCs should be listed at the header level and located at either the top or bottom of the invoice, separate from the items
- Do not include any monthly or quarterly deductions on the invoice (i.e. Quarterly ClearVue deductions)
- Do not include any additional fees or taxes that are not part of your contract
- Location specific costs or charges must be billed to the correct location (i.e. freight, promos)

### **OI's (Off Invoice Charges, i.e. Monthly Fliers, Ads, etc.)**

- Any PO that has an OI must have the OI included on the invoice
- All OI's should be at the line level with correct percentage and title of the OI
- Item subtotal (amount before OI), OI amount and final cost should be listed out for each item

### **EDI Specific**

- Include correct UPC and UNFI item number on the invoice
- Verify that the invoice total equals the sum of all items, OI's and AOC's
- Invoice detail should be sent in exact order that the PO detail was received (PO flip)

**If you have any questions on the above, please contact your Supplier Manager for assistance.**