

	Subject: North American Invoicing Requirements Owner: AP & VR	Effective Date: April 1, 2025 Supersedes Policy Dated: February 3, 2023
	Type: Complete Revision () Partial Revision (x) New ()	Approved By: Director of Finance Shared Services

North American Invoicing Requirements

Gordon Food Service requires invoices to adhere to the below specifications. Meeting these requirements will improve the accuracy of invoice processing and timeliness of payments.

Payment Terms (Direct Goods Only)

Standard Payment Terms: Net 60 with Automatic Clearing House (ACH), EFT, or Check. Payment shall be made after receipt and acceptance of the goods at the GFS distribution center under any order. To help mitigate the risk of fraud, it is mandatory that suppliers complete a process to validate their payment and bank account information in order to receive payments electronically from Gordon Food Service. Suppliers must register, create an account and complete a validation process with Gordon Food Service's selected system for payment fraud prevention, which is currently nsKnox. Gordon Food Service will notify suppliers if there is a change in the selected system and suppliers must complete the same process for the new system.

Invoice Requirements

To maximize process efficiency and accuracy for both Gordon Food Service and our suppliers, all invoices **must be submitted electronically**, either via EDI or via Supplier Invoice & Payment Manager. All invoice or payment status inquiries will be handled through this free application which can be accessed through the Gordon Supplier Plus website at <https://supplier.gfs.com>. If you do not have access to Gordon Supplier Plus, please request access by emailing supplierplus@gfs.com.

To inquire about EDI please email edi.vendor.onboarding@gfs.com.

General Requirements

- Invoices must be submitted with a valid Gordon Food Service purchase order number.
- Please submit only one invoice per Purchase Order.
- Do not leave invoices at our warehouses when delivering products. They will not be forwarded for processing.
- Please note that Gordon Food Service pays invoices based on the vendor terms beginning with receipt of goods at Gordon Food Service Distribution Centers. For example, if terms are net 60 and the invoice is dated the 10th of the month with product received on the 11th, the payment will be issued on the first business day 60 days after the 11th.

Accounts Payable Adjustment Time Limits

Requests for adjustments to Accounts Payable related issues (deductions made during the invoice matching process, such as quantity or pricing variances, and referencing original invoice number with suffix -G1) must be addressed via Supplier Invoice & Payment Manager within six months of receipt of goods. No adjustments will be made after 180 days. Disputes should be submitted in Supplier Invoice & Payment Manager. Additional inquiries may be sent to vendorsupportap@gfs.com.

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Vendor Receivables

Vendor Receivables manages invoicing, collection of purchase and sales rebate or chargeback programs and other miscellaneous non-rebate billbacks. The method of collection is auto-deduction through Accounts Payable. To assist the cash application process, Gordon Food Service will include a description with most deductions on the remittance advice. Deductions related to Vendor Receivables will have “VCA” or “VR” preceding the invoice number for Canadian deductions and “VUS” or “VA” for US deductions.

Disputes for Vendor Receivables invoices (Deductions that begin with VUS/VCA/VUN or PRG/PRGX) must be submitted through the Deduction Management application in Gordon Supplier Plus. For faster response times, give proper details about what is being disputed, including attachments if needed.

Contacts	US	Canada
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VR Inquiry	vrsupport@gfs.com	vrinquiry@gfscanada.com
Gordon Supplier Plus	supplierplus@gfs.com	supplierplus@gfs.com
EDI	edi.vendor.onboarding@gfs.com	edi.vendor.onboarding@gfs.com