DPI Specialty Foods

New Vendor / New Item Setup

Frequently Asked Questions (FAQ)

General Questions

1. I am already setup in another DPI Division; do I need to submit paperwork again?
   a. Yes and no.
      i. You will not need to re-submit the Hold Harmless (HH), W-9, Vendor Agreement (VA) or Certificate of Liability Insurance (COI). Once submitted, those four documents are good for all locations. Certificate of Liability Insurance needs to be submitted on an annual basis.
      ii. You may need to submit a New Vendor form to each location, as pick-up locations may need to be reported or updated (depending on the region you are selling to) if all potential pickup locations were not completed on the original new vendor paperwork.
2. Do I need to complete every cell on the paperwork?
   a. Yes. If the cell does not apply to your product please enter "N/A" so we know that you have reviewed and considered the field and that the request for data does not apply.
3. I need this set-up in a hurry but I don't have all this information. What can we do to expedite?
   a. Unfortunately we cannot set up an item without all of the information completed. The *only* way to expedite is to submit all required forms with accurate data to the sales and marketing person you are working with.
4. I have completed my New Vendor /New Item Forms. Who do I send them to?
   a. Please return your completed paperwork to the sales and marketing person you received the paperwork from. All New Item set-up requests are initiated by the Sales Team.
5. How can I get a list of item numbers when my items are set-up?
   a. You can contact the buyer assigned to your products for a current item listing. You can request an updated list from the sales and marketing person you have been working with.
6. How do I work with DPI after my item is set-up?
   a. Contact the Marketing Assistant to the VP of Sales and Marketing, or Sales Office Manager for a list of AE's and their accounts of responsibility. Target the appropriate accounts, and work with those AE's to make appointments or ride-along calls.
   b. While the success of your products is important to DPI and its customers, we rely heavily on you (the vendor representative) to help drive sales through promotional activities

and marketing support in order to expand distribution. While we make sales calls as well as support logistics, you truly own the success of your product.

7. I only have a UPC /Pack change, but nothing else is changing. Do I need to submit a new item form for the replacement?
    a. Yes. If your item has a new UPC or pack / size, we are required to create a new item number, and discontinue the old. This avoids confusion when ordering for the customer and the Sales team.
    b. Submit UPC and pack change paperwork to the buyer assigned to your products to alert them, and to the sales and marketing person you have been working with. New Item set-ups are initiated in Sales after verification of the switch is accepted by the customer.

DPI New Item Form (NIF)
Page 1, Top Section
1. Contact information – I am not sure how to complete these fields
    a. In the box 'Contact' please enter the full name of the main contact for the vendor that DPI should contact if we have questions.
    b. In the box 'Broker' please enter the full name of the main contact for the broker that DPI should contact if we have questions. If you have multiple brokers, please use the regional broker for the location you are submitting the New Item Set-up to, and attach a listing of national broker contacts.
    c. In the box 'Person Submitting' please enter the full name of person completing this form
    d. In the box 'Phone, Fax, and E-mail' please enter the appropriate information for the person completing the form in case DPI has any questions
2. What is UniPro?
    a. UniPro is UniPro Foodservice, Inc. is a distribution cooperative for foodservice products which enables its members to receive enhanced purchasing opportunities and a vast array of products and services. Please select 'Y' if you are a participating member.
3. I do not understand what is meant by 'Costing Basis'?
    a. The easiest explanation for this is how the cost of the product will be expressed on your invoice to DPI.
        i. CASE Example: If the cost of the product is a set price per case *(example: $10/case x 1 case = $10)* please select 'Case'.
        ii. POUND Example: If the cost of the product is a price per pound, extended by the amount of pounds shipped *($2/lb for 1/20lb wheel = $40)* then please select 'Pound'.
4. I need to complete the new item form for a Shipper. How do I complete this form?
    a. If you are completing this form for a stand-alone shipper please select the 'Y' button next to Shipper

b. Next please enter the unique UPC that applies to the Shipper Case only; do not complete this box if the shipper UPC is identical to the UPC of any retail item within the shipper.

c. Please use one New Item Form per Shipper. Do not mix set-up information for the shipper with any non-shipper items on the same NIF.

d. On line 1 (one) of each section please enter data for shipper case as a whole.

e. On lines 2 (two)– 4 (four) please enter data for each separate retail component included within the shipper

f. If you require more than 3 (three) lines for the separate components of the shipper please use an additional NIF and do not mix with any other shipper or non-shipper items.

5. What is a Master Case versus a regular Case Item?

a. A Master Case is defined as "any item where there is an outer shipping case holding **inner packs, sleeves, _etc._** that hold a grouping of consumer sized items"

b. Example:

i. A retail 8 fl/oz soda is sold in carriers (Caddy, 4-pack, 6-pack, etc.).

ii. The carrier may contain 6 soda's, making the selling case at DPI 6/8oz.

iii. For shipping, the manufacturer might sell and ship the product in a Master Case of four carriers. The Master Case is then four (4).

UPC-12 / EAN-13 / Case UPC / GTIN

1. I am not sure how to enter our UPC information on the NIF; what is the correct method?

a. The desired format is displayed in the column header.

i. Please indicate if the you are submitting a UPC-12 (U) or EAN (E) in the first column and in the next column provide the appropriate 12 or 13 digit number with hyphens as indicated.

b. We require you to provide us with the calculated check digit (last number of UPC-12 or EAN) so we can verify the number has been entered correctly in our system.

2. I am completing this form for an item that does not have a UPC (random weight product). What do I enter on the form?

a. Many manufactures assign an item with a UPC number for internal tracking purposes, even though a scan bar does not appear anywhere on the product or shipping case. Please enter this value as the UPC in the format requested on the form.

b. If there is no scan bar on the product and your company does not assign a UPC for tracking purposes, please enter N/A in the field.

3. The item does not have a UPC-12 or EAN-13 value but instead has a UPC-8; where do I enter this information.

a. Please enter the value in the UPC-12 column

4. I only have 12 digits for a Case UPC. How do I enter this information on the NIF?

a. A true Case UPC should have 14 digits displayed in the following format: 000-00000-00000-0. The last number is the calculated check digit which DPI requires to be submitted so we can validate we have entered the number correctly into our system.
b. Please do not enter a value in this field if it is not a 14 digit value

5. What does EAN mean?
a. EAN = European Article Number, which is now referred to as an International Article Number is the European version of the UPC. It typically contains 13 digits as opposed to the US Standard 12 digit. EAN format is 0-000000-000000. Please do not enter a value in this field if it is not a 13 digit value.

6. What does GTIN mean?
a. The GTIN (Global Trade Item Number) is the foundation for the EAN/UCC System for uniquely identifying trade items (products and services) sold, delivered, warehoused, and billed throughout the retail and commercial distribution channels. It provides an accurate, efficient and economical means of controlling the flow of products and information through the use of an all-numeric identification system.

7. What can I use for my UPC image? Do you really need a live product sample? Why do you need this?
a. We desire a live sample but we will accept a photograph of the case, UPC and product label for proof of UPC data and other required data.
b. Several retailers require a photo of the UPC scan bar and sometimes a photo of the actual product label. Many retailers impose a fine for incorrect UPC data and we want to verify all data, including product description, is accurate to help minimize your chances of being assessed a fine.

8. Where can I find out more information on UPC's?
a. One of the best sources of information regarding UPC use and standards is the following website: http://www.gs1.org/barcodes
b. Check Digit calculation programs can be found at the following website: http://www.morovia.com/education/utility/upc-ean.asp

Page 1, Bottom Section

1. What is Master Pack Conv. Factor?
a. If the product is a Master Case item we are looking for the number of selling cases within the master case.
    i. Example: The master case contains 4 selling cases of 6/8 oz product (4/6/8 oz). The master case conversion factor in this example is 4.

2. I am not certain how to enter the product cost information
b. There are two fields to enter.
    i. The first field is the actual cost DPI will be charged on the Invoice.

  ii. The second field is to identify the cost method or UOM (unit of measure). Please indicate if the cost DPI is charged is per case, per master case, per pound or per KG basis.

 c. Please note if you offer a distributor allowance the <u>cost you enter should be net of the allowance</u>. Please be sure to communicate to DPI the amount of the distributor allowance in a separate communication.

3. What should I enter if we do not use 'Vendor Item Numbers'?

 d. Please enter the last 5 digits of the UPC for the item (not including check digit).

4. How do I know if the product is considered to be 'Natural' or Organic?

 e. The definition for an item to be considered 'Natural' is: No artificial preservatives, colors, flavors or sweeteners. No chemical additives, hydrogenated oils or GMOs. Finally, the item must be non-irradiated.

 a. The definition for an item to be considered 'Organic' is it must be recognized by a recognized certifying agency. A Certificate from the agency must be provided with the NIF and updated annually.

8. What is Ti x Hi?

 a. It refers to the number of boxes stacked on a shipping pallet layer or tier (the TI), and the number of layers high that these will be stacked on the pallet (HI).

  i. Example: Stacked by 10 cases to a layer, and stacked 4 layers high. The Ti x Hi is represented as 10 x 4.

9. What is the difference between a Net and Gross weight? Why do you need both?

 b. Net weight is the usable product weight within the package as will be used by the consumer after discarding the packaging.

 c. Gross weight is the total shipping weight of the product, including case and packaging weight. The Gross weight will always be more than the Net.

10. What is Case Cube?

 d. A cube is the cubic feet of a master case.   It is calculated by taking the decimal value (in inches) for the case length times case width times case height divided by 1728. (Case Cube = L x W x H / 1728). If L = 18.50", W = 11.25", H = 6.35 then Cube = .76

11. Do I need to supply case dimensions three different times?

 e. DPI requires master case dimensions only for items identified as a Master Case. If the item submitted is not a master case please enter N/A in this field

 f. Case Dimensions (LxWxH) is required for every product. This information must be expressed in inches with 2 digit decimal format (L = 18.50", W = 11.25", H = 6.35")

 g. Unit / Product dimension is required for all items merchandised on retailer shelves so schematics can be correctly calculated

12. My product does not contain dairy, is it necessary to fill in the Milk/Cow/Goat cheese areas?

 h. Yes. Simply insert "N/A" so we know these cells have been considered and addressed by you.

13. My company provides guaranteed shelf life days; is this sufficient for Total Shelf Life Days when Produced?
    i. No, we require the total number of shelf life days so our procurement and forecasting software can function properly, as well as we need to provide accurate information to the retailers. Please refer to the DPI Shelf Life Policy document for additional details.
14. What is an "open code"?
    a. An open code is a regular Gregorian calendar date stamp for date of production or manufacture. As this is easily identifiable and universally used, it is an "open code".
15. What is a "closed code"?
16. A closed date is any system of production or expiration date identification other than the universal Gregorian calendar dating. A Julian date is considered a "closed code".
17. We use closed coding on our products instead of calendar dating / open coding; is this acceptable?
    a. DPI requires that the dates are clearly interpreted on all shipping documents if the cases/products are only stamped with closed coding. If the documents do not have interpretation of dates we will only be able to track receiving dates which might cause issues at a later time.
18. What is DOT regulated or Hazmat or CMR-D?
    a. **"DOT** defines a hazardous material as any item or chemical which, when being transported or moved, is a risk to public safety or the environment, and is regulated as such under the: Hazardous Materials Regulations (49 CFR 100-180); International Maritime Dangerous Goods Code; Dangerous Goods Regulations of the International Air Transport Association; Technical Instructions of the International Civil Aviation Organization; U.S. Air Force Joint Manual, Preparing Hazardous Materials for Military Air Shipments."
    b. "A **hazardous material** is any item or agent (biological, chemical, physical) which has the potential to cause harm to humans, animals, or the environment, either by itself or through interaction with other factors."

Source: **Institute of Hazardous Materials Management**
http://www.ihmm.org/dspWhatIsHazMat.cfm

Allergen Fact Sheet (pages 3 – 4)
1. Can I submit an Allergen Statement prepared by my company instead of completing the Allergen Fact Sheet pages?
    a. No, we require that you answer the questions on our form so we have consistent and complete information in our system. You are encouraged to forward your company Allergen Statement in addition which we will keep on file.

DPI New Vendor Form
1. My products are delivered / prepaid. Do I still need to complete the section for Pickup Location?

a. Yes, please enter your 'Ship From' location in the 1st Pickup Location section of the form so we have accurate details of where the product is shipping from in the event we need to make different shipping arrangements.

b. If you ship from multiple locations please list that information in the remaining pick up locations list.

DPI Vendor Policies and Procedures (Vendor Agreement or VA)

1. Are we allowed to make changes to this agreement?
    a. Yes, however changes directly to the Agreement are not accepted.
    b. Section 30.0 of the agreement describes the correct process for requesting any variance to any policy described within the form in the form of Addendums.
    c. The Vendor Agreement and Addendums are not considered valid unless both parties (Seller and Buyer) have signed both documents.
2. There is a $100.00 fee per new item setup for participation in a new item flyer (section 1.4). Is this a slotting fee?
    a. No, this fee is collected to offset the cost of promoting new items in our marketing flyers to assist in communicating to our staff and customers about your new items being offered by DPI.

DPI Hold Harmless

1. No changes are allowed to be made to this document. This document is an industry form.

Check-Off List

1. Is it required to return this form with all of the other documents?
    a. Yes, please check all of the appropriate boxes for documents you have completed and are returning to DPI and make sure to check the "Does Not Apply" button for forms you do not believe apply or are not required for your items