

Delhaize America Background

Delhaize America is a leading supermarket operator in the United States with more than 1,600 stores in 16 states. We have made major transitions to bring together finance and accounting functions that support our supermarket banners.

Below we have summarized the most important contacts for our partners – with emphasis on Product Accounts Payable. As you know, the process and points of contact for partners who serve the Bloom, Bottom Dollar Food, Food Lion, Hannaford, Harveys, Reid’s and Sweetbay in some instances have changed. This guidance confirms and summarizes contact points and valuable information for you in a question-and-answer format.

If I am still sending paper invoices, where do I send these invoices?

Delhaize America, PO Box 519, Salisbury, NC 28145

I want to switch from paper invoices to electronic invoices. How do I get started?

E-mail your request to esupport@foodlion.com

Does Delhaize America have a preference in how we invoice?

Yes, we prefer that our partners use electronic invoices – or what some of our communication to you has referred to as Electronic Data Interchange or EDI. We will work with our partners to convert to the EDI process when possible.

How do I get set-up on Eportal?

Please complete and email the attached form to apsupport@foodlion.com. Setup takes **several weeks**. Once completed, you will receive a welcome email with login instructions, your username, and your password. If you have additional questions on the eportal website, please contact apsupport@foodlion.com or Nina Wu at 704-633-8250, extension 3039.

Where do I get my remittance information?

Remittance information is available on the Eportal system. If you receive your information electronically and are having an issue with your remittance information, please contact your banking institution. If you still have trouble, please reach out to ap@foodlion.com for assistance.

Who can I contact with questions about deductions on my payments?

There is a key distinction here:

If you are concerned with invoice cost or quantity deductions, please direct inquiry to our Accounts Payable team at AP@foodlion.com.

If you are working with any non-purchase order deductions (commonly referred to as bill-backs), you will see those deductions beginning with the letters “ARC, MV, RR, AI,

IA, TU, SB or CM.” You can direct any inquiry on these AR deductions to Accounts Receivable at AR@foodlion.com.

When possible, use Eportal to research a question. Also, please avoid multiple inquiries on the same item to these boxes. We will make acknowledgment on receipt of your inquiry.

What is the preferred process when there is an overpayment?

Please contact the Product Payables group at ap@foodlion.com and Accounts Payable will deduct the appropriate amount from a future invoice to account for the overpayment.

If a vendor prefers to send a check rather than have Accounts Payables deduct the overpayment, what is the appropriate address to use to send checks?

These addresses are for remittances only. **Please do not send correspondence to these addresses.** Also note the addresses are specific to banners that received the order.

Food Lion (or Bloom, Bottom Dollar Food, Reid’s or multiple banners)
P.O. Box 198135
Atlanta, GA 30384-8135

J.H. Harveys
P.O. Box 404833
Atlanta, GA 30384-4833

Hannaford
P.O. Box 741354
Atlanta, GA 30374-1354

Sweetbay
P.O. Box 741349
Atlanta, GA 30374-1349

What is the correct address to send correspondence?

Delhaize America, PO Box 485, Salisbury, NC 28145.

What if I have an urgent request for information, whom can I contact?

The phone number for Product Accounts Payable: 704-310-2861.

Why do I see partial or split deductions on my payment?

These will be new to your organization if you had worked only with Hannaford or Sweetbay in the past. Generally, these are situations where a previous payment did not cover the whole amount so a partial payment is deducted on the next one.

What goes to Accounts Payable (AP)?

Invoices, preferably electronically, and inquiries related to invoice cost or quantity deductions are the items to direct to Accounts Payable (AP). The email address for invoice cost or quantity deduction inquiries is AP@foodlion.com.

What goes to Accounts Receivable (AR)?

Inquiries about deductions beginning with the letters ARC, MV, RR, AI, IA, TU, SB or CM (non-purchase order deductions or bill-backs) ^{should} be directed to AR; The email address for inquiries on these AR deductions to AR@foodlion.com.

What is a reasonable turn-around timeframe that I can expect to my inquiries?

For research on all deductions, the standard timeframe is 45 days for AP inquiries. You will receive notice that we have received the inquiry.

We generally can respond to AR inquiries within one week. Please avoid multiple inquiries on the same item.

What do I do when the process through Eportal or these points of contact do not address my issue or concern?

We appreciate your best efforts to work with our contacts. When you have concerns that are not addressed in the process steps described here, please contact your category manager.