



Accounts Payable Policies for Vendors

- The Co-op pays its vendors on net 30 day terms. We will provide credit information to our vendors if needed to approve terms. At our discretion, we may provide certain local vendors with net 10 day terms.
- The Co-op does not pay its vendors by C.O.D. or credit card.
- The Co-op processes payables on a weekly basis. Payment will be made by electronic payment (EFT) or a mailed check. The Co-op does not offer on-site pick-up of checks or delivery by Co-op personnel.
- Vendors must provide a complete and accurate invoice for all product that is sold to the Co-op. Invoices need to be shipped/delivered with the product or e-mailed prior to delivery. *Product that does not have an invoice will be held and not sold. Our Receivers reserve the right to refuse any delivery not accompanied by an invoice. A timely invoice is critical to business with us.* Invoices must contain the following information:
 - Your company (vendor) name
 - Date
 - Invoice number
 - Purchase order (PO) number when applicable
 - Product description
 - Product or order number when applicable
 - Quantity (piece count)
 - Correct unit/case cost
 - Retail price when applicable
- Vendors must provide credit memos when delivering directly to the stores. Vendors who are not delivering directly must email credit memos. Credit memos must be separate documents from invoices, as they are processed separately by our Receivers.
- The following addresses must be used for emailing invoices and credit memos:
 - Hanover Co-op Food Store - [REDACTED]
 - Lebanon Co-op Food Store - [REDACTED]
 - White River Jct. Co-op Food Store - [REDACTED]
- Vendors should provide statements by mail or email to the Co-op's Accounts Payable team. Please see contact information below. Do not mail/email statements directly to our stores or our Receiving teams. Do not mail/email invoices or credit memos to the Co-op's AP team; see instructions above.
- Vendors should contact the Co-op's Accounts Payable team for questions regarding outstanding or past due invoices, credits, statements, and payments.



Accounts Payable contact information:

Phone: [REDACTED]

Mailing Address:
Hanover Co-op
PO Box 633
Hanover, NH 03755

E-mail: [REDACTED]

Receiving Policies for Vendors Delivering to Stores

The Co-op's delivery hours are as follows:

Hanover & Lebanon Food Stores

Monday-Friday	5:00 AM – 3:00 PM
Saturday	5:00 AM – 9:00 AM 9:30 AM – 12:00 PM

White River Junction Food Store

Monday-Friday	5:00 AM – 1:30 PM
Saturday	5:00 AM – 9:00 AM 9:30 AM – 12:00 PM

All business, including checking in product, processing credits, and removing returns, must be done before the closing times indicated above.

- All incoming merchandise and outgoing credits must be checked at the back door receiving area. Vendors should never be checked in on the sales floor. Credits and returns are to be on a separate invoice from incoming product and kept physically separate from fresh product because credits and fresh product will be checked at the same time.
- Our receivers will check in vendors one at a time. Please wait your turn in order of arrival; we prioritize frozen and refrigerated goods. Invoices must be complete before the Receiver checks products.
- Vendors are to bring in authorized products only. All new items must be approved by the appropriate member of our merchandising team prior to delivery.



- All vendors and merchandisers will enter and exit through the back Receiving department doors unless otherwise instructed by the Receiving team.
- It is **highly recommended** that vendors leave with some form of proof of delivery (POD) after delivering to our stores. In the event of a dispute, the Co-op may request POD prior to authorizing payment if we cannot verify the product against our inventory. Payment may be delayed until we can definitively determine that the goods and/or services were received.
- US Mail does not get delivered to the Co-op stores. Orders that are not delivered directly to the store must be shipped through UPS, FedEx, or a similar carrier to ensure that the orders are received. Payment may be delayed for any missing product that is shipped via US Mail that we cannot verify against our inventory.

Additional Guidelines for Vendors Working in our Stores

For all vendors:

- If you are approached by a customer for help, please be courteous, helpful if possible, or guide them to a Co-op employee for further assistance.
- While on Co-op premises, vendors are expected to maintain an appearance that is neat and clean. Dress and appearance should not be offensive to employees, members, or customers.
- In order to ensure that our Receiving areas operate safely and efficiently, vendors are expected to comply with Co-op Receiving policies and follow the direction of Receiving teams.
- Department managers may ask you to abide by additional guidelines specific to their departments.
- If you have a concern while working with the Co-op, please bring your concerns to the Receiving Manager, Receiving Operations Manager, or Store Manager, rather than to other Co-op employees or customers.

For DSD vendors:

- While stocking your products, please keep the area around you tidy, safe, and passable to minimize disruption to customers.
- When you are moving product through the stores, please be attentive to the safety of our customers, employees, and other vendors. Feel free to ask for assistance with large loads.
- Please keep any shelf space allocated to you clean, neat, and fully stocked with fresh product. If the shelves or displays allocated to your product are not kept full, the Co-op reserves the right to use this space for other products until your product is restocked.



- All items must have a shelf tag and vendors are not allowed to remove a shelf tag from the shelf.