



WHERE RESTAURANTS SHOP

1710 Whitestone Expy, Whitestone, NY 11357 (718) 762-8700  
[www.Jetro.com](http://www.Jetro.com) [www.RestaurantDepot.com](http://www.RestaurantDepot.com)

### **JETRO HOLDINGS, LLC AND SUBSIDIARIES**

**(DBA Jetro Cash & Carry / DBA Restaurant Depot)**

**(including, but not limited to, Jetro Cash & Carry Enterprises LLC; Restaurant Depot, LLC; RD America LLC; RD/Jet LLC, Jetro RDNY LLC; RD United LLC & RD Mass, Inc.)**

### INVOICING PROCEDURES

- Invoices should be emailed directly to [acctspayable@jetrord.com](mailto:acctspayable@jetrord.com)  
This is an unmonitored mailbox for the sole purpose of accepting invoices
- Billing Address:  
JETRO CASH & CARRY  
RESTAURANT DEPOT  
1710 Whitestone Expressway  
Whitestone NY 11357
- Accounts Payable Contact Information:  
Phone number – (718) 762-8700  
Fax Numbers – (718) 463-8598 or (718) 463-2756  
Contact and remittance information can be made by utilizing our vendor portal at <https://jetrord.com/vendorsportal>
- Invoices should be mailed directly to the aforementioned billing address. Invoices should not be sent to the individual branch or directed to any specific person.
- Accounts Payable processes all payments for Jetro Cash & Carry and Restaurant Depot branches regardless of their location.
- All invoices must include our purchase order number. Invoices not containing this information must be handled manually and may result in late payment
- Invoices are paid based on our purchase order and receiving information.
- All pricing disputes should be addressed directly to the buyer; Accounts Payable is only authorized to pay the purchase order amount.
- There should only be one invoice per purchase order. No multiple purchase orders on any one invoice, and no multiple invoices per purchase order
- Backorders are prohibited
- Cash discounts are taken in accordance with each vendor's terms. However, if invoice or merchandise receipt, causes a delay in our ability to utilize cash discounts, they will be deducted based on the date of invoice or merchandise receipt date.
- Checks are mailed on the due date. For example, if terms are 2 % 10 days net 30, the check will be mailed on the 10<sup>th</sup> day. This will be considered paid in terms.
- Unless requested by the buyer, individual account numbers for each branch location should not be used.
- One check will be issued for all accounts.
- Accounts Payable Personnel are responsible for a specific range of vendors. The vendor portal will automatically direct your inquiries to the person handling your account and their respective supervisor
- Bill Backs listed on the purchase order will be taken "off-invoice" when the invoice is paid.

### DEDUCTION INFORMATION

- All disputed deductions must be addressed within 180 days, or they will be considered closed.
- All deductions taken at the time of payment are documented with the deduction information is attached to the check. The deduction information is also available on the vendor portal.

- Pricing – any deductions relating to pricing issues must be addressed to the respective buyer. Accounts Payable cannot assist in the resolution of these issues.
- Any vendor’s invoice, whose pricing does not agree with our purchase order, will be charged a \$50.00 administration fee. To reduce payable issues due to pricing, we have instituted the vendor cost portal. The portal was instituted to allow our supplier network to directly input pricing into our system. As long as the cost are inputted correctly, this should neutralize any pricing discrepancies between both parties.
- Marketing / Rebate programs – are listed on our remittances as items beginning with the letters BB. Any additional information required regarding these deductions should be addressed directly to the purchasing department.
- Vendor cannot take deductions against program payments for any reason. Any deductions made will be taken back on our next payment to your company.
- Adjustment Vouchers – Are those deductions with numbers starting with an AV.  
This adjustment can either represent a return of merchandise, in store damages or discontinued products.

**PROBLEM RESOLUTION**

It is our intention to resolve all problems within a timely manner, but payment of new invoices within terms is our priority. Once the vendor has provided the necessary information to prove that the merchandise was received in full, repayment of these deductions should be processed within a two week period.

- Shortage or Quantity Deductions –Invoices are processed based on the receiving information obtained from our store. Therefore, resolution requires a proof of delivery indicating that the store did in fact receive all the merchandise for which we were invoiced. If our personnel or a specified carrier picked up the order, the proof of pick up must be provided. For delivered product, delivery must indicate the signature of the branch representative acknowledging receipt of product.
- All pricing related issues must be addressed directly to the purchasing department
- Skipped invoices – a copy of the unpaid invoice should be directed to the appropriate accounts payable clerk as indicated through the vendor portal. If we do not have a confirmed receipt of merchandise from the store, you will also be asked for a signed proof of delivery or proof of pickup to process your payment.
- Deductions, skipped invoices, or other payment related issues will not be addressed after 180 days.
- Information must be submitted through the vendor portal to provide the requisite documentation and contact information should there be any questions, or additional information needed.

**PAYMENT INFORMATION**

Vendors will be able to access payment history and open invoices with Jetro/Restaurant Depot on the website <https://www.jetror.com/vendorsportal>

This site will also provide the following basic information for all vendors:

- Open Invoices – These are invoices processed for payment by Jetro/Restaurant Depot but are not due based on the terms.
- Checks w/Remittance Details – These are check or EFT payments made to your accounts, with the ability to retrieve the details related to the check. You can review the invoices applied to the check, as well as any remittance details applied.
- Enable vendors to send e-mail communication to the accounts payable employee dedicated to your account.

Remit to address: \_\_\_\_\_

Payment Terms: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Contact Phone: \_\_\_\_\_

Contact Fax: \_\_\_\_\_

Contact e-mail: \_\_\_\_\_

Please sign to verify that you have read, understand, and agreed to the terms listed.

Signature \_\_\_\_\_

Date: \_\_\_\_\_

Print Name \_\_\_\_\_

Title: \_\_\_\_\_

## VENDOR REQUEST FOR EFT PAYMENTS

Please fill out the attached information and e-mail to Brandy Gonzalez at [bgonzalez@jetrord.com](mailto:bgonzalez@jetrord.com) or Laura Cron at [LCron@jetrord.com](mailto:LCron@jetrord.com)

Vendor Name: \_\_\_\_\_

Vendor Number: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Telephone No.: \_\_\_\_\_

Bank Name: \_\_\_\_\_

Bank Account No.: \_\_\_\_\_

Bank Routing No.: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_ Title: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

For existing vendors - direct deposits are to be made within the same timeframe that you currently receive your payments