

SOP -Reporting a delivery discrepancy:

- Send Email to Jill (jill.king@pfgc.com)
FL cc Donna Dampier Donna.Dampier@pfgc.com (RV14)
NY cc Janae Hawes Janae.Hawes@pfgc.com (Howell)
MA cc MACS@pfgc.com (Brandywine)
TX cc Linda Leos Linda. Leos@pfgc.com (Katy and 1488)
KY cc Adam Griffin Adam.Griffin@pfgc.com and
VistarKYCustomerService@pfgc.com (BB14 and NG14)
Operations (scottb@patokacapital.com, billyg@patokacapital.com)
GM, & Area Manager
- Always Include PDF copy of Invoice.
- Body of Email
 - Date received, state if key drop
 - Manager who received
 - Manager or staff who verified
 - Reason of discrepancy
- If short an item let us know which item and line # if you have it
- If item is damaged let us know which item and line # if you have it. Include pictures. Depending on circumstances we will either credit or issue an RA if the warehouse wants it back.
- If over an item on the invoice, let us know which item and line # if you have it and if you intend to keep it.
- If over an item not on the invoice, let us know the item and if you intend to keep it.
- If over an item not on invoice and not an authorized Alliance item, let us know the items and we will set up an RA to pick it up. On occasion depending on the item we may authorize via email to destroy, donate or enjoy with staff once approved by Billy and/or Scott.
- For key and go you have 24 hours to report any discrepancies, all other theatres must report immediately, you may be asked to save video.