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UNFI FAQ – EDI INITIATIVE

Frequently Asked Questions

Why is UNFI making this change?

Our goal is to continuously add value for our customers and our suppliers, while becoming a more effective and efficient company. This includes creating more predictable business processes across our supply chain.

To support these goals, we need more consistent, timely, and accurate information throughout the order lifecycle. When both organizations are working from the same information at the same time, we can reduce exceptions, improve visibility, and better support our shared customers.

To accomplish this, we're expanding our use of electronic data interchange, or EDI, to exchange order information with our suppliers. EDI allows businesses to automatically share key business data in a consistent digital format, so both sides have the information they need without the manual back-and-forth.

Why is UNFI standardizing these processes?

Standardizing how information is exchanged helps improve visibility across the supply chain, reduce manual work, improve invoice accuracy, support receiving operations, and create a more consistent experience for suppliers working with UNFI. These improvements also support UNFI's ongoing investments in supply chain modernization and operational efficiency.

Do I need to do anything right now?

Yes, you will be engaging with your SPS Commerce consultant on the details of the change and the solution options available. Bringing in other members of your organization as needed.

Your commitment will be due by September 30th so immediate action will need to be taken.

Who should I contact if I have questions?

Your SPS Commerce dedicated consultant will become your primary onboarding contact. They have been trained to handle our onboarding needs and will be your best resource. If there is an item that needs UNFI's attention, they have a path to the proper resources at UNFI.

If you are unsure of who your SPS consultant is, you can engage community@spscommerce.com with your organization name and supplier ID and they will be about to route you appropriately.

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Who is SPS Commerce?

We've partnered with SPS Commerce, a provider with experience in digital supply chain collaboration. They've worked closely with us to understand our business and what we need from our supplier partners.

SPS Commerce will work directly with suppliers to understand their current processes, recommend an appropriate EDI solution, guide onboarding and testing, and provide ongoing support throughout implementation.

I already exchange EDI with UNFI today. Will this affect me?

Yes. Some suppliers already use EDI for certain transactions with UNFI today. We've reviewed the need for expanded EDI communications with each supplier. For our current EDI suppliers, we will ask you to update your connection and adopt a broader set of standardized transaction documents. Testing your connection via SPS with the updated requirements will be the certification step prior to us taking the updates live.

Will there be any cost associated with participating?

The level of investment will vary depending on your current capabilities and the solution that best fits your organization. SPS Commerce will work with you to understand your current setup, answer questions, and discuss the available options including financial investment.

Does this apply to all UNFI divisions I work with?

This initiative applies to all divisions: Fresh, Tony's, Albert's, Natural and Conventional

We understand that suppliers may work with more than one UNFI business area and may have different processes in place today. The goal of this initiative is to create a more consistent and scalable experience across the organization.

What if I am not the person responsible for EDI or supplier operations?

We are counting on our supplier partners to get SPS the accurate person to have these conversations. Please reach out to your SPS representative and provide the name and email address of the appropriate contact for supplier operations, or other UNFI business communications.

UNFI FAQ – EDI INITIATIVE

What if I do not currently have an EDI solution?

There will be options available for suppliers who do not currently use EDI. Technology is not a barrier to onboarding as the market has options to fit any business. SPS Commerce will work with you to understand how your organization operates today, discuss available solutions, and help identify an approach that fits your business and technical capabilities.

What are the timelines for the transition?

UNFI has established a milestone-based timeline to support a smooth transition:

- Commitment milestone: no later than September 30, 2026
- Solution implementation & testing completed: no later than November 20, 2026
- Go-live target: Waves to be completed starting in Dec 2026 +

Is this replacing communication with my business contacts at UNFI?

No. Your relationship, assortment decisions, and future planning with the UNFI team remain the same. This initiative focuses only on the order to cash communication and data collection process.

Does this requirement apply to orders previously completed?

No. We are not asking for back tracked information on past orders or currently in flight orders. During your go-live you will get communication on the new expectations on all future orders from that point on.

I work with UNFI inconsistently, does this still apply?

Yes, this still applies to you, even if order volume fluctuates throughout the year. The goal of this initiative is to provide a consistent, trackable way to exchange order, shipment, and invoice information across all our suppliers, regardless of order frequency or seasonality.

I can't provide all the information needed, what should I do?

Each of the required EDI communications has been carefully crafted to ensure value and usability. Because of the benefits of EDI communication, we cannot justify exemptions within the communication path. If there are documents or elements within that you need assistance with, SPS Commerce can talk through those to help provide a solution that will fill the gap and bring you full information compliance.