



Who to Call for Your Vendor Related Questions

Tip #1 – Vendor or Supplier Related Invoice Questions

Each month the Web UFS Help Desk receives numerous calls for vendor related questions that are manually redirected to the appropriate department. These calls include:



- Needing a vendor number
- Inquiring about payment to a vendor
- Questions regarding the transmittal
- Transmitted data under the wrong vendor number
- Transmitted data for the wrong amount
- Research needed for TMC invoice
- Research needed for e-Pay invoice

We know you don't want to wait in a queue only to find out that you are in the wrong department and then have to be transferred to another queue to wait some more. Our goal is to provide our customers with the right support on first contact. This may mean speaking with another department. Below is the phone tree for Accounts Payable for quick reference when you need to call them for assistance.

Call Topics/Phone Options (phone tree): 1-800-828-7762, Option 1

Topic	Phone Option
Accounts Payable Mailing Address and Fax Information	0
Vendor Numbers	1
Vendor Invoice Processing	2
Sub Option 1 – If you are calling about The Market Connection or e-Pay Sub Option 2 – If you are a vendor or supplier Sub Option 3 – If you are a Sodexo Unit / Cost Center	
Expense Reports	4
Petty Cash Reimbursement Information	5
Inventory	6
Purchase Cards	7

Tip #2 – Finding a Vendor Number

Did you know that you can look up vendor number information on your own on Sodexo_Net? Do a search using the keywords “vendor white pages” ([follow link here](#)). Once you reach the site, you can look up vendors by name, city or purchase vendor number.

(Note for Canadian users: this tool is only available on the Sodexo_Net USA site, so please click the USA tab before doing your search.)

Still have vendor number questions?

Contact the A/P Department at 1-800-828-7762 opt 1, opt 1.

Technical questions related to UFS?

Contact the UFS Help Desk at 1-888-667-9111, opt. 1, opt 2, opt 1. UFS Help Desk hours are posted on the UFS Homepage.