

TPM Processing Time Lines

Item Setup and Changes

New Item Forms – 30 days

Reset New Items – 8 weeks

Manufacturer Discontinued Items – 30 days

Item Changes – 30 days

Cost Changes – 30 days

Private Label UPC – 5 business days

Aisle One Requests – 5 business days

Hallmark New items & Changes – 10 business days

Liquor Post Offs – 2 weeks

Pantry Posting – 24 hr.

Customer Setup & Maintenance

New Customers – 2 business days

Customer changes – 24 hr.

Vendor Set up & Maintenance

New Vendors (Resale & Service) - 9 business days from the time all required documents are received and approved.

Check Request Vendors (Law firms)– 24 hours

Government, Rent, and Donation Vendors – 2 business days

Vendor Changes to banking– 10 to 15 business days from the time all required documents are received.

Vendor Changes to email – 24 hr.

Vendor Changes to name or address – 5 business days from the time all required documents are received.

E-Contracts Requests

New User Profile - 5 business days

New Customer/Manufacturer – 5 business days

Item Linking – 5 business days