



Inbound & Receiving Contact Matrix – 2018

LOCATION	ADDRESS	Contact(s)	EMAIL	PHONE	Appt. Conf. Hours	Receiving Hours	Escalation Contact(s)
CW Maryland	7477 Candlewood Dr. Hanover, MD 21076	Natasha Cook Leah Pawlicki	Bconway@chefswarehouse.com Lpawlicki@chefswarehouse.com DC_Receiving@chefswarehouse.com	410-850-5030 ext. 30115 ext. 30315	8 AM - 5 PM EST	6 AM - 2 PM EST	Ed Baxter ebaxter@chefswarehouse.com Joseph Pochini jpochini@chefswarehouse.com 410-850-5030 ext. 30108
CW New York	240 Food Center Drive Bronx, NY 10474	Nolan Rodriguez Robert Pena	ReceivingAppointments@chefswarehouse.com	718-842-8700 ext. 20324	5:30 AM - 1 PM	6 AM - 2 PM EST	Michael Sanchez MSanchez@chefswarehouse.com 718-842-8700 ext. 20108
CW Miami	2600 SW 32nd Ave Pembroke Park, FL 33023	D'Angelo Sippio James Baptiste	_Receiving_FL@chefswarehouse.com fegarcia@chefswarehouse.com Dsippio@chefswarehouse.com	954-378-0012 ext. 2	7:30 AM - 3:30 PM	8 AM - 3 PM	Emil Torres 954-378-0012 ext. 60103
CW Cincinnati	619 Linn St Cincinnati, OH 45203	Eric Steinbeck	CIN_Receiving@chefswarehouse.com	513-721-5503	8 AM - 5 PM	7 AM - 2 PM	Jim Eibeck JEibeck@chefswarehouse.com 513-455-8071
CW Las Vegas	4248 West Post Road Las Vegas, NV 89118	Wayne McCoy	WMccoy@chefswarehouse.com LV_Receiving@chefswarehouse.com	702-247-7700 ext. 60205 ext. 60204	7 AM - 3:30 PM PST	7 AM - 1 PM PST	Keith Garnett KGarnett@chefswarehouse.com 702-247-7700 ext. 60232
CW Los Angeles	16633 E. Gale Ave Industry, CA 91745	Fernando Torres Denis Corea	LA_Receiving@chefswarehouse.com	626-465-4200 ext. 40122	7 AM - 3:30 PM PST	6:30 AM - 2:30 PM PST	Denis Corea DCorea@chefswarehouse.com 626-465-4200 ext. 40106
CW San Fran	1250 Whipple Road Union City, CA 94587	Dave Phillip	DPhillip@chefswarehouse.com	510-627-0093 ext. 50128	6 AM - 5 PM PST	6 AM - 2 PM PST	Hector Plascencia HPlascencia@chefswarehouse.com 510-627-0093 ext. 50124
CW Portland	3305 NW Guam Portland, OR 97210	Sean Tapp Wes O'Neal	Pvreceiving@provvista.com	503-228-7676 (Ask for receiving)	MON - THU 7 AM - 4 PM PST FRI 7 AM - 2 PM PST	MON-THU 7 AM - 4 PM PST FRI 7 AM - 2 PM PST	Tim Bosworth TBosworth@provvista.com 503-228-7676
CW Seattle	8643 S. 212th St Kent, WA 98032	Ben Muha	BenM@provvista.com	503 504-8248	MON-FRI 7 AM - 3 PM BY APPT ONLY	MON-FRI 7 AM - 3 PM BY APPT ONLY	Tim Bosworth TBosworth@provvista.com 503-228-7676
CW Chicago	2801 South Western Ave Chicago, IL 60608	Enrique Palacios Benny Dillon	Chicago_Inbound_Appointments@Chefswarehouse.com	888-333-0318 312-507-1291	6 AM - 2 PM CST APPT REQUIRED	6 AM - 2 PM CST APPT REQUIRED	Jeff Whitlock JWhitlock@chefswarehouse.com
CW Vancouver	Chefs Warehouse Unit #1155 – 2551 No. 6 Road Richmond, BC V6V 1P3	William Raadschelders	WRaadschelders@chefswarehouse.com	604-274-2626	8 AM - 5 PM PST	9 AM - 3:30 PM PST	Robert Prosser RProsser@chefswarehouse.com 604 274-2626/604-349-9260
CW Edmonton	12547 129 St. NW Edmonton, AB Canada T5L 1H7	Jason Hauck Deborah Pray	jHauck@chefswarehouse.com DPray@chefswarehouse.com	780-447-4499 ext. 1606 ext. 1601	MON-FRI 8 AM - 4 PM MST No apt required	MON-FRI 8 AM - 4 PM MST	Deborah Pray DPray@chefswarehouse.com 780-264-8357
CW Toronto	3 - 110 Woodbine Downs Blvd Toronto, ON Canada M9W 5S6	Michael Caselton	MCaselton@chefswarehouse.com	416-675-2282 ext. 61511	8 AM - 5 PM EST	9 AM - 3:30 PM EST	David MacDonald DMacdonald@chefswarehouse.com 416-675-2282 ext. 61503 416-452-1412 cell
Michaels Finer Meats (COP)	3775 Zane Trace Dr. Columbus, OH 43228	Dinah Janney Rick Ferree	DJanney@michaelsmeats.com RFerree@michaelsmeats.com	614-527-4900	8 AM - 5 PM EST Takes apt at all hours of the day	5 AM - 1 PM EST	Rick Ferree RFerree@michaelsmeats.com 615 527-4900
Allen Brothers (COP)	3737 S. Halsted St. Chicago, IL 60609	Bob Mckee	BMckee@allenbrothers.com	773-869-8258	6 AM - 5 PM CST	1st come, 1st serve	Bob Mckee BMckee@allenbrothers.com 773-869-8258
Del Monte Sacramento (COP)	4051 Seaport Blvd. West Sacramento, CA 95691	Josh Call Trevor Sterner	JoshC@delmontemeat.com TSterner@delmontemeat.com	916-927-0595	MON - FRI 4 AM - 12:30 PM PST	1st come, 1st serve	Josh Call JoshC@delmontemeat.com 916-927-0595
Del Monte San Francisco (COP)	145 South Hill Drive Brisbane, CA 94005	Kyle Wooters Michael Santa Maria	kwooters@chefswarehouse.com mmaria@chefswarehouse.com	415-988-5650 415-648-4049 x70315	MON & FRI 4 AM - 12 PM PST TUE/WED/THU 5 AM - 1:30 PM PST	APPT REQUIRED	Paul Savage psavage@delmontemeat.com 415-648-4049
Del Monte Oakland (COP)	1250 Whipple rd. Union City, CA 95687	Miguel Avalos	mavalos@chefswarehouse.com	510-465-2400	MON - FRI 4:30 AM - 1 PM PST	Appt Required	Miguel Avalos mavalos@chefswarehouse.com 510-465-2400
Del Monte Napa (COP)	165 Klamath Court American Canyon, CA 94503	Russell Crofts	RussellC@delmontemeat.com	707-552-5488 Ext. 70101	MON - FRI 5 AM - 1 PM PST	1st come, 1st serve	Russell Crofts RussellC@delmontemeat.com 707-373-1669
Del Monte Monterey (COP)	3345 Paul Davis Drive Marina, CA 93933	Jim Burch	JimB@delmontemeat.com	831-883-3555	MON 3 AM - 1 PM PST TUE - FRI 6 AM - 3 PM PST	1st come, 1st serve	Jim Burch JimB@delmontemeat.com 831-883-3555
Del Monte/Ports San Francisco (COP)	200 Napoleon Street San Francisco, CA 94124	Tim Ports	TimP@portsseafood.com	415-593-8080	MON - SAT 3 AM - 11 AM PST	1st come, 1st serve	Tim Ports TimP@portsseafood.com 415-593-8080

Inbound Appointment Scheduling Process

Procedure for Securing Delivery Appointment

Upon accepting load tender, carrier must make delivery appointment with Receiving Facility -

1. First Delivery Appointment attempt is to be initiated by email
2. Follow up email after 1 hour with no response (forward original request)
3. Telephone call for appointment after 1 business hour with no return email
4. Follow up call after 1 business hour with no response from phone message
 - a. Call Main Contact first, then Escalation Contact
5. Follow up/escalation email after 1 business hour with no response from calls or emails
 - a. Include Main Contact, as well as Escalation Contact
6. Final follow up/escalation email after 1 hour with no response – on second email, include Main Contact, Escalation Contact, & Supplier

Required Info for Scheduling Delivery Appointment

1. Carrier Company Name & Supplier Name – *of order(s) to be delivered*
2. Purchase Order Number & Delivery Day Requested
3. Mode (Container, TL, LTL, etc.) & Container Number (if Imported)
4. Pallet Count, Case Count, Weight & Temperature
5. Carrier/Supplier must immediately advise of any known shortages or damages
6. Carrier provides 2-hour Window for Delivery, in return, Receiving Facility provides 1-hour window
7. Carrier immediately alerts Receiving Facility Contact, as well as Buyer or Logistics (if CW tendered load) of any delays impacting the scheduled appointment – if not followed, Carrier will go into “*as available*” status; and Receiving Facility will tend to Carrier at next available opportunity.