



### Email Addresses & When to use them

- [Routing@DiCarlofood.com](mailto:Routing@DiCarlofood.com) – This email is used for any delivery information that has changed from what is already set up in the system. Please have customer number & name in subject line. This can be for a time window change or special delivery instructions for that upcoming delivery. This can also be used to update delivery instructions for all deliveries.
  - **Example:** Subject: Vincent’s Pizza #123456
    - Customer will not be at the location until 10am. Please ask driver to put all product in proper temperature zones and leave as a key drop.
- [Transportation@DiCarlofood.com](mailto:Transportation@DiCarlofood.com) – This email is used for any driver delivery issues or concerns at time of delivery or other specific transportation concerns. This is **NOT** used for any delivery window changes, ETA’s or routing requests. Please always cc your manager as well (Product not in right spot, left out of walk in).
  - **Contact Information** – Carlos Pinto: 631-739- 3698 & Vincent Yancigay: 631- 300-8058
- [Dispatch@DiCarlofood.com](mailto:Dispatch@DiCarlofood.com) – This email is used for any ETA’s that are needed day of delivery.
  - **Contact Information** – Dispatch 631-758-6000 Ext. 363
- [Warehouse@DiCarlofood.com](mailto:Warehouse@DiCarlofood.com) - This email is used for any Warehouse questions or concerns. This can be inventory/ product issues, inbound product ETA, item credits, slot checks, etc... Please put the item number in the subject line & customer number (if applicable).
  - **Example:** Subject: Customer 123456 Item 98765 – Need Credit
    - Please check on the credit for customer 123456. Product was outdated at time of delivery.
  - **Contact Information** – Check in- 631-758-6000 Ext. 362 & 247
- [Addons@DiCarlofood.com](mailto:Addons@DiCarlofood.com) - This email will be used for add on’s between 6pm & 8pm. **8pm is the latest an item can be added.** Once the add on is entered, you will receive a response with confirmation or any questions (please allow up until 8:30pm for response). Please have the customer number in the subject line of the email and “Add on”. In this email please include: item number, quantity & pricing. PLEASE NOTE: Before 6pm email [Customservice@DiCarlofood.com](mailto:Customservice@DiCarlofood.com)
  - **Example:** Subject: Vincent Pizza #123456 Add On  
Please add on the following:  
1-case of 10004- milk 2%  
1 EACH of 14292 - cheddar shred cheese
- [Delivery days requests for new for existing customers-](#) If you are opening a new account and need the days we are in the area or want to request different days or windows. Please be sure to include the name of the customer or complete address along with # of requested delivery days.
  - **Email-** Vincent Yancigay ([Vyancigay@DiCarlofood.com](mailto:Vyancigay@DiCarlofood.com)) , Judy Balestrieri ([JBalestrieri@DiCarlofood.com](mailto:JBalestrieri@DiCarlofood.com)), Michael H DiCarlo ([MHDiCarlo@DiCarlofood.com](mailto:MHDiCarlo@DiCarlofood.com)) & your sales manager
  - **Contact Information** – Judy Balestrieri 631-758-6000 Ext 323 & Vincent Yancigay: 631- 300-8058
- [Customerservice@DiCarlofood.com](mailto:Customerservice@DiCarlofood.com) – This email will be used for ALL one steps during the week (Monday through Friday 8a – 4:30pm). Once the order is entered, you will receive an estimated time the order will be ready. Please have the customer number & time in the subject line of the email. item number, quantity & pricing must be in the email. This is also used for calling in customer orders
  - **Contact Information** – Customer Service Loop 631-758-6000 Ext 476
- [Willcall@DiCarlofood.com](mailto:Willcall@DiCarlofood.com) – This email will be used for one steps over the weekend when customer service is not in the office to enter the order. Once the order is entered, you will receive an estimated time the order will be ready. Please have the customer number & time in the subject line of the email. item number, quantity & pricing must be in the email.
  - **Contact Information** – Operations office - 631-758-6000 Ext. 354 & 247
  - **Example:** Subject: Vincent Pizza #123456 one step – (TIME)  
Please enter this one step for Saturday for 12:30p
    - 2 cases of 332402-soyoil-\$43.91
    - 1 EACH of 14292 - cheddar shred cheese

- [Newaccounts@DiCarlofood.com](mailto:Newaccounts@DiCarlofood.com) – This email is used for a new accounts first 5 deliveries.
  - **Example of email**
    - 1<sup>st</sup> Delivery
    - Customer Number- 961600
    - Customer name- DiCarlo Distributors
    - Customer location: 1630 North Ocean Ave
    - Contact Person: Vincent Y (631-758-6000)
    - Delivery Date: 1/5/2023
    - delivery Time: 7am-2pm
    - # of cases shipped- 54
    - delivery entrance- back Door delivery, cooler on the right and freezer on the left.
    - open/close time: 6am – 4pm
    - sales rep name & Number – (Insert Name & Sales Number)
  
- [Credit@Dicarlofood.com](mailto:Credit@Dicarlofood.com) – This email pertains to all questions/ issues pertaining to the credit department. This includes:
  - Information on opening a new account
  - New account delivery area pictures which must Include [MHDiCarlo@DiCarlofood.com](mailto:MHDiCarlo@DiCarlofood.com)
  - Invoice reprints
  - **Contact Information** – Credit Department- 631-758-6000 Ext. 327, 331 or 332
  
- [Bidpricing@Dicarlofood.com](mailto:Bidpricing@Dicarlofood.com) - All special pricing and bid pricing requests should be sent here with your Sales Manager on copy.
  - **Special pricing** form is available on the DiCarlo Portal. This simple form can be used to set percentages by category.
  - **Bid pricing** requests must include; Account Name & #, Item Description and #, with requested sell price.
  - Requests to add customers to **UAG or Buyers Edge** and must include, Account Name & Number, Contact Name, Phone # & email address
  - **Ecolab** requests to add new accounts to contract pricing or pricing requests on new or special order items.
  - **Contact Information** –Donna W- or Stacy B 631-758-6000 Ext. 369 or 375
  
- [Beveragerepair@DiCarlofood.com](mailto:Beveragerepair@DiCarlofood.com) – Requests for repair or service on any coffee equipment provided by DiCarlo can be made here.
  - **Contact Information** –Sunil 631-758-6000 Ext.364
  
- [SpecialOrders@DiCarlofood.com](mailto:SpecialOrders@DiCarlofood.com)- All special order requests need to be made via the DiCarlo Portal. If you need to follow up for updates or additional information emails can be sent here. Please Include the Account Name & Number and item requested in all follow up emails.
  - **Contact Information** –Sean or Sunil 631-758-6000 Ext. 304 or 364
  
- [Buyers@DiCarlofood.com](mailto:Buyers@DiCarlofood.com)
  - Stock status & ETA's of items
  - Spec sheet information (product details)
  - General inquires for the Purchasing Department
  - **Contact Information** – Purchasing department - 631-758-6000 Ext. 304, 309 or 364
  
- [Produce@DiCarlofood.com](mailto:Produce@DiCarlofood.com)

This email pertains to all questions/ issues pertaining to Fresh Produce. This includes:

  - Produce Quality Questions or Concerns
  - Produce Availability Questions or Concerns
  - Produce Pricing Questions or Concerns
  - **Contact Information** – Produce QC M-F Mike Moskowitz 631-601-4078