Local FAQ
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New Product Submissions

- **You can submit your product(s) for consideration at any time using this form**
- The form must be completed by **both prospective vendors and existing vendors** (that are trying to expand new product offerings at Fresh Thyme).
- We do not currently place local products onto our ecommerce sites.
- Fresh Thyme Submission Review Schedule (Effective September 2026):

Review Period	Decision to Vendors By
October 2026	11/15/2026
April 2027	5/15/2027
October 2027	11/15/2027
April 2028	5/15/2027

Existing Vendors

Promotions

- Promo pricing is a great way to drive sales on your brand!
- Category-wide promotions are mandatory.
- Additional promos are optional and subject to Category Manager approval. Submit promo requests at least 90 days in advance via Fresh Thyme Supplier Portal Access. (If you have technical or login issues – email supplierportal@radiangroup.com)

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Sampling/Demos

- Sampling is an effective way to drive awareness and sales of your brand! If you're interested in conducting your own sampling contact the individual store director, OR schedule paid demos with PUSH Agency, our third-party partner.
- **PUSH demos are scheduled: Mon-Sun 9am-12pm, 2-5pm, or 5-8pm.**
- Demo times will vary when a store is hosting a Special Event.
- Once sampling is scheduled, remember to contact the store two weeks prior to your demo to ensure they have enough product to support your demo sales.
- On the day of the demo, come prepared with all needed supplies (table with covering, plates/napkins/souffle cups, serving utensils, disposable gloves, trash can, signage including allergens, etc.) and either bring your own product to demo or purchase off the shelf prior beforehand. Upon arrival, please ask for the MOD and they will direct you to the best place to set up.
- On occasion, Fresh Thyme will also contact you directly to see if you'd like to participate in an upcoming in-store event (activation).

Item Performance Review

Our Category Analysts and Category Managers regularly review item performance to identify brands with expansion potential and those that are below targeted unit velocity for their category. They will reach out to you during these periodic review periods if any action is required on your part.

Sales Data Request

Vendors have access to their product sales data through our vendor, Radian. Once you're set up as a new vendor, you'll receive an invite from Radian to access your sales data.

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Active Item Maintenance

- Changes to Servicing Vendor, Cost, Case Pack Sizes, Item Number, Item Description, Unit Size, must be entered on the cost and pricing change tab - orange headed columns - in the Local Vendor Setup & Maintenance Workbook. Please email the completed form to the appropriate Fresh Thyme category analyst (e.g. deli, dairy, grocery, etc.) at least **45 days in advance** of the change(s).

  Pricing will assign updated retail prices, as needed, to keep us within our margin guidelines.

- **If UPCs are changing**, please submit product images to Pricing and ensure the pictures are of actual products, not stock images. Capture the product name, size, ingredients and UPC in your image. Submit **one picture** with the product front facing and the product backwards facing beside it please.

- **Discontinue Items.** To discontinue items under your active vendor account, please complete Clearance tab - orange headed columns in the Local Vendor Set-up & Maintenance Workbook (link above) email the completed form to the corresponding category analyst (e.g. deli, dairy, grocery, etc.).

Payment Issues

If you are having payment issues, email AP@freshthyme.com or call 331-251-7260. Include your vendor name, vendor ID, invoice effective date and delivery date, invoice amount and store location.

Update Contacts

If your contact information has changed, please email an updated Local Vendor Set-up & Maintenance Workbook to vendormaintenance@freshthyme.com. Any change to legal vendor name must also provide an updated W9 and COI.

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Contact List

- Store Director(general) SDxxx@freshthyme.com
- Scanning Coordinator(signs/tags) SCxxx@freshthyme.com
- Receiver (delivery & invoicing) rxxx@freshthyme.com
- For all the above - replace xxx with store number.
  - Example: Store Director at 104DNG Downers Grove, IL would be SD104@freshthyme.com

Store	Phone	Address
103	(618) 230-7000	6569 N Illinois St, Fairview Heights, IL 62208
104	(630) 968-3145	325 Ogden Ave, Downers Grove, IL 60515
105	(331) 229-4124	790 Royal St George Dr, Unit #139E Naperville, IL 60563
106	(815) 733-4001	2700 Plainfield Road Ste C, Joliet, IL 60435
107	(872) 210-3010	2500 N Elston Ave, Chicago, IL 60647
108	(708) 689-5036	7501 W North Ave, River Forest, IL 60305
109	(779) 800-7100	5340 Northwest Hwy Suite B, Crystal Lake, IL 60014
110	(309) 445-6018	403 N. Veterans Parkway Unit 2, Bloomington, IL 61704
113	(630) 492-5558	2000 S Randall Rd Geneva, IL 60134
201	(317) 881-6621	8750 US Highway 31, Indianapolis, IN 46227
202	(765) 446-1351	220 S Creasy Lane, Lafayette, IN 47905
203	(260) 373-1677	4320 Coldwater Rd, FT Wayne, IN 46805
204	(317) 845-4452	4225 East 82nd St, Indianapolis, IN 46250

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205	(317) 225-4683	2342 West 86th St, Indianapolis, IN 46260
206	(317) 572-6106	11481 E 116th St, Fishers, IN 46037
207	(317) 975-7203	14727 Fresh Thyme Market Drive, Carmel, In 46033
208	(317) 554-1646	6301 N. College Ave. #101, Indianapolis, IN 46220
209	(812) 558-7208	3600 W 3rd St Bloomington, IN 47404
211	(317) 287-0483	9040 Rockville Road, Indianapolis, IN 46234
212	(812) 233-6325	4428 S US HWY 41 Terre Haute IN 47802
213	(812) 909-7063	1121 Hirschland Road Evansville, IN 47715
214	(765) 702-2153	505 W McGalliard Road Muncie, IN 47303
215	(812) 558-7600	2812 E 3rd St Bloomington, IN 47401
216	(608) 949-5165	2410 N Salisbury St Suite 110 West Lafayette, IN 47906
301	(614) 210-0349	6670 Sawmill Rd, Columbus, OH 43235
302	(937) 429-4516	2850 E Centre Dr, Beavercreek, OH 45324
304	(513) 247-0018	11349 Montgomery Rd, Cincinnati, OH 45249
306	(614) 681-7050	933 High St, Worthington, OH 43085
307	(440) 544-2077	1545 Golden Gate Plaza, Mayfield Heights, OH 44124
309	(614) 987-0500	849 Polaris Pkwy Westerville OH 43240
310	(614) 934-1943	1125 N. Hamilton Road, Gahanna, OH 43230
311	(440) 872-6910	30016 Detroit Rd Westlake, OH 44145

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312	(567) 455-9076	5105 Monroe Street, Toledo, OH 43623
313	(330) 826-0020	5509 Dressler Rd NW North Canton, OH 44720
401	(314) 626-6102	1018 North Kirkwood Rd., Kirkwood, MO 63122
402	(314) 858-7000	13957 Manchester Blvd, Town & Country, MO 63011
403	(636) 385-7033	2235 Hwy K , O' Fallon, MO 63366
405	(314) 270-0580	9920 Lin Ferry Dr St Louis MO 63123
406	(636) 851-6971	3600 S St. Peters Parkway St Charles, MO 63304
408	(314) 597-4400	3701 Foundry Way Suite 201 St Louis MO 63108
451	(412) 319-4101	1155 Washington Pike Bridgeville, PA 15017
452	(412) 714-0003	665 Clairton Blvd Pleasant Hills, PA 15236
453	(724) 553-7051	1717 Route 228 Suite E Cranberry Township, PA 16066
501	(763) 321-3555	2100 W 80 1/2 St, Bloomington , MN 55431
502	(612) 851-0600	14880 Florence Trail, Apple Valley, MN 55124
505	(952) 229-2102	4840 Excelsior Blvd St. Louis Park, MN 55416
506	(952) 229-5300	14100 Highway 13 S, Savage, MN 55378
507	(651) 414-8110	955 County Rd. E, Vadnais Heights, MN 55110
508	(651) 846-8821	15760 32nd Avenue North, Plymouth, MN 55447
510	(651) 846-0908	24 30th Avenue SE Minneapolis, MN 55414
511	(320) 200-6086	50 2nd St. S., Waite Park, MN 56387

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512	(507) 513-6709	40 17th Ave SW Rochester, MN 55902
601	(517) 203-4366	940 Trowbridge Rd, East Lansing, MI 48823
602	(734) 456-7003	15480 Sheldon Road Northville MI 48168
603	(248) 509-1006	901 E Big Beaver Rd, Troy, MI 48083
604	(248) 537-7042	2025 S Rochester Rd, Rochester Hills, MI 48307
605	(248) 699-5343	23300 Farmington Rd., Farmington, MI 48336
606	(616) 228-6530	2470 Burton St SE Grand Rapids MI 49546
607	(269) 206-5300	6212 S Westnedge Portage, MI 49002
608	(734) 896-4076	2985 Washtenaw Rd., Ypsilanti, MI 48197
609	(734) 781-4301	43480 Ford Road Canton MI, 48187
701	(414) 290-3999	470 East Pleasant, Milwaukee, WI 53202
702	(262) 317-4749	17300 W. Bluemound Rd., Suite 100 Brookfield, WI 53045
704	(262) 612-8495	7100 Green Bay Road, Kenosha, WI 53142
705	(414) 246-6022	8680 West Sura Lane, Greenfield, WI 53228
707	(920) 301-4035	2767 S. Oneida St. Green Bay, WI 54304
801	(859) 486-2106	82A Carothers Road Newport KY 41071
951	(515) 635-6016	2900 University Avenue, West Des Moines IA 50266
952	(563) 232-0024	2130 E. Kimberly Road, Davenport, IA 52807