

# NEW CUSTOMER GUIDELINES



Welcome! As a new supplier to Shamrock Foods Company, we look forward to a long and prosperous relationship. In an effort to make sure we start the relationship as best as possible, this document has been provided to supply you with delivery information, contacts and addresses. We look forward to doing business with you!

## **CORPORATE OFFICE**

3900 E. Camelback Rd., Ste. 300  
Phoenix, AZ 85018  
(602) 477-2500

## **BILL TO**

Shamrock Foods Company DUNS 423707340001  
Attn: Accounts Payable  
3900 E. Camelback Rd., Ste. 300  
Phoenix, AZ 85018

## **ACCOUNTS PAYABLE CONTACT**

All new invoices being submitted for payment please e-mail to: [accounts\\_payable@shamrockfoods.com](mailto:accounts_payable@shamrockfoods.com)  
Statements and any questions regarding your account please e-mail AP general inbox: [ap\\_info@shamrockfoods.com](mailto:ap_info@shamrockfoods.com)

## **RENEWAL CERTIFICATES OF INSURANCE:**

### **Certificate Holder Name and Address:**

Shamrock Foods Company, its subsidiaries, affiliates, & divisions  
3900 E. Camelback Rd., Ste. 300  
Phoenix, AZ 85018

**E-mail Certificates to:** [COI@shamrockfoods.com](mailto:COI@shamrockfoods.com)

## **ADDITIONAL CONTACTS**

- Backup Documentation for Deductions: [Procurement\\_Services@shamrockfoods.com](mailto:Procurement_Services@shamrockfoods.com)
- Price Lists (advance pricing & logistics information only): [supplychain@shamrockfoods.com](mailto:supplychain@shamrockfoods.com)
- PO Confirmations & Cost related inquiries: [CentralCosting@shamrockfoods.com](mailto:CentralCosting@shamrockfoods.com)
- Recall 24/7 Contact: Sarah Gosch – (480) 564-6317, [Sarah\\_Gosch@shamrockfoods.com](mailto:Sarah_Gosch@shamrockfoods.com)
- Address and other Vendor File Changes: [EDM\\_Maintenance@shamrockfoods.com](mailto:EDM_Maintenance@shamrockfoods.com)
- Certificate of Insurance Renewals: [COI@shamrockfoods.com](mailto:COI@shamrockfoods.com)
- EDI: [SupplierEDI@shamrockfoods.com](mailto:SupplierEDI@shamrockfoods.com)
- GDSN: [datacompliance@shamrockfoods.com](mailto:datacompliance@shamrockfoods.com)

**Please send all sales information to your sales rep or buyer**

## BRANCH AND WAREHOUSE INFORMATION

BRANCH	WHSE#	BRANCH ADDRESS	SHIP TO ADDRESS	SHIP TO DUNS#	CONTACT
Arizona Foods Branch	002	Shamrock Foods Company 2540 N. 29th Ave. Phoenix, AZ 85008	Shamrock Foods Company Arizona Warehouse "Conventional" 2926 W. Encanto Phoenix, AZ 85009-1614	0423707340001	Customer Service (800) 289-3663 azinfo@shamrockfoods.com
Arizona Foods Branch	008	Shamrock Foods Company 2540 N. 29th Ave. Phoenix, AZ 85008	Shamrock Foods Company Arizona PKMS Warehouse "Automated" 2926 W. Encanto Phoenix, AZ 85009-1614	0423707340003	Customer Service (800) 289-3663 azinfo@shamrockfoods.com
Colorado Foods Branch	026	Shamrock Foods Company 5199 Ivy Commerce City, CO 80022	Shamrock Foods Company 22000 E. 38th Ave. Aurora, CO 80019-3608	0423707340011	Customer Service (303) 289-3595 coinfo@shamrockfoods.com
Idaho Foods Branch	029	Shamrock Foods Company 1495 N. Hickory Ave. Meridian, ID 83642	Shamrock Foods Company - Boise 1495 N. Hickory Ave. Meridian, ID 83642	0423707340010	Customer Service (208) 884-8400
Montana Foods Branch	056	Shamrock Foods Company 5755 Titan Ave. Billings, MT 59101	Shamrock Foods Company - Billings 5755 Titan Ave. Billings, MT 59101	0423707340012	Customer Service (406) 248-7806 info@valleydistributing.net
New Mexico Foods Branch	009	Shamrock Foods Company 2 Shamrock Way NW Albuquerque, NM 87120	Shamrock Foods Company 2 Shamrock Way NW Albuquerque, NM 87120-8763	0423707340004	Customer Service (877) 577-1155 nminfo@shamrockfoods.com
CA - Systems	020	Shamrock Foods Company 12400 Riverside Dr. Eastvale, CA 91752-1004	Shamrock Foods Company - CA South 12400 Riverside Dr Eastvale, CA 91752-1004	0423707340006	Customer Service (951) 685-6314
CA - Systems	017	Shamrock Foods Company 856 National Dr. Sacramento CA 95834-1173	Shamrock Foods Company - CA North 856 National Dr. Sacramento CA 95834-1173	0423707340006	Customer Service (951) 685-6314
OR - Systems	022	Shamrock Foods Company 18332 NE San Rafael St. Portland, OR 97230	Shamrock Foods Company - Systems Div 18332 NE San Rafael St. Portland, OR 97230	0423707340008	Customer Service (971) 274-7005

## ELECTRONIC DATA INTERCHANGE (EDI)

SFC requires the use of EDI and views the use of this technology as a key corporate strategy component to improve its business practices. Our preferred EDI trading partner is SPS Commerce, however we can also accept transmissions through iTrade. Current EDI Transactions include:

1. EDI 850s Purchase Orders sent to the Vendor from SFC
2. EDI 855s Purchase Order Confirmations sent to SFC from the Vendor
3. EDI 810s Invoices, based on Purchase Orders/Confirmation, sent to SFC from the Vendor
4. EDI 856s Advance Ship Notices from the Vendor to SFC Foods
5. EDI 860s Purchase Order Change

SFC is continuing to develop additional EDI transaction sets. Supplier participation is required. To start EDI process, please contact [SupplierEDI@shamrockfoods.com](mailto:SupplierEDI@shamrockfoods.com) or our EDI partner **SPS Commerce** [onboarding@spscommerce.com](mailto:onboarding@spscommerce.com)

**Shamrock requires EDI invoice transactions (810's) to ensure accurate and timely payments.**  
**Questions regarding EDI with Shamrock can be sent to: [SupplierEDI@shamrockfoods.com](mailto:SupplierEDI@shamrockfoods.com)**

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## GS1 STANDARDS ADOPTION

As a founding member, SFC is a leader in GS1 adoption through implementation of GS1 industry standards and execution of Global Data Synchronization Network (GDSN) synchronization of item data. As such, Supplier items must have a Global Trade Item Number (GTIN). Suppliers are required to participate in GDSN synchronization to improve data accuracy and drive cost out of the supply chain.

All product data content is to be sent through the Global Data Synchronization Network (GDSN®) and be in compliance with GS1 Standards. **Questions regarding data synchronization with Shamrock can be directed to our GDSN partner, Syndigo, at [shamrockfoods@syndigo.com](mailto:shamrockfoods@syndigo.com).**

### Data Required

- Warehouse & Core product Data (GTIN, case dimensions, net/gross weights, Ti/Hi, etc)
- Nutritional Information (ingredients, allergens, nutrition facts)
- Marketing Descriptions (benefits, storage & usage, vendor description)
- Images (GS1 compliant)

**Please make sure to complete implementation guide prior to sending any publications to Shamrock. This guide can be found our GDSN landing page: <https://syndigo.com/shamrock-foods>.**

**Would you like to see how customers and sales reps see your images, marketing, and other product information?**

Shamrock is offering complementary access to Attribytes View My Product. By logging into Attribytes, suppliers will be able to see how their product information is being presented to customers and sales reps in Shamrock's online sales systems. Access your Shamrock scorecard anytime as well as view images, marketing information, and complement the work that is being done through the GDSN®. You can also work with Attribytes data experts to solve publication and data quality issues.

For your complementary login, please visit [www.attribytes.com/signup](http://www.attribytes.com/signup) to see a 2-minute video on how View My Product works and submit your contact information.

Questions regarding GS1 with Shamrock can be sent to [datacompliance@shamrockfoods.com](mailto:datacompliance@shamrockfoods.com)

## GENERAL RECEIVING GUIDELINES

### Temperature Receiving Requirements

Below is the temperature receiving guidelines we use at all SFC Branches. Upon receipt we check the temperature of each load to ensure product arrives to SFC at the correct temperatures to keep the food safety chain intact. If, product is determined to be out of these guidelines, the product will be refused. Any cost associated with noncompliance, including satisfying customer needs, will be the supplier's responsibility.

<b>Egg Product</b>	Shells should be clean and uncracked Shell Eggs should be received at 33-41 F degrees ambient (air) temperature Frozen Eggs should be received at 0-10 F Liquid Eggs should be received at 34-38 F
<b>Dairy</b>	All Non Frozen dairy products and systems cheese should be received at 33-40 F
<b>Cheese</b>	Cheese should be received at 34-45 F
<b>Meat</b>	Fresh Meat should be received at 28-40 F
<b>Poultry</b>	Fresh Poultry should be received at 26-34 F (Never to exceed 38 F )
<b>Seafood</b>	Fresh Fish should be received at 40 F or less Fresh Shellfish must be received by the Fish Team
<b>Frozen</b>	Frozen foods should be received at, or below 10 F Ice Cream may be received at or below (-5) F
<b>Produce</b>	Should arrive between 33-60 F Potatoes: 45-50 F Dry Onions: 42-60 F Fruit and Greens: 33-40 F Tomatoes: 45-50 F Cut and Diced Produce: 33-40 F Bananas: 58-62 F

Thank you very much for your dedication to provide our customers safe, quality foods.

### Product Shelf Life

SFC requires a minimum of 66% (2/3rds) of the total shelf life remaining at time of receipt by SFC. You must have the ability to trace your product in the event of a recall, and to provide us with a written description of your recall procedures and product coding system. Preference may be given to Suppliers who can provide third party food safety assurance and internal HACCP program verification.

For non-inventoried products or spot buys going directly to an end user third party customer or to an intermediary/broker for resale into an export market, if the intermediary/broker or third party Customer rejects the product based on quality, inadequate shelf life, or for any other reason, Supplier agrees to take the product back for full credit and at no expense to SFC.

*In order to make your delivery appointments – it will be necessary that you register online by going to <https://managedreceiving.capstonelogistics.com>. You will be set up with a User Name and Password, which will be processed and sent to the email address you provide. A "Managed Receiving User's Guide" will be attached to this email, which helps explain the system and its many features.*

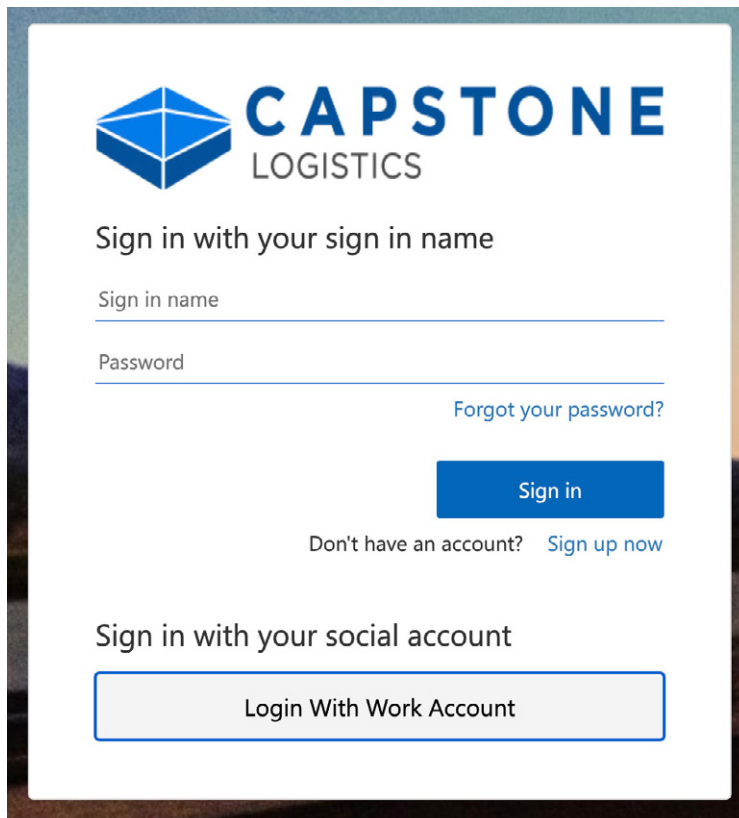
# **SHAMROCK FOODS ACCEPTS DELIVERIES** **BY ONLINE APPOINTMENT ONLY**


Shamrock Foods uses an online scheduling tool to coordinate inbound deliveries to our branches. All branches will accept delivery appointments **ONLY** through this system. It is important to understand, it is your responsibility to ensure your carrier makes online appointments. If carriers cannot make appointments in a timely fashion, it will be the shipper's responsibility to make appointments prior to the carrier assignment. Any costs associated with failure to comply with this policy, including costs associated with satisfying customers, will be your responsibility. You will be notified of the costs prior to deductions.

**Please make sure your load doesn't get turned away. All shippers must register before being able to make appointments. To register:**

Go to <https://managedreceiving.capstonelogistics.com> to register your carrier in this program (see below).

- Complete all required information as indicated. Your Username and Password will be processed and sent to you at the email address you provide. A complete Managed Receiving User's Guide will also be sent.
- That's it! You're registered.



 **CAPSTONE**  
LOGISTICS

Sign in with your sign in name

Sign in name

Password

[Forgot your password?](#)

Don't have an account? [Sign up now](#)

Sign in with your social account

# USING THE ONLINE DELIVERY APPOINTMENT TOOL

## SHAMROCK FOODS ONLY TAKES APPOINTMENTS VIA ONLINE SCHEDULING.

Log on to <https://managedreceiving.capstonelogistics.com> using your Username and Password

### Registered users can:

- Create a new appointment
- Set appointment dates and time slots
- Select a dock door assignment
- Get an estimated unloading charge
- Receive confirmation and a gate pass
- View all Purchase Orders and delivery appointments
- Create appointment lists
- Make changes and updates
- And much more

### If you experience any difficulty:

- If you are not able to find a slot for your appointment within the date parameters, most likely the dock has been closed due to maximum capacity and you will require assistance from support. It may also require the buyer to initiate the “Hot Load” process to obtain approval for any exception.
- Click on the “**Help Assist**” statement located in the top center of the page directly above the client drop down list.
- Complete the email template. Provide a brief message of what you are trying to do and an ETA for your truck in the message box.
- Press “**Send**”. Your request will be processed in the order in which it was received, and you will receive a reply via email as soon as possible.
- The return email will reflect an appointment number link. You may click on the blue appointment link and you will be connected to the “**Update Appointment**” page for the corresponding appointment number. From here, you should click the “**Print Gate Pass**” box and review your gate pass for accuracy. A copy of the gate pass should be provided to the driver as it contains all appointment information, purchase orders on appointment, and direction line to the subject facility.

Refer to the Managed Receiving User’s Guide for specific instructions.

*Thank you for your commitment to this online scheduling appointment system.*