



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

2425 E. Camelback Rd, Ste. 101
Phoenix, AZ 85016
602-477-2500

Bill To

Shamrock Foods Company DUNS 423707340001
Attn: Accounts Payable
2425 E. Camelback Rd, Ste. 101
Phoenix, AZ 85016

A/P Contact:

- All new invoices being submitted for payment please e-mail to: accounts_payable@shamrockfoods.com
- Statements and any questions regarding your account please e-mail AP general inbox: ap_info@shamrockfoods.com

Renewal Certificates of Insurance:

Certificate Holder Name and Address:

Shamrock Foods Company, its subsidiaries, affiliates, & divisions
2425 E. Camelback Rd, Ste. 101
Phoenix, AZ 85016

E-mail Certificates to: COI@ShamrockFoods.com Please put company name in subject line.

Additional Contacts:

- Backup Documentation for Deductions: Procurement_Services@ShamrockFoods.com
- Price Lists (advance pricing & logistics information only): supplychain@shamrockfoods.com
- PO Confirmations & Cost related inquiries: [Contact your Shamrock Buyer or use the SPS Portal \(EDI\)](#)
- Recall 24/7 Contact: Product_Safety@shamrockfoods.com
- Address and other Vendor File Changes: EDM_Maintenance@ShamrockFoods.com
- EDI: SupplierEDI@shamrockfoods.com
- GDSN: 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
Arizona Marana Branch	055	Shamrock Foods Company 2540 N. 29th Ave Phoenix, AZ 85008	Shamrock Foods Company 9825 W Tangerine Road Marana, AZ 85653	0423707340013	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 East 38th Avenue 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 Albuquerque, NM 87120-8783	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	0423707340007	Customer Service 916-574-8459
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 or our EDI partner **SPS Commerce** onboarding@spscommerce.com

Shamrock requires EDI invoice transactions (810's) to ensure accurate and timely payments.

Shamrock requires EDI Advance Ship Notifications (856's) for all Food Traceability List (FTL) products to ensure regulatory traceability compliance with all transactions.

Questions regarding EDI with Shamrock can be sent to SupplierEDI@shamrockfoods.com

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.**

Data Required

- Warehouse & Core product Data (*GLN, 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*)

Case/Pallet labeling Required

- Serial Shipping Container Code (SSCC)
 - Must contain product (GTIN), lot (AI10), and
- Case GS1-128 or 2D Barcode
 - GTIN
 - Production Lot code
 - Lot Code source location

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](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.

Access to View My Product can be requested by visiting: www.syndigo.com/viewmyproduct-signup/

- Complete the “Get Your Scorecard Access Now” section
- Once access is created, an email will be provided with login credentials and the URL to access View My Product
- Simply enter your email address and password to sign in. NOTE: to reset password, simply click on the ‘Forget Your Password?’ link.

Questions regarding GS1 with Shamrock can be sent to datacompliance@ShamrockFoods.com

General Receiving Guidelines

Temperature Receiving Requirements

Below are the temperature receiving guidelines we use at all SFC Branches. Upon receipt, we check the temperature of each load to ensure the 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.

Dairy	Non-Frozen dairy products (other than cheese) and systems cheese	33°F – 40°F	
	Cheese	34°F – 45°F	
Dressings	Dressings	35°F – 40°F	
	Mayonnaise	35°F – 80°F	
Egg Product	Shell Eggs	35°F – 41°F (ambient (air) temperature)	Shells should be clean and uncracked.
	Frozen Egg	0°F – 10°F	
	Liquid Egg	34°F – 38°F	
Frozen	All frozen (except for other frozen products listed in this table)	-10°F – 10°F	
	Ice Cream	-10°F or below	
Meat	Fresh Meat	28°F – 40°F	Never to exceed 38°F
Poultry	Fresh Poultry	26°F – 34°F	
Produce	Produce – Processed (Cut, Diced, etc.)	33°F – 40°F	
	Avocados	38°F – 60°F	
	Bananas	58°F – 62°F	
	Carrots	35°F – 50°F	
	Citrus	37°F – 60°F	
	Cucumbers / Bell Peppers	33°F – 50°F	
	Fruits/Greens – Uncut	33°F – 40°F	
	Mushrooms	33°F – 38°F	
	Onions - Whole	42°F – 60°F	
	Potatoes	45°F – 50°F	
	Potatoes - Processed	34°F – 40°F	
	Sprouts	35°F – 45°F	
	Tomatoes	45°F – 60°F	
Refrigerated	All refrigerated (except for specific products listed in this table)	40°F or below	
	Juice	40°F or below	
Seafood	Fresh Fish & Seafood	33°F – 40°F	
	Fresh Shellfish	According to Fish Team requirements	
Tortillas	Tortillas	55°F or below	
Yeast	Yeast	30°F – 45°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.

Product Receiving Requirements

Suppliers must inform the carrier of the SFC purchase order number, which is required at the time of delivery and prior to any receiving activity. Delivered prices include unloading, sorting and segregating of products. Supplier will comply with receiving requirements at each SFC location. This may include CHEP pallets, slip sheets, GMA#1 wood pallets and payment of lumper fees if truck is not unloaded on time.

Pallet Standard

Pallet quality is an important ingredient of a safe working environment and the first layer of protection for product. To maintain the sellability of your product(s) through the supply chain, quality pallets must be used of sufficient strength to support them during forklift handling and in racking.

SFC requires that all suppliers ship product on quality pallets.

- SFC encourages the use of GMA #1 white wood pallets
- All pallets received by SFC must meet the industry standard of 'Grade A' as described below.
 1. Pallets shall measure 48x40".
 2. Pallets shall accommodate 4-way entry of forklift tines.
 3. Pallets shall have stringers in good condition that have not previously been broken or repaired and are at least 1" in thickness. Blocks shall be in good condition and show only minor cosmetic damage.
 4. Deck boards shall all be present, in good condition, and, in the case of stringer pallets, arranged according to GMA standards. Leading top and bottom deck boards shall measure at least 5" in width (nominal 1x6 material should be used).
 5. No protruding fasteners or 'shiners' are acceptable on any surface.
- SFC will accept pallets from pallet rental companies (such as CHEP, Peco, or iGPS) and will return pool pallets to our pallet depot. SFC will not accept any pass through charges related to pallet rental company agreements.
- If product is delivered on a sub-standard pallet and it has to be restacked as a result, a restack fee of \$25 will be assessed for each pallet.

Packaging Standardization

Pallet Composition

- All pallets must correspond to the Ti/Hi values provided by the Supplier
- There can be no product overhanging on the pallet
- Case labels must face outwards to easily identify the product
- Individual SKU's ordered in less than tier/layer quantity may be mixed on a pallet with other less than tier/layer SKUs
- All items shipped to SFC must be sorted and segregated by SKU and by the SFC warehouse Ti-Hi

Load Quality

- All loads must be secured and stabilized.
- Stretch wrap must cover all cases and extend halfway down the CHEP pallet, securing all cases to the pallet itself.
- Corner boards, if used, must be incorporated to eliminate crushing product when stacking pallets

- Multiple stacked pallets have to be stretched wrapped together to reduce load shifting
- Glue or Tape must not be used to stabilize cases since it interferes with SFC's de-palletizing equipment
- Lighter products must be placed on top of heavier products.
- All dunnage used to brace shipments en route to the SFC Facility will be at the supplier's expense.
- To prevent puncturing, it is mandatory that slip sheets be placed between bagged food items and the pallet.
- All product shipped must be sanitary, damage free and properly secured. This includes product packaged within the case. Failure to comply will result in an Overages, Shortages and Damaged (OS&D) Claim.

Delivery Appointments

In order to make your delivery appointments – it will be necessary that you register online by going to shamrockloads.com or www.mgdrec.lmsintellibound.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.

If you have questions or need assistance enrolling in this online scheduling system, please call 770-724-0524. You can follow this program's status updates on Twitter at Shamrock loads.

Shamrock Foods Accepts Deliveries By Online

Appointment Only.

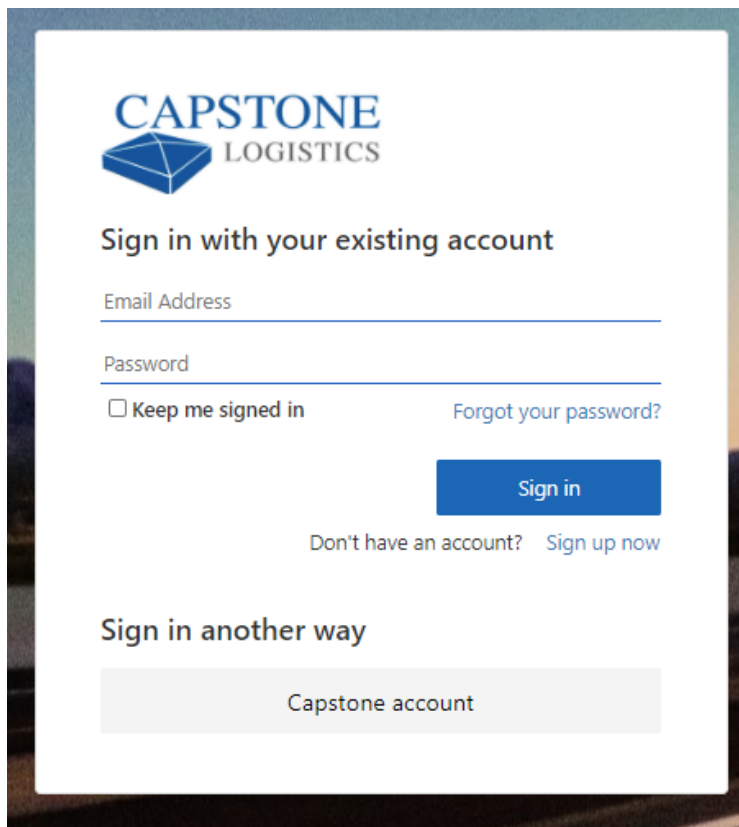
Shamrock Foods uses an online scheduling tool to coordinate inbound deliveries to our branches. All branches will accept delivery appointments **only** through this system. It is important to understand, it is your responsibility to ensure your carrier makes online appointments. If carriers cannot make 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 shamrockLoads.com or <https://managedreceiving.capstonelogistics.com> to register your carrier in this program (see below).

- Complete all required information as indicated. Your User Name 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.

The image shows a login interface for Capstone Logistics. At the top is the Capstone Logistics logo, which consists of a blue cube icon and the text "CAPSTONE LOGISTICS". Below the logo is the heading "Sign in with your existing account". There are two input fields: "Email Address" and "Password". Below the "Email Address" field is a checkbox labeled "Keep me signed in" and a link labeled "Forgot your password?". Below the "Password" field is a blue "Sign in" button. Below the "Sign in" button are the links "Don't have an account?" and "Sign up now". At the bottom, under the heading "Sign in another way", there is a light gray button labeled "Capstone account".

CAPSTONE
LOGISTICS

Sign in with your existing account

Email Address

Password

☐ Keep me signed in [Forgot your password?](#)

Sign in

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

Sign in another way

Capstone account

Using the Online Delivery Appointment Tool

Shamrock Foods only takes appointments via online scheduling.

Log on to ShamrockLoads.com or <https://managedreceiving.capstonelogistics.com> using your User Name 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.