



# Fulfillment Customer Handbook

2024 – 2025  
Season

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Fulfillment Contact List  
2024 – 2025  
Season

Contact	Title	Direct Line	E-mail
Mike Lore	Contact Center Director	772-226-3609	mlore@indrio.com
<b>A/R Department</b>			
Peggy Henf	Accounting Supervisor	772-226-3667	phenf@indrio.com
<b>Call Center</b>			
Sarah Higgins	Fulfillment Supervisor	772-226-3676	shiggins@indrio.com
David Neff	Fulfillment Lead		dneff@indrio.com
<b>IT Department</b>			
Fred Valenti	Technical Support	772-226-3683	fvalenti@indrio.com

**Who to Contact with questions concerning the following:**

- Issues concerning downloading orders – Technical Support
- Questions concerning orders that were faxed, emailed or downloaded – Fulfillment Specialist, Sarah Higgins
- Questions concerning phone orders – Sarah Higgins
- Questions concerning invoicing – Peggy Henf

## Honeybell Announcement Postcards

HoneyBell Announcement Cards are available to be sent to your Mini Honeybell & Golden Honeybell Recipients. We will start printing and mailing the Honeybell Announcement Cards around 12/15/24. All non-buyer HoneyBell recipients will receive a card. Unfortunately, there is no way to restrict any cards for certain recipients.

The cost for this service is \$0.18 per card, plus First Class postage at \$0.56 each for a total of \$0.74 per card. You will be billed based upon number of cards printed.

\*\* The first available week for arrival will be 1/13/25. This allows us to monitor the crop after the New Year and control the quality. Pushing this availability window forward a week, will not affect the availability and shipping of all other varieties.

## **Order Changes**

Once an order has been placed with SFS, please use the Order Change Form to request changes. We will make every effort to fulfill all change requests. Changes will not be possible if the package has already been sent to shipping.

Please complete the form (see page 6) with all the requested information and Fax it to our Customer Care Department at 772-226-3671.

We will acknowledge the status of all requests via return Fax.

# Southern Fulfillment Services

## Order Change Form

Please Fax this Form to:

**772-226-3671**

Date \_\_\_\_\_ from: \_\_\_\_\_

Company Name \_\_\_\_\_

Order Number \_\_\_\_\_

Recipient Name \_\_\_\_\_ Zip Code \_\_\_\_\_

Gift # \_\_\_\_\_

Requested Arrival Date \_\_\_\_\_

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### Select Change:

Recipient Name Change \_\_\_\_\_

Recipient Address Change \_\_\_\_\_

\_\_\_\_\_

Arrival Date Change \_\_\_\_\_

Ship Via Change \_\_\_\_\_

Gift Number Change \_\_\_\_\_

Message Change \_\_\_\_\_

Cancel Package \_\_\_\_\_

Hold Package \_\_\_\_\_

Other \_\_\_\_\_

\_\_\_\_\_

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### For Office Use Only:

Change Process \_\_\_\_\_ Change Not Processed \_\_\_\_\_ Reason \_\_\_\_\_

# Replacements

All replacement requests will be processed in a timely manner at no cost to you.

However, charges for replacements will be incurred in the following situations:

- Incorrect Address was provided by you or your customer
- Unclaimed Packages
- Refused Packages

Replacements need an 'R' in your Payment Type field. If a full replacement is necessary, please enter the standard pack code.

Second Replacements: If it becomes necessary to replace a replacement, please create a new replacement order and use the applicable replacement code.

Please notify us of replacements or problem orders within five (5) days of receiving notification from your customers.

**Southern Fulfillment Services**  
**Credit or Replacement Request Form**

Please Fax this Form to  
**772-226-3671**

Date \_\_\_\_\_ from: \_\_\_\_\_

Company Name \_\_\_\_\_

Order Number \_\_\_\_\_

Sender Name \_\_\_\_\_ Sender Zip Code \_\_\_\_\_

Recipient Name \_\_\_\_\_ Recipient Zip Code \_\_\_\_\_

Gift # \_\_\_\_\_

Arrival Date \_\_\_\_\_

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**Replace:**

Partial Replacement \_\_\_\_\_ Partial Replacement Item \_\_\_\_\_

Full Replacement \_\_\_\_\_

Reason \_\_\_\_\_

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**Credit:**

Partial Credit \_\_\_\_\_ Amount of Credit \_\_\_\_\_

Full Credit \_\_\_\_\_ Amount of Credit \_\_\_\_\_

Reason \_\_\_\_\_

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**For Office Use Only:**

Replaced \_\_\_\_\_

Credit Processed \_\_\_\_\_

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## REPLACEMENT CODES

<b>Replacement</b>	<b>Seasonal Oranges</b>	<b>Available</b>
004O	3-4 Oranges	Nov - May
007O	6 Oranges	Nov - May
009O	9 Oranges	Nov - May
<b>Replacement</b>	<b>Seasonal Oranges &amp; Ruby Red Grapefruit</b>	<b>Available</b>
007OR	3 Oranges & 1 Ruby Red Grapefruit	Nov - May
009OR	5 Oranges & 2 Ruby Red Grapefruit	Nov - May
<b>Replacement</b>	<b>Red Navel Oranges</b>	<b>Available</b>
004K	3 - 4 Red Navels	Jan - Apr
007K	6 Red Navels	Jan - Apr
009K	9 Red Navels	Jan - Apr
<b>Replacement</b>	<b>Red Navel Oranges &amp; Ruby Red Grapefruit</b>	<b>Available</b>
007KR	3 Red Navels & 1 Ruby Red Grapefruit	Jan - May
009KR	5 Red Navels & 2 Ruby Red Grapefruit	Jan - May
<b>Replacement</b>	<b>HoneyBell Tangelos</b>	<b>Available</b>
004H	3 - 4 Honeybell Tangelos	Feb-Mid Apr
007H	6 HoneyBell Tangelos	Feb-Mid Apr
009H	9 HoneyBell Tangelos	Feb-Mid Apr
<b>Replacement</b>	<b>HoneyBell Tangelos &amp; Ruby Red Grapefruit</b>	<b>Available</b>
007HR	3 Honeybells & 1 Ruby Red Grapefruit	Feb-Mid Apr
009HR	5 Honeybells & 2 Ruby Red Grapefruit	Feb-Mid Apr
<b>Replacement</b>	<b>Baby O Mandarins</b>	<b>Available</b>
004SZ	3 - 4 Baby O Mandarins	Dec- Mid Jan
006SZ	6 Baby O Mandarins	Dec- Mid Jan
<b>Replacement</b>	<b>Honey Sweet Tangerines</b>	<b>Available</b>
004S	3 - 4 Sweet Tangerines	Nov – May
007S	6 Sweet Tangerines	Nov – May
009S	9 Sweet Tangerines	Nov - May

<b>Replacement</b>	<b>Honey Sweet Tangerines &amp; Ruby Red Grapefruit</b>	<b>Available</b>
<b>Replacement</b>	<b>Ruby Red Grapefruit</b>	<b>Available</b>
002R	2 Ruby Red Grapefruit	Nov - May
004R	4 Ruby Red Grapefruit	Nov - May
<b>Replacement</b>	<b>White Grapefruit</b>	<b>Available</b>
002W	2 White Grapefruit	Nov – Jan
004W	4 White Grapefruit	Nov - Jan
<b>Replacement</b>	<b>Deep Red Grapefruit</b>	<b>Available</b>
002I	2 Deep Red Grapefruit	Nov-Jan
004I	4 Deep Red Grapefruit	Nov-Jan
<b>Replacement</b>	<b>Apples/Pears</b>	<b>Available</b>
002A	2 Apples	Nov –Jan
004A	4 Apples	Nov –Jan
002P	2 Pears	Nov –Jan
004P	4 Pears	Nov –Jan
003AP	3 Apples/3Pears	Nov –Jan
<b>Replacement</b>	<b>Golden Honeybells</b>	<b>Available</b>
350Z4	4 Golden Honeybells	Jan-Mar
350Z6	6 Golden Honeybells	Jan-Mar

## Standard & Expedited Shipping

### **Standard Delivery:**

ASAP Orders received by Monday at 6:00 PM EST will be processed to ship that same week for arrival the following week.

### **Federal Express Delivery:**

All Orders requesting expedited delivery service must be in our hands by 10:00 AM EST in order to ship same day.

All orders must have a physical address, No PO Boxes.

### **Canada Delivery:**

Shipping begins November thru May. Delivery takes approximately 2-3 days via FedEx 2-Day Air Service only.

Shipping will be once per week with cutoff at 6 pm Monday to arrive the same week.

Additional upcharge of \$32.00 per package.

No PO Box addresses.

### **Alaska & Hawaii Delivery:**

All orders must have a physical address and will be shipped FedEx 2-3 day.

Citrus cannot be shipped into Hawaii.

No PO Box addresses.

See Express Shipping Rate chart for rates.

### **Fumigated States (CA, LA, TX, AZ) Delivery:**

Please refer to the fumigated states shipping schedule. Dry Goods items may be shipped at any time using expedited service.

**Please note:** The FedEx Rates listed are in addition to your total wholesale charges. FedEx rate should be charged in addition to your standard shipping charges and are for all packages including baskets.

## Express Shipping Rates

	1/2 Tray	1 Tray	1.5 Tray	2 Tray	3 Tray	4 Tray
<b>Expedited Shipping Rates</b>	<b>0-9.0 lbs</b>	<b>9.1-12.0 lbs</b>	<b>12.1-18.0 lbs</b>	<b>18.1-27.0 lbs</b>	<b>27.1-36.0 lbs</b>	<b>36.1+ lbs</b>
<b>FX3 - 3 Day</b>	\$8.73	\$12.68	\$15.76	\$19.34	\$23.59	\$27.31
<b>FDX - 2 Day</b>	\$11.48	\$15.48	\$19.09	\$22.34	\$26.59	\$30.31
<b>FXS - Overnight</b>	\$16.69	\$26.60	\$34.09	\$41.34	\$52.44	\$63.31
<b>FXP - Priority Overnight</b>	\$18.96	\$30.87	\$40.17	\$47.50	\$57.59	\$67.31
<b>Alaska FDX 2-Day</b>	\$24.44	\$28.88	\$35.09	\$42.34	\$52.59	\$62.31
<b>Hawaii FDX 2-Day</b>	\$17.44	\$21.68	\$25.09	\$28.94	\$38.59	\$48.31

## Holiday Cutoff Dates

	<u>Thanksgiving</u>  Thursday 11/28/24	<u>Hanukkah</u>  Wednesday 12/25/24 – 1/2/25	<u>Christmas</u>  Wednesday 12/25/24	<u>New Year's Day</u>  Wednesday 1/1/25
<b>Standard Shipping</b>	11/17/24 (11:59 pm) Files & Faxes	12/15/24 (11:59 pm) Files & Faxes	12/15/24 (11:59 pm) Files & Faxes	12/15/24 (11:59 pm) Files & Faxes
<b>Canada via FedEx 2 Day</b>	11/20/24 11 am files 10 am faxes	12/15/24 11 am files 10 am faxes	12/15/24 11 am files 10 am faxes	12/15/24 11 am files 10 am faxes
<b>FedEx Home Ground</b>	11/19/24 11 am files 10 am faxes	12/17/24 11 am files 10 am faxes	12/17/24 11 am files 10 am faxes	12/17/24 11 am files 10 am faxes
<b>FedEx 3-Day Service</b>	11/22/24 11 am files 10 am faxes	12/19/24 11 am files 10 am faxes	12/19/24 11 am files 10 am faxes	12/19/24 11 am files 10 am faxes
<b>FedEx 2 day Air</b>	11/25/24 11 am files 10 am faxes	12/19/24 11 am files 10 am faxes	12/19/24 11 am files 10 am faxes	12/19/24 11 am files 10 am faxes
<b>FedEx Standard Overnight</b>	11/26/24 11 am files 10 am faxes	12/19/24 11 am files 10 am faxes	12/19/24 11 am files 10 am faxes	12/19/24 11 am files 10 am faxes
FedEx Priority Overnight	11/26/24 11 am files 10 am faxes	12/19/24 11 am files 10 am faxes	12/19/24 11 am files 10 am faxes	12/19/24 11 am files 10 am faxes
UPS Ground Service	11/19/24 11 am files 10 am faxes	12/17/24 11 am files 10 am faxes	12/17/24 11 am files 10 am faxes	12/17/24 11 am files 10 am faxes

# Fumigated States

## CA, LA, TX, AZ

### Important Information:

- The label below will be added to all gifts bound for CA, TX, AZ
- Standard Delivery only, expedited shipping services are NOT available to these states
- Dry Goods Items can be expedited.
- Please see fumigation schedule

<p><b>FLORIDA DEPARTMENT OF AGRICULTURE</b></p> <p><b>AND CONSUMER SERVICES</b></p> <p><b>DIVISION OF PLANT INDUSTRY</b></p> <p><b>P.O. Box 147100, Gainesville, FL</b> <b>32614-7100</b></p> <p>Section 581.031 (22) F.S.</p> <p><b>DPI GF 2010-01</b></p> <p>-----</p>
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\*\*Louisiana does not require a sticker to be placed on the box.

## Fumigated States Cutoff Dates

Cutoff Date	Arrival Week	Mode of Travel
11/11/24 (M)	Week of 11/18/24	Our Truck
11/25/2024 (M)	Week of 12/02/24	Our Truck
12/09/2024 (M)	Week of 12/16/24	Our Truck
01/13/2025 (M)	Week of 1/20/25	Our Truck
02/03/25 (M)	Week of 02/10/25	Our Truck Valentines arrival
03/03/2025 (M)	Week of 03/10/25	Our Truck
04/07/2025 (M)	Week of 04/14/25	FXH/UPS
05/5/2025 (M)	Week of 05/12/25	FXH/UPS Final for Season

## Canada

### Canadian Address Guidelines:

- Postal Codes are Alpha-Numeric
- Province abbreviations should be entered into the STATE field.
- Country Code is CANADA

<b>Postal Code Abbreviation</b>	<b>Province</b>	<b>Postal Code Begins with</b>
AB	Alberta	T
BC	British Columbia	V
MB	Manitoba	R
NB	New Brunswick	E
NL	New Foundland/Labrador	A
NT	Northwest Territory	X
NS	Nova Scotia	B
ON	Ontario	K, L, M, N, P
PE	Prince Edward Island	C
QC	Quebec	G, H, J
SK	Saskatchewan	S
YT	Yukon Territory	Y

\*\*\* See Canadian Holiday Cutoff Dates on page 13 of this Shipping Guide.



## Southern Fulfillment Services Seasonal Citrus Varieties

<b>Citrus Variety</b>	<b>Product Code</b>	<b>Availability Dates **</b>
Navel Oranges	N	Mid-November thru May
Baby O Mandarins	HG	December - January
Tangerines	F	November thru May
Red Navels	K	January – April
Honeybells	H	Mid-February thru April
Temple Oranges	T	February
Ruby Red Grapefruit	R	November thru May
White Grapefruit	W	November thru January
Deep Red Grapefruit	I	November thru January
Golden Honeybells	L	Mid-January thru March

**\*\*Availability dates may vary, please monitor your weekly update for any changes.**

## Fruit Varieties & Descriptions

**Golden Honeybell** (Mid Jan - Mar) Medium to large fruit, bell shaped. Fragrant and bursting with sweet juice, this hard-to-find citrus is a unique cross between the richly flavored Mandarin and honey-sweet Grapefruit. These sunset-orange treats are quite rare—harvested January through March.

**Honeybell** ( Mid Feb - April) Medium fruit, bell shaped. Hybrid between a Dancy tangerine and a Duncan grapefruit. Tangy sweet and very juicy with few seeds. These will be from our California groves.

**Honey Sweet Tangerines** (Nov - May) Smaller and less rounded than common oranges. They are thin skinned and easy to peel. Slightly soft with pebbly skin and orange in color. They have a sweet and stronger taste.

**Navel** (Mid Nov - May) Large to extra-large fruit, deep yellow to orange in color with easy to peel skin. They get there name from the navel appearance on the bottom of the fruit. The “Second Orange” is what helps the navel to be seedless.

**Red Navel** (Jan - April) Deep red flesh, sweet and mild with extraordinary flavor and abundant juice.

**Baby O Mandarins** (Dec - Jan) Mandarin orange that is easy to peel and full of flavor.

**Temple** (Feb) Tangy and sweet with pebbled, reddish – orange skin that is easy to peel. It is a cross between a sweet orange and a tangerine.

**Deep Red (Crimson) Grapefruit** (Nov - Jan) Deep red flesh with a darker blush colored skin. Rich in flavor and sweet.

**Ruby Red Grapefruit** (Nov - May) Plump and thin skinned with blushing red flesh. They are seedless and easy to peel.

**White Grapefruit** (Nov - Jan) Sweet and tart flesh with a smooth thin skin.