



Fulfillment Customer Handbook

2022 – 2023
Season

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Fulfillment Contact List
2022 – 2023
Season

| Contact | Title | Direct Line | E-mail |
|-----------------------|---------------------------|---------------|-------------------------------------|
| Mike Lore | Contact Center Manager | 772-226-3609 | mlore@indrio.com |
| A/R Department | | | |
| Peggy Henf | Accounting Supervisor | 772-226-3667 | phenf@indrio.com |
| Call Center | | | |
| Cindy Pinches | Fulfillment Supervisor | 772-226-3586 | cpinches@indrio.com |
| Sarah Higgins | DP Lead | 772-226-3676 | Shiggins@halegroves.com |
| Data Entry | | | |
| Mary Manser | Fulfillment Customer Care | 772-226- 3648 | fulfillment@southernfulfillment.com |
| IT Department | | | |
| 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, Cindy Pinches or Mary Manser
- Questions concerning phone orders – Cindy Pinches or Sarah Higgins
- Questions concerning invoicing – Peggy Henf

HoneyBell Announcement Postcards

HoneyBell Announcement Cards are available to be sent to your HoneyBell Recipients. We will start printing and mailing the HoneyBell Announcement Cards the first week of December and continue thru the Holiday Season. 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 \$0.44 each for a total of \$0.62 per card. You will be billed based upon number of cards printed.

** The first available week for arrival will be 1/16/23. 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 _____

Select Change:

Recipient Name Change _____

Recipient Address Change _____

Arrival Date Change _____

Ship Via Change _____

Gift Number Change _____

Message Change _____

Cancel Package _____

Hold Package _____

Other _____

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 _____

Replace:

Partial Replacement _____ Partial Replacement Item _____

Full Replacement _____

Reason _____

Credit:

Partial Credit _____ Amount of Credit _____

Full Credit _____ Amount of Credit _____

Reason _____

For Office Use Only:

Replaced _____

Credit Processed _____

REPLACEMENT CODES

| | | |
|-------------|--|-----------|
| Replacement | Seasonal Oranges | Available |
| 004O | 3-4 Oranges | Nov - May |
| 007O | 6 Oranges | Nov - May |
| 009O | 9 Oranges | Nov - May |
| | | |
| Replacement | Seasonal Oranges & Ruby Red Grapefruit | Available |
| 007OR | 3 Oranges & 1 Ruby Red Grapefruit | Nov - May |
| 009OR | 5 Oranges & 2 Ruby Red Grapefruit | Nov - May |
| | | |
| Replacement | Red Navel Oranges | Available |
| 004K | 3 - 4 Red Navels | Jan - May |
| 007K | 6 Red Navels | Jan - May |
| 009K | 9 Red Navels | Jan - May |
| | | |
| Replacement | Red Navel Oranges & Ruby Red Grapefruit | Available |
| 007KR | 3 Red Navels & 1 Ruby Red Grapefruit | Jan - May |
| 009KR | 5 Red Navels & 2 Ruby Red Grapefruit | Jan - May |
| | | |
| Replacement | HoneyBell Tangelos | Available |
| 004H | 3 - 4 Honeybell Tangelos | Jan |
| 007H | 6 HoneyBell Tangelos | Jan |
| 009H | 9 HoneyBell Tangelos | Jan |
| | | |
| Replacement | HoneyBell Tangelos & Ruby Red Grapefruit | Available |
| 007HR | 3 Honeybells & 1 Ruby Red Grapefruit | Jan |
| 009HR | 5 Honeybells & 2 Ruby Red Grapefruit | Jan |
| | | |
| Replacement | Sol Zest | Available |
| | | Dec- Mid |
| 004SZ | 3 - 4 Sol Zest | Jan |
| | | Dec- Mid |
| 006SZ | 6 Sol Zest | Jan |
| | | |

| | | |
|-------------|--|-----------|
| Replacement | Honey Sweet Tangerines | Available |
| 004S | 3 - 4 Sweet Tangerines | Nov - Apr |
| 007S | 6 Sweet Tangerines | Nov - Apr |
| 009S | 9 Sweet Tangerines | Nov - Apr |
| | | |
| Replacement | Honey Sweet Tangerines & Ruby Red Grapefruit | Available |
| 009SR | 6 Sweet Tangerines & 3 Ruby Red Grapefruit | Nov - Apr |
| | | |
| Replacement | Sugarbelles | Available |
| 004SB | 3 - 4 Sugarbelles | Dec |
| 006SB | 6 Sugarbelles | Dec |
| | | |
| Replacement | Spring Tangelos | |
| 004Z | 3-4 Count Spring Tangelos | Mar-April |
| 006Z | 5-6 Count Spring Tangelos | Mar-April |
| | | |
| Replacement | Ruby Red Grapefruit | Available |
| 002R | 2 Ruby Red Grapefruit | Nov - May |
| 004R | 4 Ruby Red Grapefruit | Nov - May |
| | | |
| Replacement | White Grapefruit | Available |
| 002W | 2 White Grapefruit | Nov - Apr |
| 004W | 4 White Grapefruit | Nov - Apr |
| | | |
| Replacement | Deep Red Grapefruit | Available |
| 002I | 2 Deep Red Grapefruit | Feb - Apr |
| 004I | 4 Deep Red Grapefruit | Feb - Apr |
| | | |
| Replacement | Apples/Pears | Available |
| 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 |

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.

Flat rate charge of \$15.00 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 |
|--------------------------|---------------|---------------|----------------|----------------|----------------|----------------|
| Expedited Shipping Rates | 0-9.0 lbs | 9.1-12.0 lbs | 12.1-18.0 lbs | 18.1-27.0 lbs | 27.1-36.0 lbs | 36.1+ lbs |
| FXH - Home Delivery | \$7.30 | \$7.72 | \$8.17 | \$9.73 | \$11.64 | \$15.81 |
| FX3 - 3 Day | \$11.91 | \$15.14 | \$18.92 | \$24.11 | \$30.65 | \$45.58 |
| FDX - 2 Day | \$13.17 | \$16.99 | \$20.79 | \$26.79 | \$34.02 | \$47.13 |
| FXS - Overnight | \$25.25 | \$35.99 | \$43.66 | \$54.58 | \$67.33 | \$100.46 |
| FXP - Priority Overnight | \$27.50 | \$40.17 | \$48.43 | \$57.69 | \$71.54 | \$104.44 |
| UPS Ground | \$8.64 | \$8.72 | \$10.81 | \$12.30 | \$13.24 | \$14.55 |
| Alaska FDX 2-Day | \$57.31 | \$63.92 | \$69.99 | \$81.14 | \$95.47 | \$123.12 |
| Hawaii FDX 2-Day | \$30.32 | \$38.91 | \$45.19 | \$55.95 | \$69.33 | \$94.54 |

Holiday Cutoff Dates

| | <u>Thanksgiving</u> Thursday 11/24/22 | <u>Hanukkah</u> Sunday 12/18/22 – 12/26/22 | <u>Christmas</u> Sunday 12/25/22 | <u>New Year's Day</u> Sunday 1/1/23 |
|-------------------------------------|---|---|--|---|
| Standard Shipping | 11/13/22 (11:59 pm) Files & Faxes | 12/10/22 (11:59 pm) Files & Faxes | 12/16/22 (11:59 pm) Files & Faxes | 12/20/22 (11:59pm) Files & Faxes |
| Canada via FedEx 2 Day | 11/16/22 11 am files 10 am faxes | 12/16/22 11 am files 10 am faxes | 12/17/22 11 am files 10 am faxes | 12/23/22 11 am files 10 am faxes |
| FedEx Home Ground | 11/14/22 11 am files 10 am faxes | 12/11/22 11 am files 10 am faxes | 12/15/22 11 am files 10 am faxes | 12/20/22 11 am files 10 am faxes |
| FedEx 3-Day Service | 11/20/22 11 am files 10 am faxes | 12/12/22 11 am files 10 am faxes | 12/19/22 11 am files 10 am faxes | 12/20/22 11 am files 10 am faxes |
| FedEx 2 day Air | 11/21/22 11 am files 10 am faxes | 12/13/22 11 am files 10 am faxes | 12/20/22 11 am files 10 am faxes | 12/27/22 11 am files 10 am faxes |
| FedEx Standard Overnight | 11/22/22 11 am files 10 am faxes | 12/14/22 11 am files 10 am faxes | 12/21/22 11 am files 10 am faxes | 12/28/22 11 am files 10 am faxes |
| FedEx Priority Overnight | 11/22/22 11 am files 10 am faxes | 12/14/22 11 am files 10 am faxes | 12/21/22 11 am files 10 am faxes | 12/28/22 11 am files 10 am faxes |
| UPS Ground Service | 11/16/22 11 am files 10 am faxes | 12/11/22 11 am files 10 am faxes | 12/15/22 11 am files 10 am faxes | 12/20/22 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>FLORIDA DEPARTMENT OF AGRICULTURE</p> <p>AND CONSUMER SERVICES</p> <p>DIVISION OF PLANT INDUSTRY</p> <p>P.O. Box 147100, Gainesville, FL 32614-7100 Section 581.031 (22) F.S.</p> <p>DPI GF 2010-01</p> <p>SOUTHERN FULFILLMENT SERVICES</p> <p>Meets the requirements of California Master Permit No. QC 222</p> <p>Processed in accordance with Arizona, California, Hawaii, and Texas agricultural quarantine requirements</p> |
|--|

****Louisiana does not require a sticker to be placed on the box.**

Fumigated States Cutoff Dates

| Cutoff Date | Fumigation Date | Pack Date | Ship Date | Mode of Travel |
|-------------------|-----------------|---------------|---------------|---------------------------------|
| 11/11/22 (F) | 11/14/22 (M) | 11/15/22 (TU) | 11/15/22 (TU) | Our Truck |
| | | | | |
| 11/28/2022 (M) | 11/29/22 (TU) | 11/30/22 (W) | 11/30/22 (W) | Our Truck |
| | | | | |
| 12/12/2022 (M) | 12/14/22 (W) | 12/16/22(TH) | 12/16/22(TH) | Our Truck |
| | | | | |
| 01/06/2023 (F) | 01/10/23 (T) | 01/11/23 (W) | 01/11/23 (W) | Our Truck |
| | | | | |
| 01/27/2023 (F) | 01/31/23(TU) | 02/01/23 (W) | 02/01/23 (W) | Our Truck Valentines arrival |
| | | | | |
| 02/27/2023 (M) | 03/01/23 (W) | 3/02/23 (TH) | 3/02/23 (TH) | Our Truck |
| | | | | |
| 03/27/2023 (M) | 03/28/23 (TU) | 03/29/23 (W) | 03/29/23 (W) | FXH/UPS |
| | | | | |
| 05/01/2023 (M) | 05/02/23 (TU) | 05/03/23 (W) | 05/03/23 (W) | 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

| Postal Code Abbreviation | Province | Postal Code Begins with |
|---------------------------------|------------------------|--------------------------------|
| 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

| Citrus Variety | Product Code | Availability Dates ** |
|-----------------------|---------------------|------------------------------|
| Navel Oranges | N | Mid-November thru May |
| Sol Zest | HG | December |
| Tangerines | F | Mid-November thru Mid-April |
| Red Navels | K | January - May |
| Honeybells | H | Late January |
| Temple Oranges | T | February |
| Ruby Red Grapefruit | R | Mid-November thru May |
| White Grapefruit | W | Mid-November thru Mid-April |
| Deep Red Grapefruit | I | Mid-November thru Mid-April |
| | | |

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

Fruit Varieties & Descriptions

Honeybell Tangelo (Jan only) 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 Dancy Tangerine and honey-sweet Duncan Grapefruit. These sunset-orange treats are quite rare—harvested only in January and (when we’re lucky) another week or two in February.

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 –June) 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-May) Deep red flesh, sweet and mild with extraordinary flavor and abundant juice.

Sol Zest (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 – March) 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 – March) Sweet and tart flesh with a smooth thin skin.