



## **Basic Operating Procedures Confirmation, Invoicing, Delivery Requirements**

### **Confirmation Requirements**

All Orders and Purchase orders must be confirmed online within 48 hours of receipt. A confirmation is the acknowledgement that **all** line items will be delivered as specified including description, brand, pack size, price, quantity, and as per the terms of the purchase order including delivery location and delivery date and price. Any request to change an order or purchase order must be communicated online during the confirmation process using the available fields or via email to [info@gro-connect.com](mailto:info@gro-connect.com). If your request is accepted, an updated order or purchase order will be transmitted no later than the next business morning. The order or updated purchase order will require confirmation.

### **Invoice Requirements**

Invoices must be on original letterhead including your supplier number, written in English and in the currency specified on the purchase order. Invoices must have name of destination, shipping number, delivery date, port/warehouse name and address and order or purchase order number. Invoices must be itemized in detail and include: purchase order item numbers, description, count, grade, size, number of cases, unit, quantity delivered, unit price and extended prices, total value, total weight and pallet count. Line items must be invoiced in the same unit, unit price and in the same sequence as the line items on the purchase order.

**Line items invoiced that are not on the confirmed purchase order will not be paid.**

### **ASN Requirements – WebEC/EDI Suppliers**

An ASN must be transmitted by noon one business day prior to the shipment of the goods. If you provide an invoice number at time of ASN the invoice process will also be completed. Otherwise you are required to transmit your invoice no later than 24 hours after delivery and the invoice must be exactly the same as the ASN or your payment will not be processed in a timely manner.

### **ASN/Invoice Requirements – Non-WebEC/EDI Suppliers**

Invoices must be emailed to [info@gro-connect.com](mailto:info@gro-connect.com) by noon one business day prior to the shipment of the goods. Mail **ONE** original invoice to Gro-connect.com Inc. 70 SW Century Drive #1023 Bend, Oregon 97702. A copy of the proof of delivery must be attached to the invoice and invoice must be sent within ten (10) days from the delivery date.

### **Pallet and Label Requirements**

Pallets must be IPPC compliant and completely shrink-wrapped for extended transport. Each pallet must indicate the Buyers name, order number, purchase order number(s), pallet weight and have an inventory affixed. The pallet inventory must list item description, case count; and for produce, meat and seafood also the weight. The date of delivery must be clearly indicated on each package or case. Refrigerated items must be delivered in a refrigerated vehicle. Pallets delivered to Logistics Centers should be a maximum height 45 inches or 1,25 meters and may be double stacked.



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**Four (4) EXACT copies of the original invoice(s) must accompany all deliveries. One copy should be signed and stamped on each page by the authorized receiver. Retain this copy for your records and attach to your invoice(s) as proof of delivery when sending the invoice(s) to Accounts Payable.**

### **Deliveries - Direct to Port**

The Buyer's representative should sign and stamp each page of a copy of the invoice(s). Invoices are generally signed and stamped after all items have been counted and verified, in the event items cannot be counted and verified, either via photos or video during loading, or the ability to open and inspect the container at delivery, discrepancies must be submitted in writing to [info@gro-connect.com](mailto:info@gro-connect.com) with videos or photos of, before, during, and after unloading of container. Gro-connect.com Agent will file the claim with the Supplier. Suppliers delivering direct to Buyers Port must file all details with Port Authorities and Customs as prior arranged with the transaction.

### **Deliveries - Logistics Center or 3rd Party Consolidator**

All deliveries to any Logistic or Distribution Center must be scheduled with proper agency or coordinator as per agreed transaction. The Supplier must coordinate and assume responsibility for deliveries up until signed acceptance at 3<sup>rd</sup> party facility. Deliveries to a 3<sup>rd</sup> party must be scheduled directly with the consolidator per delivery instructions. The Logistics Center or consolidator should sign and stamp each page of a copy of the invoice(s) only after all items have been counted and verified. Buyer must notify in writing ASAP to [info@gro-connect.com](mailto:info@gro-connect.com) if there are any discrepancies and provide proof via video or photos.

### **Small Quantity/Package UPS, Etc.**

Each package/case must be clearly labeled with the name of the Buyer, order number, the purchase order number(s) and the number of cases per shipment. Example: Fruit of the Farm, LG-0202, PO#2003111, case 1 of 3. A package/case containing multiple purchase orders must be clearly labeled with all the purchase order numbers. Invoices must be attached to the outside of each package. Incompletely labeled packages will result in non-payment and is subject to refusal at supplier expense.

### **Export Documentation/Hazardous Materials**

Suppliers are required to provide and bear the cost of all necessary export certificates/inspections, MSDS (original placards) and any other documentation/packaging required by final destination.

Your adherence to the above requirements in addition to verifying that your invoices match the purchase order and the proof of delivery will ensure a timely and accurate payment, visit <https://gro-connect.com> for any additional information.