

G&S Fruit Packers LLC



Customer Handbook

TABLE OF CONTENTS

| | |
|--|----|
| Contact List | 3 |
| A message about the quality of our fruit..... | 4 |
| Packaging..... | 4 |
| Delivery..... | 4 |
| Customer Service..... | 5 |
| Our 100% Unconditional Guarantee..... | 5 |
| Replacements and Adjustments..... | 5 |
| Wholesale Pricing Discount Schedule..... | 6 |
| Methods of Order Placement..... | 6 |
| Remote Database Access..... | 6 |
| Phone, Mail and Fax Orders..... | 7 |
| Special Handling..... | 7 |
| Expedited Shipments..... | 6 |
| Alaska Shipments..... | 7 |
| Special Handling Charges for Domestic Shipments..... | 8 |
| Canada..... | 8 |
| Deluxe Packages..... | 9 |
| Deluxe Exclusions..... | 9 |
| Shipping Confirmation..... | 9 |
| Invoicing and Accounts Receivable..... | 9 |
| Licensing and Bonds..... | 10 |
| Approximate Number of Pieces per Tray/Pack..... | 10 |
| Approximate Weight of Fruit Packs..... | 10 |
| Varieties and Descriptions..... | 11 |
| A Summary of Very Important Points..... | 12 |

G&S Contact Info

| | | | |
|--|--------------------------|--------------------------|----------------------------|
| <i>G&S Fruit Packers, LLC</i> | | | |
| <i>PO Box 228</i> | | | |
| <i>16600 South Highway 25</i> | | | |
| <i>Weirsdale, FL 32195</i> | | | |
| Main Telephone – (352) 821-2251 | | | |
| | | | |
| | | | |
| | Department | Direct Line | |
| | | | |
| Karen Stringfellow | Accounting | 352-269-7020 | KarenS@GSFruitPackers.com |
| | | | |
| Karina Miller | Shipping Manager | 352-269-7023 | KarinaM@GSFruitPackers.com |
| | | | |
| Beth Parsons | Customer Service | 352-269-7026 | BethP@GSFruitPackers.com |
| | | | |
| Sam Cook | Administrative Assistant | 352-269-7022 | SamC@GSFruitPackers.com |
| | | | |
| David Gibbons | Harvesting/Bulk Fruit | Cell 352-322-9706 | DavidG@GSFruitPackers.com |
| | | | |
| Bill McKinney | Packinghouse Operations | 352-269-7018 | |
| | | | |
| Pete Spyke | General Manager | 772-216-5370 | PDSpyke@GSFruitPackers.com |
| | | | |
| Cindy Spyke | Purchasing/Training | 561-309-8127 | CindyS@GSFruitPackers.com |
| | | | |
| | | | |

Important Phone Numbers

Customer Service 800-949-9074
Accounting Fax 352-821-0278
Order Entry Fax 800-360-7247

A Message About the Quality of Our Fruit

ESPECIALLY SELECTED™

from Florida, Florida's Indian River, and the Florida Gulf Coast

Florida's climate, soil, and weather give our oranges and grapefruit an abundance of juice and sugars and, at the same time, create the environment that makes Florida citrus less than cosmetically perfect. While we always give consideration to the exterior appearance of the fruit, *interior* quality (the juice and sugars – the *taste*) is our primary consideration when selecting fruit.

The most important factors which determine the quality of citrus are the type of soil, the rootstock on which the citrus is grown, the particular horticultural practices of the individual grower, and climate. Internal quality, external quality, and fruit size are a result of those four factors. We know that everyone wants to receive the sweetest, juiciest, thinnest-skinned, most cosmetically perfect fruit possible but when we look at fruit, our primary concerns are the flavor and juiciness of the fruit.

We are third generation citrus growers, and have worked in the industry all our lives. We've learned to evaluate groves and fruit, and know a lot of growers. This has helped us continue to source good-tasting fruit as the citrus industry has had to deal with Citrus Greening. We are confident that we will be able to maintain a steady supply of top quality fruit in the future.

The bottom line is simply this – when your customer receives the finest fruit he or she has ever eaten - the sweetest, juiciest piece of fruit Florida has to offer – then, together, we have created more business for you and more business for G & S. And that's what gift fruit shipping is all about...happy customers and repeat business.

Furthermore, your customers are not only supporting your business and ours, they are supporting local farms and local communities. Florida citrus is planted, grown, harvested, packed, and shipped in the USA.

Packaging

All of our packages are shipped in the exclusive G & S Tray Paks and custom cartons, many of them made of 100% recycled material. We are constantly pursuing improvements in packaging so that fruit arrives in better condition because it is cushioned during transportation. Upon delivery, trays can easily be stored in a refrigerator or handed out as gifts to friends, making them a gift within a gift.

Delivery

Once we have selected the finest fruit available and packed it in our containers, we then transport your fruit by truck coordinated with Federal Express and the United States Postal Service by the Florida Gift Fruit Shippers Association (FGFSA). FGFSA sends

trucks out to shipping hubs throughout the country where they are distributed to the local post offices for delivery to their ultimate destination.

For the purpose of better understanding the FGFSa shipping schedule, please refer to the attached shipping calendar.

Customer Service

Our customer service staff is on hand to help you with your questions about existing orders. By dialing our toll free Customer Service number (800-949-9074) you can:

1. Check the status of your order.
2. Change addresses, package sizes, varieties, etc, prior to shipment.
3. Track delivery of packages.
4. Arrange for a replacement or an adjustment.

When calling Customer Service, please be prepared to give our Customer Service Agent your G & S Account Number and the order number or recipient's last name.

Our 100% Unconditional Guarantee

G & S unconditionally guarantees not only the safe arrival of our gifts, but also the total satisfaction of the recipient. All complaints or questions are handled by phone (toll-free) through our Customer Service Department, and adjustments will be made immediately. We can only guarantee delivery where proper and complete mailing addresses have been provided.

Replacements and Adjustments

A form to fax us replacement and credit information may be downloaded from the **GSFruitPackers.com** website. Or, call our toll free Customer Service number (800-949-9074) and all adjustments will be made immediately. Remember, given a **CORRECT ADDRESS**, arrival and customer satisfaction are 100% guaranteed...period!

In the case of bad fruit, our policy is to generously replace the fruit that did not arrive in perfect condition. We have different size replacement packs that hold from 3-12 fruit. If the majority of the fruit did not arrive in good condition because of delivery delays or rough handling, we will replace the entire box. Even if the customer demands a refund or price adjustment, we still replace the fruit, because that was the original intention.

Claims must be made within 30 days of shipping!

Wholesale Pricing

We charge our wholesale customers a percentage of the total of the retail price plus shipping charge. The percentage varies depending on the volume of packages a customer ships with us. The discount schedule is as follows:

G&S Fruit Packers Customer Discount Schedule

| TOTAL UNITS SOLD | PERCENTAGE* |
|-------------------------|--------------------|
| 0 - 500 | 30 |
| 501 - 2,000 | 34 |
| 2,001 - 4,000 | 38 |
| 4,001 - 8,000 | 40 |
| OVER 8,000 | 42 |

The discount shown above will be applied to standard variety packs, including monthly plan packages. Honeybells are discounted at 4% less than standard packs. Drop Ship items such as cakes or candy are discounted a standard 20%. Internet or short term specials, including free shipping specials, may be discounted differently, often a flat rate of 35%.

Special discounts for specific shippers may be negotiated for limited product lines or other unique situations.

Methods of Order Placement

Remote Database Access

Orders can be entered directly into G&S' custom order processing and shipping database. If your computer meets the minimum system requirements (see below), you can use a web browser on your computer that will allow password protected remote access to a powerful but user friendly order interface which includes but is not limited to:

- order entry and maintenance
- order tracking
- customer maintenance

Our Customer Service departments will consult with you to determine if you are a candidate for this method of order entry and will work thoroughly with you through installation and operator training.

Phone, Mail and Fax Orders

For orders that we take on your behalf in the call center, the cost is \$2.00 per package. We will perform all actions necessary to collect data and provide reports as you request. Any funds collected will be credited on your billing invoices.

Orders placed in the mail should reach our plant within 3 days. If a check is enclosed made out to your company, these will be forwarded to you. Orders should preferably be faxed toll free to 800-360-7247. Please be sure that your fax machine is programmed to identify your business name and fax number in the header on each fax page, along with the page number. Since our fax line is often busy, be sure to program your fax to continue trying as many times as it is capable. You can also scan and email orders to Orders@GSFruitPackers.com.

File Imports and Exports

G&S uses a computer system designed by Ken Walker for our shipping management. If you can export order files from your system or web site, we can usually import them directly into our system, which is the preferred method.

Special Handling

Expedited Shipments

Orders can be expedited for rushed delivery. Please call your order in to Customer Service or fax your order by 10:00 am for expedited orders to be shipped the same day or the next day that the fruit is available. **Expedited delivery charges occur in addition to the base charge of \$11.99/pack.** See table below for all expedited shipment alternatives.

Alaska Shipments

By far, the best way to ship to Alaska is in US Post Office Flat Rate Boxes, the largest of which holds about 15 lbs of fruit. The cost is the same as shipping anywhere in the US, and delivery is made in 2-3 days. Any other method is much more expensive, and the time required to deliver the package leads to many complaints. Therefore, we encourage you to advise your customers that if they order one of the “EXP” Boxes, which will ship in Flat Rate boxes at the indicated shipping rate for those packs.

Special Handling Charges for Domestic (US) Shipments

**Expedited Charges
2016 - 2017 Season**

| "NEW" Packages | 1EXP Priority Mail Flat Rate | 2EXP Priority Mail Flat Rate | 2EXPD Priority Mail Flat Rate |
|-----------------------|------------------------------------|------------------------------------|-------------------------------------|
| USPS Flat Rate | \$13.45 | \$18.75 | \$18.75 |

**Fedex Expedited -- In Addition to Standard 12.99
Per Package Shipping Charges**

| | | FedEx 2 Day | FedEx Overnight |
|-------------------------|--------------|----------------|--------------------|
| Misc | Up to 3 lbs | \$22.00 | \$59.00 |
| 1/2 Tray 3/16 Bushel | Up to 6 lbs | \$31.00 | \$75.00 |
| 1 Tray 1/4 Bushel | Up to 10 lbs | \$42.00 | \$98.00 |
| 1.5 Tray 3/8 Bushel | Up to 16 lbs | \$58.00 | \$127.00 |
| 2 Trays 1/2 Bushel | Up to 19 lbs | \$65.00 | \$137.00 |
| 3 Trays 3/4 Bushel | Up to 29 lbs | \$90.00 | \$184.00 |
| 4 Trays 1 Bushel | Up to 39 lbs | \$115.00 | \$229.00 |

Canada

We ship to the following Canadian provinces: New Brunswick, Newfoundland, Nova Scotia, Ontario, Prince Edward Island, Manitoba, Saskatchewan, and Quebec. Canadian packs are shipped weekly through March and are shipped in the second and fourth weeks of April. This schedule is subject to change, especially in the late winter and spring.

All Canadian shipments incur an additional wholesale Shipping and Handling cost of \$10.00.

Deluxe Packages

We ship only Florida-made Coconut Patties, Orange Blossom Honey and the best Tropical Jellies and Marmalades in our Deluxe Packages. Gift Packs that can be shipped deluxe are shown on your price list.

All Sunshine Deluxe gifts include:

- Coconut Patties
- Orange Marmalade
- Honeybell Marmalade
- Orange Blossom Honey

Deluxe Exclusions

The United States Department of Agriculture (USDA) requires that citrus crossing state lines into Arizona, California, Louisiana, and Texas be fumigated to prevent the spread of canker, Caribbean Fruit Fly, and surface pests. Additionally, no other edible goods are permitted to be packaged with any citrus requiring fumigation. For that reason, we are unable to ship fruit packages containing deluxe items to any of the above mentioned states. However, it is completely permissible to send packages containing non-citrus gifts. For example, you may not send a deluxe bushel of any fruit to Arizona but you may send pure citrus gifts or pure semi-perishable goods such the Cakes or Gift Towers.

Shipping Confirmation

Generally, we do not re-send order confirmation files since people have so many different systems. Instead, we post all orders shipped and their tracking numbers daily to a web site that you can access to respond to customer questions about delivery. You can access each package's tracking number by looking up the customer and their order. It's generally faster than looking up the order in your own data management system, and also works well for those who don't have their own software.

Invoicing and Accounts Receivable

Our invoices are payable within 15 days. Unpaid balances 30 days old will be charged a 1-1/2% finance charge per 30 days, or 18% per annum. In addition, shipments of customer orders may be suspended. Any questions regarding charges on your invoices should be directed to Customer Service. All other invoicing and accounts receivable questions should be directed to our Accounts Receivable Department. If you would prefer to settle your charges with your credit card, there will be a 2% surcharge.

Licensing and Bonds

Florida law requires that all citrus fruit dealers be licensed and bonded. For information, you may contact:

Licensing & Bond Dept.
FLORIDA DEPARTMENT OF CITRUS
Post Office Box 9010
Bartow, Florida 33831-9010
(863) 537-3999

<http://www.freshfromflorida.com/Divisions-Offices/Fruit-and-Vegetables/Citrus/Citrus-License-and-Bond>

Or, refer to the G&S Fruit Packers Web Site to download the license application and related information.

Approximate Number of Pieces per Tray/Pack

Use the following two tables to determine the number of pieces of fruit in any given pure fruit box and to advise which pack(s) a donor might want to purchase. Remember that the number of pieces of fruit in each carton will vary depending upon the size of the fruit packed. Weight is a more consistent standard by which to measure the amount of fruit in a pack.

| Pack# | Size | Oranges | Grapefruit | Mix of Both | |
|-------|-------------|---------|------------|-------------|------------|
| | | | | Oranges | Grapefruit |
| 70 | 1/2 tray | 9 | 5 | n/a | n/a |
| 1 | 1 tray | 11-15 | 6-9 | 6-8 | 3-4 |
| 20 | 1-1/2 trays | 16-18 | 14 | 9 | 6 |
| 2 | 2 trays | 22-30 | 12-18 | 16 | 6-8 |
| 3 | 3 trays | 33-45 | 18-27 | 24 | 9-12 |
| 4 | 4 trays | 44-60 | 24-36 | 32 | 12-16 |

Approximate Weight of Fruit Packs

| Pack# | Size | Weight | People Served |
|-------|-------------|------------|---------------|
| 70 | 1/2 tray | 5 pounds | 1 person |
| 1 | 1 tray | 9.5 pounds | 1 person |
| 20 | 1-1/2 trays | 16 pounds | 2 people |
| 2 | 2 trays | 19 pounds | 2-3 people |
| 3 | 3 trays | 29 pounds | 3-4 people |
| 4 | 4 trays | 39 pounds | 4-6 people |

PLEASE NOTE: In all-orange deluxe and mixed deluxe packs there will be 4-8 fewer oranges. In all grapefruit deluxe packs there will be 3-5 fewer grapefruit. This does not affect the 70 Sampler as its deluxe items are smaller in size.

Varieties and Descriptions

Tangerine (Mid Nov - Mid Dec) - Mixture of Mandarin, Orange and Grapefruit with excellent hand-eating qualities. Medium to large, flat fruit easily peeled with 20-40 seeds & easily separate into sections. We start with Fallglo Tangerines in November, with Sunburst Tangerines following in December and January.

Honey Tangerine (March only) - Small to medium fruit, flat and yellow orange in color. Easy to peel, with some seeds. Rich red flesh is honey sweet with a strong fragrance. Sometimes called a "MURCOTT."

Honeybell Tangelo (Jan only) - Medium to very large fruit, bell-shaped. Sometimes called the "Minneola." Deep orange to red in color. Easy to peel, few seeds. A cross between a Duncan White Grapefruit & a Dancy Tangerine.

Navel Orange (Mid Nov-Jan) - Large to extra large fruit, deep yellow to orange in color. Medium to thick peel. Usually seedless. Peels and sections easily.

Orlando Tangelo (Mid Nov-Dec) - Medium to large fruit, light to deep orange color, pebbly peel. A tangerine-orange hybrid. Peels easily, very juicy.

Page Oranges (Nov-Jan) – Very small fruit with a rich, sweet flavor. Pages are a cross between Honeybell and Clementine Mandarin. A few seeds, less in the smaller size fruit. Very juicy for the size of the fruit.

Ruby Red Grapefruit (All Season) - Medium to large fruit, smooth yellow peel, with pink blush. Pink to reddish segments, few seeds. Very sweet and juicy.

Temple Orange (Feb only) - Medium fruit, deep orange color, pebbly peel, few seeds, peels & sections easily, rich flavor.

Ortanique (March) – Appearance similar to Temple, fairly easy to peel, some seeds, and a very sweet, unique flavor.

Valencia Orange (Mar-May) - Medium to large fruit, yellow to orange color. (Sometimes tinged with green). A smooth, thin peel, orange-colored flesh, loaded with juice.

A Summary of Very Important Points

1. Expedited orders must be called/faxed in by 10 a.m. to be shipped the same day.
2. Please send a FAX COVER PAGE when faxing orders; otherwise we cannot verify all pages were received.
3. Allow 24 hours for faxed orders to be received by G & S, entered into computer, and verified before calling to confirm receipt of orders.
4. If your customer wants to add something to their gift, you must call Customer Service. Otherwise, additional items may not be shipped.
5. We are only able to guarantee shipments where ***proper and complete mailing addresses*** have been provided.
6. Claims must be made within ***30 days of shipping***.
7. Additional wholesale S & H of \$10.00 for Canadian orders.
8. Email general questions and concerns to Info@GSFruitPackers.com.
9. Import orders should be sent to Orders@GSFruitPackers.com. To be added to the next day's truck schedule, these files **must be received no later than 10am two days before the shipping day**.
10. All replacements request should be sent to Info@GSFruitPackers.com , or faxed to us using the form available for download on the website.