Standard Operating Procedure Miles Market Export Order

Dole & Bailey, Inc.

Implementation Date: June 2023 Revision Date: September 27th, 2023

PURPOSE:

The system is in place to ensure that the Miles Market Export Order is properly prepared, documented, inspected, stamped and transported for delivery to Miles Market in Bermuda.

RESPONSIBILITIES:

The Miles Market Export Order procedure is handled by The Miles Market Sales Team. They are responsible for inputting the orders sent my Miles Market, Russ and Patrick, to the miles@doleandbailey.com email group as soon as received. Coordinate with the appropriate buyers to ensure that preorder items are brought in for the orders in a timely manner. The orders should be dated for the weekend following the date of departure, chilled orders on the Saturday date, and frozen orders on the Sunday date. This is done to ensure that the orders are not invoiced or moved with regular orders overnight before the day of departure. Orders will be processed on the day of pickup by the Miles Sales Team, with all necessary information being transferred into the Order and Exportation Documents. The USDA application and associated documents will be used for the USDA inspection on the day of departure with the current Inspector. Complete all USDA paperwork and documentation and stamp the approved boxes for export. Have correct documents ready for the trucking shipping companies and send a copy of files with cargo to Miles Market for filing. Digital documents should be emailed to all transportation companies with email lists and inclusions noted below in procedure notes.

GENERAL PROCEDURE

Step 1: Coordinating Pick Ups

- This step should be completed one month prior to the order date.
- Freight forwarding pick-ups need to be set up in advance for all orders, we use Apache trucking for
 this, email Pooja at Operations@apachetrucking.com to set these up. Email after the last order in
 the month to set up the dates for the next month with her, title the email "Dole & Bailey Pick Ups
 Month and Year" and request the dates of shipment for the next month found in the Sailing
 Schedule 2023, also marked on my calendar. Apache will coordinate with Bestway-Midway for
 delivery to their location in NJ for the orders to be loaded onto the boat.

Step 2: Receive and Input Orders.

- This step should be completed 1-2 weeks before the day of order.
- Orders will be sent in to the <u>miles@doleandbailey.com</u> email group by Russ & Patrick. Orders must be in by the preceding Tuesday by 12 PM at the latest, if orders are not in on that Monday reach out by email to request them. Email addresses can be found in the contacts list. These need to be entered using the Ordering Guide for reference if necessary into 4 new orders separating the items into the categories below and date in the system for the following weekend after the order day. For example an order leaving Dole & Bailey on June 6th will be entered into the system with a ship date of June 10th for chilled and June 11th for frozen. The order will be placed in Zone 91 and the PO for the order will be created with the following Codes for identification:
 - USDACHILL(DATECODE OF ACTUAL ORDER DATE) i.e. "USDACHILL060623" for the section of the order which is fresh products with USDA numbers leaving on June 6th, 2023
 - USDAFRZ(DATECODE OF ACTUAL ORDER DATE) for all frozen USDA products on the order.
 i.e "USDAFRZ060623"
 - CHILLED(DATECODE OF ACTUAL ORDER DATE) for all chilled non-USDA items on the order.
 i.e "CHILLED060623"
 - FROZEN(DATECODE OF ACTUAL ORDER DATE) for all non-USDA frozen products on the order. i.e. "FROZEN060623"
- Pricing Items: Items on Miles orders will match last price if there has been no change in cost since
 the last order. If cost has changed since last order please use best judgment pricing, or default to
 the contract pricing. New items can default to contract pricing, or if a price is available from
 Nancy, use that price.
- Notes for order entry- Make sure that all permanent and standing order items are represented on the order, this will be noted in the order guide. Include a remark for any items that need to hit a specific weight spec. Use the Order Guide to find correct products if items are unclear.
- Post a screenshot of the orders in the Miles Markets teams Chat and tag the appropriate buyer or category managers. Use this chat to ask any necessary related questions or make requests from buyers.

Step 3- Printing Tickets & Packing Slips

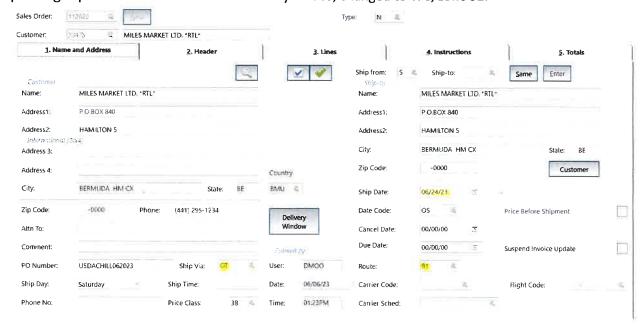
- This step should be completed the Wednesday or Thursday before the day of export.
- Check the system for the Miles Market orders and write the order numbers down in two groups, one for the USDACHILLED and CHILLED, the other for the USDAFRZ and FRZ. At this stage do not change any of the Header details for the order.
- Change the ticket color to GREEN, navigate to the "Single Order Shipping Forms" screen, select the Sales Laser Printer option and print the USDACHILLED, then the CHILLED orders, place aside.



- Change the ticket color to BLUE, print the USDAFRZ and the FRZ orders the same way. Place these
 tickets with the chilled orders and send down to the day shipping office.
- IMPORTANT- Be sure to change the tickets back to ORANGE after printing is complete.

Step 4- Printing Invoices

- This step is completed the morning of the order.
- Completed packing slips should be available the morning of shipment, some items may be late due to delivery schedules, any USDA items not in house/complete by 10:30 AM should be outed and started on an order for the next delivery date. NON USDA items that are late can come in up until 12 PM, when anything missing should be outed and reordered for the next date. Completed packing slips should be redated to that day's date, changed to WC, zone 92:



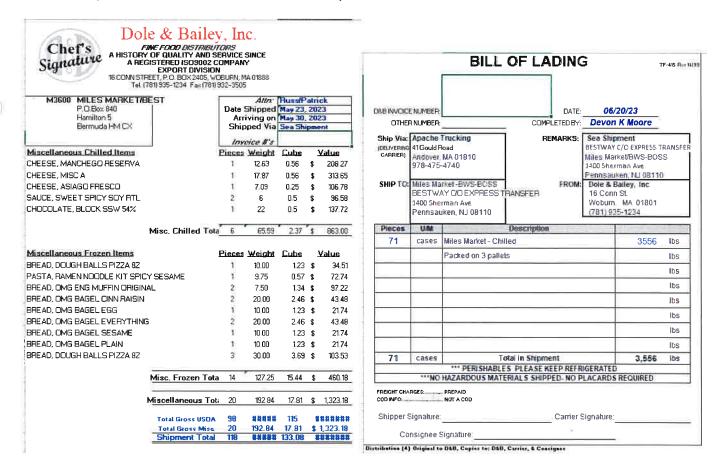
• Print invoices as they are ready in "Invoice Confirmation" Only when you are absolutely sure the order is complete. Select Invoice, and then Accept, Accept and print to Sales Laser Printer. Add the invoice numbers to all documents with a section for that information.



Completing Order Paperwork

This step should be completed the morning of the order. This will take in total about 2 hours to complete.

Step 1-Order Breakdown- The Breakdown sheet can be started ahead of time using the previous shipment's sheet as a starting point, redate the order and save repeating items to save time. Add any other items either from the Order guide or from previous order paperwork. Organize these items in the same order as they will appear on the invoices to ensure the process is as accurate as possible. The morning of shipment final weights and invoice numbers are available to add. Use the packing slips and Invoices to fill out weights and \$ values. Cubic volumes and standard weights can be found on the Order Guide. For new items create a title for the item (i.e. BEEF, TOP BUTT PR CRK) and add it to the Order Guide, input brand, weight, box dimensions and USDA facility numbers (This information can be found on the product or in the system info). Use the completed Breakdown to fill out the Totals Sheet as well as the USDA application. USDA and Non-USDA items will be separated on different sheets as well as into chilled and frozen. The Bills of Lading are also included in this sheet- Final pallet counts, invoice numbers need to be manually added, dates and box counts are imported from the breakdown sheets.



<u>Step 2-Totals Sheet</u>- Fill out the USDA and Non- USDA sheets out from the completed Breakdown for another view of products and update date and invoice numbers. Double check all information to make sure it is accurate. Disregard the Application tab on this sheet, it is outdated and unnecessary but not able to be edited.

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26.69	1	\$	396.35				6.00	[1	\$	59,60	18	2	\$	158,58						
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Step 3-Order Summary Update the order summary page from the breakdown information, add in a note for any samples sent and what they contain on the bottom line. Be sure to charge for every sample sent, if the items do not have value they will often not make it through customs. Print and include in shipment packets as the first page for a cohesive look.



Miles Market Order Summary

Date of Depature From D&B: September 26th, 2023
Date of Arrwalt October 3rd, 2023
Pallet Count: 3 Fest, 2 Frozen
Total Meats Weight: 2,631 L7] lbs
Total Meats Caut: 533,467 26
Total Grocery Weight: 220.48 lbs
Total Grocery Cost: 5932.68
Total Weight: 2,651.65 lbs

Total Invoice Amount: \$34,399,94



Thank you for your order!

USDA Application & Inspection

- Communicating with the USDA- There will be a USDA inspector assigned to D&B who will rotate every 3 months, if you have questions about the inspector or need to get in touch with them Jeff Sullivan & Mike Casey are the points of contact to reach out to them. Most inspectors know that we have an inspection every 2 weeks on Tuesdays at 12PM but it is also a good idea to ask Jeff & Mike to touch base with the inspector the Monday prior to it.
- <u>Creating USDA Applications and Certificates:</u>
 - Start this process by 11 AM on the day of export, it will take about an hour or less if you
 have all information ready ahead of time- navigate to the USDA Online Portal:

eAuthentication (usda.gov) The Login for Dole & Bailey is;

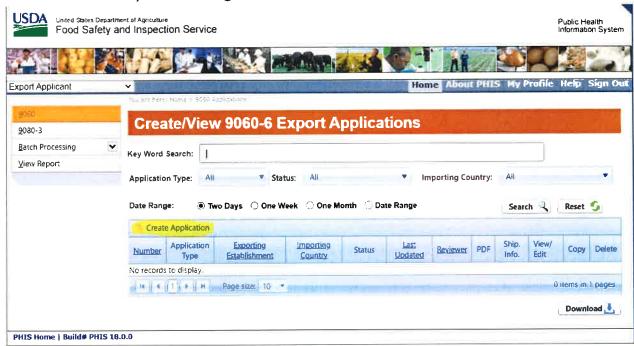
Username: dmoore@doleandbailey.com

Password: DOLE1868BAILEY!?

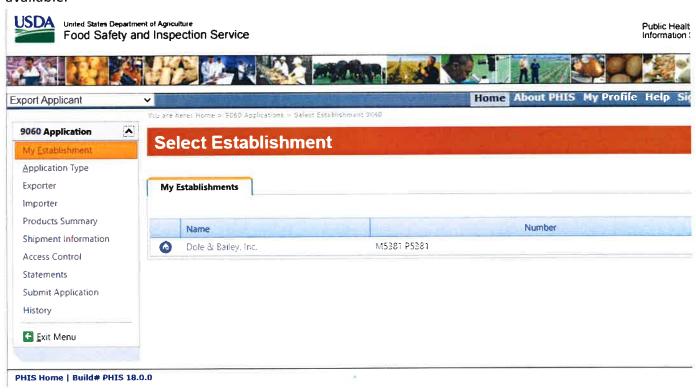
o 1. Once you are logged into PHIS, you will be brought to the Home Page (see below) Here you will find the tab to start a new exportation certificate called a form 9060, select this tab to move to the next screen.



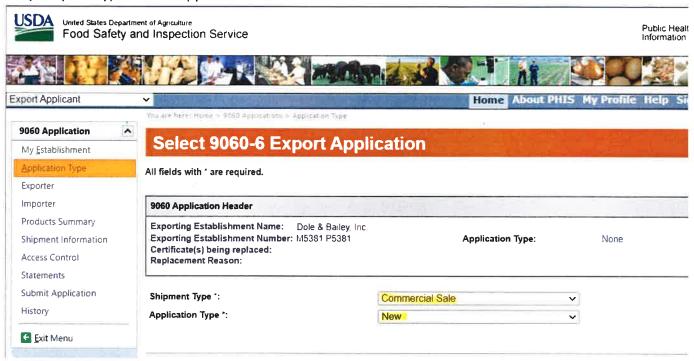
2. 9060 Form: once you have navigated into the 9060 form tab select "Create Application"



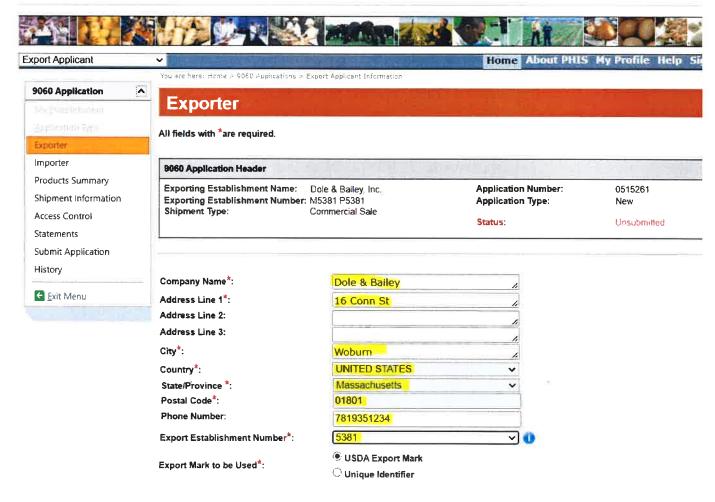
 3. Select Dole & Bailey as the Establishment for this application, it should be the only option available.



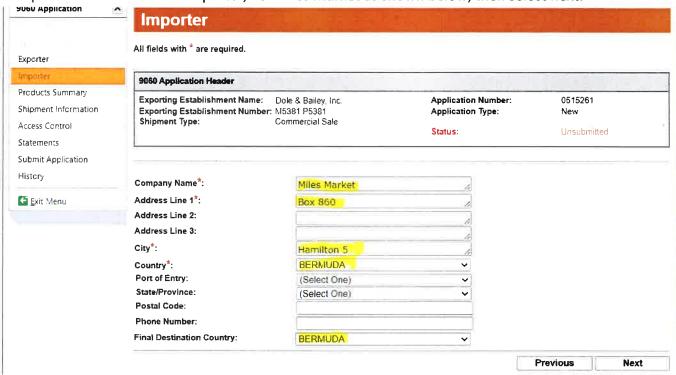
4. Specify the type for this application as "Commercial Sale" and "New".



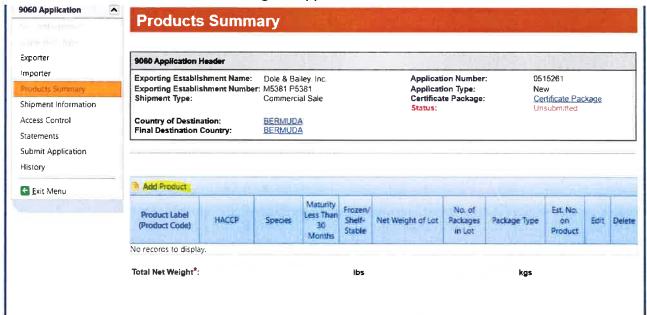
5. Input Information for the Exporter, i.e. Dole & Bailey as shown below, then select next.



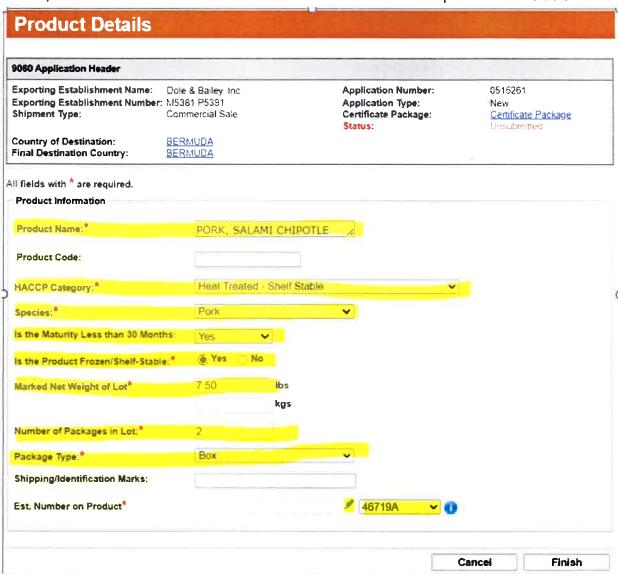
6. Input information for the Importer, i.e. Miles Market as shown below, then select next.



o 7. Select "Add Product" to start creating the application.



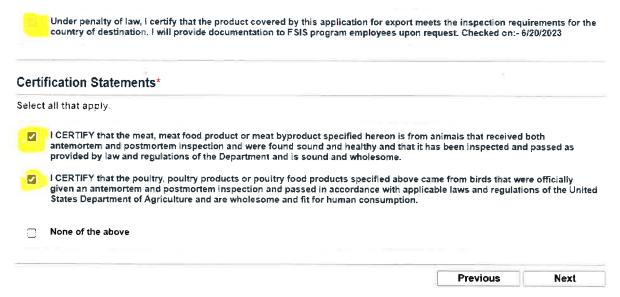
• 8. Enter information for each item one at a time selecting correct information from drop down menus, then select finish to return to main screen. See Guide to drop down menus below.



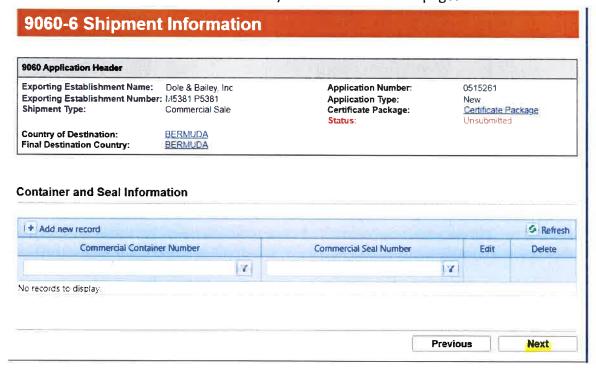
- 9. Copy Paste the item name from the Breakdown sheet, then select or enter information for all starred items, highlighted above, disregard other fields.
 - Guide to Drop Down Menus:
 - <u>HACCP</u>- select the best option for the item, raw materials are generally "Raw Intact" if the item is ground it would be "raw not intact" If the item has been cooked or mixed select the best description of the type such as Heat Treated-not fully cooked-not shelf stable. Ect. If there are any questions about this please ask Quality Assurance as they are familiar with the categories.
 - Species- Be as specific as possible, all species covered by the USDA are available to select from.
 - Is the Maturity Less than 30 Months? The answer to this is always going to be "YES".
 - <u>Is the Product Frozen/ Shelf Stable?</u> If the item is on the chilled section the answer should be "NO" unless it is a shelf stable product. If the item is on the frozen section, select "YES"
 - Market Net Weight of Lot- enter the total weight for the item from the breakdown sheet.
 - Number of Packages in Lot- Enter the total amount of boxes for the item from the packing slip, not the number of items invoiced, as they are not always the same, for example the CSA ribeyes and strips are sold by the each but are packed 4/ box.
 - Package Type- All items can be entered as "BOX"
 - Est Number on Product- select the pen icon to search, Then either enter the establishment (i.e. the USDA facility number) in that search field or by name in that field option. Most if not all of existing items should have a recorded number on the Master Guide. NOTE: only numbers are searchable, if the facility is listed as "960A" on the guide do not enter the A to find it, but select that option from the final drop down menu. The same goes for P designations for Poultry items.
 - Select "Finish" to move to next page. If you have missed a required field you will not be able to move on until you do.
- 10. Items will appear on the main screen after they are entered, repeat with each item until all are entered, being careful to make sure all information is accurate. Then Enter the "TOTAL NET WEIGHT" of both fresh and frozen USDA items. DO NOT ADD ANY NON USDA ITEMS OR WEIGHT.

Add Product										
Product Label * (Product Code)	НАССР	Species	Maturity Less Than 30 Months	Frozen/ Shelf- Stable	Net Weight of Lot	No. of Packages in Lot	Package Type	Est. No. on Product	Edit	Delete
PORK, SALAMI CHIPOTLE MOLE SALT & TWINE	Heat Treated - Shelf Stable	Pork	Yes	Yes	7.50 lbs	2	Вох	46719A	- John	3

o 11. Certification Statements: Click to select the following certification options, PLEASE NOTE: the third box should ONLY be selected if there is at least one poultry item on the order, otherwise leave it blank. Leave the last option Blank as well. Select "Next" to move forward.



 12. Move through next pages by hitting "Next" for Shipment Information, Access Controls and Statements. You do not need to enter any information in these pages.



 13. Select "Review Application Submission" and double check all item information is correct in the pop up window before you select "Submit Application".

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14. Once the application is submitted it will appear back on the home page, from here you can edit the application if there was an error by selecting the "View/edit" option and print the application PDF if needed. Once the application is approved you will be able to print the certificate from this page as well if you need more copies. Let the Inspector know when the application has been submitted at ext. 181. This Should be done by 12 PM the day of shipment.



15. See the inspector in their office in the Gourmet room, Bring two copies of the breakdown and invoices to inspect product with. The Inspector will print copies of the application and certificate, they will be able to access the application in their online portal. Follow the Inspector's lead on if they would like to finish all paperwork first, or inspect, count and stamp product then finish the paperwork. You will need to sign two copies of the application, as well as the inspector. The Certificate will digitally sign.

o 16. Stamping product: Once the inspector has approved the application they will set the stamp for the correct certificate number, double check the number before you begin stamping. Every box on the certificate needs a stamp, the number MUST be legible on every box, if the number is not legible you will need to re stamp the box, if the rest of the stamp is unclear but the number is clear, you may be able to leave it at the inspector's discretion. The stamp should be on the most flat and clear area as close to the labels as possible, but if there is not place to stamp near the label you may use any clear space on the box. If the Box has no space or is a dark color, you may use a blank ticket to make a clear stamping spot. The Inspector will want to check that every box has a stamp before they leave.

Printing Paperwork & Final Emails

Printing Guide-Print the following quantities to complete the paperwork packets.

- o Completed Breakdown- Print 3 copies
- o Completed Totals- Print 3 copies
- o Completed Summary- Print 2 copies
- Completed Bills of Lading- Print 2 copies (of both sheets)
- o Completed USDA Certificate- Print 3 copies
- o Invoices- 2 copies of all invoices

Paperwork Packet Compilation-

- Packet 1: Dole & Bailey: in order of appearance, stapled for our records, Place in the Miles Market File located in lower right hand drawer of Devon's Desk.
 - Summary Sheet
 - USDA Application
 - USDA Certificate
 - USDA Breakdown
 - Non-USDA Breakdown
 - USDA Totals Page

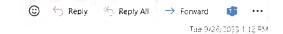
- Non-USDA Totals Page
- Invoice USDA Chilled
- Invoice USDA Frozen
- Invoice Non-USDA Chilled
- Invoice Non-USDA Frozen
- Packet 2: Miles Market- Before you Staple together, scan all of these documents to email to the customer, save as "Miles Market Order Summary and Documents 00/00/00"- then staple and enclose in a large Envelope labeled "Miles Market" Place inside a large box in the delivery.
 - Summary Sheet
 - USDA Certificate
 - USDA Breakdown
 - Non-USDA Breakdown
 - USDA Totals Page

- Non-USDA Totals Page
- Invoice USDA Chilled
- Invoice USDA Frozen
- Invoice Non-USDA Chilled
- Invoice Non-USDA Frozen
- o Packet 3: Shipping Documents- Before you staple together, Scan these documents to send to both freight companies digitally, save as "Dole & Bailey Shipping Documents 00/00/00", then place in a large envelope labeled "Shipping Documents" place on top of the Pallet wrap when completed.
 - USDA Certificate
 - USDA Breakdown
 - Non-USDA Breakdown
 - USDA Totals Page
 - Non-USDA Totals Page

- Invoice USDA Chilled
- Invoice USDA Frozen
- Invoice Non-USDA Chilled
- Invoice Non-USDA Frozen
- o Packet 4: Bills of Lading-split into two packets, before you staple scan one copy of both and save as "Dole & Bailey BOL 00/00/00" to be emailed to both Freight companies. Staple separately and place on top of the pallet wrap for the Apache driver.
 - BOL Chilled & BOL FRZ stapled- for Apache driver to take.
 - BOL Chilled & BOL FRZ stapled- for Apache driver to sign and send up the tube.
- Send out Emails with paper work:
 - Email 1- Send by 1 PM: Sent to Pooja at Apache to let them know what the pallet count, PO numbers and temperature should be for the pick up and when it will be completed:







Good Afternoon Pooja,

Thank you.

Today's pick up will have 3 fresh and 2 frozen pallets for a total of 5, please set the reefer to 32 degrees F/ 0 degrees C. The PO's are 425830, 425831, 425832, and 425833. Digital documents and BOL's will follow shortly.

Thank you,

 Email 2- Send by 3 PM: sent to Bestway-Midway & Apache with digital copies of the BOL's and Shipping Documents for the order.



Good Afternoon Pablo & Pooja,
Please find attached the Digital Documents & BOL's for today's shipment.

Email 3- Send by 3 PM to Miles Market the scanned packet with summary, certificate, breakdowns, totals and invoices. Make special notes on any outs or important items and include reminders for preorder items.





Good Afternoon Russ & Patrick,

Please find attached the Summary and Documents for today's order, I have double checked dates on protein items to ensure all are up to par for you. There are a couple of gourmet items which were outed by the vendor, I will start those on the order for 10/10. Please note that Christine Kolagji will be processing the order for that date as I will be away and not checking email, be sure to include her on all communications and expect all documents to come from her. I will be back for the 10/24 order.

Thank you!

 Email 4- Send by 3 PM- Scanned invoices only to Angela Jessman for billing. Send Invoices directly to Angela via the Scanner and give her a heads up via email or teams. She will forward to the Miles Billing dept and make sure it is paid.

MILES MARKET & ASSOCIATED CONTACTS:

Miles Market

- Owner: "Will" William Cox wcox@thewaterfront.bm
- Butchery Dept: "Russ" Russell Sedgewick meatdept@miles.bm
- Grocery Dept: "Patrick" Patrick James pjames@miles.bm
- Receiving: Receiving Clerk <u>receiving@miles.bm</u>
- The Waterfront Restaurant: Claudia Johnson cjohnson@thewaterfront.bm

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Freight Forwarder: Apache Trucking LLC

Main Point of Contact: Pooja operations@apachetrucking.com

Apache Trucking

Operations

P: 978-475-4740

F: 978-475-4787

W: www.apachetrucking.com

E: operations@apachetrucking.com

Shipping Company: Bestway-Midway

Main point of Contact: Pablo Gonzalez Jr. irpgonzalez@bestway-midway.com

Receiver: <u>CS@bestway-midway.com</u>

BESTWAY OCEAN EXPRESS TRANSPORT, INC.

MIDWAY OCEAN AGENCIES, INC.

825 FRELINGHUYSEN AVE.

NEWARK, NJ 07114

PH: 973.242.3315

FAX: 973.824.2909

WWW.BESTWAY-MIDWAY.COM