



To inspire and nurture the human spirit – one person, one cup and one neighborhood at a time



Supplier Guidance Global Reference

Version 2.3

Facts and information needed to conduct ordinary day-to-day business.

Document located at www.starbucks.com/supplier/reference



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Starbucks Corporation, P.O. Box 34067, Seattle, Washington 98124-1067



Revision History

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1.0 INTRODUCTION

1.1 Purpose

Starbucks/Supplier was prepared by Starbucks Global Sourcing and Supplier Relations in accordance with Starbucks business standards, policies and practices. The information provided is intended to provide guidance to both current and potential Suppliers by outlining important information needed to conduct day to day business.

As we streamline and enhance the manner in which we purchase and sell our products and services, the Starbucks/Supplier will be updated and refined periodically to reflect the most current information.

Suppliers have 24/7 access to the information at www.starbucks.com/suppliers. Suppliers of Starbucks are expected to adhere to the information provided and are responsible for staying informed and up to date as periodic changes are made to the information contained. Procedural and operational updates are effective 30 days after they are published.

1.2 Acronyms and Definitions

This section contains the terminology included in this Suppliers Guidebook. Additional definitions can be found in the Starbucks Standard Terms and Conditions of Purchase; also available on Starbucks.com/suppliers.

Authorized Representative – A Starbucks representative who is authorized to commit company funds on behalf of Starbucks and/or authorized to correspond with or request information from Suppliers. The Authorized Representative is responsible for all Supplier selections, negotiation, monitoring, costs, schedules, specifications and purchase documents. The Authorized Representative may instruct the Supplier to work directly with other Starbucks partners on day-to-day business transactions or in developing new products, but the Authorized Representative remains the key contact for all final specifications, costs, schedules and agreements.

Bill of Lading (BOL) – A document signed by a carrier (a transporter of goods) or the carrier's representative and issued to a consignor (the shipper of goods) that evidences the receipt of goods for shipment to a specified designation and person.

Blanket Purchase Agreement (BPA) – An agreement (not a contract to buy) used to establish or affirm specific terms and pricing for a specific set of items. Establishes the parameters used to create BPA releases (commitments to buy).

Case – As used in this document, Case includes trays, totes and any other outer-most container holding product for shipment.

Co-Manufacturer – A company with specific competencies or capabilities that collaborates with others in order to create a common final product.

Consolidated Distribution Center (CDC) – A distribution center operated by a third-party vendor that warehouses, sorts and delivers a combination of products that would traditionally be delivered to a store through different vendors. Refer to the Reference Tables below for a complete list of CDCs.

Country of Origin (COO) – For Starbucks’s purposes, the term “Country of Origin” is defined as the specific country(s) in which the item is manufactured. Country of Origin is not defined as the country from which the item was shipped, although the two may be the same.

Each – “Each” refers to an individual unit of product.

EMEA – Europe, Middle East, Africa.

GFSI – Global Food Safety Initiative.

GMA – Grocery Manufacturer Association.

Inner Pack – Inner Pack describes any packaging that contains more than one individual unit within a case.

International Standards for Phytosanitary Measures No. 15 (ISPM 15) - An International Phytosanitary Measure developed by the International Plant Protection Convention (IPPC) that requires all wood packaging materials thicker than 6mm (i.e., pallets, crates) to be debarked, then heat treated or fumigated with methyl bromide to prevent the spread of insects and disease that could negatively impact plants and ecosystems when products are shipped between countries. Wooden packaging material in compliance with ISPM 15 is stamped with a “wheat stamp” that contains codes to indicate the country code, the pallet manufacturer, the treatment company and type of treatment (heat or fumigated).

ISPM 15 – See International Standards for Phytosanitary Measures No. 15.

Item Data Sheet (IDS) – This form is required to be completed by the Supplier in order to provide specific data points and information about items. The IDS provides the necessary information and specifications in order to set up an item in Starbucks systems.

Lot – A number that uniquely describes a particular batch or manufacturing run. Each lot number used can correspond to only one expiration date.

Manufacturing Site Identification (MID) – The MID is an alphanumeric code generated by the Starbucks system that uniquely identifies Supplier or third party sites used to manufacture products sold to Starbucks.

Order – The request and its unique identification number that describes a specific shipment of goods. An order may be a purchase order, blanket purchase agreement,

blanket purchase order, release against a blanket purchase agreement, job order, work order, statement of work or other mechanism for ordering products or services.

Partner – A company-operated Starbucks employee.

PO – Purchase Order (See “Purchase Order”)

Purchase Order (PO) – (See Order”).

Regional Distribution Center (RDC) – One of a network of warehouses (scattered regionally) operated for a single company where merchandise is consolidated prior to delivery to its stores within a region (see the Reference Tables below for a complete list of RDCs).

SKU – Stock Keeping Unit (See “Stock Keeping Unit”)

Starbucks Food Standards – Starbucks Standards for Food Suppliers, as it may be amended, updated and revised from time to time by Starbucks. A copy of Starbucks Food Standards is available at www.starbucks.com/suppliers.

Stock Keeping Unit (SKU) – A retailer-defined coding system used to distinguish individual items in the retailer’s accounting, warehousing and point-of-sale systems.

Supplier – An entity or location from which a product is purchased or shipped to fulfill a Starbucks Order. May include the entity ultimately responsible for a shipment.

Value-Added Tax (VAT) Identification (ID) Number – An identifier used in many countries, including the countries of the European Union, for value-added tax purposes. The VAT ID is only relevant for corporate customers within the EU.

VAT – See Value-Added Tax Identification Number.

Wheat-Stamp – See International Standards for Phytosanitary Measures No. 15 (ISPM 15).

1.3 Starbucks Financial Information

The following financial information is provided for Supplier use. Starbucks does not complete or sign Supplier credit applications. Starbucks is a publicly-held company (NASDAQ symbol: SBUX) with financial reports available at www.starbucks.com.

1.3.1 Starbucks Corporate Address

Starbucks Corporation
P.O. Box 34067
Seattle, WA 98124-1067
U.S.A.
206-318-1575

1.3.2 Operating Company

STARBUCKS CORPORATION, d/b/a STARBUCKS COFFEE COMPANY

1.3.3 Tax Information

Starbucks Corporation Federal ID number: 91-1325671

Resale tax numbers will be provided as needed upon request. Please contact the Starbucks Sales Tax Supervisor at globaltransactionaltax@starbucks.com or by telephone at 206-318-3370.

1.3.4 Reference Information

Refer to Reference Tables shown below for a listing of important references needed to effectively do business with Starbucks.

1.3.5 Starbucks Contact Information

Refer to the below Reference Tables for a list of important business contacts, including their respective addresses and phone numbers. for the following offices and distribution centers.

1.4 Starbucks Audit Line

Starbucks partners are personally responsible for following the law and acting ethically in all situations. Complaints or concerns regarding partner conduct, accounting controls or auditing should be reported to the Starbucks Audit Line or the Starbucks Board of Directors. Reports may be made anonymously and will be treated confidentially.

Audit line: (North America): 1-800-300-3205
(Outside North America): 1-678-250-7559

In writing: Starbucks Corporation
Board of Directors
P.O. Box 34507
Seattle, WA 98124
U.S.A.

1.5 Purchase Documents

Starbucks uses many types of documents to authorize the purchase of goods and services. The most common documents include (not in order of precedence):

- a. **Contracts/Agreements** – A formal contract or agreement signed by both Starbucks and the Supplier may be put into place for services or products. These will be negotiated between the Authorized Representative and the Supplier prior to commencement of any work.
- b. **Blanket Purchase Agreements / Releases** –A blanket purchase agreement (BPA) is not a commitment to purchase, but rather an agreement between the parties to the terms under which Starbucks may purchase products during a specific timeframe and for a specific dollar amount. Once in place, the BPA enables a release to be executed, authorizing either the purchase of product or commencement of work to begin. Each release issued decreases the total available on the BPA by the amount of the release.
- c. **Standard Purchase Orders** – Purchase orders are written to cover specific projects, products or shipments. Purchase orders may be issued in lieu of or in addition to another form of contract or agreement.
- d. **Purchasing Cards** – Starbucks may use a purchasing card for the purchase of non-inventory products and services. To ensure payment, Suppliers shall pre-approve all transactions prior to shipment of goods or commencement of services.
- e. **Work Orders** – Generated from store development repairs and maintenance.
- f. **Order Advice** – The suggested order management document delivered to store product distributors.

Reference Tables

TABLE 1: CONTACT SUMMARY

Contact	Address
Starbucks Internet Site	www.starbucks.com
Starbucks Cargo Security	cargosecurity@starbucks.com
Starbucks Regulatory (CAP region)	Benny Lee - belee@starbucks.com George Wong - GeWong@starbucks.com
International Chamber of Commerce	www.iccwbo.org
U.S. Customs	www.cbp.gov
Transportation - Booking	Domestic - transopsdomestic@starbucks.com International - transopsinternational@starbucks.com
U.S. FDA	www.fda.gov

World Customs Organization	www.wcoomd.org
GS1 (GTIN)	www.gs1.org
DAMCO	www.damco.com
BARTHCO / OHL	www.barthco.com/EN/index.html
Audit Line	(Within North America): 1-800-300-3205 (Outside North America): 1-678-250-7559

TABLE 2: CORPORATE OFFICES

Country	Mailing Address	Physical Address
U.S.A.	Starbucks Coffee Company P.O. Box 34067 Seattle, WA 98124-1067 206-318-1575	Starbucks Coffee Company 2401 Utah Ave. S., Suite 800 Seattle, WA 98134 206-318-1575
EMEA	Starbucks Coffee EMEA BV P.O. Box 58081 1040 HJ Amsterdam 31-20-4076500	Starbucks Coffee EMEA BV Accraweg 19 1047 HB Amsterdam 31-20-4076500
Asia Pacific	Starbucks Coffee Asia Pacific Ltd 12A floor, Sun Hung Kai Center 30 Harbour Road Wanchai, Hong Kong 852-2283-1111	Starbucks Coffee Asia Pacific Ltd 12A floor, Sun Hung Kai Center 30 Harbour Road Wanchai, Hong Kong 852-2283-1111
Latin America	Starbucks Coffee International Latin America RSC 95 Merrick Way, Suite 650 Coral Gables, FL 33134 305-740-5738	

TABLE 3: INVOICING LOCATIONS – ACCOUNTS PAYABLE

Country	Mailing Address	Physical Address
U.S. Canada Latin America <i>Invoices against a purchase order or a blanket release</i>	Starbucks Coffee Company Mailstop S-AC3 P.O. Box 94027 Seattle, WA 98124-9427 U.S.A.	Telephone: 206-318-4307 Fax: 206-682-0492 Invoice format NAINVOICEFORMAT@STARBUCKS.COM W8 Certification w8compliance@starbucks.com

Country	Mailing Address	Physical Address
U.S. Canada Latin America <i>Invoices for which there is no purchase order or release</i>	Starbucks Coffee Company Mailstop S-AC3 P.O. Box 94187 Seattle, WA 98124-6487 U.S.A.	Invoice for at NAINVOICEFORMAT@STARBUCKS.COM W8 Certification w8compliance@starbucks.com
EMEA MANUFACTURING	Starbucks Manufacturing EMEA BV Accounts Payable Accraweg 19 1047 HJ Amsterdam Netherlands Ship to NL: VAT Registration # NL 810157895.B.01 Ship to DE: VAT Registration # DE 252115541 Ship to UK: VAT Registration # GB 779045004 SHIP to IE: VAT registration # IE 9798418T	Telephone: 31-20-4076536 Fax: 31-20-4076581 Electronic invoices to: emea_manufacturing@starbucks.com
STARBUCKS COFFEE EMEA	Starbucks Coffee EMEA B.V. VAT Registration # NL 810040281.B.01 Accounts Payable Accraweg 19 1047 HJ Amsterdam, the Netherlands	Electronic invoices to: emea_manufacturing@starbucks.com
STARBUCKS COFFEE NETHERLANDS	Starbucks Coffee Netherlands B.V. VAT Registration #NL823205563.B.01 Accounts Payable Accraweg 19 1047 HJ Amsterdam, the Netherlands	Electronic invoices to: NL_AccountsPayable@starbucks.com
GERMANY	Starbucks Coffee Company Deutschland GMBH VAT Registration # DE218492293 c/o Spring CGN / CGN / 9000 4422 /012006 Postfach 920109 51151 Köln, Deutschland	Electronic invoices to: germanyap@starbucks.com
FRANCE	Starbucks Coffee France SAS VAT Registration # FR09445330103 Attn: Accounts Payable 38, rue des Jeûneurs 75002 Paris, France	Electronic invoices to: franceap@starbucks.com

Country	Mailing Address	Physical Address
	Post Address: Starbucks Coffee France SAS PO BOX 58081 1040 HB Amsterdam, The Netherlands	

TABLE 4: BANK REFERENCE

Bank	Contact
BANK OF AMERICA MERRILL LYNCH	Andrea S. Perez Director – Global Transaction Services Andrea.s.perez@baml.com 951-274-4066 office

TABLE 5: REGIONAL DISTRIBUTION CENTERS – STORE SUPPLIES

UNITED STATES			
Auburn	Starbucks Coffee Company 2202 Perimeter Road Auburn, WA 98001 U.S.A. 253-735-7182 adc_inbound@ohl.com	Harbor Island	Starbucks Coffee Company 1021 SW Klickitat Way Building D, Suite 104 Seattle, WA 98134 U.S.A. 206-903-6929
Carson Valley	Starbucks Coffee Company 2525 Starbucks Way Minden, NV 89423 U.S.A 775-267-6100 cvrpinboundappt@starbucks.com	Lebanon (Nashville)	Starbucks Coffee Company 1009 Hixson Blvd. Lebanon, TN 37090 U.S.A. 615-443-8951 ndc_inbound@ohl.com
Cinram	Starbucks Coffee Company 437 New Sanford Road La Vergne TN 37086 U.S.A. 615-287-3854	York	Starbucks Coffee Company 3000 Espresso Way York, PA 17402 U.S.A. 717-266-9705 dl- ydcinbound@starbucks.com
Dallas	Starbucks Coffee Company 730 East Trinity Blvd. Grand Prairie TX 75050 USA Inbound - ddc_Inbound@Penske.com		
CAP and EMEA			
Singapore	Singapore Regional Dist. Ctr. DHL Global Forwarding (Singapore) Pte. Ltd. No. 1 Changi South Street 2 Singapore 486760 65-6548-9688	Europe	CEVA Logistics for Starbucks Unit 1, Juniper Park Fenton Way Southfield Ind. Est. Laindon Basildon, Essex SS15 6RZ United Kingdom 0044-1268-495757

China	Wai Gao Qiao Regional Dist. Ctr. DHL Global Forwarding No. 9 Warehouse, 308 Fen Ju Road, Free Trade Zone, Wai Gao Qiao Shanghai, 200131, China 8621-5048-0401	Europe Germany	Starbucks Coffee Company c/o DHL Logistics GmbH Hamburger Strasse 40 47229 Duisburg Germany 49 0 20 65/90 39-216
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TABLE 6: REGIONAL DISTRIBUTION CENTERS – CONSTRUCTION SUPPLIES

Location	Address	Location	Address
Perris	Starbucks Coffee Company c/o Penske Logistics, LLC 3722 Redland Avenue Perris, CA 92570 U.S.A. 951-956-2137 FFE-west@starbucks.com	La Vergne	Starbucks Coffee Company c/o Penske Logistics, LLC 1714 Heil Quaker Blvd. LaVergne, TN 37076 U.S.A. 615-641-2590 ext 16 FFE-east@starbucks.com
Europe Netherlands	Starbucks Manufacturing EMEA B.V. c/o Penske Logistics, LLC Ettenseweg 40 4706 PB Roosendaal, Netherlands +31 165 576766 Order.starbucks@penske.com	Futian	Starbucks Corporation c/o DHL Global Forwarding (HK) Ltd. 6/F, Tempus Int'l Logistics Building No. 9 Taohua Road Shenzhen, China 86 755 2218 2302

TABLE 7: CONSOLIDATED DISTRIBUTION CENTERS - PERISHABLE & CONSOLIDATED SUPPLIES

Location	Address	Location	Address
Arizona	Penske 3717 West Washington St. Phoenix, AZ 85009 602-278-0663	Florida	Quality Custom Distribution Svcs 7890 NW 80th St Medley, FL 33166 866-437-7289
California	Penske 4040 Vista Park Court #30 Sacramento, CA 95834 916-419-3482	Georgia	Starbucks Corp. 300 Best Friend Ct. Norcross, GA 30071 770-248-2290
California	Southwest Traders Inc. 4747 Frontier Way Stockton, CA 95202 800-509-3760	Hawaii	Quality Custom Distribution Svcs 94-554 Ukee Street Waipahu, HI 96797-4213 808-671-4017
California	Southwest Traders Inc. 324 N. Fruit Avenue Fresno, CA 93706 800-509-3760	Illinois	DPI Specialty Foods 6800 Santa Fe Drive Hodgkins, IL 60525 866-237-5983

California	Quality Custom Distribution Svcs 14317 Lomitas Ave La Puente, CA 91746 866-437-7289	Kansas	AJ Goss 1601 Fairfax Trafficway Kansas City, KS 66115 816-921-7370 ext. 314
California	Southwest Traders Inc. 27756 Diaz Road Temecula, CA 92590 800-509-3760	Louisiana	Marques Foods 700 Brown Ave. Harvey, LA 70058 504-366-1099
California	Southwest Traders Inc. 27711 Diaz Road Temecula, CA 92590 800-509-3760	Maryland	DPI Specialty Foods 1000 Prince George Blvd Upper Marlboro, MD 20774 866-237-5983
California	Penske 7170 Miramar Road, Suite 700 San Diego CA 92121 888-796-5282	Massachusetts	DPI Specialty Foods 135 Will Drive Canton, MA 02021 866-237-5983
Colorado	Mile Hi Specialty Foods 4770 E. 51st St. Denver, CO 80216 800-813-2145	Nevada	Quality Custom Distribution Svcs 1051 Mary Crest Road Dr # D&E Henderson, NV 89074 866-437-7289
Florida	Quality Custom Distribution Svcs 1451 Ocoee Apopka Road Building B Apopka, FL 32703 866-437-7289	New Jersey	Balford Farms 4 Manhattan Dr. Burlington, NJ 08016 800-969-2691 ext.102
New Jersey	Bartlett Dairy 203 Kuller Road Clifton NJ 07011 718-658-2299 ext. 7	Texas	Quality Custom Distribution Svcs 6601 Guada Coma Dr., #200 Schertz, TX 78154 866-437-7289
New Mexico	Mile Hi Specialty Foods 7110 2nd NW Suite 102 Albuquerque NM 87107 800-813-2145	Texas	Penske 8323 N Eldridge Pkwy Houston, TX 77041 281-477-7558
New York	Bartlett Dairy 130 Thruway Park Drive West Henrietta, NY 14586 718-658-2299 ext. 7	Texas	Mile Hi Specialty Foods 8900 Old Hickory Trail Dallas, TX 75237 303-859-4676
New York	Bartlett Dairy 156-02 Liberty Ave. Jamaica, NY 11433 718-658-2299 ext. 7	Virginia	Quality Custom Distribution Svcs 1391 Progress Rd Suffolk, VA 23434-2154 866-437-7289
North Carolina	Quality Custom Distribution Svcs 9510 Rodney Street Pineville, NC 28134 866-437-7289	Washington	Quality Custom Distribution Svcs 3808 N. Sullivan Rd Spokane Valley, WA 99216 866-437-7289
Ohio	Atlantic Food Inc. 1999 Section Rd Cincinnati, OH 45237 513-772-3535	Washington	Quality Custom Distribution Svcs 18209 B 80th Ave. South Kent, WA 98032 866-437-7289

Oregon	Quality Custom Distribution Svcs 5405 N Marine Drive Portland, OR 97203 866-437-7289		
CANADA			
Alberta Canada	GFS Calgary 290212 Township Road 261, Rockey View County, AB T4A 0V6 403-235-8555	Ontario Canada	GFS Toronto 504 Kenora Avenue Hamilton, ON L8E - 3X8
British Columbia Canada	GFS Vancouver 1700 Cliveden Avenue Delta, BC V3M 6T2 604-540-3784	Quebec Canada	GFS Montréal 550 Louis Pasteur Boucherville, QC, J4B7Z1
Manitoba Canada	GFS Winnipeg 310 Sterling Lyon Parkway, Winnipeg, MB, R2P OT3		

Table 8: Authorized Customs Brokers

Flow of Goods	Contact	Phone	Fax	E-Mail/ Other
To U.S. From Canada	FedEx Trade Networks	360-332-3080	360-332-6956	blaine_release@ftn.fedex.com
To Canada From U.S.	FedEx Trade Networks	604-278-7785	604-276-9419	Starbucks@ftn.fedex.com
To U.S. From outside North America	Ozburn-Hessey Logistics (OHL)	425-656-5710		sbuxan@ohl.com www.barthco.com/EN/index.html
To DC Duisburg – Germany	Damco in the COO			www.damco.com
To DC Basildon - UK From Overseas	EMEA Transportation Department in Amsterdam	31(0) 20704 6540		
To EMEA (Except overseas into Duisburg or Basildon DCs)	EMEA Transportation Department in Amsterdam	31(0) 20704 6540		
To DC Futian, Shenzhen, China	DHL	86-755- 83485244		
To DC WaiGaoQiao, Shanghai, China	DHL Global Forwarding	+86 021 5048 0401, ext. 210		
To Asia Pacific Region	The local consignee will manage the customs clearance directly and the customs broker will invoice clearance and duty charges directly to the consignee unless other arrangements are approved by Starbucks.			

Table 9: Starbucks Transportation Contacts

Product Category	Contact	Phone	E-Mail
Ambient Transportation - Origin and Destination within US & Canada			
External Manufacturers, Merchandise, Printed Materials (Starbucks card, brochures, etc.)	Eric Solomon	206-318-8994	esolomon@starbucks.com
Food, Food-Related Products, and Store Development	Kelly McCormack	206-318-6072	kmccorma@starbucks.com
Beverage Ingredients (sauces, syrups, toppings, etc.) & Manufacturing Products (rollstock, shipping & packaging materials, etc.)	Samantha Keshner	206-318-1600	sakeshne@starbucks.com
Packaged/Bottled Beverages, Tea, Store Supplies, Beverage Packaging (cups, lids, sleeves, etc.), & Capital Equipment	Drew Culver	206-318-2485	dculver@starbucks.com
Temp. Controlled Transportation - Origin and Destination within US & Canada			
All Product Categories	Sarah Chadd	206-318-5526	schadd@starbucks.com
Imports to US and Canada from outside North America			
Green Coffee, Tea, Store Development	Jason Slye	206-318-9163	jslye@starbucks.com
All other product categories	Denton Lindow	206-318-4494	dlindow@starbucks.com