



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



Supplier Guidance Global Reference

Version 2.11

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

Document located at <http://www.starbucks.com/business/suppliers>.



October, 2018

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



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1.0 Introduction

Starbucks Supplier Guidance documents were prepared by Starbucks Global Sourcing and Supplier Relations in accordance with Starbucks business standards, policies and practices. The information provided in this Global Reference document 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 Guidance documents 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. Procedural and operational updates are effective 30 days after they are published.



2.0 References

2.1 Acronyms and Definitions

This section contains the terminology included in this Supplier Guidebook. Additional definitions can be found in the Starbucks Standard Terms and Conditions of Purchase; also available on www.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 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 North America CDCs.

Country of Origin (COO) – For Starbucks purposes, the term “Country of Origin” is defined as the specific country(s) in which the item is manufactured, and as defined by the country of import. 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 or service 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 (EU), 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).



2.2 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 <http://investor.starbucks.com/>.

2.2.1 Starbucks Corporate Address

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

2.2.2 Operating Company

STARBUCKS CORPORATION, d/b/a/ STARBUCKS COFFEE COMPANY

2.2.3 Tax Information

Starbucks Corporation Federal ID number: 91-1325671

Resale tax numbers provided as needed upon request. Please contact the Starbucks Sales Tax Supervisor at globaltransactionaltax@starbucks.com or by telephone at 206-318-7459.

2.3 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.



2.4 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):

1. **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.
2. **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.
3. **Standard Purchase Orders** – Purchase orders (PO) 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.
4. **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.
5. **Work Orders** – Generated from store development for repairs and maintenance.
6. **Order Advice** – The suggested order management document delivered to store product distributors.



3.0 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
U.S. FDA	www.fda.gov
World Customs Organization	www.wcoomd.org
GS1 (GTIN)	www.gs1.org
TMC	www.mytmc.com
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. 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	Electronic Invoice Information
U.S.A. Canada Latin America <i>Invoices against a purchase order or release</i>	Email Invoice(s) to: apinvoice@starbucks.com (single invoice per each pdf attachment required; multiple attachments in a single email accepted)	Telephone: 206-318-4307 Fax: 206-682-0492 Invoice format: nainvoiceformat@starbucks.com W8 Certification: W8compliance@starbucks.com
U.S.A. Canada Latin America <i>Invoices for which there is no purchase order or release</i>	Email Invoice(s) to: apinvoice@starbucks.com (single invoice per each pdf attachment required; multiple attachments in a single email accepted)	Invoice format: nainvoiceformat@starbucks.com W8 Certification: W8compliance@starbucks.com
EMEA Manufacturing	Starbucks Manufacturing EMEA B.V. Accounts Payable Accraweg 19 1047 HJ Amsterdam, The Netherlands Ship to NL: VAT Registration# NL810157895B01 Ship to DE: VAT Registration# DE252115541 Ship to UK: VAT Registration# GB779045004 Ship to FR: VAT Registration# FR47753052075 Ship to BE: VAT Registration# BE0848644288	Digital invoices (.PDF) to: emeaapinvoices@starbucks.com Flat files (Excel) to: emeaelectap@starbucks.com
Starbucks Coffee EMEA	Starbucks Coffee EMEA B.V. VAT Registration# NL 810040281B01 Accounts Payable Accraweg 19 1047 HJ Amsterdam, The Netherlands	Digital invoices (.PDF) to: emeaapinvoices@starbucks.com Flat files (Excel) to: emeaelectap@starbucks.com
Starbucks Coffee Netherlands	Starbucks Coffee Netherlands B.V. VAT Registration# NL823205563B01 Accounts Payable Accraweg 19 1047 HJ Amsterdam, The Netherlands	Digital (.PDF) invoices to: emeaapinvoices@starbucks.com Flat files (Excel) to: emeaelectap@starbucks.com
Italy	Starbucks Italy S.r.l. VAT Registration # IT09807980967 Attn. Accountns Payable Dpt.	Digital (.PDF) invoices to: emeaapinvoices@starbucks.com Flat files (Excel) to:



	Via Monte Napoleone 29 20121 Milan, Italy	emeaelectap@starbucks.com
France	Starbucks Coffee France SAS VAT Registration# FR09445330103 Attn: Accounts Payable Dpt. Bill to: 38, rue des Jeûneurs 75002 Paris, France Mail to: PO BOX 58081 1040 HB Amsterdam, The Netherlands	Digital (.PDF) invoices to: emearoasteryap@starbucks.com Flat files (Excel) to: emeaelectap@starbucks.com

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. gist.auburn.inbound@gistworld.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 775-267-6100 U.S.A. cvrpinboundappt@starbucks.com	Nashville	Starbucks Coffee Company 1009 Hixson Blvd. Lebanon, TN 37090 U.S.A. 615-443-8951 ndcinbound.cl.us@geodis.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 U.S.A. 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	Penske Logistics Unit 75, 17 HanCheng Road WGO-FTZ, Shanghai 200131, China +86 (21) 5046 0055	Europe Germany	Starbucks Coffee Company c/o DHL Logistics GmbH Hamburger Strasse 40 47229 Duisburg Germany 49 0 20 65/90 39-216

Table 6: Regional Distribution Centers – Construction Supplies

Location	Address	Location	Address
Perris	Starbucks Coffee Company c/o Penske Logistics, LLC 278 E. Markham Perris, CA 92571 U.S.A. 951-435-6134 sbuxperris@penske.com	La Vergne	Starbucks Coffee Company c/o Penske Logistics, LLC 1714 Heil Quaker Blvd. La Vergne, TN 37076 U.S.A. 615-641-2590 ext. 1 sbuxlavergne@penske.com
Europe Netherlands	Starbucks Manufacturing EMEA B.V. c/o Penske Logistics, LLC Ettenseweg 40 4706 PB Roosendaal, The Netherlands +31 165 576766 Order.starbucks@penske.com	Futian	Starbucks Corporation c/o DHL Global Forwarding (HK) Ltd. 1#Pingcang, LanHua Road Futian Free Trade Zone, Shenzhen 86 755-82316042 Dana.liu@dhl.com



Table 7: Consolidated Distribution Centers – Perishable & Consolidated Supplies

United States			
Arizona	Penske Logistics 3717 West Washington St. Phoenix, AZ 85009 602-278-0663	Massachusetts	DPI Specialty Foods 135 Will Drive Canton, MA 02021 866-237-5983
California	Penske Logistics 4040 Vista Park Court, Suite 30 Sacramento, CA 95834 916-419-3482	Michigan	Penske Logistics 28437 Huighland Road Romulus, MI 48174-2506
California	Southwest Traders Inc. 4747 Frontier Way Stockton, CA 95215 800-509-3760	Nevada	Golden State Foods Suncrest Commerce Center 1051 Mary Crest Rd., Ste D/E Henderson, NV 89074-7821
California	Southwest Traders Inc. 324 N. Fruit Avenue Fresno, CA 93706 800-509-3760	New Jersey	Balford Farms 4 Manhattan Dr. Burlington, NJ 08016 800-969-2691 ext. 102
California	Golden State Foods 14317 Lomitas Avenue La Puente, CA 91746-3017 866-437-7289	New Jersey	Bartlett Dairy 802 Bergen St, #814 Newark, NJ 07108-1804 718-658-2299 ext. 7
California	Penske Logistics 7170 Miramar Road, Suite 800-900 San Diego CA 92121 888-796-5282	New Mexico	QCD Rocky Mountain 7110 2 nd Street NW Suite 102 Albuquerque, NM 87107 800-813-2145
California	Golden State Foods 7953 Cherry Ave. Fontana, CA 92336-4031 866-437-7289	New York	Bartlett Dairy 130 Thruway Park Drive West Henrietta, NY 14586 718-658-2299 ext. 7
Colorado	QCD Rocky Mountain 19754 E 35 th Dr. Aurora, CO 80011 800-813-2145	North Carolina	Quality Custom Distribution Svcs 9510 Rodney Street Pineville, NC 28134 866-437-7289
Florida	Quality Custom Distribution Svcs 1501 Ocoee Apopka Road, Bldg D Apopka, FL 32703 866-437-7289	Ohio	Penske Logistics 1261 Highland Rd. Macedonia, OH 44056 330-748-8001
Florida	Golden State Foods 2200 NW 129th Avenue, Ste #115 Miami, FL 33182 866-437-7289	Oregon	Golden State Foods 7319 SW Kable LN, Ste 500 Tigard, OR 97224-7993 866-437-7289



Georgia	Penske Logistics LLC 770 Tipton Industrial Drive, Ste D Lawrenceville, GA 30046-2876 888-796-5282 ext. 88277	Texas	Quality Custom Distribution Svcs 6601 Guada Coma Dr., #200 Schertz, TX 78154 866-437-7289
Hawaii	Quality Custom Distribution Svcs 94-554 Ukee Street Waipahu, HI 96797-4213 808-671-4017	Texas	Penske Logistics 8323 N Eldridge Pkwy Houston, TX 77041 281-477-7558
Illinois	DPI Specialty Foods 6800 Santa Fe Drive, Suite E Hodgkins, IL 60525 866-237-5983	Texas	Penske Logistics 730 East Trinity Blvd. Grand Prairie, TX 75050 972-891-3574
Indiana	DPI Specialty Foods 4001 W Minnesota St. Indianapolis, IN 46241 866-237-5983	Virginia	Quality Custom Distribution Svcs 1391 Progress Rd Suffolk, VA 23434-2154 866-437-7289
Kansas	QCD Rocky Mountain Westlink Business Center Bldg. 1 23104 W 43rd Street Shawnee, KS 66226	Washington	Quality Custom Distribution Svcs 3808 N. Sullivan Rd Spokane Valley, WA 99216 866-437-7289
Louisiana	Marques Foods 700 Brown Ave. Harvey, LA 70058 504-366-1099	Washington	Quality Custom Distribution Svcs 18209 80th Ave. S., Suite C Kent, WA 98032 866-437-7289
Maryland	DPI Specialty Foods 1200 Claybrick Road, Suite 100 Capitol Heights, MD 20743 866-237-5983		
Canada			
Alberta	GFS Calgary 1802 Centre Ave NE Calgary, AB T2E 0A6	Ontario	GFS Toronto 2999 James Snow Pkwy N Milton, ON L9T 5G4
British Columbia	GFS Vancouver 1700 Clivenden Avenue Delta, BC V3M 6T2	Quebec	GFS Montreal 550 Louis Pasteur St. Boucherville, QC J4B 7Z1
Manitoba	GFS Winnipeg 310 Sterling Lyon Parkway Winnipeg, MB R2P OT3		

**Table 8: Authorized Customs Brokers**

Flow of Goods	Contact	Phone	Fax	Email / 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 Asia	Expeditors	206-826-4165		caroline.depuma@expeditors.com
To the U.S. from Central and S. America, Europe, Africa	Panalpina	253-518-2200 ext. 2213	253-872-5672	Starbucks-Brokerage.SEA@panalpina.com
To DC Duisburg- Germany	Damco in the country of origin			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, Shenshen, 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	Email
Starbucks-managed freight with an origin and destination within the U.S. and Canada			
All categories; ambient and temperature-controlled	TMC (Starbucks transportation management provider)		inboundstarbucks@mytmc.com
Starbucks-managed freight importing to the U.S. or Canada from outside North America			
Green Coffee, Store Development	Michael Higgins	206-318-5526	mhiggins@starbucks.com
Tea	Morgan Wilson	206-318-7938	morwilso@starbucks.com
Finished Goods	Morgan Wilson	206-318-7938	morwilso@starbucks.com

Revision History

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May 2014	Starbucks Supplier Guidance – Global Reference, Version 1.0
December 2014	Starbucks Supplier Guidance – Global Reference, Version 2.0
March 2015	Starbucks Supplier Guidance – Global Reference, Version 2.1
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