



DEL MONTE FOODS

CUSTOMER ACCOUNT FORM (CAF)
Customer and Broker Information Department
Corporate Service Center, Pittsburgh, PA

All new Retail Sales accounts must be forwarded via email to the Del Monte Area Vice President for approval.

***ALL FIELDS MARKED WITH AN ASTERISK (*) ARE REQUIRED**

This form is for internal use only

New Customer Account Establishment Policy is outlined in 'Policy & Procedures' tab.

See 'Contact Information' tab for forwarding instructions

SECTION A - SALES

CREATE NEW CUSTOMER ADD OR CHANGE EXISTING: Bill-to Account Sold-to Account Ship-to Account

CORPORATE PARENT

CUSTOMER NAME*		ATTENTION	
STREET ADDRESS*		PHONE NUMBER	
ADDRESS 2*		FAX NUMBER	
CITY*		STATE*	
COUNTRY*		ZIP CODE (9-digit)*	
		E-MAIL ADDRESS	
		COMMENTS	

Same as Corporate Parent Address

BILL-TO ADDRESS

CUSTOMER NAME		ATTENTION	
STREET ADDRESS		PHONE NUMBER	
ADDRESS 2		FAX NUMBER	
CITY		STATE	
COUNTRY		ZIP CODE (9-digit)	
		EFT* <input type="radio"/> Yes <input type="radio"/> No	EDI BILL TO* <input type="radio"/> Yes <input type="radio"/> No
		DUNS #	

Same as Corporate Parent Address

SOLD-TO ADDRESS

CUSTOMER NAME		ATTENTION	
STREET ADDRESS		PHONE NUMBER	
ADDRESS 2		FAX NUMBER	
CITY		STATE	
COUNTRY		ZIP CODE (9-digit)	
		E-MAIL ADDRESS	
		FDSV BUYING GROUP	

Same as Corporate Parent Address

SHIP-TO ADDRESS

CUSTOMER NAME		ATTENTION	
STREET ADDRESS		PHONE NUMBER	
ADDRESS 2		FAX NUMBER	
CITY		STATE	
COUNTRY		ZIP CODE (9-digit)	
WAREHOUSE		APPT. REQUIRED? <input type="radio"/> Yes <input type="radio"/> No	CHEP ACCOUNT
		E-MAIL ADDRESS	DEL MONTE CSR Joe Evans

APPROVAL, SALES, AND BROKER INFORMATION

DEL MONTE AREA VP*		ATLAS PLANNING CUSTOMER* <input type="radio"/> Yes <input type="radio"/> No	
DEL MONTE SALES REP*		TERRITORY CODE*	
DATE SUBMITTED*		TERRITORY DESCRIPTION*	
FORM SUBMITTED BY*		NEW REPORTING CUSTOMER* <input type="radio"/> New <input type="radio"/> Existing	
BROKER*		REPORTING CUSTOMER #*	
CUSTOMER TYPE*		TAX EXEMPT+ <input type="radio"/> Yes <input type="radio"/> No	REPORTING CUSTOMER NAME*

SECTION B - CREDIT REVIEW

CREDIT LINE APPROVED		TERMS CODE	
APPROVED BY		RISK CLASS	
APPROVAL DATE		CUSTOMER HOLD <input type="radio"/> 0 <input type="radio"/> 1	CREDIT CHECK <input type="radio"/> 00 <input type="radio"/> 01
COLLECTOR ASSIGNED		DUN & BRADSTREET #	
BPCS INPUT REVIEWED		LOCK BOX CODE	

SECTION C - CUSTOMER FILE MAINTENANCE

MAINTAINED BY		CHECKED FOR DUPLICATES	
RESALE TAX CERTIFICATE		CAFS IN PROCESS LOG	
PARENT ACCOUNT#		ENTERED INTO BPCS	

BILL-TO ACCOUNT #		ENTERED INTO DMS	
SOLD-TO ACCOUNT #		ASSIGNED MKT-GDW	
SHIP-TO ACCOUNT #		VERIFIED IN ATLAS	

New Customer Account Establishment

Purpose:

Define the process for the establishment of a new customer account on the customer master file and other key systems. Once a customer has been established in the Del Monte Foods' system, direct orders for the Del Monte Foods' products can be processed through the normal order-entry system.

Policy:

Setting up a new account requires significant coordination and communication between Sales, Credit and Collections, and the Customer Master Files Group. It is key for each group to understand and participate fully in the process to ensure timely and accurate establishment of a new customer.

Three documents are required for the new customer account establishment:

1. The first document, a **Customer Account Form (CAF)** is required to be sent to the Del Monte Foods' Customer Analyst.
2. The second document, the **Credit Application**, must be completed and sent to appropriate Credit and Collections Supervisor.
3. The third document is the **Multi-Jurisdiction Tax Resale Certificate** which needs to be completed for customers who claim a sales tax exemption. This document is necessary in order to be in compliance with the majority of state and local sales tax laws.

These documents are available and should be obtained from the Del Monte Foods' Sales Portal on the [Resources/References tab](#) [Policies, Procedures and Processes](#) page in the Sales Forms section.

Procedure:

1. Upon determining that a new account needs to be created the Del Monte Foods' Salesperson or the broker acting on behalf of Del Monte Foods should obtain the Customer Account Form (CAF), Credit Application, and the Multi-Jurisdiction Tax Resale Certificate from the Del Monte Foods Sales Portal. To ensure that the most up to date versions are being used forms should always be obtained from this source.
2. Sales/Broker has the Credit Application completed and signed by the customer and then sends to the appropriate Credit and Collections supervisor for review and approval. Once Credit approves the Customer Analyst can enter the assigned credit limit and risk class.
3. Salesperson/Broker has the Multi-Jurisdiction Tax Resale Certificate completed and signed by the customer. There are two options for returning the form once complete:

Option 1: The customer will send the executed form directly to the Manager, Sales & Miscellaneous Taxes in the Corporate Tax Department with a copy to the Customer Analyst. Option 2: The customer will return the executed form to the Salesperson/Broker who will send the form to the Manager, Sales & Miscellaneous Taxes in the Corporate Tax Department with a copy to the Customer Analyst

Option 2: The customer will return the executed form to the Salesperson/Broker who will send the form to the Manager, Sales & Miscellaneous Taxes in the Corporate Tax Department with a copy to the Customer Analyst

4. The Del Monte Foods' salesperson should complete the Customer Account Form (CAF) and email it via Excel attachment to the Del Monte Foods' Customer Analyst

New Customer Approvers by Business Unit

All New Customers must be approved by the Area VP of the Business Unit. The CAF must be routed to the appropriate Sales Manager who will obtain the final approval by the AVP of the Business Unit before forwarding to the Customer Analyst.

If the form is being filled out by a broker, the form must be forwarded to the appropriate Del Monte Foods' Sales Manager who will obtain AVP approval. The Sales Manager must then forward the completed CAF (with AVP approval filled in on the CAF) and documented email approval to the Customer Analyst. For Special Markets, Manager approval is sufficient; AVP approval is not required. If the CAF is not completed in its entirety, the document will be returned to the sender to supply the missing elements.

5. Once all documents are approved and received and a credit decision has been made in accordance with Credit Department guidelines, the new account will be entered into the Del Monte Foods' systems and Salesperson/broker will be notified promptly via email that account is available.

New Customer Account Establishment

Purpose:

Define the process for the establishment of a new customer account on the customer master file and other key systems. Once a customer has been established in the Del Monte Foods' system, direct orders for the Del Monte Foods' products can be processed through the normal order-entry system.

Policy:

Setting up a new account requires significant coordination and communication between Sales, Credit and Collections, and the Customer Master Files Group. It is key for each group to understand and participate fully in the process to ensure timely and accurate establishment of a new customer.

Three documents are required for the new customer account establishment:

1. The first document, a **Customer Account Form (CAF)** is required to be sent to the Del Monte Foods' Customer Analyst.
2. The second document, the **Credit Application**, must be completed and sent to appropriate Credit and Collections Supervisor.
3. The third document is the **Multi-Jurisdiction Tax Resale Certificate** which needs to be completed for customers who claim a sales tax exemption. This document is necessary in order to be in compliance with the majority of state and local sales tax laws.

These documents are available and should be obtained from the Del Monte Foods' Sales Portal on the [Resources/References tab](#) **▢ Policies, Procedures and Processes** page in the Sales Forms section.

Procedure:

1. Upon determining that a new account needs to be created the Del Monte Foods' Salesperson or the broker acting on behalf of Del Monte Foods should obtain the Customer Account Form (CAF), Credit Application, and the Multi-Jurisdiction Tax Resale Certificate from the Del Monte Foods Sales Portal. To ensure that the most up to date versions are being used forms should always be obtained from this source.
2. Sales/Broker has the Credit Application completed and signed by the customer and then sends to the appropriate Credit and Collections supervisor for review and approval. Once Credit approves the Customer Analyst can enter the assigned credit limit and risk class.
3. Salesperson/Broker has the Multi-Jurisdiction Tax Resale Certificate completed and signed by the customer. There are two options for returning the form once complete:

Option 1: The customer will send the executed form directly to the Manager, Sales & Miscellaneous Taxes in the Corporate Tax Department with a copy to the Customer Analyst. **Option 2:** The customer will return the executed form to the Salesperson/Broker who will send the form to the Manager, Sales & Miscellaneous Taxes in the Corporate Tax Department with a copy to the Customer Analyst

Option 2: The customer will return the executed form to the Salesperson/Broker who will send the form to the Manager, Sales & Miscellaneous Taxes in the Corporate Tax Department with a copy to the Customer Analyst

4. The Del Monte Foods' salesperson should complete the Customer Account Form (CAF) and email it via Excel attachment to the Del Monte Foods' Customer Analyst

New Customer Approvers by Business Unit

All New Customers must be approved by the Area VP of the Business Unit. The CAF must be routed to the appropriate Sales Manager who will obtain the final approval by the AVP of the Business Unit before forwarding to the Customer Analyst.

If the form is being filled out by a broker, the form must be forwarded to the appropriate Del Monte Foods' Sales Manager who will obtain AVP approval. The Sales Manager must then forward the completed CAF (with AVP approval filled in on the CAF) and documented email approval to the Customer Analyst. For Special Markets, Manager approval is sufficient; AVP approval is not required. If the CAF is not completed in its entirety, the document will be returned to the sender to supply the missing elements.

5. Once all documents are approved and received and a credit decision has been made in accordance with Credit Department guidelines, the new account will be entered into the Del Monte Foods' systems and Salesperson/broker will be notified promptly via email that account is available.