



## **Syndigo Shipping Instructions**

Please fill out the attached Syndigo Request Form and attach with every shipment of product. Products will not be processed without a completed Syndigo Request Form.

Before shipping your products, please read the attached Syndigo Packing Instructions to determine the number of samples needed and other details.

Send product samples to:

Attention: Raley's CMP  
Syndigo Database Department  
1720 West Detweiller Dr  
Peoria, IL 61615

### **PACKING INSTRUCTIONS**

The following instructions illustrate how to ship products directly to the Syndigo facility

If the products are perishable:

- Ship perishable items on Mondays or Tuesdays to ensure products are received before the end of the week.
- Package all products in dry ice for shipping.
- Write "PERISHABLE" on the outside of each box containing perishables.

If the products are breakable:

- Package all products in bubble wrap, peanuts, shredded paper, etc.

Nested and tray products:

- Nested products require two samples to ensure accurate nest dimensions. (Example: If a bowl sits inside another bowl, two sets will be needed).
- Tray packs should be submitted full and noted under "special instructions" if both the tray and the single item are to be processed.
- Product mock ups, sales samples, and prototypes:
- Items must contain an accurate GTIN UPC or the sample will not be processed, unless pre-requested, in which case Syndigo can provide a temporary UPC.
- Sales samples can be processed for Space Management purposes; however, full label detail will only be captured at Syndigo's discretion if product information appears to be complete.
- If a product prototype is to be returned, mark the return and shipping information on the data request form. Syndigo is not responsible for



return of prototypes which are not properly marked at the time of delivery to Gladson.

- Warehouse Club and promotional/seasonal items:
- These items will require an up charge. Please speak with your Syndigo account representative if you have questions.

Return of items:

Please note: Items sent for processing will not be returned unless otherwise indicated on the Request Form.

Please ensure that all products are shipped in sturdy boxes to maintain accurate product and packaging dimensions for imaging.

Attention: Raley's CMP  
Syndigo Database Department  
1720 West Detweiller Dr  
Peoria, IL 61615

Questions?

For questions or more information on the Syndigo service, please contact Syndigo directly at [raley@syndigo.com](mailto:raley@syndigo.com). Syndigo will answer any of your questions including the status of your items being processed. You can also request a current item list to check for updated packaging.

Syndigo Client Services

<https://www.syndigo.com/contact-us/>

Phone: (866) 594-0777

Business Hours: Monday – Friday 7:00am - 5:00pm CST

## Syndigo Request Form

<b>1</b>	<b>About You</b>	Today's Date: Your Company Name: <span style="float: right;">On Behalf of: <b>Raley's_CMP</b></span> Your Name: E-mail: <span style="float: right;">Phone:</span> Address:
<b>2</b>	<b>Processing</b>	Products will be processed for Space Management and E-Commerce at the rate of \$50.00/sku.
<b>3</b>	<b>Payment</b>	If you have not already utilized the online payment portal, please complete the portal at <a href="http://raleys.gladson.com">http://raleys.gladson.com</a> and include your approval code before shipping items.  <b>Approval Code:</b>
<b>4</b>	<b>Return</b>	<b>Any Products to be Returned?</b> Yes/No <b>Where Are Products to be Returned?</b> Return Address: Attn: <span style="float: right;">Phone:</span> <b>How Are Products to be Returned?</b> <input type="checkbox"/> FedEx <input type="checkbox"/> FedEx Ground <b>Service Type?</b> <input type="checkbox"/> Standard <input type="checkbox"/> Priority <input type="checkbox"/> Overnight  Acct #: (Your account will be charged the shipping cost on any items you indicate to be returned upon completion)
<b>5</b>	<b>Shipping Instructions</b>	<b>Send Products to:</b> Syndigo — Raley's CMP 1720 West Detweiller Drive Peoria, IL 61615  Fill out this form, print and include a copy with your shipment.
<b>6</b>	<b>Special Instructions</b>	

FOR SYNDIGO USE ONLY	Initials	#	Date	Notes
Shipping & Receiving:				
GEM:				
Scheduling:				
Photography:				
Warehouse:				

