



REQUIREMENTS FOR INTERNATIONAL PURCHASING ORDERS

Revised September, 2012

INTRODUCTION AND PROCESS

In order to create an International Purchase Order we must comply with our Purchasing and Logistics process which requires the following steps and conditions:

1. Grupo Ramos makes a solicitation or states an intention to make an international purchase order.
2. The supplier creates a Proforma Invoice.
3. Grupo Ramos confirms the order with a formal document titled “ORDEN DE COMPRA O PEDIDO” (Purchase or Order Form), created by a representative of the Purchasing Department authorized by Grupo Ramos.
4. Before shipping, it is a pre-requisite to receive authorized shipping instructions from the Imports Department of Grupo Ramos.

REQUIREMENTS

I – Proforma Invoice or Sales Confirmation

This document must contain the following information:

A. General Data:

- Supplier name
- Address, telephone, fax and email
- Contact person
- Order date
- Method and terms of payment
- Terms of purchase
- Shipment date
- Port of shipment
- Tax ID, NIF, RUC or the one that applies

B. Merchandise Details:

- Description of goods
- Reference number of each article
- Quantity
- Packing (pcs/ctn)
- Unit price
- Country of Origin
- Gross Weight (KG/ctn)
- Net Weight (KG/ctn)

- Cubic measures of boxes (width, length and height, in cm)
- Barcodes: all articles must have a legible and valid bar code in accordance with the GSI international norms (for more information refer to www.gsl.org). In the case of missing or invalid bar codes we will apply the Claims Policy relating to bar codes.
 - o Per item: EAN 13, EAN8 o UPC 12
 - o Box:: DUN 14 (if available)

II- Documents required

Documents always required:

- Commercial Invoice
- Packing List
- Bill of Lading consigned to Grupo Ramos, S.A.
- Certificate of Origin for products made in countries which participate in free trade agreements:
 - o DR-CAFTA: United States
 - o EPA – countries belonging to the European Economic Community: EUR1 certificate
 - o CARICOM: Antigua and Barbuda, Barbados, Belice, Dominica, Grenada, Guyana, Jamaica, Montserrat, St. Kitts y Nevis, Saint Lucia, St. Vincent and Surinam, and Trinidad and Tobago.
 - o TLC Central America: Costa Rica, El Salvador, Guatemala, Honduras and Nicaragua.
 - Note: In this case the certificate of origin must indicate the production regimen in the country of origin.

Documents required upon request:

- Certificate of Origin (for countries not mentioned above)
- Sanitary Certificates in case of articles of animal or vegetable origin.
- BEV Certificate for beef products.
- IMO in case of dangerous materials
- Any other documents requested

Important: Our P/O number must be mentioned in the Commercial Invoice or Packing List.

III – Shipping Instructions and Contacts

A. FOB or Ex Works Shipments:

It is a pre-requisite to receive authorized shipping instructions from the Imports Department before shipment. The document titled “SHIPPING INSTRUCTIONS” has been created for this purpose and should be solicited to said department after providing the following information (see attached document no. 1):

- a. Supplier/Carrier
- b. Purchase Order by Grupo Ramos, S.A.
- c. Port of Shipment
- d. Number and type of containers

B. C&F Shipments

The term accepted is C&F (not CIF) because Grupo Ramos insures all its shipments under the same global insurance policy and merchandise insurance runs on our tab. For this reason we will not pay any insurance costs included in the Purchasing Order.

This measure is due to the fact that, even though this modality allows the supplier to determine the freight, not all the shipping companies offer the same level of service in the Dominican Republic, therefore we want to avoid receiving merchandise through shipping companies that do not have the level of service our company requires and demands to avoid any unnecessary delays at port.

To proceed with shipping it is necessary to:

- Have a Purchase Order authorized by Group Ramos, S.A.
- Authorization from the Imports Department

C. For deliveries at the consolidation warehouse in Miami, Promptus LLC.

Orders that are placed to be delivered at the consolidation warehouse, Promptus LLC, must complete the following:

1. Deliveries need to be scheduled
Please contact: Elsa Coste / Paola Valerio
Tel. 305-687-1405 ext. 223
Note: To schedule an appointment it is necessary to indicate the Purchase Order number.
2. Promptus is only allowed to receive merchandise that adheres to the details in the Purchasing Order by Grupo Ramos. In the case that the delivery does not comply with the order, be it that the article is not in the Purchase Order, the quantity exceeds the amount ordered, the date of expiration does not meet the requirements, etc., the merchandise will be returned, without any responsibility for Grupo Ramos S.A. and/or Promptus.

Important: In case goods can not be received and must be returned, certain charges can apply. These charges will be passed on to the supplier and discounted from invoice payment.

Contacts Imports Department at Grupo Ramos, S.A.:

- Belkys Soto: Import Manager Groceries
 - o E-mail: s.medina@gruporamos.com
 - o Tel. 809-472-4444 ext. 2304
- Carmen Torron: Import Manager Textile and Bazaar
 - o E-mail: c.torron@gruporamos.com
 - o Tel. 809-472-4444 ext. 6625
- Juan Carlos Sanchez: Imports Manager Perishables
 - o E-mail: j.sanchez@gruporamos.com
 - o Tel. 809-472-4444 ext. 6629

- Yury Pinilla: Imports Manager Fixed Assets
 - o E-mail: y.pinilla@gruporamos.com
 - o Tel. 809-472-4444 ext. 2320

IV – Shipment notifications and Sent Documents

Notification of shipment is required via e-mail with copy of documents. Original documents must be sent via courier immediately after shipment to our address:

GRUPO RAMOS, S.A.
Ave. Winston Churchill Esq. Angel Severo Cabral
Edif. Multicentro Churchill – 6to. Piso
Santo Domingo, República Dominicana
Tel. 809-472-4444 ext. 2320 / 2203
Att: Import Department

If negotiation is under Letter of Credit documents are to be sent to the bank.

Important: In the case that Grupo Ramos incurs charges due to delays at port and late declarations because of lack of documents caused by the supplier, these charges will be passed on to the supplier and discounted from invoice payment.

V – Pallets

The Dominican Republic is subscribed to the ISPM-15 international regulation, which requires that every pallet that arrives to any of our ports must be properly fumigated and stamped before shipment, to avoid any possible contamination.

For more information regarding this regulation you may refer to:

https://www.ippc.int/file_uploaded/1240490152156_ISPM_15_Revised_2009_E.pdf

In the case of any container arriving with pallets that do not meet the standards, it will be subject to sanctions imposed by Dominican Customs. These sanctions can go from an economic fine, to confiscation of the pallets, to the returning of the goods to the port of origin. In any case, Grupo Ramos is not responsible for these charges but they will run on the supplier's account. The charges should be reimbursed or deducted from payment.

VI - Barcodes

Each item must have a barcode. Barcode must be legible and comply with the standards of international regulations under GS1 (additional information in www.gs1.org)

Our Claims Policy will apply in case there are violations of this requirement.

VII – Labels

A. Labels for foods

In conformation with the RTD-52 norms of the DIGENOR, the information on labels must be in Spanish and must be clear and legible. These labels can be printed and placed separately from the item's label. The required text must include the following information:

- Name of food
- List of ingredients
- Gross and Net Weight
- Name and address of producer
- Number of industrial and sanitary registration
- Country of Origin
- Batch number
- Expiration Date
- Instruction for use and conservation

For more information refer to the attached document by DIGENOR about Nordom 53 and the labeling of pre-packaged food (see attached document no. 2) or contact normativadigenor@gmail.com.

If these requirements are not met, our claim policy on barcodes will be applied.

B. Labels on Alcoholic Beverages

In fulfillment of the Article 123 of Law 42-1, any alcoholic beverage destined for consumption in the Dominican Republic must have the following labels: “El consumo de alcohol perjudica a la salud, Ley 42-01” (meaning: alcohol consumption is bad for your health) and “Importado por Grupo Ramos, S.A.”. These labels can be printed and placed separately from the item’s label.

VIII – Expiration Date for Perishables and Foodstuff

The minimum number of days required before the expiration of a product will be established by the Purchasing Department at Grupo Ramos, S.A. and should be informed to the supplier. The supplier should solicit this information if it is not specified on the Purchase Order.

In the case of receipt of an article with less than the required days before expiration a claim will be submitted for the value of the article including freight, expenses and import duties paid. Grupo Ramos is entitled to dispose the goods.

The days remaining before expiration of the article will be counted starting on:

- the date of delivery at the consolidation warehouse, or
- the date of shipment if it is a direct shipment.

IX – Temperature of Refrigerated Containers

The range of temperatures for refrigerated containers must be specified by Grupo Ramos, S.A. or in the case of it being suggested by the supplier, it should be authorized by Grupo Ramos, S.A.



CLAIM POLICIES FOR INTERNATIONAL SUPPLIERS

Depending on motive, the following claim policies or rules will apply:

1- Short-shipments, invoicing price errors or breakage due to supplier responsibility.

In case we are reported a short-shipment at the time of reception in our warehouse a claim will be made for the goods short-shipped plus all the additional costs incurred in importing (ex. taxes, freights, etc...)

Error in price in Commercial Invoice that makes us incur in additional taxes or costs will be treated the same way, as well as breakage caused by supplier.

2-Discount for missing barcodes or errors in barcodes.

A discount for each missing or invalid barcodes of US\$0.10 will apply.

This discount will be made without exception, it does not matter the good's value, and will have a minimum amount of US\$100.00. This means, that a claim below that amount will be automatically equal to US\$100.00. Claims above this minimum will be made for its exact value. .

3- Discount for charges of pallet seizing.

In case pallets do not meet the international regulations, charges incurred will be for the account of shipper.

4- Discount for demurrage charges or late import declaration

In case Grupo Ramos incurs in these charges due to lack of documents, they will be for the account of shipper.

5- Discount for food labels

A discount of US\$0.10 per label will apply when the labels do not meet the regulations of NORDOM53.

6- Seizing charges

In case products do not meet the sanitary inspections performed by the Dominican authorities, and goods seizing occurs, all charges will be the account of supplier plus the value of the goods including costs.

This applies also in the case that phitosanitary and/or zoosanitary certificates do not indicates the real origin of goods, or the goods origin is not allowed by the sanitary authorities, causing product seizing.

7- Discount for customs fine due to wrong declaration

For the correct application of the international trade agreements such as DR-CAFTA, EPA, CARICOM and TLC, it is necessary that the product has its corresponding Certificate of Origin. In case Dominican Customs find discrepancies between real origin of goods and Certificate of Origin provided by supplier, all fines that may apply will be for the account of supplier.

8- Discount for expiration date for foodstuff and perishables.

In the case of receipt of an article with less than the required days before expiration a claim will be submitted for the value of the article including freight, expenses and import duties paid. Grupo Ramos is entitled to dispose the goods.

The days remaining before expiration of the article will be counted starting on:

- the date of delivery at the consolidation warehouse, or
- the date of shipment if it is a direct shipment.

Claims will be automatically in the form of a Credit Note in the account of the supplier and will be sent to supplier for validation.

Valid period of time for claims:

Claims will be effected within a period of time of 120 days from Bill of Lading date.

In case of any disagreement with any claim effected by Grupo Ramos according with these policies, you must contact the Purchasing Manager that placed the order with you and discuss any possible agreement with him/her. If an agreement is reached it must be informed to the Import Department for proper action.

For any doubts or additional information please contact our Import Department,

- Belkys Soto: Import Manager Groceries
 - o E-mail: s.medina@gruporamos.com
 - o Tel. 809-472-4444 ext. 2304
- Carmen Torron: Import Manager Textile and Bazaar
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 - o Tel. 809-472-4444 ext. 6629
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 - o E-mail: y.pinilla@gruporamos.com
 - o Tel. 809-472-4444 ext. 2320



SHIPPING INSTRUCTIONS

SHIPPER: _____ PURCHASE ORDER NO: _____

PORT OF SHIMENT: _____ PORT OF DESTINY: _____

CONTAINERS: _____ 40HQ
_____ 40' _____ 40'RF
_____ 20' _____ 20'RF

CONSIGNEE: _____

NOTIFY: _____

SHIPPING LINE: _____

DOCUMENTS REQUIRED (original and copy):

- Commercial Invoice
- Packing List
- Bill of Lading

Upon requirement:

- ___ Fitosanitary Certificate
- ___ Certificate of Origin
- ___ EUR-1 Form

Documents to be mail via courier to:

GRUPO RAMOS, S.A.
Ave. Winston Churchill esq. C/Angel Severo Cabral
Edif. Multicentro Churchill - 6to. Piso
Santo Domingo, Rep. Dominicana
Tel. 809-472-4444 ext. 2304

**ATTENTION: IMPORTERS, MERCHANDISERS, RETAILERS AND GENERAL PUBLIC
TO COMPLIANCE WITH THE RESOLUTION BY NOVEMBER 18th 2007 ALL PRECONTAINED FOODS LABELING MUST
FULLFILL WITH THE REQUIREMENTS ESTABLISHED IN THE STANDARD NORDOM 53.**

ATTACHME **PLEASE REFER TO THE FOLLOWING DOCUMENT FOR MORE INFORMATION**
NT NO. 2 **GENERAL GUIDE**

NORDOM 53 (2nd. Rev. 1998): PREPACKED FOODS LABELING


Note: This guide is for training purposes only, it is not intend to substitute under any circumstances the Mandatory (Technical Rule): *NORDOM 53 (2da. Rev. 1998): Rotulado de Alimentos Preenvasados*. We recommend to get this full text of the standard. Please go to the Dirección General de Normas y Sistemas de Calidad (DIGENOR) offices in Santo Domingo, Dominican Republic. Write to dg@digenor@gmail.com, to order a copy.

General Principles:

- Ⓡ The description for the pre-contained foods should not be: false, wrong or confusing.

Pre-Packed Foods Label Content:

- Ⓡ Please refer to the illustration:

<div style="font-size: 2em; font-weight: bold; margin-bottom: 10px;">MARCA</div> <p style="text-align: center; font-size: 0.8em;">NOMBRE DEL ALIMENTO _____</p> <hr style="border: 2px solid red;"/> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%; border: 1px solid black; padding: 5px; font-size: 0.7em;"> <p>INFORMACION NUTRICIONAL <small>TAMAÑO DE ALIMENTO DE 100g</small></p> <p>CANTIDAD POR RACIÓN _____</p> <p>Calorías _____</p> <p style="text-align: center;"><small>% VALOR DIARIO</small></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">TOTAL DE GRASAS _____</td> <td style="width: 20%;">g</td> <td style="width: 20%;">0</td> </tr> <tr> <td>SODIO _____</td> <td>mg</td> <td>0</td> </tr> <tr> <td>CARBOHIDRATO _____</td> <td>g</td> <td>0</td> </tr> <tr> <td>PROTEÍNAS _____</td> <td>g</td> <td>0</td> </tr> </table> <p><small>*PORCIENTO DE VALOR DIARIO EN BASE DE UNA DIETA DE 2,000 CALORÍAS</small></p> </div> <div style="width: 45%; border: 1px solid black; padding: 5px; font-size: 0.7em;"> <p style="text-align: center;">INGREDIENTES</p> <p style="text-align: center;">AGUA, SAL, HARINA, ACEITE</p> </div> </div> <div style="text-align: center; margin: 10px 0;">  <p style="font-size: 0.8em;">REG. SAN. 0096 - REG. IND. 6633</p> </div> <p style="text-align: center; font-size: 0.7em;">INSTRUCCIONES DE USO REFRIGERESE DESPUES DE ABIERTO _____</p> <p style="text-align: center; font-size: 1.2em; font-weight: bold;">CONSUMIR PREFERIBLEMENTE ANTES DE : DD/MM/AA _____</p> <p style="text-align: center; font-size: 0.7em;">INDUSTRIAS XXX CALLE SUR No. 20 _____</p> <p style="text-align: center; font-size: 0.7em;">CONTENIDO NETO 80Z _____ ELABORADO EN XXX _____</p>	TOTAL DE GRASAS _____	g	0	SODIO _____	mg	0	CARBOHIDRATO _____	g	0	PROTEÍNAS _____	g	0	<p style="text-align: center;">FOOD NAME</p> <hr/> <p style="text-align: center;">INGREDIENTS LIST</p> <hr/> <p style="text-align: center;">NUTRITIONAL FACTS (NO MANDATORY FOR THIS REVISION)</p> <hr/> <p style="text-align: center;">LOT IDENTIFICATION (EXAMPLE: BAR CODE TYPE)</p> <hr/> <p style="text-align: center;">INDUSTRIAL AND SANITARY REGISTER OR ITS SIMILAR</p> <hr/> <p style="text-align: center;">USE AND CONSERVATION INSTRUCTIONS</p> <hr/> <p style="text-align: center;">MINIMUM CONSERVATION DATE</p> <hr/> <p style="text-align: center;">NAME AND ADDRESS OF MANUFACTURER, DISTRIBUTOR IMPORTER</p> <hr/> <p style="text-align: center;">NET CONTENT (WEIGHT OR VOLUME)</p> <hr/> <p style="text-align: center;">COUNTRY OF ORIGIN</p>
TOTAL DE GRASAS _____	g	0											
SODIO _____	mg	0											
CARBOHIDRATO _____	g	0											
PROTEÍNAS _____	g	0											

THIS IS AN EXAMPLE OF THE MANDATORY INFORMATION,
OTHER REQUIREMENTS APPLY FOR IRRADIATED FOOD



**ATTENTION: IMPORTERS, MERCHANDISERS, RETAILERS AND GENERAL PUBLIC
TO COMPLIANCE WITH THE RESOLUTION BY NOVEMBER 18th 2007 ALL PRECONTAINED FOODS LABELING MUST
FULLFILL WITH THE REQUIREMENTS ESTABLISHED IN THE STANDARD NORDOM 53.
PLEASE REFER TO THE FOLLOWING DOCUMENT FOR MORE INFORMATION**

How to present the Information:

- ® The label information must be in SPANISH, as this is the official language of Dominican Republic.
 - If the original label came in other language than Spanish, it is permitted to use a complementary label that contained all the mandatory information required by the standard. In addition the original information must remained intact.
 - Trade and registered marks should maintain its original language.
- ® Required data must appear on the label, in compliance with the following characteristics:
 - Clear
 - Visible
 - Unerasable
 - Easy-to-read
- ® If the container is covered by other material. This material must have imprint all the information required by the standard. Otherwise must be possible to read through it clearly.
- ® Both the name and net weight as well, must appear in a prominent place on the label.