

## How To Become A New Centra Foods Customer

Hi everyone! I'm Hannah, I work with Centra Foods, and I wanted to chat with you guys today about the process of getting set up with your first order.

First things you're going to want to do off the bat (you probably already know this): you're going to want to choose the oils you're looking for, get pricing on those oils and choose the packaging that you'd like. Just keep in mind, choose packaging that's going to work efficiently into your production line and that's going to save you money.

The next step after that, if you decide *'Yup! I want to move forward, I want to start placing orders with you and have you be our olive oil supplier or our edible oil supplier'*, then you're going to start by filling out our [New Customer Profile](#). This is a form that allows you to get set up in our systems, have all of your accurate information on hand and it also actually functions as a credit application if you'd like to be extended credit as well. So fill out this form; you can find it on our website on the contact us pages, on the FAQ page or your account manager can send it over to you. You're going to fill that out and send it in. Keep in mind, normally extending credit does take about 2-3 weeks so give yourself a little bit of leeway time before your first order.

Once you do receive word back from the accounting department that you've been set up with credit (and here's the terms that you've been extended) you're going to actually place your first order. Those can be phoned in, they can be faxed in or they can be emailed in. Our order's email is [orders@centrafoods.com](mailto:orders@centrafoods.com) and you're going to cc your account manager because they stay on top of everything for you the whole time.

After that, your order will actually enter into production once it's received, and you're going to get a confirmation that says simply, *'Yes, we received your order!'* A few days after that you're

also going to receive a delivered confirmation from our Order Production Department that will include the freight quote that they received back (they go out and get lots of different freight quotes and they'll include the one that was the best cost) and it will also have the estimated ship date.

So normally that takes a few days to get back [after you place your order]. You'll see on there the estimated ship date, and once that order actually ships out you're going to receive a third confirmation. It will have a notice that your order shipped, it will have tracking information and it will have your Certificate of Analysis. So everything right in line, you can follow your order as it travels to you.

If you have any questions about this process feel free to let me know. But that is the process that it takes to just get set up and start working with Centra Foods as a whole. Thanks so much, have a great day!