



Souto Foods Delivery Instructions for Drivers

Souto Foods, 2025 Apogee Way, Lawrenceville, GA 30044

Appointments for delivery should be made at least 24 hours in advance. We ask that you check each order and have your carrier email inbound@soutofoods.com to schedule an appointment for all orders shipping on the same truck.

Receiving Hours

DAY	TIME
Monday-Friday	6 a.m. to 2 p.m.

Appointments

Appointments are made via email at inbound@soutofoods.com. We require our PO # to be included in the email. Include the date and preferred time for delivery. We will respond with our closest open time and adjust to meet all schedules as closely as possible.

LTL loads also require the pallet count.

Drivers

- Drivers will check in at the Receiving Office (the blue door next to the flatdock) with BOL.
- The door will be assigned at the Receiving Office.
- All freight must be tendered in a sorted and segregated manner.





Souto Foods Delivery Instructions: Products & Pallets

Product

- PO # must show on all copies of the bills of lading & invoices.
- Case labels must have the product description, case UPC#, pack/size.
- Shipping labels are to be placed facing out, and each pallet must be shrink-wrapped or banded to ensure that product is received intact. To prevent and/or reduce damage during the normal shipping, storage and handling process, product on a pallet is not to hang over the edge.

Pallet Configuration & Standards

A.)	Size:	40" wide x 48" long
	Type:	All product must be shipped on CHEP, PECO, or GMA Grade "A" (40x48 4-way entry hardwood pallets)
	Material:	Group III and/or Group IV hardwood
	Grade:	Grade "A" quality, 4-way, flush, non-reversible pallet

- Seven boards on top, five boards on bottom and three stringers
- No double stringers or patched boards
- Should not contain broken or missing stringers or boards
- Nails should not protrude from any pallet surface

B.) Pallets that do not meet GMA Grade "A" standards are subject to penalty and/or rejection. Specific penalties will be managed on an individual basis, dependent on compliance with these pallet quality standards.

C.) Non-acceptable pallets received into our Distribution Centers must be re-stacked on good pallets prior to completion of delivery. A charge of \$25 per bad pallet will be deducted from the Purchase Order invoice at time of payment.

D.) Souto Foods does not exchange pallets.

