

PRODUCE ALLIANCE

WWW.PRODUCEALLIANCE.COM

IT & Technical Solutions Team

Pricing &
Procurement Team



Culinary Team

Food Safety
Team



PRODUCE
ALLIANCE



Executive Sales
Team

Customer Services
Support Team



Marketing Team

Implementation Team

Food Safety & Quality Assurance

- Our Grower Partners, Suppliers and Distributors meet specific food safety guidelines and are compliant with the Food Safety Modernization Act, FSMA.
- Your Online Document Portal contains access to Supplier Audits, Distributor Audits, COI, Claims, Recall Monitor, FSMA Compliance Documentation
- Historical Recall and Food Safety documentation available inside your PA Client Dashboard

Service & Support Infrastructure

- Safety net of PA Approved Suppliers/ Consolidators
- Added Deliveries/Urgent Replacements
- Cloud Based Portal for Submission
- Centralized Billing Post Recovery

Customer Support

This added layer of support includes but is not limited to the following:

- Centralized email specific to your brand
- After hour & weekend support
- Resolution of quality assurance claims
 - Redeliveries, credits, etc.
- ETA requests
- Ordering questions/issues
- Order guide questions/issues
- Invoice questions/issues
- Full support for LTO rollouts
- Growth & Expansion: Dedicated Implementation Team that allows for speed of growth across market(s)

Digital IT Solutions

- **Custom cloud-based management portal**
- **Interactive reporting tiles**
(customized to meet customer needs):
 - Compliance Report
 - Food Safety/QA
 - Insights & Analytics Supporting Financial Data
 - Market Trends (Reports & Alerts)
 - Spec Manual
 - Storage & Handling Guides
- **Produce Alliance Ordering App**
- **QA Claim Submission Platform & Interactive Support Request tile**
- **Customizable reporting for corporate**