

## Vendor Guide

### **Mission Statement**

At San Manuel, our Mission and Vision set the foundation for everything we do. They create our results-driven performance; promote character, continuous improvement, and values of integrity. They drive us to conduct business with transparency, respect, and an appropriate sense of responsibility to each other, our business partners, and the community. We demand this of ourselves, and we intentionally choose to do business with vendors who share these values and sense of responsibility.

### **Vendor Expectations**

In order to successfully do business with San Manuel, vendors should adhere to the following guidelines when working through each stage of the Procurement cycle:

### **Procurement**

- Ensure Procurement involvement in all transactions for goods and services
- Understand that Procurement Services is the sole agency authorized to negotiate and make commitments against San Manuel accounts for the procurement of goods and services
- Submit fair and reasonable pricing through bids and RFPs
- Ensure that a contract or purchase order is obtained prior to commencing work and/or delivering product
- Preferred shipping method is FOB Destination
- Ensure proper insurance throughout obligations including general liability, automobile liability, and worker's compensation coverage - submit and maintain proper COI, if required
- Maintain current 2018 W9 on file
- Review standard terms and conditions at [SanManuel.com/Purchase](http://SanManuel.com/Purchase) TCs
- Request California tax exemption certificate as needed
- If required, obtain and uphold Vendor Gaming License

### **Related party Acknowledgement**

You are required to create transparency by notifying [sanmanuelprocurement@sanmanuel.com](mailto:sanmanuelprocurement@sanmanuel.com) if you or your company could be considered a "related party" to:

- A director, executive officer or Tribal Member of the San Manuel Band of Mission Indians or its Subsidiaries

#### *Related parties include:*

- Any immediate family member of any of the foregoing persons, which means any child, stepchild, parent, step-parent, spouse, sibling, mother-in-law, father-in-law, son-in-law, daughter-in-law, brother-in-law, or sister-in-law, or any person (other than a tenant or employee) sharing the household of such; and
- Any firm, corporation, or other entity in which any of the foregoing persons is employed or is a partner or principal or in a similar position or in which such a person has a 5% or greater beneficial ownership interest

### **Logistics/Receiving**

- List the Purchase Order (PO) number on all packing slips
- Work/provide deliverables to the highest standard
- Deliveries:
  - Perishables and Liquor directly to the Casino (or Bear Springs Hotel) dock  
Hours of Operation: Monday-Saturday from 5:00am-3:00pm
  - Non-perishables to the Service Center dock at 101 Pure Water Lane, Highland, CA  
Hours of Operation: Monday-Friday from 7:00am-4:00pm

### **Accounts Payable**

- Submit ALL invoices directly to accounts payable (AP) for processing/issue of payment
- Include the purchase order number for A/P to process (or your invoice may be rejected)
- Provide invoices with appropriate supporting documents in a timely basis
- Understand tax exceptions and mitigation
- Preferred payment method is ACH
- Preferred payment terms are Net45

### **Through all Interactions**

- Maintain ethical, fair and lawful conduct
- Avoid potential and perceived conflict of interest
- Communicate effectively in a timely manner, ensuring appropriate personnel are informed/involved
- Provide accurate/complete information
- Promptly address and resolve disputes
- Maintain and uphold confidential information

*Each of the above areas within San Manuel has responsibility to our internal departments and, most importantly, to the Tribe to ensure the goods and services are always of the utmost quality, pricing is fair/reasonable and we are able to maintain high standards for both our guest and the Tribal Community.*

*It is those vendors who share the same passion and adhere to the listed guidelines that we desire to do business with now and for the years to come.*

### **Contact Information**

#### **Procurement Services**

Email: [purchasingdivision@sanmanuel-nsn.gov](mailto:purchasingdivision@sanmanuel-nsn.gov)

Phone (909) 863-5899

#### **Logistics**

Email: [logisticsdivision@sanmanuel-nsn.gov](mailto:logisticsdivision@sanmanuel-nsn.gov)

Phone (909) 863-5899

#### **Accounts Payable**

Email: [APIInvoices@SanManuel-nsn.gov](mailto:APIInvoices@SanManuel-nsn.gov)

Phone (909) 863-2230

#### **Correspondence**

Email: [APCorrespondence@SanManuel-nsn.gov](mailto:APCorrespondence@SanManuel-nsn.gov)

Phone (909) 863-2230