

# CVS/pharmacy®

Routing Guide

&

Supplier Compliance Instructions



Attention

Logistics & Distribution

Dear Supplier:

CVS Health is committed to providing its customers with high quality service. To achieve this, CVS continuously strives to improve the effectiveness and efficiency of its operations.

CVS' Logistics Department has implemented new routing procedures and revised its freight handling instructions. Our new and revised instructions appear in this document. The instructions cover routing, scheduling, documentation, and packaging of merchandise for shipment to CVS distribution centers and stores. For your convenience, these instructions are also posted on CVS' Supplier Website at [www.cvssuppliers.com](http://www.cvssuppliers.com).

We believe that you will find our requirements standard industry protocol. However, if you have any questions or require additional information about any of our procedures, please contact the individuals listed below for assistance. Please note e-mail is the most timely and preferred method of communication.

Routing:	Inbound Team (Preferred)	<a href="mailto:CVSOrders@CVSCaremark.com">CVSOrders@CVSCaremark.com</a>
	Christopher Kusek (401) 770-3482	<a href="mailto:christopher.kusek@cvshealth.com">christopher.kusek@cvshealth.com</a>
	Katie Blanchard (401) 770-3189	<a href="mailto:katie.blanchard@cvshealth.com">katie.blanchard@cvshealth.com</a>
Compliance:	Michael Tavares (401) 770-7879	<a href="mailto:michael.tavares@cvshealth.com">michael.tavares@cvshealth.com</a>
	Suzanne Lussier (401) 770-3084	<a href="mailto:suzanne.lussier@cvshealth.com">suzanne.lussier@cvshealth.com</a>

CVS and its suppliers will benefit from these procedures as they are designed to enhance the overall efficiency of merchandise handling, control cost, and improve customer service.

Please forward these instructions to the responsible individuals in your distribution and logistics organizations.

**New and Updated Supplier Contact & Email Addresses**

Please provide the following information. Note that an electronic response is preferred. For your convenience, our email address and street address appear below.

COMPANY NAME: \_\_\_\_\_

MAIN CONTACT NAME: \_\_\_\_\_

PHONE: \_\_\_\_\_

E-MAIL ADDRESSES: - *Please include email addresses for all recipients of updated CVS Routing Guides*

EMAIL ADDRESS \_\_\_\_\_

EMAIL ADDRESS \_\_\_\_\_

-

SIGNATURE (NAME) \_\_\_\_\_ DATE \_\_\_\_\_

Please forward your response to Suzanne Lussier - Supplier Compliance Analyst.

E-mail (preferred): [suzanne.lussier@cvshealth.com](mailto:suzanne.lussier@cvshealth.com)

Fax: 401-652-0124

## REVISION CHANGE HISTORY

REVISION #	CHANGES
48	<p><b>-Page 7, Collect Freight Routing Instructions;</b> New process effective June 13, 2014.</p> <p><b>-Page 11, Paragraph A &amp; B, Preferred Carriers;</b> Added CH Robinson Consolidation Program</p> <p><b>-Page 23, Freight Handling Deductions, Paragraph A;</b> Modified to include compliance program as a result of the new collect routing instructions.</p>
49	<p><b>Minor changes (contacts and DC hours) within the:</b></p> <p><b>-Collect Freight Section (Section II) and</b></p> <p><b>-DC Contacts (Attachment I)</b></p>
50	<b>Page 17, Paragraph D, Seasonal Case Labeling Requirements;</b> updated table
51	<p><b>-Page 22, Paragraph B, Supplier Compliance Deductions;</b> program modifications effective 7/1/2015</p> <p><b>-Page 23, Paragraph C, Request for Information;</b> updated</p> <p><b>-Page 26, Paragraph F, Supplier Disputes;</b> Revised deduction dispute process. Also removed <b>Attachment II</b></p>
52	<p><b>-Page 31, DC Contacts (Attachment I);</b> added Houston (Conroe Bulk) DC.</p> <p><b>-Page 34, DC Contacts (Attachment I);</b> eliminated Woonsocket Express Door</p>
53	<b>-Page 32, DC Contacts (Attachment I);</b> added Medley (Navarro) DC.
54	<b>-Page 22, Freight Handling Deductions;</b> Modified to include STA program modifications effective 12/1/2015.
55	<p><b>DC Contacts (Attachment I);</b> updated minimal contact information</p> <p><b>Collect Freight Routing Instructions;</b> clarified timing requirements, updated for 3/1/16 STA compliance requirements</p> <p><b>Freight Handling Deductions;</b> updated for 3/1/16 program modifications</p> <p><b>Prepaid Freight Routing Instructions;</b> updated to include no driver on dock policy</p>
56	<b>Collect Freight Routing Instructions;</b> corrected error with timing requirements for 3/1/16 STA compliance requirements
57	<p><b>Collect Freight Routing Instructions;</b> updated inbound team contact information, modifications to system entry and freight availability guidelines, added <i>Post System entry and Next Steps</i> section</p> <p><b>Prepaid Freight Routing Instructions;</b> updated general prepaid routing notes, added contact information for all preferred carriers</p> <p><b>Packaging;</b> updated <i>Seasonal Case Label Table</i></p> <p><b>Freight Handling Deductions;</b> updated <i>Supplier Compliance Table</i> to include collect terms and other administrative updates, removed cancelled compliance programs</p> <p><b>DC Contacts (Attachment I);</b> updated DC contact information</p>
58	<p><b>DC Contacts (Attachment I);</b> updated DC contact information</p> <p><b>Freight Handling Deductions;</b> updated for changes to STA compliance program related to inclusion of promo and season purchase orders</p>

## TABLE OF CONTENTS

<b>I.</b>	<b>General Instructions and Tobacco Free Notice</b> .....	6
<b>II.</b>	<b>Collect Freight Routing Instructions</b> .....	7
	Introduction.....	7
	General Routing Notes.....	7
	Routing Entry and Instructions .....	8
	Partial Truckload Shipments.....	10
	Small Package Shipments.....	11
	Air Freight Shipments.....	11
	Hawaii DSD Shipments.....	11
<b>III.</b>	<b>Prepaid Freight Routing Instructions</b> .....	12
	General Routing Notes.....	12
	Preferred Carriers.....	12
	C.H. Robinson Consolidation Program.....	13
	Approved LTL Carriers.....	13
	Small Package Shipments.....	13
	Assessorial Charges.....	13
<b>IV.</b>	<b>Deliveries</b> .....	14
	Bill of Lading & Packing List Documentation.....	14
	Delivery Location.....	15
	Scheduling.....	15
<b>V.</b>	<b>Packaging</b> .....	17
	Carton Labeling Requirements.....	17
	Item UPC Requirements.....	17
	UCC-128 Pallet Label.....	17
	Seasonal Case Labeling Requirements.....	18
	Pallet Requirements.....	19
	Ti-Hi Requirements .....	19
	Floor Loading .....	19
	Item and Case Requirements.....	19
<b>VI.</b>	<b>Backorders/Overages/Shortages/MisShipments/Damages</b> .....	22
<b>VII.</b>	<b>Freight Handling Deductions</b> .....	24
<b>VIII.</b>	<b>International Shipments</b> .....	30
<b>Attachment I</b>	<b>Distribution Center Information</b> .....	31

## I. General Instructions

1. This Guide supersedes all previous routing guides and freight handling instructions issued by CVS Health (CVS).
2. This Guide contains detailed instructions for the routing, scheduling, documentation, and packaging of merchandise for shipment to CVS distribution centers and stores.
3. The instructions apply to all purchase orders issued by CVS and are incorporated by reference into the terms and conditions of all CVS purchase orders.
4. Noncompliance with the CVS' routing and freight handling requirements will result in a chargeback of all excess expenses incurred plus an administrative fee.
5. Each supplier is responsible to forward this Guide to its Logistics Department and other affected individuals responsible for the delivery of product to CVS distribution centers.

### **IMPORTANT NOTE (TOBACCO FREE POLICY)**

CVS is dedicated to providing a healthy, comfortable, and productive work environment for Employees, Contractors, Vendors and Visitors. The use of tobacco, e-cigarettes and other methods not approved by the FDA shall not be permitted within the CVS defined locations. Please refer to Distribution Center Management for designated areas at each DC. Any individual found to be in violation of this policy shall be subject to immediate disciplinary action.



**CVSquitsforgood**

## II. Collect Freight Routing Instructions

All Collect, Backhaul and CPU Suppliers are required to be compliant with the CVS Collect Freight Routing Instructions and must contact the CVS Transportation Department for all shipments 300 lbs. and/or 10 cases or greater (or any shipment that exceeds the CVS Small Parcel guidelines as outlined in section II:D). Any invoice that is not compliant with the CVS Routing Instructions, will receive an off invoice penalty.

**All routing must run through the CVS Web Portal according to the guidelines set above. If you are not compliant, it is imperative that you sign up for training which will provide on-boarding instruction and access to the Web Portal required for routing.** To participate in the training, please contact [CVSOrders@CVSCaremark.com](mailto:CVSOrders@CVSCaremark.com).

**All collect shipments must be tendered and authorized by the CVS Transportation team. CVS reserves the right to deny payment for any unauthorized collect shipments.**

In the event you need to speak with someone in the Transportation Department regarding routing, you can reach out to the following. Please note the group email is the fastest and most preferred method of communication.

CVS Inbound Analyst	Phone	E-mail
Kristina Larson	401-770-6025	<a href="mailto:CVSOrders@CVSCaremark.com">CVSOrders@CVSCaremark.com</a>
Lauren Letellier	401-770-9198	
Jeff Flanagan	401-770-8687	

### A. General Routing Notes

1. High Value Shipments: Suppliers with single shipments exceeding the value of \$100,000 must contact the CVS Transportation Department [CVSOrders@CVSCaremark.com](mailto:CVSOrders@CVSCaremark.com) prior to submitting your request.
2. Backhaul Opportunities: Suppliers must contact the CVS Transportation Department to discuss backhaul opportunities whenever shipping to a CVS Distribution Center located within 150 miles of their shipping point. Please contact [CVSOrders@CVSCaremark.com](mailto:CVSOrders@CVSCaremark.com) when applicable.
3. Backorder Shipping Expectations: Please be advised that shippers with negotiated collect freight terms will be responsible for all freight tendering responsibility and the corresponding freight charges associated with any/all backorders. Please contact [CVSOrders@CVSCaremark.com](mailto:CVSOrders@CVSCaremark.com) with any questions regarding this expectation.
4. Product Origin Expectations: Shipments must originate from the supplier production facility or warehouse location closest to the CVS distribution center destination.

5. Multiple Purchase Order Expectations: Multiple purchase orders from the same location that would normally ship within one to three days of each other should be combined as one shipment (excluding weekends and holidays).

Time Specific Services: Suppliers must receive written authorization from a member of the CVS Logistics Department to ship using a time specific service (services included, but not limited to, Expedited Freight, Guaranteed Delivery or Time Critical. Please contact [CVSOrders@CVSCaremark.com](mailto:CVSOrders@CVSCaremark.com) for authorization.

6. Detention on Pickup: Suppliers have 48 hours to challenge a detention/accessorial charge with the carrier. If no response is received, approval of the charges is assumed and the charges will stand as notified.
7. Count Verification: For CVS managed loads, the driver is only required to count the pallets. They are **not** required to count the cases.
8. Cubic Feet Requirements:
  - a) Pallets will be considered 96 inches in height if any of the following apply:
    - Pallets, skids or cartons banded or shrink wrapped together into a single unit which are pyramided, rounded, or topped off.
    - Units which have an irregular shape on top (i.e., machines, etc.).
    - Units that are marked with instructions that no other freight is to be loaded on top.
  - b) If the shipment is palletized, the dimensions of the pallet determine the cubic dimensions
  - c) Try to keep your pallets no taller than 59 inches or build them as high as possible to maximize cubic capacity of the trailer and reduce excess freight charges.

## **B. Routing Entry and Instructions:**

1. **Shipment Size**: All shipments **300 lbs and/or 10 cases or larger** (or any shipment that exceeds the CVS Small Parcel guidelines as outlined in section II:D) must be submitted to CVS via the Web Portal.
  - a. Failure to follow these instructions for shipments 6,000 lbs or more will result in a financial penalty equal to the difference in freight charges or 30% of total invoice whichever is greater.
  - b. Failure to follow these instructions for shipments less than 6,000 lbs will result in a financial penalty equal to 30% of total invoice.
2. **System Entry Accuracy**: All shipment information entered into the CVS Web Portal must be accurate. Shipments are routed based on the information provided and additional charges due to submission of incorrect information will be charged back to the shipper in the form of an LOG (Logistics) deduction.
3. **System Entry Timing and Freight Availability**:
  - a. Notification:



- Shipping information must be submitted to CVS at least **72 hours/3 business days prior to the Available Pickup Date**. Do not include weekends, holidays or the Available Pickup Date in the calculation.

b. Available Pickup Date and Transit Matrix (Note changes effective 01/1/2017):

- Suppliers should consider transit times when determining their Available Pickup Date.
- It is the Supplier’s responsibility to determine an Available Pickup Date that will be compliant with the CVS STA Compliance Program and Transit Matrix.
- **(Current Process – Ends 12/31/2016) The Available pickup date must be at least 96 hours/4 business days prior to the Ship to Arrive (STA) Date. Do not include weekends, holidays or the STA Date in the calculation.**
- **(New Process – Effective 01/1/2017) The Available Pickup Date must be at least the minimum required business days prior to the Ship to Arrive (STA) Date according to the CVS Transit Matrix below. Do not include weekends, holidays or the STA Date in the calculation.**

<b>*Transit Matrix*</b>								
<p>Use the matrix to determine the minimum <b>business days</b> of freight availability prior to the STA date.</p> <p>For example, a shipment going from CA to RI (Zone 5 to Zone 1A) requires at least <b>7 business days</b> of availability prior to the STA date.</p>	<b>Minimum Business Days available prior to STA</b>							
	<b>ZONE</b>	<b>1A</b>	<b>1B</b>	<b>1C</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
	<b>1A</b>	3	3	4	4	5	6	7
	<b>1B</b>	3	3	3	4	4	5	6
	<b>1C</b>	4	3	3	4	4	6	7
	<b>2</b>	4	4	4	3	3	4	6
	<b>3</b>	5	4	4	3	3	4	5
	<b>4</b>	6	5	6	4	4	3	4
	<b>5</b>	7	6	7	6	5	4	3

- c. Failure to comply with the above guidelines may result in penalties associated with the STA Compliance Program (refer to section VII Freight Handling Deduction) and/or accessorial charges including administrative fees.

d. For example: A two day transit lane may look like the following:

	<b>Latest System Entry Date</b>						<b>Latest Available Pickup Date</b>						<b>PO STA Date</b>
	↓						↓						↓
Wed March 02	<b>Thurs March 03</b>	Fri March 04	Sat March 05	Sun March 06	Mon March 07	<b>Tue March 08</b>	Wed March 09	Thurs March 10	Fri March 11	Sat March 12	Sun March 13	<b>Mon March 14</b>	

**NOTE THE FOLLOWING CHANGES BEGINNING January 1, 2017**

Beginning 01/1/2017, the requirements for freight availability will change. In order to route Collect shipments efficiently and on time, the minimum Available Pickup Date prior to the STA date will need to follow the CVS Transit Matrix as referenced above in section B.3.b.

Example: A shipment from FL to RI (Zone 1C to Zone 1A) would look like the following:

	<b>Latest System Entry Date</b>						<b>Latest Available Pickup Date</b>						<b>PO STA Date</b>
	↓						↓						↓
Wed March 02	<b>Thurs March 03</b>	Fri March 04	Sat March 05	Sun March 06	Mon March 07	<b>Tue March 08</b>	Wed March 09	Thurs March 10	Fri March 11	Sat March 12	Sun March 13	<b>Mon March 14</b>	

**4. Post System Entry and Next Steps**

- a. Once routed via the CVS Web Portal, the CVS Inbound Team has up to 48 hours to assign a carrier. The carrier has an additional 24 hours to schedule their pickup appointment with the CVS DC prior to reaching out to the supplier for pickup.
  - **Please Note: Routing information will be provided approximately 5+ days in advance of the STA date. Please do not contact the CVSOrders team for routing updates until this date to allow for carrier assignment.**
- b. Upon carrier assignment, an auto-generated email from Descartes Systems will be emailed to the appropriate contacts at the shipper indicating the carrier assignment, CVS LD number, and BOL instructions.
  - Shipping instructions are sent to the vendor service representative on file. It is the supplier’s responsibility to notify [CVSOrders@CVSCaremark.com](mailto:CVSOrders@CVSCaremark.com) if there is a representative change or instructions may not be received
- c. In the event CVS manages your shipment with **ABF Freight (excludes ABF Volume quotes) or NEMF**, the Supplier **must** contact the Carrier to arrange the pickup.
  - The supplier must clearly indicate the **full** CVS LD number on the BOL. The CVS load number is ‘LD’ followed by 9 digits. (Example: LD000123456)

**C. Partial Truckload**

- 1. In the event CVS manages your shipment via volume LTL quote, our 3<sup>rd</sup> Party Logistics

Partner/Broker or LTL carrier will provide the Supplier with their BOL. The Supplier must confirm all information is correct and provide this BOL to the Driver at point of pickup. Failure to utilize the correct/accurate BOL will result in a Logistics Deduction for the additional freight charges incurred plus administration fees (Refer to section VII).

#### **D. UPS Ground Shipments (Small Package Shipments)**

In determining when to ship via UPS Ground instead of an LTL common carrier please use the following weight limit guidelines:

1. Shipments 300 pounds and under (maximum – 10 cartons), ship via UPS Ground. Each carton should not weigh more than 70 pounds and each carton should not exceed 130 inches in length and girth combined.
2. Do not add any insurance or handling charges.
3. The top of the carton(s) must show the ship to address.
4. In order to minimize the number of cartons shipped, please place smaller cartons into a larger carton when possible. The master carton must contain the Distribution Address (see Attachment I), purchase order number and box number. (e.g. 1 of 5)
5. For shipments that exceed 300 pounds and/or over 10 cases, the vendor must route through the CVS Web Portal (refer to section B).
6. Include the CVS PO number in a Reference field. Only put the 7 digit CVS PO Number, DO NOT add any qualifiers such as “PO #”, or “CVS -” etc.

**Note:** Collect Suppliers **MUST** contact The Inbound Team at [CVSOrders@CVSCaremark.com](mailto:CVSOrders@CVSCaremark.com) for the CVS UPS Ground Collect Freight Account Number prior to shipping.

#### **E. Air Freight Shipments**

Ordinarily, suppliers are not to ship any merchandise via air freight. However, should the need arise to ship merchandise via air freight, follow the instructions in Section IV, Deliveries, Paragraph A, Documentation, Part 14, Air Freight Shipments, of this document.

#### **F. Hawaii DSD Shipments**

In an effort to maximize the cost benefits associated with shipping to stores on the neighbor islands, CVS/Longs has relationships with selected consolidation vendors. As part of the program, Oahu based DSD vendors with a FOB point of Honolulu dock need to use the following selected consolidation vendors:

- Dry goods – Pacific Transfer ([www.pacifictransfer.com](http://www.pacifictransfer.com)), Contact Debbie Miguel ([dmiguel@pacifictransfer.com](mailto:dmiguel@pacifictransfer.com)) 808-836-3871 ext. 154
- Chill/frozen – CFI, Contact Ryan Owens ([mryano@CFI-Hawaii.com](mailto:mryano@CFI-Hawaii.com)) 808-833-0043

CVS/Longs will have provided these consolidators with a list of approved vendors provided by the stores you service. To be added as an approved vendor or have questions about this program, contact Tim Pelton at [timothy.pelton@cvshealth.com](mailto:timothy.pelton@cvshealth.com).

### III. Prepaid Freight Routing Instructions


#### A. General Prepaid Routing Notes

- Suppliers with prepaid freight terms are responsible for ensuring freight is transported timely, accurately and efficiently from the point of origin to the respective CVS DC. Suppliers are also responsible for ensuring their contracted carriers are following the scheduling requirements within Section IV – Deliveries.
- In order to ensure timely delivery, please work with your carrier to determine a timely pickup date that will allow the carrier to delivery your freight on or four days before the purchase order Ship-to-Arrive date. Transit time should be a major consideration when determining an appropriate pickup date and suppliers shipping less than truckload should also factor in *at least four days* for freight consolidation at the carrier’s consolidation terminal.
- CVS requires notification within 24 hours whenever a carrier cannot keep a scheduled appointment. The supplier will be assessed a financial penalty whenever their carrier fails to provide the appropriate notification. See Section VII – Freight Handling Deductions for further reference.

#### B. Preferred Carriers

- For all prepaid shipments “less than truckload” (LTL), “under-utilized truckload” (UTL) or “truckload” (TL), CVS has a Preferred Carrier Program to assist suppliers in selecting a reliable carrier. Carriers in this program have provided consistently higher levels of service and operating efficiency when moving freight into the CVS DC network.

If the shipment is given to a preferred carrier in a timely manner, suppliers will not be responsible for missed or late deliveries (NOTE - Exemption does not apply for the STA compliance program). See the Preferred Carriers below. See Section VII – Freight Handling Deductions for reference to CVS supplier compliance programs.

<b>LTL &amp; UTL (Refer to Section C)</b>	
C.H. Robinson Consolidation Program	<a href="mailto:cv@chrobinson.com">cv@chrobinson.com</a>
<b>LTL (NOTE 1)</b>	
ABF Freight	<a href="mailto:retail@freight.abf.com">retail@freight.abf.com</a>
FedEx Freight Priority & Economy	<a href="http://fedexfreight.fedex.com/locations.jsp">fedexfreight.fedex.com/locations.jsp</a>
N&D Transportation	<a href="mailto:cv@ndtransportation.com">cv@ndtransportation.com</a>
New England Motor Freight*	<a href="mailto:corpcustserv@nemf.com">corpcustserv@nemf.com</a>
<b>TL</b>	
AFN LLC	<a href="mailto:cv@afnww.com">cv@afnww.com</a>
CB Transportation ( <b>WBENC Certified</b> ) 	<a href="mailto:cvssuppliers@cbtransportation.com">cvssuppliers@cbtransportation.com</a>
CH Robinson	<a href="mailto:cvpharmacy@chrobinson.com">cvpharmacy@chrobinson.com</a>
J.B. Hunt	<a href="mailto:cv_team@jbhunt.com">cv_team@jbhunt.com</a>
Koch Logistics	<a href="mailto:klogcv@kochlogistics.com">klogcv@kochlogistics.com</a>
Matson	<a href="mailto:milcvgrp@matson.com">milcvgrp@matson.com</a>

\*Preferred Carrier status refers to direct shipping lanes only - click on link to view service area for NEMF <http://nemf.com/ServiceArea.html>

**Note 1:** CVS has a Drop Trailer Program with these LTL preferred carriers. CVS assumes the expenses associated with sorting and segregating for unloading the trailers in this program. These carriers are also exempt from any requirements to provide at least 48 hours notice prior to the requested delivery appointment. Any excess expense CVS incurs due to noncompliance with the routing guide by the carrier will be charged to the supplier.

### **C. C.H. Robinson Consolidation Program**

CVS and C.H. Robinson have joined resources to focus on improving efficiency and service levels within the inbound supply chain. This new inbound consolidation program focuses on LTL and UTL (under-utilized TL) shipments. The program is designed to consolidate freight through a network of strategically located consolidation centers while managing the product delivery to CVS Distribution Centers based on common STA dates.

The primary focus points of the program also include:

- Expedited receiving of product within the CVS DC network
- Improved compliance with CVS on time delivery requirements
- Full visibility of CVS goods through the transportation supply chain
- Reduced PO cycle time (Order date to DC receipt date)

Using C.H. Robinson qualifies as use of a preferred CVS transportation supplier (CVS assumes the expenses associated with sorting and segregating and supplier is not responsible for on-time delivery exceptions). For information regarding rollout timeline and additional program details, please contact the C.H. Robinson “CVS Customer Center” at [cvs@chrobinson.com](mailto:cvs@chrobinson.com) or 855-202-0006.

### **D. Approved LTL Carriers**

In addition to the Drop Trailer Program with CVS LTL preferred carriers CVS has approved various other LTL carriers to drop trailers throughout our DC network. CVS assumes the expenses associated with sorting and segregation for unloading the trailers in these programs; however any excess expenses as well noncompliance by the carrier (i.e. missed/late appointment), will be charged to the supplier. These carriers are also exempt from any requirements to provide at least 48 hours notice prior to the requested delivery appointment. Approved drop carriers may vary between DCs in the network. For information regarding our approved LTL carriers, contact Mike Tavares at [michael.tavares@cvshealth.com](mailto:michael.tavares@cvshealth.com).

### **E. Small Package Shipments**

All packages tendered to small package delivery carriers (UPS, Federal Express, etc) **must** reference CVS’ PO Number. Small parcel delivery signatures verify **CASE COUNT ONLY**.

### **F. Assessorial Charges**

**Assessorial charges are the responsibility of the supplier** and include but, are not limited to, sort and segregate, inside delivery, detention, storage fees, COD fees, pick-up attempt, lift gate, Saturday delivery, and appointment request.

CVS Distribution Centers do not allow Drivers to remain on the docks for the purpose of sort and segregation. CVS has a lumper service on site for purpose of breaking down and sorting product. As previously mentioned, CVS assumes the expenses associated with sorting and segregation for suppliers utilizing preferred LTL or approved drop LTL carriers.

## IV. Deliveries

### A. Bill of Lading & Packing List Documentation (Continued on next page)

CVS requires a legible bill of lading with each shipment and a packing list with each purchase order. The bill of lading and packing list must include the following information:

PLEASE NOTE THAT CVS DOES NOT REQUIRE THE PURCHASE ORDER SHIP TO ARRIVE DATE ON THE BILL OF LADING.

- Unless you are shipping with a guaranteed delivery date please DO NOT include an arrival date of any kind on the BOL.

DOCUMENTATION	INCLUDE ON BILL OF LADING	INCLUDE ON PACKING LIST
<b>1. SHIP FROM:</b> Complete Name of shipper and address (origin/shipping location, city, state, zip code)	X	X
<b>2. SHIP TO:</b> Refer to complete Distribution Center address as noted in Attachment I. If shipping to a Store – complete name, address and telephone number.	X	X
<b>3. DATE SHIPPED:</b>	X	X
<b>4. PURCHASE ORDER NUMBER(S):</b> Include <u>ALL</u> Purchase Order numbers	X	X
<b>5. PURCHASE ORDER INFORMATION:</b> a. Packages: Quantity & Type (e.g., Cartons) b. Handling Unit: Quantity & Type (e.g., Pallet, etc.) c. Weight <b>Applies to each PO and the entire shipment</b> <u>Note:</u> If density is required to properly describe merchandise, show accurate density.	X	
<b>6. CVS ITEM NUMBER(S):</b>		X
<b>7. ITEM INFORMATION:</b> Per item number a. Packages: Quantity & Type (Cases and Pieces) b. Case Pack c. Item Description		X
<b>8. CARRIER NAME:</b>	X	
<b>9. SHIPPING INFORMATION:</b> a. Shipment Cube b. Commodity Description [Reference: National Motor Freight Classification (NMFC) tariff] c. NMFC Commodity Class <u>Note:</u> If applicable, include the density and value of product.	X	
<b>10. FREIGHT PAYMENT TERMS:</b> Prepaid or Collect <u>ONLY</u> <u>DO NOT USE:</u> “prepaid & add” or any such verbiage	X	

DOCUMENTATION	INCLUDE ON BILL OF LADING	INCLUDE ON PACKING LIST
<p><b>11. FREIGHT BILLING INSTRUCTIONS: <u>Collect ONLY</u></b>            The following instructions are to be noted:  <u>Send Freight Bills for Payment To:</u>            Freight Payment Coordinator            Logistics Dept – Supply Chain Logistics Support Center            CVS Health            MC 5035            One CVS Drive            Woonsocket, Rhode Island 02895</p> <p><b>Note:</b> Every freight bill submitted for payment via paper invoice must have a signed copy of the delivery receipt attached as a proof of delivery.</p>	X	
<p><b>12. FREIGHT BILLING INSTRUCTIONS: <u>Prepaid ONLY</u></b>            The following instructions are to be noted:  <b>“SHIPPER RESPONSIBLE FOR ALL ASSESSORIAL FEES.”</b></p>	X	
<p><b>13. SPECIAL DELIVERY INSTRUCTIONS:</b> Indicate any delivery instructions received including the name of the authorizing individual</p>	X	
<p><b>14. AIR FREIGHT INSTRUCTIONS: <u>Collect ONLY</u></b>            When the supplier is verbally requested to ship via air freight using collect freight terms, the supplier must record the CVS person authorizing air freight, department and the purchase order number.</p>	X	
<p><b>15. EXCLUSIVE USE/RUSH/EXPEDITED SERVICE: <u>Collect ONLY</u></b>            When an “exclusive use”, “expedited service”, or “rush” shipment is requested, the supplier must obtain and record the CVS individual name, department and the purchase order number.</p>	X	

**B. Delivery Location**

All shipments must be delivered to the location specified on the purchase order unless otherwise instructed by the Receiving Department or an authorized written exception. See Attachment I for current CVS Distribution Center locations, addresses, and hours of operation.

**C. Scheduling**

**1. Appointment Requirements:**

- a. CVS Distribution Centers have different hours of operation for receiving product. The carrier/supplier must schedule deliveries within the hours of operation of the CVS Distribution Center specified on the purchase order. CVS Distribution Center current

hours of operation appear in Attachment I of this document.

- b. Some distribution centers require a delivery appointment for every shipment while other distribution centers may allow non-appointed deliveries through the express door. Express Door deliveries will be received on a first come first serve basis. See Attachment I, Distribution Center Information, for distribution center appointment requirements.
- c. Appointments will not be issued without a valid purchase order.
- d. Appointment requests should be made based on the purchase order “Ship To Arrive” date (STA). Appointment requests must adhere to STA compliance guidelines otherwise may be subject to deductions. Refer to Section VII – Freight Handling Deductions for details (PO STA Date Program).
- e. Appointment requests must be submitted via the CVS eAppointment scheduling system or via fax utilizing the standard CVS forms (see below for access information).
- f. Separate delivery appointments must be made for each truckload subject to these requirements.
- g. Appointment requests must include all purchase orders being delivered on the truck. The Distribution Center has the discretion to refuse the entire truck and/or purchase orders not listed on the appointment request. Additionally, when adding purchase orders to an existing appointment, the appointment request must be resubmitted and approved prior to the appointment date.
- h. CVS will not be responsible for any costs incurred by the carrier or the supplier resulting from these requirements
- i. Drivers may request a Check-In/Check-Out confirmation form from the Receiving Clerk.

## **2. Appointment Requests:**

- a. CVS utilizes a web based scheduling tool to appoint all inbound deliveries. If you do not have an access account please contact Tammy Beauparlant at [Tammy.Beauparlant@cvshealth.com](mailto:Tammy.Beauparlant@cvshealth.com) to obtain a setup form.
- b. Until your access account is completed please utilize the appointment request forms. If you do not have these forms please contact Tammy Beauparlant at [Tammy.Beauparlant@cvshealth.com](mailto:Tammy.Beauparlant@cvshealth.com).

All appointment requests will be addressed within 24 hours of the request. If you do not receive a confirmation within **24 hours contact the DC directly; DO NOT SEND A DUPLICATE REQUEST.**

Any missed appointments should be rescheduled using the same appointment in the web based scheduling tool. **DO NOT SUBMIT A NEW REQUEST.** Contact the DC if utilizing the fax appointment request form.

## **3. Pharmacy (Rx) Appointments – Additional Requirements:**

- a. All Rx deliveries are considered LIVE unloads
- b. This is a separate Rx address at each Distribution Center with Rx. As a result, an appointment needs to be made for all Rx loads. If one trailer has both Rx and Front Store on it, two appointments are required. (Refer to the DC addresses and hours at Attachment I)



## V. Packaging

### A. Carton Labeling Requirements

Minimum Carton Markings:

1. Supplier Name
2. Purchase Order Number
  - In lieu of marking each carton with a PO number you may provide the PO number on a pallet label.
  - Pallet labels **DO NOT REPLACE CARTON LABELS.**
  - If the PO number is not provided on the individual cartons each pallet must contain a pallet label with the CVS PO #
  - If the pallet contains cases from multiple purchase orders:
    - The cases must be bundled together to clearly separate the purchase orders.
    - A PO number must be provided on each bundle.
    - The entire pallet should then be shrink wrapped and each pallet must contain a minimum of one pallet label stating “PALLET CONTAINS MULTIPLE POs” and each PO number must be listed.
    - The pallet labels must be secured **INSIDE** the shrink wrap
3. CVS Item Number
4. Product Description
5. Case Pack
6. Weight
7. Case UPC (refer to section B. for ITEM UPC requirements)
  - Displayed as ITF-14 barcode
  - Private Label merchandise; in lieu of the Case UPC, the Item UPC (Section B) must appear on the outside of each carton displayed as is on the selling unit.
8. Seasonal Case Labeling, as appropriate
  - See Seasonal Case Labeling Table on next page
9. Expiration Date - as applicable
  - Expiration Dates must be in a readable date format (ie. MM/DD/YYYY)
10. Size and placement of label is not mandated.

*Questions about Carton Labeling Requirements should be forwarded to:*

- Sue Lussier [401] 770-3084 [[suzanne.lussier@cvshealth.com](mailto:suzanne.lussier@cvshealth.com)]
- Mike Tavares [401] 770-7879 [[michael.tavares@cvshealth.com](mailto:michael.tavares@cvshealth.com)]

### B. Item UPC (Universal Product Code) Requirements

The item UPC must be indicated on the selling unit and reflect the selling unit established by CVS for use with its Point of Sale (POS) scanners.

### C. UCC-128 Pallet Label

1. Required for CVS On-boarded UCC-128/ASN Suppliers only

2. Contact Mike Grenon ([michael.grenon@cvshealth.com](mailto:michael.grenon@cvshealth.com)) for separate specifications.

## D. Seasonal Case Labeling Requirements

**In addition to the product label;** cartons containing seasonal merchandise must contain 4 Seasonal Case Labels. See color and lettering requirements in Seasonal Case Labeling Table.

1. Each label must be the appropriate color with the designated seasonal lettering and store set up dates
2. Labels must be placed on all four sides of carton

**SEASONAL CASE LABELING TABLE**

SEASON (EVENT)	LETTERING for ODD numbered years	LETTERING for EVEN numbered years	Store Set Up Date	LABEL COLOR - PMS #
Valentine	VA	VA	1/2/2017	Pink - PMS #232
Jan PGM	GP	GJ	12/26/16 1/2/17	No Fill
Early Easter Instant Consumables	EA	EA	1/22/2017	Pink - PMS #232
Spring / Lawn & Garden	SP	LG	2/15/2017	Yellow - PMS Process Yellow
Easter	EA	EA	2/15/2017	Yellow - PMS Process Yellow
Summer	SM	SU	2/15/17 3/5/17 4/17/17	Blue - PMS #2935
Back to School	BS	BT	7/10/16 8/7/16	Orange -PMS #021
Fall Décor / Thanksgiving	TK	FD	9/11/2016	Brown - PMS #463
Halloween	HA	HW	9/11/2016	Black - PMS Process Black
Fall and Winter	FL	FW	9/18/16 10/9/16 12/4/16	No Fill
Christmas Toys, Plush, Books & Accessories	XM	XC	9/18/16 11/1/16	Green - PMS #7482
PGM	GX	GC	9/18/16 11/1/16	Red - PMS #198
Christmas - Trim a Tree, Animation, Trees, Boxed Cards	XM	XC	11/1/2016	Red - PMS #199
Christmas - Home Décor, Candles, Hanukkah	XM	XC	11/1/2016	Red - PMS #199
Christmas - Lights, Outdoor Lighting, Wiring	XM	XC	11/1/2016	Red - PMS #199
Christmas - Cosmetics, Bath, Skin, Fragrance, Beauty Accessories	XM	XC	11/1/2016	Red - PMS #199
Christmas - Gifts, Apparel, Soft Goods, Pet	XM	XC	11/1/2016	Red - PMS #199
Christmas - Electronics, Appliances, Audio-Visual, Batteries, Christmas Candy, Cookies, Snacks	XM	XC	11/1/2016	Red - PMS #199
Christmas - Wrap, Boxes, Bows, Ribbon, Bags	XM	XC	11/13/2016	Red - PMS #199

Confirmed – Aug 2016

The PMS # (Pantone Matching System) refers to the unique color that CVS requires for the label.  
\*\*CVS does not provide case labels. Label sizes are not mandated.

*Questions about Seasonal Case Labeling Requirements should be forwarded to:*

- Sue Lussier [401] 770-3084 [[suzanne.lussier@cvshealth.com](mailto:suzanne.lussier@cvshealth.com)]
- Mike Tavares [401] 770-7879 [[michael.tavares@cvshealth.com](mailto:michael.tavares@cvshealth.com)]

#### **E. Pallet Requirements** (See Ennis DC & Vero Beach DC Pallet Requirements below)

1. Suppliers must use 48" X 40" four-way hardwood pallets.
2. The pallet slats/boards must be 5/8" thick.
3. No pallets with broken boards will be accepted.
4. Extra cases on top layer must be secured with shrink wrap (do not place loose cases on top of pallets).
5. Pallet overhang is not accepted. If merchandise is oversized you must call the individual distribution centers for direction. See Attachment I for Distribution Center Information.
6. Pallets must be secured with shrink wrap or tape. Wrapping/tape is to be secured to both the cases and pallet.
7. Corner posts are required on product not shipped in corrugated cartons.
8. The merchandise must be sorted by stock keeping unit (SKU), style and color.
9. If a pallet has multiple SKUs, each SKU must be grouped together on the pallet.
10. CVS does not participate in a Pallet Exchange Program.

#### **Ennis DC & Vero Beach DC Pallet Requirements:**

1. When shipping to the Ennis DC or the Vero Beach DC, suppliers are required to ship on pallets that have bottom deck boards and are in **GOOD** condition.
2. Also note that the **Ennis DC & Vero Beach DC have zero tolerance for pallet overhang.**

Failure to follow these important directives may result in the shipment being refused and a financial penalty.

*Questions about Pallet Requirements should be forwarded to:*

- Sue Lussier [401] 770-3084 [[suzanne.lussier@cvshealth.com](mailto:suzanne.lussier@cvshealth.com)]
- Mike Tavares [401] 770-7879 [[michael.tavares@cvshealth.com](mailto:michael.tavares@cvshealth.com)]

#### **F. Ti-Hi Requirements**

Each distribution center has different Ti-Hi requirements however all DCs accept 48" pallet stacks. Please contact the respective distribution centers for Ti-Hi information. See Attachment I for Distribution Center Information.

For Collect Freight please be sure to read Cubic Feet Requirements within *Section II - Collect Freight Routing Instructions*.

#### **G. Floor Loading**

Floor loaded shipments require the prior approval of the Transportation Department. Please reach out to Chris Kusek at (401) 770-3482 or at [christopher.kusek@cvshealth.com](mailto:christopher.kusek@cvshealth.com).

#### **H. Item and Case Requirements:**

The following is a summary of CVS Health, Inc. item and case packaging criteria. A supplier's ability to supply items within these criteria will help ensure safe and successful distribution

throughout the CVS supply chain. Adherence to this information is critical to the overall success of the item(s) life cycle.

**1. Item Dimension Accuracy:**

- The Supplier is responsible for communicating Item/Case/Pallet configuration changes during the products' life at CVS. Changes should be communicated to the Supplier's inventory planner.
- Item quantities and manufacturers' case pack quantities must conform in all respects to the item quantities and case pack quantities specified on the purchase order (multiple items cannot be mixed in a single case). The supplier cannot change item quantity or case pack quantity after the purchase order has been issued. Moreover, CVS may, at its option, refuse to accept delivery if item quantities or case pack quantities do not conform with purchase order requirements.

**2. Item Criteria:**

- Items distributed in pieces/eaches or pre-approved inner packs must safely fit into a CVS tote.
- The standard size of a CVS tote is: 19"L x 13.5"W x 8.5"H
- Items distributed in pieces/eaches or pre-approved inner packs must be packaged to avoid damage/leakage for tote travel. Items presenting known challenges include: flip top lids, trigger bottles, glass/porcelain and/or excessive weight
- The supplier is responsible to ensure the items are appropriately packaged to ship in a CVS tote, to include safety seals under caps, proper torque on lids, etc
- Suppliers must be aware that CVS retail locations receive 96+% of their orders in single selling units. All exterior master case and inner packaging is removed prior to shipping to the store.

**3. Inner Pack Criteria:**

- With regards to new items and/or packaging changes on existing items, when the item is distributed in pieces/eaches; **CVS accepts no Inner Packs without prior approval from Lisa Tomasetti or Jen DiSumma (contact information is below)**
- When Inner Packs are approved the previously agreed upon style of inner must be used. The inner pack style includes those where the selling unit is readily accessible for piece picking and unit pricing.
- In **all** inner pack criteria, when the selling unit is piece/each picked, **the selling unit must be immediately accessible once the master case is cut open for order selection.** Six sided inner pack styles or styles with product surrounded in plastic, cardboard, or bound together in any way are NOT acceptable.
- For more details about Inner Pack criteria refer to the CVS Domestic Warehouse New Item Form / Quantity of Children Example tab <http://cvssuppliers.com/distribution-center-suppliers>

**4. Case Criteria:**

- Maximum Case Dimensions: 28"H x 20"W x 30"L
- Minimum Case Dimensions: 3"H x 8"W x 8"L

- Cases/Displays should be a minimum of 3 pounds and not exceed 50 pounds
- Exceptions to this criteria should be requested through Lisa Tomasetti or Jen DiSumma (contact information below)

*Questions about Item and Case Requirements should be forwarded to:*

- Lisa Tomasetti [401] 770-5595 [[alisa.tomasetti@cvshealth.com](mailto:alisa.tomasetti@cvshealth.com)]
- Jen DiSumma [401] 770-4124 [[jennifer.disumma@cvshealth.com](mailto:jennifer.disumma@cvshealth.com)]

## VI. Backorders/Overages/Shortages/MisShipments/ Damages

### A. Backorders

Suppliers are expected to ship each purchase order complete by the “Ship To Arrive” date. Failure to ship a purchase order complete may result in a financial penalty from CVS’ Supplier Compliance Program. See Section VII – Freight Handling Deductions for reference to CVS supplier compliance programs.

1. If CVS cancels a purchase order and a subsequent delivery is made against the purchase order (back order), CVS reserves the right to accept or reject the delivery.
  - If CVS accepts the backorder on product after the purchase order has been cancelled, a financial penalty may result.
  - If CVS rejects the backorder, CVS will immediately return the backorder to the supplier at the supplier’s expense.
2. When an allowance is set-up with a supplier and a backorder occurs, CVS will deduct the full allowance based on the original purchase order and the supplier will be responsible to ship the remaining product at the supplier’s expense.

### B. Overages

1. CVS has the option of accepting or rejecting delivery of overages from suppliers.
2. If CVS rejects the overage at the time of delivery and the carrier will not accept or retain possession of the merchandise, CVS will treat the merchandise as follows:
  - CVS will notify the supplier of such overages within two business days of the rejection and CVS will request written instructions regarding the disposition of such merchandise within two business days.
  - If the supplier does not provide disposition instructions to CVS within two business days, CVS reserves the right to immediately return the merchandise to the supplier at the supplier’s expense.
3. CVS will not be responsible for any cost, liability or damage to merchandise in its possession that it has determined is overages regardless of the method used by CVS to store or handle the merchandise.

### C. Shortages

1. Visible shortages detected by CVS at the time of delivery will be noted on the carrier delivery receipt and will be deducted from the supplier’s invoice.
2. Concealed shortages discovered after the carrier has been released will be documented by CVS during the check-in process. CVS will notify the supplier within a reasonable time period after discovering concealed shortages. Concealed shortages will be deducted from the supplier’s invoice.

#### **D. Mis-Shipments**

1. CVS reserves the right to refuse delivery of items that CVS does not carry when detected at the time of delivery. CVS will return the merchandise to the supplier at the supplier's expense and take full credit against the supplier's invoice for mis-shipped items.
2. If the carrier will not accept or retain possession of the merchandise, CVS will treat the merchandise as follows:
  - CVS will notify the supplier of the mis-shipment within two business days of the rejection and request that written disposition instructions be provided within two business days.
  - If the supplier does not provide written disposition instructions within two business days, CVS will return the merchandise to the supplier at the supplier's expense or dispose of the merchandise in any manner it deems appropriate.
3. Mis-shipments detected by CVS during the detailed check-in process will be treated in the same manner stated in Paragraph D.2 above.
4. CVS will not be responsible for any cost, liability or damage to merchandise in its possession that it has determined as mis-shipped regardless of the method used by CVS to store or handle the merchandise.

#### **E. Damages**

1. Unless otherwise agreed upon, CVS will refuse to accept delivery of damaged or defective merchandise discovered by CVS at the time of delivery.
2. Damaged or defective goods detected by CVS during its detailed check-in process will be documented on the carrier delivery receipt and/or the packing list. Such damages or defective merchandise will be deducted from the supplier's invoice. CVS will not be obligated to return such damaged or defective merchandise to the supplier.

## VII. Freight Handling Deductions

Logistics (LOG) and Supplier Compliance Deductions result when a Carrier or Supplier fails to comply with CVS Health's routing instructions or freight handling requirements. Be advised that financial penalties will be deducted from the supplier's invoice and appear on the remittance advice.

### A. Logistics Deductions (LOG):

COMPLIANCE ATTRIBUTE	DEFINITION	FINANCIAL PENALTIES	
		ADMINISTRATIVE FEE	ADDITIONAL FEE
Collect & Prepaid shipments	Failure to follow CVS Routing Guide instructions.	\$100	Excess Freight Charges

### B. Supplier Compliance Deductions:

COMPLIANCE ATTRIBUTE	DEFINITION	PENALTY
Monthly On-Time Compliance*	Failure to arrive within one hour of scheduled appointment or failure to cancel/reschedule more than 24 hours prior to delivery <i>(does not include weekends &amp; holidays)</i>	Monthly/variable \$275 per chargeable penalty/no max
Bill of Lading	Missing or Inaccurate Bill of Lading	\$100
Packing List	Missing or inaccurate Packing List	\$100
PO Ship-to-Arrive (STA) Date Failure** (Prepaid Freight Terms)	<ul style="list-style-type: none"> <li>- Failure to maintain a compliance level of 95% or greater (monthly)</li> <li>- Compliant POs meet the following criteria:                             <ol style="list-style-type: none"> <li>1) A requested delivery appointment on or four days before the STA date, and</li> <li>2) An appointment submit date greater than 48 hrs or 2 business days from the appointment request date</li> </ol> </li> </ul> Note: Applicable to <u>front store replenish POs (Code 01), Code 98, and New Items (Code NI)(excluding Hawaii POs)</u> Note: Compliance for Hawaii POs are against <u>seasonal and promo POs</u> .	Monthly/variable \$250 increments Max of \$3,500
PO STA Date Failure (Collect Freight Terms)	<ul style="list-style-type: none"> <li>- Failure to maintain a compliance level of 95% or greater (monthly)</li> <li>- Compliant POs meet the following criteria:                             <ol style="list-style-type: none"> <li>1) Shipping information is submitted in the CVS transportation system at least 72 hours or 3 business days prior to available pickup date, and</li> <li>2) The available pickup date must meet the minimum required business days prior to the STA date (see section G. PO STA Program for requirement).</li> </ol> </li> </ul>	

*\*Preferred carrier exemptions will apply only if the correct carrier name is noted in the CVS Web Scheduling tool.*

*\*\*Preferred and approved drop carriers are exempt from 48 appointment submit requirement. All other rules are applicable. Approved drop carriers vary by DC. See section III. Prepaid Freight Routing Instructions for more details.*

**NOTE** – STA Compliance for both Prepaid and Collect vendors will extend to all purchase orders, including promo and seasonal events, with an STA date on or after 7/2/2017.



*Questions about Freight Handling Deductions should be forwarded to:*

- Sue Lussier [401] 770-3084 [[suzanne.lussier@cvshealth.com](mailto:suzanne.lussier@cvshealth.com)]
- Mike Tavares [401] 770-7879 [[michael.tavares@cvshealth.com](mailto:michael.tavares@cvshealth.com)]

**C. UCC128/Advance Shipping Notice (ASN) Compliance Deductions (effective 7/1/14)**

- IMPORTANT** – Program is ONLY applicable for CVS On-Boarded ASN Vendors (notified via formal communication post successful on-boarding procedures and testing).
- Program requirements and deduction information is available by contacting Michael Grenon at [michael.grenon@cvshealth.com](mailto:michael.grenon@cvshealth.com).

**D. Supplier Disputes:**

- Refer to the “Logistics Deduction Dispute Requirements/Forms” document, which can be obtained from: <http://www.cvssuppliers.com/logistics>
- Disputes submitted without the required information will be automatically dismissed.

**E. Requests for Information:**

- Requests are handled in the order in which they are received
- If following up on a previous request **please note “2<sup>nd</sup> request”** in the email subject line
  - Allow a **minimum of 48hrs** after initial request
- Supporting documentation **may NOT be available for deductions posted to checks dating back more than 12months.**

**PRIOR to forwarding requests for deduction backup:**

- Refer to the information and instructions on the following pages
- Requests not containing the correct information will be dismissed

**1. DEDUCTIONS ENDING WITH “PL” or “BL”:**

- Shipping Document Compliance–packing list and/or bill of lading was missing, incomplete or incorrect
- **Examples as seen on check remittance:**
  - CHEM 17 12345 1234567 PL (packing list)
  - CHEM 17 12345 1234567 BL (bill of lading)
- The letters represent the DC location code (see below chart)
- The first set of numbers relates to the delivery week (per CVS fiscal calendar)
- The second set of numbers is the PO number

<b>DC Codes</b>	<b>Distribution Center Locations</b>	<b>DC Codes</b>	<b>Distribution Center Locations</b>
<b>BESS</b>	Bessemer, AL	<b>LUMB</b>	Lumberton, NJ
<b>CHEM</b>	Chemung (Waverly), NY	<b>NAUG</b>	Beech Island, SC (formerly N. Augusta)
<b>CONR</b>	Conroe, TX	<b>NOVI</b>	Novi, MI
<b>ENNI</b>	Ennis, TX	<b>ONTR</b>	Ontario, CA
<b>FRED</b>	Fredericksburg, VA	<b>PATT</b>	Patterson, CA
<b>HAWI</b>	Honolulu, HI	<b>PNIX</b>	Phoenix, AZ

<b>INDY</b>	Indianapolis, IN	<b>SOME</b>	Somerset, PA
<b>KNOX</b>	Knoxville, TN	<b>VERO</b>	Vero Beach, FL
<b>LHBR</b>	La Habra, CA	<b>WOON</b>	Woonsocket, RI (also includes N. Smithfield, RI)

- **Obtaining Back Up:**
  - Contact Sue Lussier [suzanne.lussier@cvshealth.com](mailto:suzanne.lussier@cvshealth.com)
- Paperwork is filed at the individual DCs. Backup is provided upon request. Requests are forwarded to the DCs on your behalf and paperwork will be faxed or emailed to you by the DC.
- Address the subject line of your email as **“request for backup PL/BL”**
- The body of the email must provide the following:
  - **The deduction invoice(s)** as it appears on the check remittance
  - **And / or the check number(s)** in which you found the deduction(s)
  - **And / or a copy of the check remittance(s)**
  - NOTE - The Distribution Centers will need the entire deduction as shown in the examples above. If you do not have visibility to this and you do not have the CVS check number contact your CVS AP rep for access to the Vendor Portal. If you do not know who your rep is call 401-770-2620 and follow the prompts to find out who handles your account.

## 2. DEDUCTION INVOICES BEGINNING WITH “ON-TIME”:

(NOTE - previously deducted as individually penalties prior to July 2015 / see MISSED / LATE – Section 2)

- Monthly Carrier On-Time Compliance – monthly accumulation of individual penalties against appointment dates/times within a given month.
- **Example as seen on check remittance:**
  - **ON-TIME JULY 2015 12345** (last 5 digits represent your CVS pay vendor #)
- **Report Details:**
  - **Chargeable Exceptions** – infraction without exemptions resulting in a penalty (shipped with non-CVS preferred carrier &/or prepaid shipment)
  - **Non-Chargeable Exceptions** – infraction that did not generate a penalty due to applicable exemptions (shipped with a CVS preferred carrier &/or collect shipment)
- A single appointment number and / or PO number can generate multiple penalties within the same month as well as across multiple months (depending on the appointment date)
- A single PO can generate penalties for both On-Time and STA compliance. These are two different programs with unrelated compliance metrics.
- **Obtaining Back Up:**
  - The On-Time Reports are distributed monthly via email. Contact Sue Lussier to be added to the monthly distribution list [suzanne.lussier@cvshealth.com](mailto:suzanne.lussier@cvshealth.com)
  - CVS Compliance Portal – backup for individual penalties are available within the CVS Compliance Portal in the form of appointment details obtained directly from the CVS Scheduling system. Contact Sue Lussier for account access [suzanne.lussier@cvshealth.com](mailto:suzanne.lussier@cvshealth.com)

## 3. DEDUCTION INVOICES BEGINNING WITH “STA”:

- Refer to Section G for complete program requirements

- **Example as seen on check remittance:**
  - STA JULY 2015 12345 (last 5 digits represent your CVS pay vendor #)
- **Report Details:**
  - **Non-Compliant PO Detail** – all Pos deemed non-compliant (did not meet program requirements).
- A single PO number can appear more than once within the same month as well as across multiple months depending on the number of appointments (with different approval #s) associated with the PO
- A single PO can generate penalties for both STA and On-Time compliance. These are two different programs with unrelated compliance metrics.
- STA Compliance for Collect Shippers; refer to Section B. Collect, Backhaul, and CPU Suppliers.
- **Obtaining Back Up:**
  - The STA Reports are distributed monthly via email. Contact Sue Lussier to be added to the monthly distribution list [suzanne.lussier@cvshealth.com](mailto:suzanne.lussier@cvshealth.com)
  - CVS Compliance Portal - reviewing the appointment details obtained from the CVS Compliance Portal can be helpful in determining why a requested delivery date fell outside the 7 day compliance window. Contact Sue Lussier for account access [suzanne.lussier@cvshealth.com](mailto:suzanne.lussier@cvshealth.com)

#### 4. DEDUCTION INVOICES BEGINNING WITH “LOG”:

- Logistics Compliance – associated with excessive shipping costs due to failure to follow routing instructions as noted in CVS Routing Guide and Supplier Compliance Instructions (primarily collect shipments). The Guide is regularly updated so you’ll want to check the link often to download revised copies. <http://www.cvssuppliers.com/logistics>
- **Example as seen on check remittance:**
  - LOG 12345 (numbers are automatically generated during processing)
- **Obtaining Back Up:**
  - Available upon request; contact Sue Lussier [suzanne.lussier@cvshealth.com](mailto:suzanne.lussier@cvshealth.com)
    - Address the subject line of your email as “**request for backup LOG**”
    - The body of the email must provide the following:
      - **The deduction invoice(s)** as it appears on the check remittance
      - **And / or the check number(s)** in which you found the deduction(s)
      - **And / or a copy of the check remittance(s)**
        - **NOTE** - If you do not have visibility to the entire deduction invoice as shown in the example above and you do not have the CVS check number contact your CVS AP rep for access to the Vendor Portal. If you do not know who your rep is call 401-770-2620 and follow the prompts to find out who handles your account.

#### 5. DEDUCTION INVOICES INCLUDING “ASN”:

- Compliance associated with our ASN/UCC128 Program (on boarded suppliers only)
- **Obtaining Back Up:** Available upon request; contact Mike Grenon [michael.grenon@cvshealth.com](mailto:michael.grenon@cvshealth.com)

#### F. Appointment Times:

- Appointment date and times utilized to calculate supplier compliance deductions are systemically generated within the CVS web based scheduling tool. This appointment data is

considered complete and final. Date and times include, but not limited to:

- i. Status Code (submitted, approved, refused/canceled)
- ii. Transaction Date/Time
- iii. Requested Time
- iv. Appointment Time
- v. Check-In and Check-Out Times

## **G. PO Ship to Arrive (STA) Program:**

- **STA Program Details (Prepaid Freight Terms):**
  - a. Suppliers are required to maintain a monthly compliance level of 95% or greater.
    - i. A compliant PO must meet the following criteria:
      1. Has a Requested Delivery Appointment that falls on or four days before the STA date.
        - a. Suppliers will not be penalized for an instance in which the DC does not have capacity to accommodate a requested appointment and the appointment is approved for a later date as long as the Requested Delivery Appointment falls within the compliance window (on or four days prior to the STA date).
        - b. ***Compliance Guidelines for POs Prior to 3/1/16*** – Has a Requested Delivery Date that falls within a plus (+) or minus (-) 3 day window from the STA date.
      2. Has a minimum of a 48 hour/2 business day timeframe between the appointment submit date and request date.
        - a. Example: a request date for a delivery appoint. on 9/25 at 8:00 AM EST must have an appoint. submit date no later than 9/23 at 8:00 AM EST)
        - b. Applicable to full truck and LTL live unload shipments (excluding CH Robinson Consolidated and dropped trailers). LTL drop trailers (preferred LTL carriers and approved drop trailer carriers) are excluded due to LTL network operational processes.
        - c. Requirement is also applicable to standing appointments.
        - d. Requirement is only applicable for the first appointment request date. Reschedules are not applicable to the 48hr/2 business day requirement.
    - ii. STA compliance is applicable to Store Replenish/Turn/Code 01, New Items/NI, and Code 98 POs only. Rx, Promotional and Seasonal POs are not included in the program.

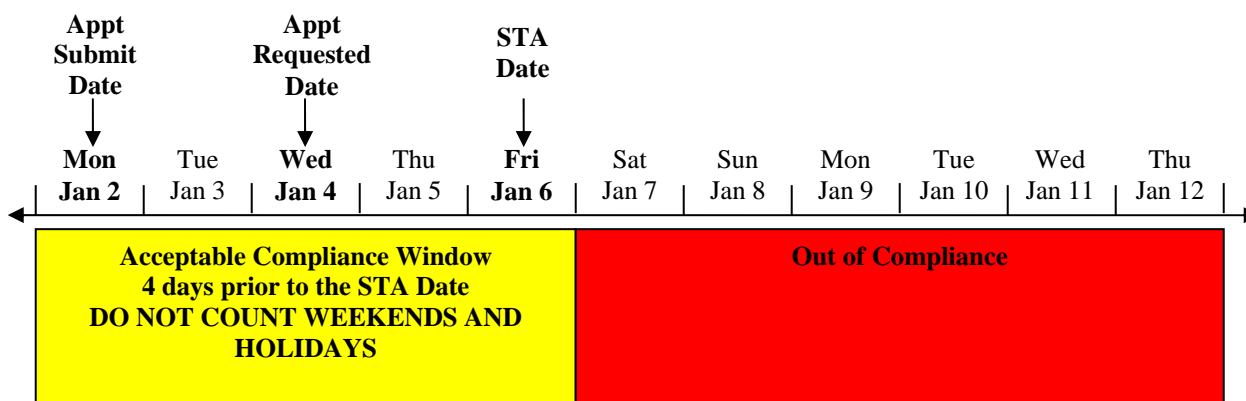
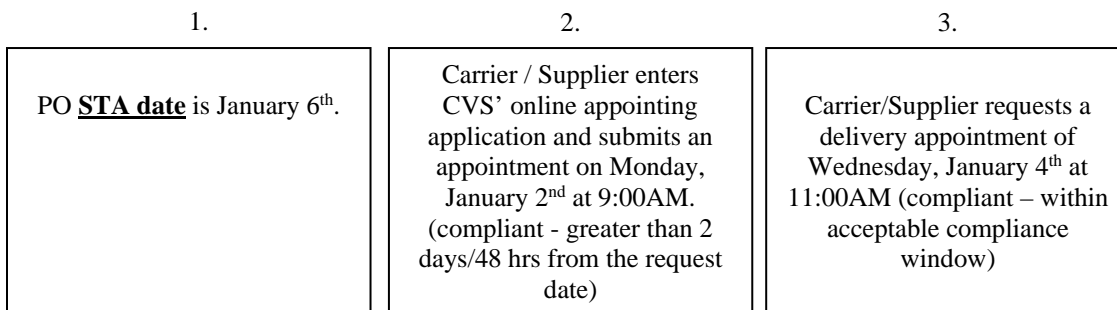
**NOTE** – STA Compliance for both Prepaid and Collect vendors will extend to all purchase orders, including promo and seasonal events, with an STA date on or after 7/2/2017.

See Section II – Collect Freight Shipping Instructions for STA Compliance details for collect freight terms

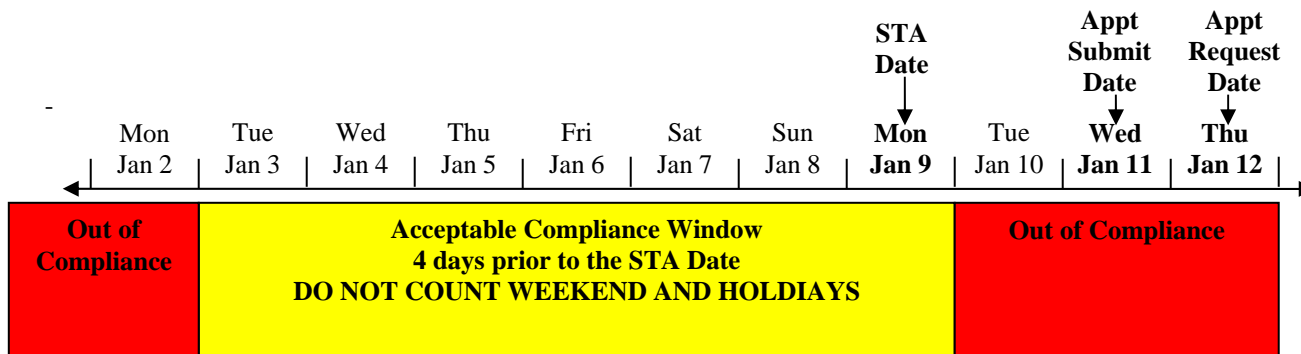
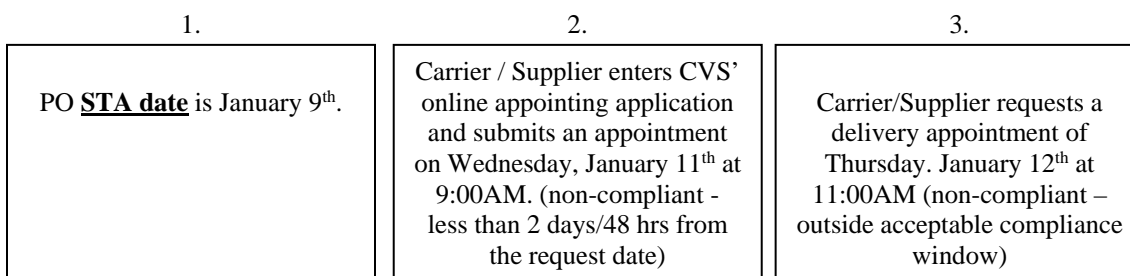
**STA Compliance Examples on following pages...**

• **STA Program Prepaid Example:**

**Compliant PO Example:**



**Non-Compliant PO Example:**



## IX. International Shipments

Contact CVS' Import Department by telephone at (401) 770-4263 or (401) 770-2556 for guidance and direction on international shipments. Please use the following link to access the Import Guide:

- <http://www.cvssuppliers.com/import-suppliers>

## Attachment I

### Distribution Center Information

**NOTE:** For applicable Distribution Codes and DEA numbers, please refer to the “Distribution Center ID Table” at [www.cvssuppliers.com](http://www.cvssuppliers.com).

### Front Store/Bulk/Store Supply Facilities:

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
<b>Beech Island, SC</b> see North Augusta, SC			
<b>Bessemer, AL</b> 2600 Morgan Road Bessemer, AL 35023  Phone - (205) 230-4300 Fax - (205) 230-4306	<b>Evonne Aaron</b> <a href="mailto:Evonne.Aaron@cvshealth.com">Evonne.Aaron@cvshealth.com</a> (205) 230-4320	8:00 am – 5:00 pm M-F Express Door: 9:00 am – 3:00 pm M-F	250 cases or more requires delivery appointment.  Express Door: less than 250 cases
<b>Chemung, NY</b> 1 CVS Drive Waverly, NY 14892  Phone - (607) 249-0100 Fax - (607) 249-0103	<b>Denise Brown</b> <a href="mailto:Denise.Brown2@cvshealth.com">Denise.Brown2@cvshealth.com</a> ext. 249-0140	7:00 am – 3:30 pm M-F (1:30 – last appointment)  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required
<b>Conroe, TX</b> Main Building & OTC 100 South Trade Center Pkwy Conroe, TX 77385  Phone - (936) 271-5825 Fax - (936) 271-5804	<b>Veronica Clark</b> <a href="mailto:Veronica.Clark@cvshealth.com">Veronica.Clark@cvshealth.com</a> Ext. 125-5101  <b>Paula Kizzie</b> <a href="mailto:Paula.Kizzie@cvshealth.com">Paula.Kizzie@cvshealth.com</a> (936) 271-5813	6:00 am - 2:30 pm M-F  Express Door: 6:30 am -1:30 pm M-F	Delivery Appt. Required for shipments of more than 100 cases.  Express Door: less than 100 cases / will be unloaded at the next available dock door.
<b>Ennis, TX</b> 700 CVS Drive Ennis, TX 75119  Phone - (214) 241-5000 Fax - (401) 652-0542	<b>Charika Russell</b> <a href="mailto:Charika.Russell@cvshealth.com">Charika.Russell@cvshealth.com</a> (214) 241-5061	6:00 am - 2:30 pm M-F 4:00 pm - 12:00 am M-F	Delivery Appointment Required
<b>Fredericksburg, VA</b> 500 Lansdowne Road Fredericksburg, VA 22408  Phone - (540) 834-5600 Fax – (540) 834-5610	<b>Marie Wilson</b> <a href="mailto:Marie.Wilson@cvshealth.com">Marie.Wilson@cvshealth.com</a> (540) 834-5635  <b>Ellen Kane</b> <a href="mailto:Ellen.Kane@cvshealth.com">Ellen.Kane@cvshealth.com</a>	6:00 am - 12:30 pm M-F	Delivery Appointment Required

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
<b>Fredericksburg, VA</b> Bulk Storage Building 501 Lansdowne Road Fredericksburg, VA 22408  Phone - (540) 834-5600 Fax - (540) 834-5610	<b>Marie Wilson</b> <a href="mailto:Marie.Wilson@cvshealth.com">Marie.Wilson@cvshealth.com</a> (540) 834-5635  <b>Ellen Kane</b> <a href="mailto:Ellen.Kane@cvshealth.com">Ellen.Kane@cvshealth.com</a>	6:00 am - 12:30 pm M-F	Delivery Appointment Required
<b>Hainesport, NJ</b> Lumberton Cosmetics 8 Berry Drive Hainesport, NJ 08036  Phone - (609) 267-6700 Fax - (609) 518-5786	<b>Deb Gilbert</b> <a href="mailto:Deborah.Gilbert@cvshealth.com">Deborah.Gilbert@cvshealth.com</a> ext 5185612  <b>Honica Honsby</b> <a href="mailto:Honica.Honsby@cvshealth.com">Honica.Honsby@cvshealth.com</a> ext 1325047	12:00 am - 4:00 pm M-F  Express Door: 8:00 am - 3:00 pm M-F	250 cases or more requires delivery appointment.  Express Door: less than 250 cases representing 10 items or less / 6 pallets or less
<b>Houston, TX</b> Conroe Bulk Building 19802 Imperial Drive 100 Houston, TX 77073	<b>Veronica Clark</b> <a href="mailto:Veronica.Clark@cvshealth.com">Veronica.Clark@cvshealth.com</a> Ext. 125-5101  <b>Linda Duhe</b> <a href="mailto:Linda.Duhe@cvsamark.com">Linda.Duhe@cvsamark.com</a> (936) 271-5844	6:00 am - 1:00 pm M-F	Delivery Appt. Required for shipments of more than 100 cases.  Express Door: less than 100 cases / will be unloaded at the next available dock door.
<b>Indianapolis, IN</b> 2800 Enterprise Street Indianapolis, IN 46219  Phone - (317) 610-4300 Fax - (317) 610-4301	<b>Sherry Washington</b> <a href="mailto:Sherry.Washington@cvshealth.com">Sherry.Washington@cvshealth.com</a> Ext 1355164  <b>Jeff Hoover</b> <a href="mailto:Jeffrey.Hoover@cvshealth.com">Jeffrey.Hoover@cvshealth.com</a> ext 6104340	<u>1<sup>st</sup> Shift</u> 6:00 am - 2:00 pm M-F  <u>2<sup>nd</sup> Shift</u> 3:00 pm - 11:00 pm M-F  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required.
<b>Indianapolis, IN</b> Mt. Comfort (Satellite DC) 6887 West 350 North Greenfield, IN 46140  Phone - (317) 353-1458 Fax - (317) 351-3019	<b>Sherry Washington</b> <a href="mailto:Sherry.Washington@cvshealth.com">Sherry.Washington@cvshealth.com</a> ext 1355164	6:00 am - 2:00 pm M-F  <u>NO EXPRESS DOOR</u>	
<b>Kapolei, HI</b> 1025 Opakapaka St. Kapolei, HI 96707  Phone - (808) 690-8722 Fax - (808) 690-8702	<b>Wil Haney</b> <a href="mailto:Wilfred.Haney@cvshealth.com">Wilfred.Haney@cvshealth.com</a>	6:00 am - 12:00 pm M-F  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required  Accepted Trailers: 24', 45', 48' and 53'
<b>Knoxville, TN</b> 10008 Parkside Drive Knoxville, TN 37922  Phone - (865) 231-9900 Fax - (865) 231-9901	<b>Pokey Mullins</b> <a href="mailto:Pokey.Mullins@cvshealth.com">Pokey.Mullins@cvshealth.com</a> (865) 231-9940  <b>Shannon Miller</b> <a href="mailto:Shannon.Miller@cvshealth.com">Shannon.Miller@cvshealth.com</a> ext 2319941	6:00 am - 2:00 pm M-F  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required



DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
<b>La Habra, CA</b> Front Store - General Merchandise (L1 Building)  777 South Harbor Blvd. La Habra, CA 90631  Phone - (714) 578-4600 Receiving Office ext 1340516 Fax - (714) 578-4691	<b>Mary Murphy</b> <a href="mailto:Mary.Murphy2@cvshealth.com">Mary.Murphy2@cvshealth.com</a>  <b>Vicki Sloat – 1st Shift Supervisor</b> <a href="mailto:Vicki.Sloat@cvshealth.com">Vicki.Sloat@cvshealth.com</a> (714) 578-4600 ext 1340513  <b>Rolando Laurel – 2nd Shift Supervisor</b> <a href="mailto:Rolando.Laurel@CVSHealth.com">Rolando.Laurel@CVSHealth.com</a> (714) 578-4600 ext 1340513	Main Dock 4:30 am – 1:00 pm M-F 6:30 pm - 2:30 am M-Th 4:00 pm – 12:30 am F  Express Door: 6:00 am – 11:00 am	Over 200 cases and/or 5 items and/or 4 pallets requires delivery appointment  Express Door: No more than 200 cases, 5 items and 4 pallets
<b>La Habra, CA</b> Full-Case Seasonal & Promotional (L3 Building)  1111 South Harbor Blvd. La Habra, CA 90631  Phone - (714) 578-4670 Receiving Office (714) 578-5406 Fax - (714) 578-4691	<b>Mary Murphy</b> <a href="mailto:Mary.Murphy2@cvshealth.com">Mary.Murphy2@cvshealth.com</a>  <b>Vicki Sloat – 1st Shift Supervisor</b> <a href="mailto:Vicki.Sloat@cvshealth.com">Vicki.Sloat@cvshealth.com</a> (714) 578-4600 ext 1340513  <b>Rolando Laurel – 2nd Shift Supervisor</b> <a href="mailto:Rolando.Laurel@CVSHealth.com">Rolando.Laurel@CVSHealth.com</a> (714) 578-4600 ext 1340513	Main Dock 4:30 am – 1:00 pm M-F 6:30 pm - 2:30 am M-Th 4:00 pm – 12:30 am F	Delivery Appointment Required  No Express Door
<b>Loudon, TN</b> 3400 Huntington Park Dr. Loudon, TN 37774  Phone - (865) 657-2212 Fax - (865) 231-9901	<b>1<sup>st</sup> contact Pokey Mullins</b> <a href="mailto:PokeyMullins@cvshealth.com">PokeyMullins@cvshealth.com</a> (865) 231-9940  <b>Doug Hill / Shane Woods</b> <a href="mailto:Douglas.Hill@cvshealth.com">Douglas.Hill@cvshealth.com</a> <a href="mailto:Donavon.Woods@cvshealth.com">Donavon.Woods@cvshealth.com</a> (865) 657-2200 ext 1280001	6:00 am - 3:30 pm M-F  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required
<b>Lumberton, NJ</b> 1 Berry Drive Lumberton, NJ 08048  Phone - (609) 267-6700 Fax - (609) 518-5779	<b>Deb Gilbert</b> <a href="mailto:Deborah.Gilbert@cvshealth.com">Deborah.Gilbert@cvshealth.com</a> ext 5185612  <b>Honica Honsby</b> <a href="mailto:Honica.Honsby@cvshealth.com">Honica.Honsby@cvshealth.com</a> ext 1325047	7:00 am - 8:30 pm M-F  Express Door: 7:00 am - 2:00 pm M-F	250 cases or more requires delivery appointment.  Express Door: less than 250 cases representing 10 items or less / 6 pallets or less
<b>Lumberton, NJ (Cosmetic Building)</b> See Hainesport, NJ			
<b>Medley, FL</b> See Orlando, FL			
<b>Murfreesboro, TN</b> Store Fixtures 606 Butler Street Murfreesboro, TN 37127  Phone - (615) 494-9226	<b>Receiving Office</b> 615-494-9226	7:00 am - 2:30 pm M-F  <u>NO EXPRESS DOOR</u>	Delivery appointment required.  Call for delivery appointment.

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
<b>North Augusta, SC</b> 111 Revco Road Beech Island, SC 29842  Phone – (888) 378-7336 Fax - (401) 652-1026	<b>Vera Robinson</b> <a href="mailto:Vera.Robinson@cvshealth.com">Vera.Robinson@cvshealth.com</a> Ext 1350034	7:00 am - 3:30 pm M-F  Express Doors: 7:00 am - 1:00 pm M-F	250 cases or more requires a delivery appointment.  Express Door: Less than 250 cases & no more than 3 pallets
<b>North Augusta, SC</b> (Lovers Lane – Satellite DC) 1413 Lovers Lane Augusta, GA 30901  Phone – (888) 378-7336 Fax - (401) 652-1026	<b>Vera Robinson</b> <a href="mailto:Vera.Robinson@cvshealth.com">Vera.Robinson@cvshealth.com</a> Ext 1350034	6:00 am – 1:00 pm M-F	Delivery Appointment Required
<b>North Smithfield, RI</b> 150 Industrial Drive North Smithfield, RI 02896  Phone - (401) 235-5000 Fax - (401) 235-5255	<b>Carl Gravel</b> <a href="mailto:Carl.Gravel@cvshealth.com">Carl.Gravel@cvshealth.com</a> (401) 235-5042  <b>Lorraine Languirand</b> <a href="mailto:Lorraine.Languirand@cvshealth.com">Lorraine.Languirand@cvshealth.com</a> (401) 235-5045	3 Shifts M-F 7:00am – 12:00pm 3:00pm – 8:00pm 1:00am – 3:00am  Express Door: 7:00 am - 2:00 pm M-F	Delivery Appointment Required
<b>Novi, MI</b> 43800 Genmar Drive Novi, MI 48375  Phone – (248) 675-2100 Fax - (248) 675-2109	<b>Laurie Beth Gruich</b> <a href="mailto:Laurie.Gruich@cvshealth.com">Laurie.Gruich@cvshealth.com</a> x1295018 <b>John Budner</b> <a href="mailto:John.Budneriii@cvshealth.com">John.Budneriii@cvshealth.com</a> (248) 675-2138 <b>Andrea DiLorenzo</b> <a href="mailto:Andrea.DiLorenzo@cvshealth.com">Andrea.DiLorenzo@cvshealth.com</a> x1295019	6:00 am - 11:30 am M-F  Express Door: 7:00 am - 12:00 pm M-F	Delivery Appointment Required <b>Appointment required            for all deliveries            (including Express            Door).</b>
<b>Orlando, FL</b> 8525 Exchange Drive Orlando, FL 32809  Phone - (407) 858-4000 Fax - (407) 858-4122	<b>Bianca Acevedo</b> <a href="mailto:Blanca.Acevedo@cvshealth.com">Blanca.Acevedo@cvshealth.com</a> x1320004  <b>Alisha Roberts</b> <a href="mailto:Alisha.Roberts@cvshealth.com">Alisha.Roberts@cvshealth.com</a> x1320010	6:30 am - 3:30 pm M-Th 6:30 am - 10:30 am F  Express Door: 6:30 am - 2:00 pm M-Th 6:30 am - 9:00 am F	Express Door: <b>Less than 100 cases</b>
<b>Patterson, CA</b> 2400 Keystone Pacific Pkwy Patterson, CA 95363  Phone - (209) 895-8500 Fax - (401) 733-0763	<b>Jeremiah Saleapaga</b> <a href="mailto:Jeremiah.Saleapaga@cvshealth.com">Jeremiah.Saleapaga@cvshealth.com</a> (209) 895-8528  <b>Tonie Aguilera</b> <a href="mailto:Antonia.Aguilera@cvshealth.com">Antonia.Aguilera@cvshealth.com</a> (209) 895-8528	5:00 am – 1:00 pm M-F  Express Door: 6:00 am – 1:00 pm M-F (M-F)	250 cases or more requires delivery appointment.  Express Door: less than 250 cases & 6 pallets or less
<b>Phoenix, AZ</b> (Beverages) 125 S. 67th Ave. Bldg 1 Phoenix, AZ 85043  Phone - (623) 824-7002 Fax - (623) 824-7016	<b>Cynthia Felix</b> <a href="mailto:Cynthia.Felix@cvshealth.com">Cynthia.Felix@cvshealth.com</a> ext 8247023	6:00 am - 1:00 pm M-F  Express Door: 6:00 am - 12:00 pm M-F	Delivery appointment required for delivery of more than 250 cases.  Express Door: less than 250 cases

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
<b>Somerset, PA</b> 322 Revco Road Somerset, PA 15501  Phone - (814) 289-2200 Fax - (814) 289-2202	<b>Denver Snyder</b> <a href="mailto:Denver.Snyder@cvshealth.com">Denver.Snyder@cvshealth.com</a> ext 1310014  <b>Bob Christner</b> <a href="mailto:Robert.Christner@cvshealth.com">Robert.Christner@cvshealth.com</a> ext 1310017  <b>Deborah Wagner</b> <a href="mailto:Deborah.Wagner@cvshealth.com">Deborah.Wagner@cvshealth.com</a> 814-131-0018	6:00 am - 8:30 pm M-F  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required Appointment required for all deliveries.
<b>Twinsburg, OH</b> Business Integration Center 1940 Enterprise Parkway Twinsburg, OH 44087  Phone - (330) 487-6916 Fax - (330) 963-0760	<b>Dale Petruno</b> (330) 487-6912  <b>Jennifer Ayers</b> (330) 487-6916	8 :00 am - 3:30 pm M-F  <u>NO EXPRESS DOOR</u>	No delivery appointment required
<b>Vero Beach, FL</b> 2577 98 <sup>th</sup> Ave Vero Beach, FL 32966  Phone - (772) 774-2131 Fax - (401) 652-0596	<b>Heather Harris</b> <a href="mailto:Heather.Harris@cvshealth.com">Heather.Harris@cvshealth.com</a>	1 <sup>st</sup> shift 6am -2pm M-F 2 <sup>nd</sup> shift 2pm-10pm M-F  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required
<b>Woonsocket, RI</b> 400 Founders Drive Woonsocket, RI 02895  Phone - (401) 235-5000 Fax - (401) 235-5255	<b>Carl Gravel</b> <a href="mailto:Carl.Gravel@cvshealth.com">Carl.Gravel@cvshealth.com</a> (401) 235-5042  <b>Lorraine Languirand</b> <a href="mailto:Lorraine.Languirand@cvshealth.com">Lorraine.Languirand@cvshealth.com</a> (401) 235-5045	5:00am – 12:30pm M-F  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required
<b>Woonsocket, RI</b> CVS Print Department 50 Fortin Drive Woonsocket, RI 02895  Phone - (401) 770-2993 Fax - (401) 767-2234	<b>Mike Cote</b> <a href="mailto:Michael.Cote@cvshealth.com">Michael.Cote@cvshealth.com</a> (401) 770-2993	8:00 am - 4:00 pm M-F	Delivery Appointment Required
<b>Store Supplies</b> 221 Founders Drive Woonsocket, RI 02895  Phone - (401) 235-5803 Fax - (401) 235-5855	<b>Gary Capparella –</b> <a href="mailto:Gary.Capparella@cvshealth.com">Gary.Capparella@cvshealth.com</a> (401) 235-5156 for anything other than appt. scheduling	8:00 am - 1:30pm M-F	Delivery Appointment Required .  CALL for an appt. DO NOT send a fax.

**Pharmacy (Rx) locations listed on next page...**

## Pharmacy (Rx) Facilities:

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
<b>Chemung, NY</b> 150 White Wagon Rd Chemung, NY 14825  Phone - (607) 249-0100 Fax - (607) 249-0103	<b>Lisa Green</b> <a href="mailto:Lisa.Green@cvshealth.com">Lisa.Green@cvshealth.com</a> (607) 249-0140	7:00 am – 3:30 pm M-F  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required
<b>Conroe, TX</b> 225 Harpers Landing Blvd. Conroe, TX 77385  Phone - (936) 364-2849 Fax - (936) 271-5804	<b>Veronica Clark</b> <a href="mailto:Veronica.Clark@cvshealth.com">Veronica.Clark@cvshealth.com</a> Ext. 125-5101  <b>Paula Kizzie</b> <a href="mailto:Paula.Kizzie@cvshealth.com">Paula.Kizzie@cvshealth.com</a> (936) 271-5813	6:00 am - 2:30 pm M-F  Express Door: 6:30 am - 1:30 pm M-F	Delivery Appt. Required for shipments of more than 100 cases.  Express Door: less than 100 cases / will be unloaded at the next available dock door.
<b>Ennis, TX</b> 800 CVS Drive Ennis, TX 75119  Phone - (214) 241-5000 Fax - (401) 652-0542	<b>Charika Russell</b> <a href="mailto:Charika.Russell@cvshealth.com">Charika.Russell@cvshealth.com</a> (214) 241-5061	6:00 am - 2:30 pm M-F  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required
<b>Indianapolis, IN</b> 7590 Empire Drive Doors 116-123 Indianapolis, IN 46219  Phone - (317) 610-4374 Fax - (317) 610-4308	<b>Patty Paul</b> <a href="mailto:Patricia.Paul2@cvshealth.com">Patricia.Paul2@cvshealth.com</a> ext 3055  <b>Gary Lamberth</b> <a href="mailto:Gary.Lamberth@cvshealth.com">Gary.Lamberth@cvshealth.com</a> ext 3051	7:00 am - 2:00 pm M-F  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required.
<b>Knoxville, TN</b> 10017 Kingston Pike Knoxville, TN 37922  Phone - (865) 231-9900 Fax - (865) 231-9902	<b>Pat Jessie</b> <a href="mailto:Patricia.Jessie@cvshealth.com">Patricia.Jessie@cvshealth.com</a> ext 1275025	7:00 am - 2:30 pm M-F  <u>NO EXPRESS DOOR</u>	Appointment required for all deliveries except small package deliveries made by UPS, Federal Express, Airborne, etc. Drivers must enter through the 10008 Parkside Drive Entrance.
<b>La Habra, CA Pharmacy</b>  777 South Harbor Blvd. Suite D-152 La Habra, CA 90631  Phone - (714) 578-4600 Receiving Office ext 1340516 Fax - (714) 578-4691	<b>Genet Habte</b> <a href="mailto:Genet.Habte@cvshealth.com">Genet.Habte@cvshealth.com</a> (714) 578-4600 ext 1340512  <b>Vicky Sloot</b> <a href="mailto:Vicki.Sloot@cvshealth.com">Vicki.Sloot@cvshealth.com</a> (714) 578-4600 ext 1340513	Main Dock 4:30 am – 1:00 pm M-F 6:30 pm - 1:00 am M-F  NO EXPRESS DOOR	Delivery Appointment Required  No Express Door

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
<b>Lumberton, NJ</b> 3 Berry Drive Lumberton, NJ 08048  Phone - (609) 267-6700 Fax - (609) 518-5779	<b>Deb Gilbert</b> <a href="mailto:Deborah.Gilbert@cvshealth.com">Deborah.Gilbert@cvshealth.com</a> ext 5185612  <b>Honica Honsby</b> <a href="mailto:Honica.Honsby@cvshealth.com">Honica.Honsby@cvshealth.com</a> ext 1325047	7:00 am - 3:00 pm M-F  Express Door: 7:00 am - 2:00 pm M-F	250 cases or more requires delivery appointment.  Express Door: less than 250 cases representing 10 items or less / 6 pallets or less
<b>North Smithfield, RI</b> 150 Industrial Drive North Smithfield, RI 02896  Phone - (401) 235-5000 Fax - (401) 235-5255	<b>Carl Gravel</b> <a href="mailto:Carl.Gravel@cvshealth.com">Carl.Gravel@cvshealth.com</a> (401) 235-5042  <b>Lorraine Languirand</b> <a href="mailto:Lorraine.Languirand@cvshealth.com">Lorraine.Languirand@cvshealth.com</a> (401) 235-5045	3 Shifts 7:00am – 12:00pm M-F 3:00pm – 8:00pm M-F 1:00am – 3:00am M-F  Express Door: 7:00 am - 2:00 pm M-F <i>(Pharmacy Only)</i>	250 cases or more requires delivery appointment.  Express Door: Less than 250 cases & no more than 6 pallets <i>(Pharmacy Only)</i>
<b>Orlando, FL</b> 8201 Chancellor Drive Orlando, FL 32809  Phone - (407) 858-4000 Fax - (407) 858-4122	<b>Bianca Acevedo</b> <a href="mailto:Blanca.Acevedo@cvshealth.com">Blanca.Acevedo@cvshealth.com</a> x1320004  <b>Alisha Roberts</b> <a href="mailto:Alisha.Roberts@cvshealth.com">Alisha.Roberts@cvshealth.com</a> x1320010	6:30 am - 3:00 pm M-Th 6:30 am - 10:00 am F  Express Door: 6:30 am - 2:00 pm M-Th 6:30 am - 9:00 am F	Express Door: Less than 100 cases
<b>Patterson, CA</b> 2400 Keystone Pacific Pkwy Suite B. Patterson, CA 95363  Phone - (209) 895-8500 Fax - (401) 733-0763	<b>Jeremiah Saleapaga</b> <a href="mailto:Jeremiah.Saleapaga@cvshealth.com">Jeremiah.Saleapaga@cvshealth.com</a> (209) 895-8528  <b>Tonie Aguilera</b> <a href="mailto:Antonia.Aguilera@cvshealth.com">Antonia.Aguilera@cvshealth.com</a> (209) 895-8528	6:00 am – 1:00 pm M-F  Express Door: 6:00 am – 1:00 pm M-F	250 cases or more requires delivery appointment.  Express Door: less than 250 cases & 6 pallets or less
<b>Vero Beach, FL</b> 2575 98 <sup>th</sup> Ave Vero Beach, FL 32966  Phone - (772) 774-2131 Fax - (401) 652-0596	<b>Heather Harris</b> <a href="mailto:Heather.Harris@cvshealth.com">Heather.Harris@cvshealth.com</a>	6:00 am – 2:00 pm M-F  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required