CVS.COM is constantly analyzing our transportation requirements to ensure we are providing our online customers with the highest level of service quality via the most cost effective solutions. As a direct fulfillment vendor you have unique routing guide requirements when servicing our online customers. Vendor compliance is an extremely important component in driving a positive customer experience.

Please ensure your company is in compliance with our small package routing guidelines. A review of those requirements for online orders are as follows:

1. **Carrier & Service Level** – All orders received prior to noon should be processed and shipped the same day. Any orders received after noon should be processed and shipped the next day. Please refer to detailed communication sent October 2, 2015.

2. **ORM-D Items** – all items identified as ORMD must be shipped ground and include necessary labels on package

3. **Label** – ship from company must read **CVS.com**

4. **Billing** (collect vendors) – CVS account number provided must be used for billing and shipping

5. **Reference # 1 field** – 6-8 digit Purchase Number # (example **PO12345678**). Include "PO" prior to the number

6. **Reference # 2 field** – populate **2695** in this field

7. **Declared Value** – do not enter a declared value

8. **Master pack** – All items must be packaged together as one shipment

9. **Multiple Piece Shipments** – If any item(s) need to be shipped in another box (due to size), all boxes must be entered as a "shipment" so that all packages are linked

10. **Packing Slip –** In each package, provide packing slip, which includes return address and instructions.

Questions regarding routing guide requirements can be directed to the following contact:

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