

CVS/pharmacy®

Routing Guide



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' Supply Chain team 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.

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 SupplyChainPerformance@CVSHealth.com.

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.

IMPORTANT NOTE: The CVS Inbound Product Flow team has published new Supply Chain Performance Instructions available at <https://cvssuppliers.com/supply-chain-performance> meant to serve as a supplement to this document. These topics were previously discussed herein but have been removed. All instructions found within the Supply Chain Performance Instructions supersede any previously published versions.

CVS has implemented a new vendor portal to facilitate our supply chain performance programs. Please consult the aforementioned Supply Chain Performance Instructions, Section I. General Instructions, for information on requesting access. Furthermore, any questions can be directed to SupplyChainPerformance@CVSHealth.com.

REVISION CHANGE HISTORY

REVISION #	CHANGES
66	<p>Updated section headings and all applicable references.</p> <p>II. Collect Freight Routing Instructions Updated introductory paragraph discussing collect shipment requirements Updated CVS Transportation Team e-mail addresses for new regional e-mails</p> <p>II.1 General Notes – administrative changes <u>High Value Shipments</u> – defined threshold for high value shipments as \$100k</p> <p>II.2 Routing Entry and Instructions: administrative changes II.2b Post System Entry and Next Steps: updated BOL instructions, administrative changes</p> <p>II.3 Partial Truckload – Defined BOL instructions for collect LTL shipments</p> <p>II.4 UPS Ground Shipments (Small Package Shipments): Updated guidance on LTL vs Small Package mode</p> <p>II.6 Non Retail Shipments – Section added</p> <p>II.10 CPU Instructions – Administrative Changes</p> <p>III. Prepaid Freight Routing Instructions III.2. Preferred Carriers: SAIA added as national preferred LTL carrier</p> <p>IV. Deliveries IV.3 Scheduling: Administrative Changes, clarified CVS reserves right to refuse express door appointment requests which cases counts do not comply w/ limits outlined in Attachment I</p> <p>V. Packaging – Administrative changes throughout V.2.a. Pallet Requirements: Noted CVS is a nonparticipating distributor (NPD)</p> <p>Attachment I – Administrative changes Removed Attachment II – Reduced the number of regional preferred carriers – 1 carrier for west coast DCs See prepaid requirements Attachment II – Added section for listing of LOG deductions</p>

IMPORTANT NOTE: The CVS Inbound Product Flow team has published new Supply Chain Performance Instructions available at <https://cvssuppliers.com/supply-chain-performance> meant to serve as a supplement to this document. These topics were previously discussed herein but have been removed. All instructions found within the Supply Chain Performance Instructions supersede any previously published versions.

CVS has implemented a new vendor portal to facilitate our supply chain performance programs. Please consult the aforementioned Supply Chain Performance Instructions, Section I. General Instructions, for information on requesting access. Furthermore, any questions can be directed to SupplyChainPerformance@CVSHealth.com.

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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. For information related to the CVS Supply Chain Performance programs, we have published new Supply Chain Performance Instructions available at <https://cvssuppliers.com/supply-chain-performance>.
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 as outlined in this routing guide. All shipments 350 lbs. and/or 30 cases or greater (or any shipment that exceeds the CVS Small Parcel guidelines herein) must be routed through the CVS Transportation Portal.

Any invoice that is not compliant with the CVS Routing Instructions will receive an off invoice penalty or will have invoice payment denied. **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.**

If you are non-compliant with the guidelines above, it is imperative that you sign up for training which will provide on-boarding instruction and access to the Web Portal required for routing. Failure to do so will result in a financial deduction to your company. To participate in the training, please contact cvsEast@CVSHealth.com, cvsWest@CVSHealth.com, and cvsSouth@CVSHealth.com

In the event you need to speak with someone in the Transportation Department regarding routing, you can reach out to the following emails below. Please make sure you email the region where your freight is delivering to. If you have a general question that does not require 1 contact, you may email all 3 or pick 1. The team is cross trained to assist.

Destination State	Region	Contact
WI, IL, IN, MI, KY, OH, WV, VA, MD, DC, DE, PA, NJ, NY, CT, RI, MA, VT, ME, NH	cvsEast	cvsEast@CVSHealth.com
MS, TN, AL, GA, SC, NC, FL, PR	cvsSouth	cvsSouth@CVSHealth.com
AK, HI, WA, OR, CA, NV, ID, UT, AZ, NM, CO, WY, MT, ND, SD, MN, IA, NE, KS, MO, OK, AR, TX, LA	cvsWest	cvsWest@CVSHealth.com

II.1 General Routing Notes

- **High Value Shipments:** Suppliers with single shipments exceeding the value of \$100,000 must contact the CVS Transportation Department by emailing the proper region and must disclose the value of the shipment in the special instructions field via the PO Entry Portal. Failure to disclose load value in excess of \$100K could result in financial penalties.
- **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 the proper region when applicable.
- **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 the proper region with any questions regarding this expectation.
- **Product Origin Expectations:** Shipments must originate from the supplier production facility or warehouse location closest to the CVS distribution center destination.

- 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 the proper region for authorization.

- 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.
- Count Verification: For CVS managed loads, the driver is only required to count the pallets. They are **not** required to count the cases.
- 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

II.2 Routing Entry and Instructions:

Shipment Size: All shipments **350 lbs and/or 30 cases or larger** (or any shipment that exceeds the CVS Small Parcel guidelines as outlined herein) must be submitted to CVS via the Web Portal. Each submission is for 1 truckload. **If you have a purchase order that exceeds 1 truck, multiple submissions are necessary. Please submit with the same PO #, without adding a character after it such as “A” or “B.”**

- 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.

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.

II.2.a 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**. When calculating the hrs/days, DO NOT include the Submit/Create Date, Available Pickup Date, weekends, or holiday closures.

b. Available Pickup Date, Ship Late Date and Transit Matrix:

- Suppliers should consider transit times when determining their Available Pickup Date.
- It is the Supplier’s responsibility to determine an Available Pickup Date and a ship late date that will be compliant with the CVS STA Compliance Program and Transit Matrix.
- The Available Pickup Date must be at least the minimum required business days in advance of the Ship to Arrive (STA) Date according to the CVS Transit Matrix below. When determining the Available Date, include the Available Date but do not include the STA Date, weekends, or holiday closures in the calculation.

Transit Matrix								
<p>Use the matrix to determine the minimum business days 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 7 business days of availability prior to the STA date.</p>	Minimum Business Days available prior to STA							
	ZONE	1A	1B	1C	2	3	4	5
	1A	3	3	4	4	5	6	7
	1B	3	3	3	4	4	5	6
	1C	4	3	3	4	4	6	7
	2	4	4	4	3	3	4	6
	3	5	4	4	3	3	4	5
	4	6	5	6	4	4	3	4
	5	7	6	7	6	5	4	3

The map shows the following state assignments for each zone:

- Zone 1: East Coast:** ME, VT, NH, MA, CT, RI, NJ, DE, PA, NY, MD, VA, WV, NC, SC, GA, FL
- Zone 2: Midwest:** ND, SD, NE, KS, OK, MN, IA, MO, WI, MI, IL, IN, OH, KY, TN
- Zone 3: Gulf Coast:** TX, AR, LA, MS, AL
- Zone 4: Rocky Mountain:** MT, WY, CO, UT, ID
- Zone 5: West Coast:** WA, OR, NV, AZ, CA

- c. Failure to comply with the above guidelines may result in penalties associated with the OTIF Supply Chain Performance Program (refer to the Supply Chain Performance Instructions published at www.cvssuppliers.com/Supply-Chain-Performance) and/or accessorial charges including administrative fees.
- d. For HI transit time inquires, email cvsWest@CVSHealth.com. For PR transit time inquiries, email cvsSouth@CVSHealth.com.

Example:

System Entry Date	Days	Available for Pickup	Days	STA Date	Conclusion
6/18/2018	3	6/22/2018	6	7/2/2018	Compliant

Shipping information is submitted to CVS at least 72 hours prior to available pickup (include business calendar M-F, exclude weekends and holidays),

Ample transit time is provided to CVS to meet the STA date upon pickup (transit times below).
 1) Assume Origin: CA, Destination: TX
 2) Zone 5 to Zone 3 => Required Transit: 5 days

II.2.b Post System Entry and Next Steps

- a. Once routed via the CVS Web Portal, the CVS Inbound Team will make a carrier assignment based on required service level. Status of carrier assignment, routing instructions, and BOL generation are available via the CVS Web Entry Portal
 - The information printed on the CVS BOL is derived from the Shipper data entered into the web portal. It is imperative the information is accurate in order to avoid chargebacks.
- b. The Supplier is required to use the CVS provided BOL. If the Supplier chooses to use another BOL (i.e. own or carrier's) and does not provide the correct CVS LD number and PO, a chargeback will be assessed for the full amount of the applicable freight invoice. The CVS load number is 'LD' followed by 9 digits (i.e. LD000123456).
- c. In the event CVS manages your shipment with an LTL carrier, the Supplier **must** contact the Carrier to arrange the pickup unless instructed otherwise by said carrier

II.3 Partial Truckload

- 1. In the event CVS manages your shipment via volume LTL quote, our 3rd Party Logistics Partner/Broker or LTL carrier may provide the Supplier with their BOL. It is at the carrier's discretion which BOL to use (carrier or vendor). 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).

II.4 UPS Ground Shipments (Small Package Shipments)

Note: Collect Suppliers **MUST** contact The Inbound Team by e-mailing the proper region for the CVS UPS Ground Collect Freight Account Number prior to shipping.

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

II.4.a For multi-piece shipments:

1. Shipments 350 pounds and under, with a (maximum - 30 cartons), ship via UPS Ground.
Each carton cannot exceed the following criteria:
 - a. 90” in overall length
 - b. 115” in combined length (longest side of package) + girth [(2xwidth) + (2xHeight)]
 - c. 45 lbs. in actual weight per carton
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). Each carton should contain verbiage indicating the shipping carton must be opened and inner cartons received separately.
5. For shipments that exceed 350 pounds and/or over 30 cartons, the vendor must route through the CVS Web Portal (refer to section II.2).
6. **Every UPS shipment must include the CVS PO number in the first Reference field. Only put the 7 digit CVS PO Number, DO NOT add any qualifiers such as “PO #”, or “CVS -” etc.**
7. All shipments must be placed inside a corrugated cardboard box.
8. **Failure to follow the requirements above may result in vendor chargebacks for any additional UPS surcharges received by CVS.**

II.4.a.1 For Single Piece Shipments

1. For shipments consisting of a single package under 140 lbs in actual weight ship via UPS Ground. Each carton cannot exceed the following criteria:
 - a. 90” in overall length
 - b. 115” in combined length (longest side of package) + girth [(2xwidth)+(2xheight)]
 - c. 140 lbs. in actual weight per carton
 2. Do not add any insurance or handling charges.
 3. The top of the carton(s) must show the ship to address.
 4. **Every UPS shipment must include the CVS PO number in the first Reference field. Only put the 7 digit CVS PO Number, DO NOT add any qualifiers such as “PO #”, or “CVS -” etc.**
 5. All shipments must be placed inside a corrugated cardboard box.
 6. Failure to follow the requirements above may result in vendor chargebacks for any additional UPS surcharges received by CVS.
-

II.5 Floor Loading

Floor loaded shipments require the prior approval of the Transportation Department. Please reach out to the proper transportation region. Any loads delivered to the DC without prior approval will be refused at the supplier's expense.

II.6 Non-Retail Shipments

Fixture Warehouse Information

Store Opening Solutions (SOS)
606 Butler Drive
Murfreesboro, TN 37128
cvsinbound@storeopeningsolutions.com

Hollingsworth (HLG)
2450 Spiegel Drive
Groveport, OH 43125
inbound.cvs@hollingsworthllc.com

Shipment Information by Type

- For **inventoried items**, all pallets must be labeled with the six-digit CVS item number AND the Ariba PO number. If the pallet has multiple items on it, each individual box must be labeled with the corresponding CVS item number and the Ariba PO number. If this information is not clearly labeled, SOS and Hollingsworth will not be able to receive in your shipment.
- For **binder items** consolidating at SOS or Hollingsworth for current store projects, all pallets need to be clearly labeled with the store number as well as the MSD. Depending on the project type, a certain color label may be required. Procurement will notify you if a certain color label is needed. A packing list for every store shipment needs to be included in a red and white striped envelope/box. All shipments consolidating at SOS and HLG need to *deliver* two weeks prior to MSD. Please refer to the transit matrix to determine when the shipment must be entered into the supplier portal, if transportation is being managed by CVS Health.
- For **fixture item rollouts**, most small package items can ship through SOS via UPS. These items must be parcel and meet the following size requirements; the packaged length of the longest side cannot exceed 48” and the package’s second longest side cannot exceed 30”. Hazardous material is not to be shipped via SOS’s rollout program. Procurement needs notification 8 weeks ahead of time that a rollout will be going through SOS and reserves the right to deny shipping through SOS based on current rollout schedule. Your CVS business partner will notify Procurement. All rollout parcels must *deliver* to SOS two weeks prior to the need-by in-store date.

Delivery Information

SOS – All appointments for inbound shipping into SOS must be made via E-Appointments beginning July 7, 2020. Receiving hours are between 7:15am and 3:00pm, Monday through Friday.

Hollingsworth – All appointments for items shipping into HLG must be made via E-Appointments. Receiving hours are between 7:30am and 2:00pm, Monday through Friday.

Pallet Requirements

SOS – Inventoried items need to be no larger than 48”x40”x80” in order to fit on racking. Consolidated items can be no taller than 100” and need to be able to fit on a 53’ truck.

Hollingsworth – Inventoried items need to be on a Grade A, 3-spline, 48”x42” pallet weighing no more than 1,200 pounds and be no taller than 84”. Consolidated items must be on a Grade A wood pallet, be no more than 2,000 pounds and must not exceed a height of 108” from the floor.

II.7 F. 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 of this document.

II.8 G. 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), Contact Debbie Miguel (dmiguel@pacifictransfer.com) 808-836-3871 ext. 154

- Chill/frozen – CFI, Contact Ryan Owens (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.

II.9 Logistics Deductions (LOG):

Logistics (LOG) 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 as “LOG” followed by a 5 digit number. Refer to Attachment II for a description of each code.

For additional information, refer to the Supply Chain Performance Programs Instructions document

<https://cvssuppliers.com/supply-chain-performance> - periodically check for revised copies

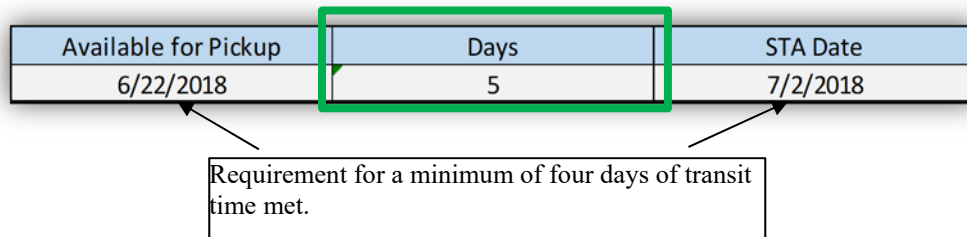
COMPLIANCE ATTRIBUTE	DEFINITION	FINANCIAL PENALTIES	
		ADMINISTRATIVE FEE	ADDITIONAL FEE
Collect & Prepaid shipments	Failure to follow CVS Routing Guide instructions.	\$100	Attachment II

II.10 CPU Instructions

CPU shipments are managed in a similar manner to merchandise shipped under Collect/CVS Managed freight terms. This process is for those vendors with established customer pickup terms with an allowance for the movement of freight. All loads must be entered into the CVS Collect Routing Web Portal and must follow the Collect Routing Instructions outlined below.

CPU loads must be entered into the CVS Collect Routing Web Portal with four days of transit time measured as the number of days between the available for pickup date and the STA date (Do not include weekends, holidays or the STA Date in the calculation).

The following is an illustrative example to demonstrate the application of these program parameters.



III Prepaid Freight Routing Instructions

III.1 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. **If you are a prepaid supplier and would like to discuss becoming a Collect/CPU supplier with CVS, please contact TransportationStrat@CVSHealth.com.**
- 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. Refer to the CVS Carrier-Supplier Prepaid Expectations document for more information <https://cvssuppliers.com/supply-chain-performance>.

CVS requires notification 24 hours or more before approved appointment date 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. Refer to the Supply Chain Performance Instructions available at <https://cvssuppliers.com/supply-chain-performance> for more information.

III.2 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.

The following carriers have been included in the Preferred Carrier Program. For LTL, please note CVS has *National LTL Preferred Carriers*, who service the entire CVS distribution as preferred carriers, and *Regional LTL Preferred Carriers*, who service specific regions within the CVS DC network. The details of which regions each carrier will service can be found below.

TL	
CH Robinson	cvs@chrobinson.com
Koch Logistics	klogcvs@kochlogistics.com
Coyote	cvs@coyote.com
Load Delivered	cvs@loaddelivered.com
LTL & UTL (Refer to Section C)	
C.H. Robinson Consolidation Program	cvs@chrobinson.com
NATIONAL LTL	
ABF Freight	customersolutions@arcb.com
FedEx Freight Priority & Economy	fedexfreight.fedex.com/locations.jsp
SAIA	naecustomerservice@saia.com
YRC	customer.service@yrcfreight.com
REGIONAL LTL	
Tony’s Express (Patterson, CA & La Habra, CA)	tjacob@tony-express.com

In addition to the benefits of higher levels of service, CVS also provides suppliers with additional incentive to utilize a preferred carrier. Suppliers utilizing a preferred carrier will be exempt from the Appointment Integrity Supply Chain Performance Program. Refer to the Supply Chain Performance Instructions available at <https://cvssuppliers.com/supply-chain-performance> for more information.

III.3 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. For information regarding rollout timeline and additional program details, please contact the C.H. Robinson “CVS Customer Center” at cvs@chrobinson.com or 855-202-0006.

III.4 Small Package Shipments

All packages tendered to small package delivery carriers (UPS, Federal Express, etc) **must** reference CVS’ PO Number in the first reference field and the destination address should match exactly to addresses disclosed in Attachment I. Small parcel delivery signatures verify **CASE COUNT ONLY** and do not serve as confirmation of receipt of all goods.

- 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). Each carton should contain verbiage indicating the shipping carton must be opened and inner cartons received separately.

III.5 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.

IV Deliveries

IV.1 *Bill of Lading & Packing List Documentation*

CVS requires a legible bill of lading with each shipment and a packing list with each purchase order.

Provide a copy of the Bill of Lading(s) to the driver

Provide a Packing List for each PO

- All pallets must contain a Packing List
- To avoid penalties related to missing Packing Lists review the below requirements and ensure your paperwork is secured as follows:
 - Place a copy of the Packing List(s) in a shipping envelope(s)
 - Secure the sealed envelope(s) directly on one of the cartons
 - Do not secure envelopes or paperwork directly to the shrink wrap
 - A Packing List should accompany every pallet
 - Ground shipments - secure a packing list to each carton and master ship carton

DOCUMENTATION	INCLUDE ON BILL OF LADING	INCLUDE ON PACKING LIST
1. SHIP FROM: Complete Name of shipper and address (origin/shipping location, city, state, zip code)	X	X
2. SHIP TO: Refer to complete Distribution Center address as noted in Attachment I. If shipping to a Store – complete name, address and telephone number.	X	X
3. DATE SHIPPED:	X	X
4. PURCHASE ORDER NUMBER(S): Include <u>ALL</u> Purchase Order numbers	X	X
5. PURCHASE ORDER INFORMATION: a. Packages: Quantity & Type (e.g., Units, Cartons) b. Handling Unit: Quantity & Type (e.g., Units, Pallet) c. Weight d. **PO Ship to Arrive (STA) Date ** PREPAID – consult with your carrier as to whether a date should be noted on the BOL and they have a preferred formatting COLLECT - DO NOT include any dates on BOLs <u>Note: If density is required to properly describe merchandise, show accurate density.</u>	X	
6. CVS ITEM NUMBER(S):		X
7. ITEM INFORMATION: Per item number a. Packages: Quantity & Type (Cases and Pieces) b. Case Pack c. Item Description		X
8. CARRIER NAME:	X	
9. SHIPPING INFORMATION: a. Shipment Cube	X	

DOCUMENTATION	INCLUDE ON BILL OF LADING	INCLUDE ON PACKING LIST
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.		
10. FREIGHT PAYMENT TERMS: Prepaid or Collect <u>ONLY</u> <u>DO NOT USE:</u> “prepaid & add” or any such verbiage	X	
11. FREIGHT BILLING INSTRUCTIONS: <u>Collect ONLY</u> 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 <u>Note:</u> Every freight bill submitted for payment via paper invoice must have a signed copy of the delivery receipt attached as a proof of delivery.	X	
12. FREIGHT BILLING INSTRUCTIONS: <u>Prepaid ONLY</u> The following instructions are to be noted: “SHIPPER RESPONSIBLE FOR ALL ASSESSORIAL FEES.”	X	
13. SPECIAL DELIVERY INSTRUCTIONS: Indicate any delivery instructions received including the name of the authorizing individual	X	
14. AIR FREIGHT INSTRUCTIONS: <u>Collect ONLY</u> 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.	X	
15. EXCLUSIVE USE/RUSH/EXPEDITED SERVICE: <u>Collect ONLY</u> 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.	X	

IV.2 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.

IV.3 Scheduling

IV.3.a Appointment Requests:

- a. The process for appointing CVS deliveries is facilitated through an online scheduling portal known as the CVS eAppointment system. Carriers needing to create an account in order to access eAppointment **must contact the destination Distribution Center's Receiving Department** (found in Attachment I).
- b. All appointment requests will be addressed within 24 hours of the submit date/time. **CVS cannot accommodate requested delivery dates that fall on the same day the appointment is submitted.** If you do not receive an approved or refused notification email within 24 business hours of date you submitted, contact the DC directly. Phone numbers and emails are disclosed in Attachment I.
- c. The appointment status can also be accessed by searching for your request in the eAppointment website. Submitting another request could result in a duplicate and Appointment Integrity charges may apply. Refer to the Supply Chain Performance Program Instructions. <https://cvssuppliers.com/supply-chain-performance>
- d. Any missed appointments should be rescheduled using the same appointment in the web based scheduling tool. **DO NOT SUBMIT A NEW REQUEST.**
- e. Any further questions regarding access to the CVS appointment scheduling system, appointment requests or approved appointments can be addressed to Tammy Beauparlant at Tammy.Beauparlant@cvshealth.com.
- f. User books and other useful scheduling information can be found at the below site
<https://cvssuppliers.com/information-carriers-delivering-cvs-distribution-centers>

IV.3.b 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. CVS reserves the right to refuse any delivery exceeding case limits established in Attachment I herein.
- 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 the Supply Chain Performance Instructions available at <https://cvssuppliers.com/supply-chain-performance> for more information.

- e. Separate delivery appointments must be made for each truckload subject to these requirements.
- f. Appointment requests must include all purchase orders being delivered on the truck. The Distribution Center can 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 no later than 10:00 am local time the day before the appointment.
- g. CVS will not be responsible for any costs incurred by the carrier or the supplier resulting from these requirements.
- h. CVS does not allow Drivers to remain on the docks for the purpose of sort and segregation. CVS has a lumper service on site to be hired by the Carrier/Driver for the purpose of breaking down and sorting product.
- i. Drivers must present the Appointment approval number to the gate guard when arriving for the appointment. This is the number that was assigned to the appointment in the eAPPT scheduling system
- j. Drivers may request a Check-In/Check-Out confirmation form from the Receiving Clerk.

IV.3.c Pharmacy (Rx) Appointments – Additional Requirements:

- a. All Rx deliveries are considered LIVE unloads – drivers must remain on site while pharmacy product case counts are verified. Carriers are not permitted to drop Rx products in CVS trailer yards. Rx product discovered while unloading a drop trailer will be refused and placed back on the trailer.
- b. Each DC has a separate address designated for Rx receiving and all Rx purchase orders must be requested for the correct location. Appointment requests with Rx purchase orders made for the wrong address will be refused.
- c. Trailers containing both Rx and Front Store product must have two appointments. (Refer to the DC addresses and hours at Attachment I)

IV.3.d Controlled Substances

It is CVS Health policy to obtain controlled substance drug case counts and match these case counts to the suppliers packing list prior to the carrier departing the loading dock and CVS Health signing of the bill of lading (BOL). Any/All identified variances to include product overages, shortages or damages are noted on the BOL prior to the carrier's departure. All damages of controlled substance drugs identified will be refused and placed back on the delivery trailer prior to the driver departing.

Suppliers must consider this requirement when considering full trailer, less than full trailer, small package, and expedited air freight carriers. When choosing a carrier the supplier should verify the carrier's ability and willingness to comply with CVS Health policies, as it relates to controlled substances.

When a carrier does not permit the DC to obtain a case count and compare to the supplier packing list, the receipt will be refused and returned to the supplier at the supplier's expense.

V Packaging



V.1 Carton Labeling Requirements

CVS does not review/approve carton labels prior to shipping. Please review the below requirements and ensure your labels are in compliance.

Requirements:

- ✓ **One label per carton**
- ✓ **Size / Placement:** No size requirement. No placement requirement (any one side, prefer upper left hand corner)
- ✓ **Formatting:** No specific format required. The information can be provided on a label and/or imprinted on the carton
- ✓ **Content:**
 1. Supplier Name
 2. CVS Item Number
 3. Product Description
 4. Case Pack
 5. Weight (required for 10 lbs & over)
 6. UPC Numbers and Barcodes:
 - Each carton must contain the ITEM or CASE UPC numbers and scannable barcode
 - If you presently have a CASE UPC/Barcode on the cartons, ensure the CASE UPC numbers were provided on the New Item Form. Questions can be directed to the Item Coordinator Data Management Team IC_DSDTeam@CVSHealth.com
 7. Expiration Date - as applicable
 - Expiration Dates must be in a readable date format (ie. MM/DD/YYYY)

Carton label sample. This is a generic label and is not intended to be used as a template.

Shipper Info	Supplier Name Address City, State Zip Code															
	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 40%;">CVS Item Number</td> <td style="width: 20%;">123456</td> <td style="width: 40%;"></td> </tr> <tr> <td>Product Desc</td> <td>Product Description</td> <td></td> </tr> <tr> <td>Case Pack</td> <td>24 pcs per case</td> <td><i>Number of units or inner pcks</i></td> </tr> <tr> <td>Weight</td> <td>10.5 lbs</td> <td><i>Required for 10 lbs and over</i></td> </tr> <tr> <td>Exp Date</td> <td>00/00/0000</td> <td><i>Required date format 00/00/0000</i></td> </tr> </table>	CVS Item Number	123456		Product Desc	Product Description		Case Pack	24 pcs per case	<i>Number of units or inner pcks</i>	Weight	10.5 lbs	<i>Required for 10 lbs and over</i>	Exp Date	00/00/0000	<i>Required date format 00/00/0000</i>
CVS Item Number	123456															
Product Desc	Product Description															
Case Pack	24 pcs per case	<i>Number of units or inner pcks</i>														
Weight	10.5 lbs	<i>Required for 10 lbs and over</i>														
Exp Date	00/00/0000	<i>Required date format 00/00/0000</i>														
Case UPC / GTIN-14 <i>if currently exists on your cartons</i>	 0 00 12345 60001 2	<i>ensure the existing Case UPC has been provided to the Merchant Team via the New Item Form</i>														
Item UPC / GTIN-12 <i>required if a Case UPC is not available</i>	 0 12345 67890 5															

V.1.a Seasonal Labeling Requirements (in addition to the above carton label)

CVS does not review/approve seasonal labels prior to shipping. Please review the below requirements and ensure your labels are in compliance. If the PO Comment field does not provide clear seasonal information questions should be directed to the CVS Supply Planner.

To determine if seasonal labels are required, refer to the EDI “PO Comment” field.

Example: “**XC**, **Xmas Toys**, **Setup 10/4/20**”

If the PO Comment field does not provide clear seasonal information, questions should be directed to the CVS Supply Planner (the person who creates the purchase orders).

Requirements:

- ✓ **Four labels per carton (one on each side)**
- ✓ **Color:** Refer to below grid
- ✓ **Size / Placement:** 8” long x 5” wide (or as large as possible for smaller cartons). No placement requirement (prefer upper right hand corners or lower left hand corners)
- ✓ **Content:**
 1. **Season Code** – if the code is not listed on the below Seasonal Grid (ie. MA for Mother’s Day), refer to example 2 below.
 2. **Event Category (if applicable)** - not all seasonal codes will have an event category (ie. Halloween) refer to example 3 below
 3. **Store Setup Date** – if the Set Up date is not provided, refer to the Store Set Up Date associated with the Season Code. If there are multiple dates, choose the set up date that falls after your PO ship to arrive date / requested delivery date)

Seasonal label examples (do not represent actual size or PMS color)

Example 1 Seasonal Code for Christmas Toys, for an even numbered year with applicable Event Category (noted in EDI PO Comment field) and Store Set Up date (PO STA 9/16/20)

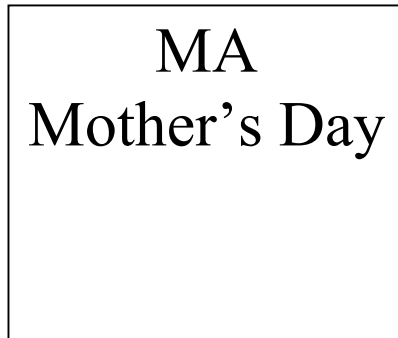
Example 2 Seasonal Code for Mother’s Day. This is not listed on the grid, no color required

Example 3 Seasonal Code for Halloween for an even numbered year. PO Comment field did not contain an Event Category. Store Set Up date obtained from the Seasonal Grid

1

2

3



SEASONAL CASE LABELING TABLE*

SEASON (EVENT) ****	LETTERING for ODD numbered years	LETTERING for EVEN numbered years	Store Set Up Date 2019-2020	Store Set Up Date 2020-2021	LABEL COLOR - PMS #
Valentine	VA	VA	12/29/2019	1/3/2021	Pink - PMS #232
Jan PGM	GP	GJ	12/29/2019	1/3/2021	No Fill
Spring / Lawn & Garden	SP	LG	2/15/20 3/15/20	2/15/21 3/14/21	Yellow - PMS Process Yellow
Easter	EA	EA	2/15/2020	2/15/2021	Yellow - PMS Process Yellow
Summer	SM	SU	2/15/20 3/23/20 4/13/20	2/15/21 3/21/21 4/5/21	Blue - PMS #2935
Back to School	BS	BT	6/1/20 7/6/20 7/20/20	5/30/21 7/4/21 7/25/21	Orange -PMS #021
Fall Décor / Thanksgiving	TK	FD	9/6/2020	9/6/2020	Brown - PMS #463
Halloween	HA	HW	9/6/2020	9/6/2020	Black - PMS Process Black
Fall and Winter	FL	FW	9/6/20 10/4/20 12/1/20	9/6/20 10/4/20 12/1/20	No Fill
Christmas Toys, PGM, Plush, Books & Accessories	XM	XC	9/6/20 10/4/20 11/1/20	9/6/20 10/4/20 11/1/20	Green - PMS #7482
Christmas	XM	XC	11/1/2020	11/1/2020	Red - PMS #199
Christmas - Wrap, Boxes, Bows, Ribbon, Bags	XM	XC	11/8/20 11/15/20 12/1/20	11/8/20 11/15/20 12/1/20	Red - PMS #199

**** All seasonal events are not listed. For seasonal events not listed - label color is "No Fill".
 Events shown above may have more set dates than noted, review the EDI "po comment" field for correct event code, event category and set date per order. **NOTE:** If you currently do not receive the po comment from your EDI provider - you must contact them to fulfill this requirement.

V.2 Pallet Labeling Requirements

CVS does not review/approve pallet labels prior to shipping. Please review the below requirements and ensure your labels are in compliance.

In addition to providing a carton label on each carton, as outlined above, all pallets must contain two pallet labels.

V.2.a Pallet Requirements

(See Ennis DC & Vero Beach DC Pallet Requirements below)

1. CVS reserves the right to recover incremental handling costs resulting from not adhering to the pallet requirements listed below.
2. CVS is a nonparticipating distributor (NPD) for all pooled pallet companies (i.e. CHEP, PECO, iGPS)
3. Suppliers should utilize standard GMA Grade A 48" X 40" four-way hardwood pallets.
 - a. There must be no protruding nails
 - b. No grease, chemicals, or any other material that would soil or damage the product
 - c. The pallet must be clean and structurally sound, that can transport the product through the movement of transportation and warehousing without damaging the product.
4. The pallet slats/boards must be 5/8" thick.
5. No pallets with broken boards will be accepted.
6. CVS does not allow pallet banks
7. By accepting a CVS Purchase Order, Suppliers acknowledge and accept full responsibility for the following:
 - a. Product shipped to a CVS facility from other pallet providers is done so knowingly and willingly and at the Supplier's sole discretion and expense.
 - b. CVS assumes no financial responsibility or liability for receiving shipments on standard GMA pallets
 - c. CVS assumes no responsibility or liability for managing, storing, and/or securing standard GMA pallets relating to shipments received on standard GMA pallets
8. Extra cases on top layer must be secured with shrink wrap (do not place loose cases on top of pallets).
9. 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.
10. Pallets must be secured with shrink wrap or tape. Wrapping/tape is to be secured to both the cases and pallet.
11. Corner posts are required on product not shipped in corrugated cartons.
12. The merchandise must be sorted by stock keeping unit (SKU), style and color.
13. If a pallet has multiple SKUs, each SKU must be grouped together on the pallet.

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:

- Michael Grenon [401] 770 3278 [Michael.Grenon@CVSHealth.com]

V.2.b Pallet Height Requirements

Each distribution center has different pallet height restrictions however all DCs accept 48” pallet stacks. For approval to stack higher than 48” please contact the respective distribution centers for their height tolerances based on their facility and your product type. See Attachment I for Distribution Center Information. Please note shipping in excess of the DC’s pallet height may result in additional assessorial fees.

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

V.2.c 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.

V.2.c.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.

V.2.c.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.

V.2.c.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>

V.2.c.4 Case Criteria:

- Maximum Case Dimensions: 28”H x 20”W x 30”L
- Minimum Case Dimensions: 3”H x 8”Wx 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]
- Jen DiSumma [401] 770-4124 [Jennifer.Disumma@CVSHealth.com]

VI. Backorders/Overages/Shortages/MisShips/ 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’ Supply Chain Performance Program. Refer to the Supply Chain Performance Instructions available at <https://cvssuppliers.com/supply-chain-performance> for more information.

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. 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.

Front Store/Bulk/Store Supply Facilities:

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
Beech Island, SC 111 Revco Road North Augusta, SC 29841 (888-378-7336)	Vera Robinson Vera.Robinson@cvshealth.com (803) 442.5236 Stephen Hucks Stephen.Hucks@cvshealth.com (803) 442.5256	6:00am-3:30pm M-F Express Door: 7:00am-12:30pm M-F	Delivery Appt. Required for more than 250 cases. Express Door: 250 cases or less.
Bessemer, AL 2600 Morgan Road Bessemer, AL 35022 Phone - (205) 230-4300 Fax - (205) 230-4306	Evonne Aaron Evonne.Aaron@cvshealth.com (205) 230-4320 Tony Kroeger Anthony.Kroeger@cvshealth.com (205) 230-4345	9:00 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: Maximum 250 cases
Chemung, NY 1 CVS Drive Waverly, NY 14892 Phone - (607) 249-0100 Fax - (607) 249-0103	Denise Brown Denise.Brown3@cvshealth.com 607-249-0140 Carl.Eldridge@cvshealth.com	7:00 am – 3:30 pm M-F (1:30 – last appointment) <u>NO EXPRESS DOOR</u>	Delivery Appointment Required
Conroe, TX Main Building & OTC 100 South Trade Center Pkwy Conroe, TX 77385 Phone - (936) 271-5825 Fax - (936) 271-5804	Veronica Clark Veronica.Clark@cvshealth.com 936-271-5813 Paula Kizzie Paula.Kizzie@cvshealth.com (936) 271-5813	3:00 pm - 11:00 pm M-F Express Door: 3:00 pm - 11:00 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.
Davenport, FL 245 Deen Street Davenport, FL 33897 Phone – 407 858 4000 Ext. 1320004	Bianca Acevedo Blanca.Ardon@CVSHealth.com (407)-858-4034 Alisha Roberts Alisha.Roberts@cvshealth.com x1320010	4:00 am-11:00 am M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
Ennis, TX 700 CVS Drive Ennis, TX 75119 Phone - (214) 241-5000 Fax - (401) 652-0542	Charika Russell Charika.Russell-Johnson@cvshealth.com (214) 241-5061	<u>1st Shift</u> 6:00 am - 2:30 pm M-F <u>2nd Shift</u> 3:00 pm - 11:00 pm M-Th <u>NO EXPRESS DOOR</u>	Delivery Appointment Required
Fredericksburg, VA 500 Lansdowne Road Fredericksburg, VA 22408 Phone - (540) 834-5600 Fax - (540) 834-5610	Marie Wilson Marie.Wilson@cvshealth.com (540) 834-5635 Ellen Kane Ellen.Kane@cvshealth.com	6:00 am - 12:30 pm M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required
Fredericksburg, VA Bulk Storage Building 501 Lansdowne Road Fredericksburg, VA 22408 Phone - (540) 834-5600 Fax - (540) 834-5610	Marie Wilson Marie.Wilson@cvshealth.com (540) 834-5635 Ellen Kane Ellen.Kane@cvshealth.com	6:00 am - 12:30 pm M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required
Hainesport, NJ Lumberton Cosmetics 8 Berry Drive Hainesport, NJ 08036 Phone - (609) 267-6700 Fax - (609) 518-5786	Deb Gilbert Deborah.Gilbert@cvshealth.com 609-518-5610 Honica Honsby Honica.Honsby@cvshealth.com 609-267-6700 x1325047 Main Receiving office number 609-518-5612	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
Houston, TX Conroe Bulk Building 19802 Imperial Valley Drive Suite 100 Houston, TX 77073	Veronica Clark Veronica.Clark@cvshealth.com 936-271-5813 Linda Duhe Linda.Duhe@cvshealth.com 936-271-5894	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.
Indianapolis, IN 2800 Enterprise Street Indianapolis, IN 46219 Phone - (317) 610-4300 Fax - (317) 610-4301	Sherry Washington Sherry.Washington@cvshealth.com Ext 317-610-4300 x 1355164 Jeff Hoover Jeffrey.Hoover@cvshealth.com 317-353-1458 x3523	<u>1st Shift</u> 6:00 am - 2:00 pm M-F <u>2nd Shift</u> 3:00 pm - 11:00 pm M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required.

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
Indianapolis, IN Mt. Comfort (Satellite DC) 6887 West 350 North Greenfield, IN 46140 Phone - (317) 610-4300 Fax - (317) 351-3019	Sherry Washington Sherry.Washington@cvshhealth.com Ext 317-610-4300 x 1355164 Jeff Hoover Jeffrey.Hoover@cvshhealth.com 317-353-1458 x3523	6:00 am - 12:30 pm M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required
Kapolei, HI 1025 Opakapaka St. Kapolei, HI 96707 Phone - (808) 690-8722 Fax - (808) 690-8702	Donna Masagatani donna.masagatani@CVSHealth.com (808) 690-8721 Sean Augustine Sean.Augustine@CVSHealth.com (808) 690-8722	6:00 am - 12:00 pm M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required Accepted Trailers: 24', 45', 48' and 53'
Knoxville, TN 10008 Parkside Drive Knoxville, TN 37922 Phone - (865) 231-9900 Fax - (865) 231-9901	Pokey Mullins Pokey.Mullins@cvshhealth.com (865) 231-9940 Shannon Miller Shannon.Miller@cvshhealth.com 865-231-9913	6:00 am - 2:00 pm M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required
La Habra, CA 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	Mary Murphy Mary.Murphy2@cvshhealth.com 714/578-4727 Vicki Sloat – 1st Shift Supervisor Victoria.Sloat@cvshhealth.com (714) 578-4600 ext 1340513 Rolando Laurel – 2nd Shift Supervisor Rolando.Laurel@CVSHealth.com (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
La Habra, CA 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	Mary Murphy Mary.Murphy2@cvshhealth.com 714/578-4727 Vicki Sloat – 1st Shift Supervisor Victoria.Sloat@cvshhealth.com (714) 578-4600 ext 1340513 Rolando Laurel – 2nd Shift Supervisor Rolando.Laurel@CVSHealth.com (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

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
Loudon, TN 3400 Huntington Park Dr. Loudon, TN 37774 Phone - (865) 657-2212 Fax - (865) 231-9901	1st contact Pokey Mullins PokeyMullins@cvshealth.com (865) 231-9940 Doug Hill / Shane Woods Douglas.Hill@cvshealth.com Donavon.Woods@cvshealth.com (865) 657-2212 (865) 657-2200 x12800	6:00 am – 2:30 pm M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required
Lumberton, NJ 1 Berry Drive Lumberton, NJ 08048 Phone - (609) 267-6700 Fax - (609) 518-5779	Deb Gilbert Deborah.Gilbert@cvshealth.com 609-518-5610 Honica Honsby Honica.Honsby@cvshealth.com 609-267-6700 x1325047 Main Receiving office number 609-518-5612	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
Lumberton, NJ (Cosmetic Building) See Hainesport, NJ			
Midwest DC 10711 North Congress Ave. Kansas City, MO 64153 Phone – (816)-708-6095	Cathy Berg Catherine.Berg@CVSHealth.com 816-708-6095 Maura.EdingerHon@CVSHealth.com; Patrick Daniels Patrick.daniels@cvshealth.com 816-708-6022	6:00 am – 12:00 pm M-F Express Door: 6:00 am – 11:00 am	Express Door: Maximum 200 cases and 2 pallets
Medley, FL See Orlando, FL			
Murfreesboro, TN Store Fixtures 606 Butler Street Murfreesboro, TN 37127 Phone - (615) 494-9226	Receiving Office 615-494-9226 bdusenberry@storeopeningsolutions.com awatkins@storeopeningsolutions.com	7:00 am - 2:30 pm M-F <u>NO EXPRESS DOOR</u>	Delivery appointment required. Call for delivery appointment.
North Augusta, SC See Beech Island			
North Augusta, SC (Lovers Lane – Satellite DC) 1413 Lovers Lane Augusta, GA 30901 Phone – (888) 378-7336 Fax - (401) 652-1026	Vera Robinson Vera.Robinson@cvshealth.com (803) 442.5236 Stephen Hucks Stephen.Hucks@cvshealth.com (803) 442.5256	4:30 am – 10:30AM M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
North Smithfield, RI 150 Industrial Drive North Smithfield, RI 02896 Phone - (401) 235-2004 Fax - (401) 235-5255	Carl Gravel Carl.Gravel@cvshealth.com (401) 235-5042 Laurie Baker Laurie.Baker@CVSHealth.com (401) 235-5045	2 Shifts M-F 7:00am – 12:00pm 3:00pm – 8:00pm <u>NO EXPRESS DOOR</u>	Delivery Appointment Required
Novi, MI 43800 Genmar Drive Novi, MI 48375 Phone – (248) 675-2100 Fax - (248) 675-2109	Laurie Beth Gruich Laurie.Gruich@cvshealth.com (248) 675-2100 x1295018 John Budner John.Budneriii@cvshealth.com (248) 675-2138 Emilie Coffey Emilie.Coffey@CVSHealth.com (248) 675-2127	6:00 am - 11:30 am M-F Express Door: 7:00 am - 12:00 pm M-F	Delivery Appointment Required Appointment required for all deliveries (including Express Door deliveries of up to 250 cases on 5 pallets or less
Orlando, FL 8525 Exchange Drive Orlando, FL 32809 Phone - (407) 858-4000 Fax - (407) 858-4122	Bianca Acevedo Blanca.Ardon@cvshealth.com x1320004 Alisha Roberts Alisha.Roberts@cvshealth.com x1320010	6:30 am -6:00 pm M-Th 6:30 am – 5:00 pm F Express Door: 6:30 am - 1:00 pm M-Th 6:30 am - 11:00 am F	Express Door: Less than 100 cases
Patterson, CA 2400 Keystone Pacific Pkwy Patterson, CA 95363 Phone - (209) 895-8500 Fax - (401) 733-0763	Jeremiah Saleapaga Jeremiah.Saleapaga@cvshealth.com (209) 895-8528 Tonie Aguilera Antonia.Aguilera@cvshealth.com (209) 895-8528	4:00 am – 10:00 AM M-F Express Door: 6:00 am – 12:00 pm M-F (M-F)	250 cases or more requires delivery appointment. Express Door: less than 250 cases & 6 pallets or less
Phoenix, AZ See Tolleson, AZ			
Somerset, PA 322 Revco Road Somerset, PA 15501 Phone - (814) 289-2200 Fax - (814) 289-2202	Annette Saylor Annette.Saylor@cvshealth.com Ext 131-0014 Bob Christner Robert.Christner@cvshealth.com Ext 131-0017 Justice Custer Justice.Custer@cvshealth.com Ext 131-0018	6:00 am - 8:30 pm M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required Appointment required for all deliveries.

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
Tolleson, AZ (Beverages) 8585 W Buckeye Road, Suite A Tolleson, AZ 85353 Phone – (480) 420-5022 Fax - (480) 420-5015	Miguel Bravo Correa Miguel.BravoCorrea@cvshealth.com Ext 133-5001 Xiclaly Perez Xiclaly.perez@cvshealth.com Ext. 133-5002	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: Maximum 250 cases
Twinsburg, OH Business Integration Center 1940 Enterprise Parkway Twinsburg, OH 44087 Phone - (330) 487-6916 Fax - (330) 963-0760	Dale Petruno (330) 487-6912 Jennifer Ayers (330) 487-6916 Jennifer.ayers@cvshealth.com Dale.petruno@cvshealth.com	8 :00 am - 3:30 pm M-F <u>NO EXPRESS DOOR</u>	No delivery appointment required
Vero Beach, FL 2577 98 th Ave Vero Beach, FL 32966 Phone - (772) 774-2131 Fax - 401-216-0492	Heather Harris Heather.Harris@cvshealth.com veroreceiving@cvscaremark.com 772) 774-2131	1 st shift 6am -2pm M-F 2 nd shift 2pm-10pm M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required
Woonsocket, RI 400 Founders Drive Woonsocket, RI 02895 Phone - (401) 235-5000 Fax - (401) 235-5255	Carl Gravel Carl.Gravel@cvshealth.com (401) 235-5042 Laurie Baker Laurie.Baker@CVSHealth.com (401) 235-5045	1st shift 7:00am –1230PM M-F 2 nd shift 3PM to 830PM M_F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required
Woonsocket, RI CVS Print Department 50 Fortin Drive Woonsocket, RI 02895 Phone - (401) 770-2993 Fax - (401) 767-2234	Mike Cote Michael.Cote@cvshealth.com (401) 770-2993 Dennis Wiggins Dennis.Wiggins@CVSHealth.com (401) 770-6669	8:00 am - 4:00 pm M-F	Delivery Appointment Required Call for delivery appointment instructions- not scheduled through the CVS online scheduling system
Store Supplies 221 Founders Drive Woonsocket, RI 02895 Phone - (401) 235-5803	David Houle David.Houle@CVSHealth.com Gary Capparella – Gary.Capparella@cvshealth.com (401) 235-5156 (401)235-5850	8:00 am - 1:30pm M-F	Delivery Appointment Required . CALL for an appt.

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

Pharmacy (Rx) Facilities:

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
Chemung, NY 150 White Wagon Rd Chemung, NY 14825 Phone - (607) 249-0100 Fax - (607) 249-0103	Lisa Green Lisa.Green@cvshealth.com (607) 249-00156 Jack.Brockway@CVSHealth.com	5:00 am – 1:30 pm M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required
Conroe, TX 225 Harpers Landing Blvd. Conroe, TX 77385 Phone - (936) 364-2849 Fax - (936) 271-5804	Veronica Clark Veronica.Clark@cvshealth.com 936-271-5813 Paula Kizzie Paula.Kizzie@cvshealth.com (936) 271-5813	7:00 am - 3:00 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.
Ennis, TX 800 CVS Drive Ennis, TX 75119 Phone - (214) 241-5000 Fax - (401) 652-0542	Charika Russell Charika.Russell-Johnson@cvshealth.com (214) 241-5061	6:00 am - 2:30 pm M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required
Indianapolis, IN 7590 Empire Drive Doors 116-123 Indianapolis, IN 46219 Phone - (317) 610-4374 Fax - (317) 610-4308	Barbara Smith Barbara.Smith2@CVSHealth.com 317-610-4374 Roxanne.Lane@CVSHealth.com	7:00 am - 2:00 pm M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required.
Knoxville, TN 10017 Kingston Pike Knoxville, TN 37922 Phone - (865) 231-9900 Fax - (865) 231-9902	Pat West Patricia.West1@CVSHealth.com 865-231-9941 Brian.Hall@CVSHealth.com	7:00 am - 2:30 pm M-F <u>NO EXPRESS DOOR</u>	Appointment required for all deliveries Drivers must enter through the 10008 Parkside Drive Entrance. Please set GPS accordingly
La Habra, CA Pharmacy 777 South Harbor Blvd. Suite D-152 La Habra, CA 90631 Phone - (714) 578-4600 Receiving Office ext 1340516 Fax - (714) 578-4691	Genet Habte Genet.Habte@cvshealth.com (714) 578-4600 ext 1340512 Vicky Sloat Victoria.Sloat@cvshealth.com (714) 578-4600 ext 1340513 mary.murphy2@cvshealth.com 714/578-4727	Main Dock 4:00 am – 1:00 pm M-F NO EXPRESS DOOR	Delivery Appointment Required No Express Door

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
Lumberton, NJ 3 Berry Drive Lumberton, NJ 08048 Phone - (609) 267-6700 Fax - (609) 518-5779	Deb Gilbert Deborah.Gilbert@cvshealth.com 609-518-5610 Honica Honsby Honica.Honsby@cvshealth.com 609-267-6700 x1325047 Main Receiving office number 609-518-5612	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
Midwest Pharmacy 10651 North Congress Ave. Kansas City, MO 64153 Phone – (816)-708-6037	Michele Chilson – 816-708-6037 Michele.Chilson@cvshealth.com Tamara Call – 816-708-6030 Tamara.Call@cvshealth.com	NO EXPRESS DOOR 6:00 am – 12:00 pm M-F	Delivery Appointment Required
North Smithfield, RI 150 Industrial Drive Pharmacy-WHSE 2 North Smithfield, RI 02896 Phone - (401) 235-2004 Fax - (401) 235-5255	Carl Gravel Carl.Gravel@cvshealth.com (401) 235-5042 Laurie Baker Laurie.Baker@CVSHealth.com (401) 235-5045	2 Shifts M-F 7:00am – 1:00pm Express Door: 7:00 am - 2:00 pm M-F <i>(Pharmacy Only)</i>	Delivery Appointment Required for more than 250 cases Under 250 cases-use express door
Orlando, FL 8201 Chancellor Drive Orlando, FL 32809 Phone - (407) 858-4000 Fax - (407) 858-4122	Bianca Acevedo Blanca.Ardon@cvshealth.com x1320004 Alisha Roberts Alisha.Roberts@cvshealth.com 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	Delivery Appointment Required for more than 100 cases Express Door: Less than 100 cases
Patterson, CA 2400 Keystone Pacific Pkwy Suite B. Patterson, CA 95363 Phone - (209) 895-8500 Fax - (401) 733-0763	Jeremiah Saleapaga Jeremiah.Saleapaga@cvshealth.com (209) 895-8528 Tonie Aguilera Antonia.Aguilera@cvshealth.com (209) 895-8528	4:00 am – 12:00 PM M-F Express Door: 6:00 am – 12:00PM am M-F	250 cases or more requires delivery appointment. Express Door: less than 250 cases & 6 pallets or less
Vero Beach, FL 2575 98 th Ave Vero Beach, FL 32966 closed as of 6-1-2020	Heather Harris Heather.Harris@cvshealth.com (Location is not receiving product any more—if questions arise email Heather)	closed as of 6-1-2020	closed as of 6-1-2020

Attachment II

Logistics (LOG) Deduction Information

NOTE: Refer to Section II, H. for Logistics Deductions. The following chart is a description of each deduction:

LOG Code	Description	Details	Deduction Calculation (+ \$100 admin)
3PLBOL	Failure to utilize the required Third Party Logistics BOL	Did not use a 3PL BOL required by the carrier or there was an error on the BOL thus requiring an up charge	100% of invoice difference
DET	Carrier detention charge at time of pickup (detained past the 2hr allowable loading time)	Vendor held up the carrier past the allotted time or the carrier is held at the receiver due to a vendor error	100% of detention charge
DPO	Duplicate entry of a PO that was previously routed	A vendor entered a PO on two different shipments not due to pallet quantity or the vendor shipped their backorder collect instead of prepaid	100% of invoice
IC	Failure to utilize the designated CVS carrier	A vendor did not use the designated carrier via the shipping instructions	100% of invoice
IWP-FC	Incorrect Web Portal for Freight class	A vendor entered the wrong freight class causing the rate to increase	100% of invoice difference
IWP-PP	Incorrect Web Portal for pallets	A vendor entered the wrong pallet count causing the rate to increase	100% of invoice difference
IWP-WT	Incorrect Web Portal for weight	A vendor entered the wrong weight causing the rate to increase	100% of invoice difference
MLN	CVS load number (LD #) was not provided on the designated BOL	The CVS LD# was not on the BOL as required by the routing guide	30% of invoice
NAP	Freight was not available for initial pickup date	The available for pick up date was compliant on the web portal entry but the actual pick up date is beyond the entered date	\$250 per load
NWP	Failure to utilize the CVS Transportation Web Portal	The vendor did not enter their PO in to the CVS web portal as required in the routing guide	100% of invoice
PPV	Unauthorized prepaid freight handling cost	A prepaid vendor did not specify their freight terms on the BOL causing the default payment to go to CVS, which is then deducted back to the vendor	100% of invoice
RECON	Reconsignment/Additional Pickup/Redelivery/Storage Charge	A vendor destined their PO's to the wrong DC causing the carrier to take the freight to the correct DC. Storage fees, delivery fees and corrected BOL's are all included	100% of invoice difference
TONU	Truck Ordered Not Used	A pick up time was confirmed between the vendor and the carrier but the vendor caused the carrier to not get loaded, resulting in a TONU.	100% of TONU charge
UTC	Unauthorized Time Critical	Some type of time critical indication on the BOL (i.e date, time critical sticker, etc.), creating additional fees.	100% of invoice difference
XTRA	Unauthorized extra freight handling costs	miscellaneous costs outside of anticipated routing costs (stop off, reweigh, layover, storage, sort/seg, etc)	100% of invoice difference