

Packing Slip Guide — CVS

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Introduction

A packing slip is a record of a customer’s purchase that is included as part of a shipment. It displays the merchant’s logo, contact information, return policy and order related information, such as the items purchased and the shipping address.

Creating a packing slip, at a high level, is the integration of order information from a data source and an appropriate packing-slip template into a printed form that conforms to the specifications of the merchant.

Approval Process

CVS requires suppliers producing their own packing slips to submit samples for approval prior to their release to production on the CommerceHub network.

Sample packing slips must be produced from the following test cases as defined in CommerceHub’s *Test Plan – CVS.pdf*.

Test Case	Description
1	Single Line Order – Ship Supplier Ships Entire Order - Ship
3	Multi Line Order – Ship all lines together Supplier Cancels Entire Order
5	Multi-Line Order – Mix of Cancel & Ship
6	Multi-Line Order – Ship lines separately
7	Multi-Line Order – Multiple Pages, Ships lines separately

Important: Certain suppliers will not be required to produce all versions of the CVS Packing Slip. Consult with the CVS contact listed below to request an exemption from being required to produce all packing slip variations.

CVS Approval Contact Information

Contact: Ayesha Moos
Email: Ayesha.Moos@cvscaremark.com

Getting Help

Related Documentation

The following documentation is available to provide assistance during the setup process. This can be found in the Resource Center in the OrderStream web application under the Setup Guides link.

User Type	Document Name	Document Purpose
All Users	<i>Supplier Guide — CVS</i>	Describes the business rules necessary to support the business relationship with this merchant.
All Users	<i>Supplier Test Plan — CVS</i>	Plan for testing business and functional requirements of the Merchant/Supplier Relationship and to assist new users in learning how to interact with the CommerceHub network.

Resource Center

The Resource Center is accessed from the Resource Center button (as seen in Figure 1) within the top right of the OrderStream application. It provides online access to documentation and training tutorials. You may access and download all necessary documentation pertaining to your merchant partnerships.



Figure 1 Resource Center Button

Online Help

OrderStream contains context-sensitive help for each section within the application. Clicking on a help link (?) displays a help topic relative to the section from which the help was called. Help topics are designed to give you immediate information about OrderStream sections. The Help system also contains overview information, field descriptions, and step-by-step instructions for completing additional tasks within OrderStream.

Contacting CommerceHub

Partner Setup

During the supplier on-boarding process with CommerceHub, you may contact the CommerceHub Partner Setup Team by sending an email to partnersetup@commercehub.com. Be sure to include the following information:

- Your company name
- Your contact information (email and phone number)
- The name of the merchant that you are working with
- A detailed description of your questions

Customer Support

The CommerceHub Customer Support Team is ready to assist you Monday through Friday, 8:00 A.M. to 6:00 P.M. (Eastern Time), via email or phone:

- **Email:** customersupport@commercehub.com
- **Phone:** 844-HUB-HELP (482-4357)

Packing Slip Requirements

When printing your own version of the CVS packing slip, you must satisfy the layout and conditional processing requirements defined in this specification document. After verifying your packing slips are identical to those present in this guide, submit samples to your Partner Setup representative before submitting to CVS. If you are unable to satisfy the requirements for the CVS packing slip, you are required to use CommerceHub-produced packing slips.

Merchant-Specific Table

Below is a summary of the rules that apply to CVS packing slips. Please refer to the specific sections for details related to these requirements. If the *Applies to this Merchant* column is marked *N/A*, this section is not included in this guide, although you may be expected to support a specific functionality as part of another merchant relationship.

Packing Slip Variables	Applies to this Merchant
Packing Slip Types:	
• Regular	Y
• Ship-To-Store	N/A
• Reprint	Y
• Gift	N/A
• Less than truckload (LTL)	N/A
• Vendor-Order Supplement	N/A
Sales Division	N/A
Special Printing Requirements	N/A
Returns Address	Y
Barcode	N/A
Multiple Languages	N/A
Single Line Per Packing Slip	N/A
Multiple Lines Per Packing Slip	Y
Multi-Page Packing Slip	Y
Computations	N/A
Price Suppression	N/A

Packing Slip Types

CVS requires you to produce the following packing slip types:

- Regular Packing Slip
- Reprint Packing Slip

General Formatting Requirements

This section describes the general design requirements for CVS packing slips. Refer to the specific formatting requirements within each section for design requirements that are specific to each packing slip type.

Packing slips are intended to be printed on plain 8 1/2 x 11 letter paper in black and white with the page orientation set to portrait.


Logos

You may access and download a logo image file from the Resource Center. Access the Resource Center Packing Slip Guide link as described in Resource Center on page 3.

Regular Packing Slip

Sample Regular Packing Slip with Location References

The location references shown below are used throughout this guide to outline which sections of the packing slip are being addressed.



CVS.com

Logo Section

Customer Service
 Email customer care@cv s.com
 or call toll-free 1 (888) 607-4CVS (4287)

SHIP TO:

Lisa Smith
 ABC Company Name
 6 West Loop South
 Houston, TX 77027
 US
 lisasmith@sample.com
 (713) 961-5555

CUSTOMER ORDER NUMBER: 9999998
 CUSTOMER ORDER DATE: 06/05/2012
 PURCHASE ORDER NUMBER: PO101966028
 SHIPPING METHOD: UPS Ground

Order Header Section

UPC	ITEM NUMBER	DESCRIPTION	QTY ORDERED	UNIT PRICE	AMOUNT
1234567890123	220880291	Sample item description for line 1	1	14.99	0.00
1234567890123	220880292	Sample item description for line 2	3	15.55	12.30

Order Merchandise Section

Thank you for your order. Please note that your order may ship in more than one package. To print a record of your complete order and payment, log into your CVS.com account, click My Account and go to Order Status & History. You can print your shipping confirmation email for reference as well.

Return Policy:

If you received a damaged or defective package, or if there is an order discrepancy, please contact our Customer Care Specialists immediately at 1 (888) 607-4287 or via email at customer care@cv s.com for return instructions. Reference your order number along with the reason for the return when you contact us.

You may return unopened nonprescription item(s) to CVS.com within 30 days of receipt for a credit refund. You are responsible for the shipping charges if the merchandise is not defective or damaged.

Or, you may return unopened nonprescription item(s) to a local CVS/pharmacy store with this receipt or your printed record within 30 days for a credit refund. CVS/pharmacy Brand items and cosmetics are 100% guaranteed, and may be returned at any time for any reason.

If you have questions or concerns about the prescription item(s) in your order, please call our Customer Care Specialists at 1 (888) 607-4287. Due to legal restrictions, CVS.com prescription items cannot be returned to CVS/pharmacy stores.

Returns Section

9999998
 PO101966028
 Lisa Smith
 ABC Company Name
 6 West Loop South
 Houston, TX 77027

Returns Label Section

CVS Returns
 123 CVS Avenue
 Indianapolis, IN 46247

Return Reasons:

1 - Arrived too late	6 - Gift Return
2 - Changed My Mind	7 - Other
3 - Customer Ordering Error	8 - Product Not As Expected
4 - Damaged	9 - Wrong Item Ordered
5 - Defective	10 - Wrong Quantity Ordered

Footer Section

Page 1 of 1

Figure 2 Sample Regular Packing Slip with Location References

Order Level Message

CVS' packing slips do not contain any order-level messages.

Return Instructions

Customers are instructed to contact CVS' Customer Care Specialists at 1 (888) 607-4287 or via email at customer care@cvs.com.

Line-Item Detail

A single blank line should display between each line item.

Reprinted Packing Slips

Packing slip reprints should be produced when an order is partially shipped. When a reprinted packing slip is produced, the following information changes:

- Quantities are not adjusted for canceled and shipped items.
- Line items where all quantities were cancelled should not display.

Element Types

Elements are identified in the following tables as either "fixed" (F) or "variable" (V). Fixed elements are elements that remain the same regardless of any data received, i.e., static text. Variable elements contain changeable data as received from the order file.

Element Properties

The sections below list the content of the packing slip according to the location reference.

Text Requirements for all elements:

Font Name = Arial

Data Element	Max Length	Font Size	Font Style	F/V	Comments
LOGO HEADER SECTION					
LOGO				F	CVS.com logo image
Static Text		14	Bold	F	Customer Service
Static Text		10		F	Email customercare@cv.com or call toll-free 1 (888) 607 4CVS (4287)
ORDER HEADER SECTION					
Label		10	Bold/Grey background	F	SHIP TO:
Ship to Name	100	10		V	
Ship to address line 1	80	10		V	
Ship to address line 2	80	10		V	When not present, lines should shift up.
Ship to City	40	10		V	
Ship to State	20	10		V	
Ship to Zip Code	15	10		V	
Ship to Zip Code Extension	4	10		V	
Ship to Country	3	10		V	
Ship to Email	30	10		V	
Ship To Day Phone	14	10		V	
Label		10	Bold	F	CUSTOMER ORDER NUMBER:
Customer Order Number		10		V	
Label		10	Bold	F	CUSTOMER ORDER DATE:
Customer Order Date	30	10		V	
Label		10	Bold	F	PURCHASE ORDER NUMBER:
Purchase Order Number	20	10		V	
Label		10	Bold	F	SHIPPING METHOD:
Shipping Code Description	50	10		V	
ORDER MERCHANDISE SECTION					
Label		10	Bold	F	UPC
Label		10	Bold	F	ITEM NUMBER

Data Element	Max Length	Font Size	Font Style	F/V	Comments
Label		10	Bold	F	DESCRIPTION
Label		10	Bold	F	QTY ORDERED
Label		10	Bold	F	UNIT PRICE
Label		10	Bold	F	AMOUNT
UPC	20	10		V	
Vendor SKU	60	10		V	
Item Description	80	10		V	
Quantity	4	10		V	
Unit Price	6	10		V	Format = 9999.99
Line Merchandise Amount	6	10		V	Format = 9999.99
RETURNS SECTION					
Static Text		10		F	Thank you for your order. Please note that your order may ship in more than one package. To print a record of your complete order and payment, log into your CVS.com account, click on My Account and go to Order Status & History. You can print your shipping confirmation email for reference as well.
Static Text		10	Bold		Return Policy

Data Element	Max Length	Font Size	Font Style	F/V	Comments
Static Text		10		F	<p>Note: The following text is printed only when the packing slip type does NOT = 'nostorereturn':</p> <p>If you received a damaged or defective package, or if there is an order discrepancy, please contact our Customer Care Specialists immediately at 1 (888) 607-4287 or via email at customer care@cv s.com for return instructions. Reference your order number along with the reason for the return when you contact us.</p> <p>You may return unopened nonprescription item(s) to CVS.com within 30 days of receipt for a credit refund. You are responsible for the shipping charges if the merchandise is not defective or damaged.</p> <p>Or, you may return unopened nonprescription item(s) to a local CVS/pharmacy store with this receipt or your printed record within 30 days for a credit refund. CVS/pharmacy Brand items and cosmetics are 100% guaranteed, and may be returned at any time for any reason.</p> <p>If you have questions or concerns about the prescription item(s) in your order, please call our Customer Care Specialists at 1 (888) 607-4287. Due to legal restrictions, CVS.com prescription items cannot be returned to CVS/pharmacy stores.</p>

Data Element	Max Length	Font Size	Font Style	F/V	Comments										
Static Text		10		F	<p>Note: The following text is printed only when the packing slip type = 'nostorereturn':</p> <p>Items in this order are not returnable to CVS.com or CVS stores. Please contact our Customer Care Specialists immediately at 1 (888) 607-4287 or via email at customer care@cvs.com for return instructions.</p> <p>ATTN Store Managers:</p> <p>For information on returns, go to section 7, CVS.com Returns in the Operations Manual under Refunds. For CVS.com order questions, call toll-free 1 (888) 607-4287.</p>										
Static Text		10	Bold	F	Return Reasons:										
Static Text		8		F	<table border="0"> <tr> <td>1 - Arrived too late</td> <td>6 - Gift Return</td> </tr> <tr> <td>2 - Changed My Mind</td> <td>7 - Other</td> </tr> <tr> <td>3 - Customer Ordering Error</td> <td>8 - Product Not As Expected</td> </tr> <tr> <td>4 - Damaged</td> <td>9 - Wrong Item Ordered</td> </tr> <tr> <td>5 - Defective</td> <td>10 - Wrong Quantity Ordered</td> </tr> </table>	1 - Arrived too late	6 - Gift Return	2 - Changed My Mind	7 - Other	3 - Customer Ordering Error	8 - Product Not As Expected	4 - Damaged	9 - Wrong Item Ordered	5 - Defective	10 - Wrong Quantity Ordered
1 - Arrived too late	6 - Gift Return														
2 - Changed My Mind	7 - Other														
3 - Customer Ordering Error	8 - Product Not As Expected														
4 - Damaged	9 - Wrong Item Ordered														
5 - Defective	10 - Wrong Quantity Ordered														
RETURN LABEL SECTION															
Customer Order Number		10		V											
Purchase Order Number	20	10		V											
Ship to Name	100	10		V											
Ship to address line 1	80	10		V											
Ship to address line 2	80	10		V	When not present, lines should shift up.										
Ship to City	40	10		V											
Ship to State	20	10		V											
Ship to Zip Code	15	10		V											
Ship to Zip Code Extension	4	10		V											
Return to Name	100	10		V											
Return to address line 1	80	10		V											
Return to address line 2	80	10		V	When not present, lines should shift up.										
Return to City	40	10		V											
Return to State	20	10		V											
Return to Zip Code	15	10		V											

Data Element	Max Length	Font Size	Font Style	F/V	Comments
Return to Zip Code Extension	4	10		V	
FOOTER SECTION					
		10		V	Page (#) of (#)

Other Design Attributes

- Text should wrap to fit within the bordered location.
- All date fields should be in the format of mm/dd/yyyy.

CVS.com[™]

Customer Service
 Email customer care@cv s.com
 or call toll-free 1 (888) 607-4CVS (4287)

SHIP TO:

Lisa Smith ABC Company Name 6 West Loop South Houston, TX 77027 US lisasmith@sample.com (713) 961-5555	CUSTOMER ORDER NUMBER: 9999998 CUSTOMER ORDER DATE: 06/05/2012 PURCHASE ORDER NUMBER: PO101966028 SHIPPING METHOD: UPS Ground
--	--

UPC	ITEM NUMBER	DESCRIPTION	QTY ORDERED	UNIT PRICE	AMOUNT
1234567890123	220880291	Sample item description for line 1	1	14.99	0.00
1234567890123	220880292	Sample item description for line 2	3	15.55	12.30

Thank you for your order. Please note that your order may ship in more than one package. To print a record of your complete order and payment, log into your CVS.com account, click My Account and go to Order Status & History. You can print your shipping confirmation email for reference as well.

Return Policy:

If you received a damaged or defective package, or if there is an order discrepancy, please contact our Customer Care Specialists immediately at 1 (888) 607-4287 or via email at customer care@cv s.com for return instructions. Reference your order number along with the reason for the return when you contact us.

You may return unopened nonprescription item(s) to CVS.com within 30 days of receipt for a credit refund. You are responsible for the shipping charges if the merchandise is not defective or damaged.

Or, you may return unopened nonprescription item(s) to a local CVS/pharmacy store with this receipt or your printed record within 30 days for a credit refund. CVS/pharmacy Brand items and cosmetics are 100% guaranteed, and may be returned at any time for any reason.

If you have questions or concerns about the prescription item(s) in your order, please call our Customer Care Specialists at 1 (888) 607-4287. Due to legal restrictions, CVS.com prescription items cannot be returned to CVS/pharmacy stores.

Return Reasons:

1 - Arrived too late	6 - Gift Return
2 - Changed My Mind	7 - Other
3 - Customer Ordering Error	8 - Product Not As Expected
4 - Damaged	9 - Wrong Item Ordered
5 - Defective	10 - Wrong Quantity Ordered

9999998
 PO101966028
 Lisa Smith
 ABC Company Name
 6 West Loop South
 Houston, TX 77027


CVS Returns
 123 CVS Avenue
 Indianapolis, IN 46247

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Figure 3 Sample Regular Packing Slip

Mapping to the Purchase Order Message File

The bracketed numbers on the sample packing slips below correspond to data elements included in the Purchase Order message file that you receive from CommerceHub. The tables in this section associate each data element (by its bracketed ID number) with its location in a particular type of file, i.e., HubEDI 850, HubXML, or Hub Delimited. You will need to trace how the data elements in the Purchase Order message file from CommerceHub are captured by your internal systems in order to access the proper data elements to produce the packing slip. These tables provide a starting point for performing that trace.



Customer Service
 Email customercare@cv.com
 or call toll-free 1 (888) 607-4CVS (4287)

SHIP TO:

<p>[101] [102] [103] [104], [105] [106]-[107] [108] [109] [110]</p>	<p>CUSTOMER ORDER NUMBER: [201] CUSTOMER ORDER DATE: [202] PURCHASE ORDER NUMBER: [203] SHIPPING METHOD: [204]</p>
---	---

UPC	ITEM NUMBER	DESCRIPTION	QTY ORDERED	UNIT PRICE	AMOUNT
[301]	[302]	[303]	[304]	[305]	[306]

Thank you for your order. Please note that your order may ship in more than one package. To print a record of your complete order and payment, log into your CVS.com account, click My Account and go to Order Status & History. You can print your shipping confirmation email for reference as well.

Return Policy:

If you received a damaged or defective package, or if there is an order discrepancy, please contact our Customer Care Specialists immediately at 1 (888) 607-4287 or via email at customercare@cv.com for return instructions. Reference your order number along with the reason for the return when you contact us.

You may return unopened nonprescription item(s) to CVS.com within 30 days of receipt for a credit refund. You are responsible for the shipping charges if the merchandise is not defective or damaged.

Or, you may return unopened nonprescription item(s) to a local CVS/pharmacy store with this receipt within 30 days for a credit refund. CVS/pharmacy Brand items and cosmetics are 100% guaranteed, and may be returned at any time for any reason.

If you have questions or concerns about the prescription item(s) in your order, please call our Customer Care Specialists at 1 (888) 607-4287. Due to legal restrictions, CVS.com prescription items cannot be returned to CVS/pharmacy stores.

[201]
 [203]
 [101]
 [102]
 [103]
 [104], [105] [106]-[107]
 [401]
 [402]
 [403]
 [404], [405] [406]-[407]

Return Reasons:

1 - Arrived too late	6 - Gift Return
2 - Changed My Mind	7 - Other
3 - Customer Ordering Error	8 - Product Not As Expected
4 - Damaged	9 - Wrong Item Ordered
5 - Defective	10 - Wrong Quantity Ordered

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Figure 4 Sample Regular Packing Slip with Order Message References

Data Element Table for EDI

Label	Element	Description	Notes
101	Ship-To Name	1.310.N1-.ST-.N1-.----.02.0093.-----	
102	Ship-To Address Line 1	1.330.N1-.ST-.N3-.----.01.0166.-----	
103	Ship-To Address Line 2	1.330.N1-.ST-.N3-.----.02.0166.-----	
104	Ship-To City	1.340.N1-.ST-.N4-.----.01.0019.-----	
105	Ship-To State	1.340.N1-.ST-.N4-.----.02.0156.-----	
106	Ship-To Zip Code	1.340.N1-.ST-.N4-.----.03.0116.-----	
107	Ship-to Zip Code Extension	1.340.N1-.ST-.N4-.----.03.0116.-----	
108	Ship-To Country	1.340.N1-.ST-.N4-.----.04.0026.-----	
109	Ship-To Email	1.360.N1-.ST-.PER.BD-.08.0364.EM--.-----	
110	Ship-To Phone Number	1.360.N1-.ST-.PER.BD-.04.0364.TE--.-----	
201	Order Number	1.050.----.REF.CO-.02.0127.-----	
202	Order Date	1.150.----.DTM.006-.02.0373.-----	
203	P. O. Number	1.020.----.BEG.----.03.0324.-----	
204	Shipping Method	1.240.----.TD5.----.05.0387.-----	
301	UPC	2.010.PO1.----.PO1.----.13.0234.UP--.-----	
302	Item Number	2.010.PO1.----.PO1.----.07.0234.SK--.-----	
303	Description	2.050.PID.----.PID.08-.05.0352.F----.-----	
304	Quantity Ordered	2.010.PO1.----.PO1.----.02.0330.-----	
305	Unit Price	2.040.PO1.----.CTP.RS-.03.0212.RES-.-----	
306	Amount	2.130.SAC.----.SAC.D340.15.0352.-----	
401	Ship-From Name	1.310.N1-.SF-.N1-.----.02.0093.-----	
402	Ship-From Address Line 1	1.330.N1-.SF-.N3-.----.01.0166.-----	
403	Ship-From Address Line 2	1.330.N1-.SF-.N3-.----.02.0166.-----	

Label	Element	Description	Notes
404	Ship-From City	1.340.N1-.SF--.N4-....01.0019.-.-,....,----	
405	Ship-From State	1.340.N1-.SF--.N4-....02.0156.-.-,....,----	
406	Ship-From Zip Code	1.340.N1-.SF--.N4-....03.0116.-.-,....,----	
407	Ship-From Zip Code Extension	1.340.N1-.SF--.N4-....03.0116.-.-,....,----	

Data Element Table for Delimited

Label	Element	Description	Notes
101	Ship-To Name	STOH: Ship to Name (1)	
102	Ship-To Address Line 1	STOH: Ship to Address1	
103	Ship-To Address Line 2	STOH: Ship to Address2	
104	Ship-To City	STOH: Ship to City	
105	Ship-To State	STOH: Ship to State	
106	Ship-To Zip Code	STOH: Ship to Postal Code	
107	Ship-to Zip Code Extension	STOH: Ship to Postal Code ext	
108	Ship-To Country	STOH: Ship to Country	
109	Ship-To Email	STOH: Email	
110	Ship-To Phone Number	STOH: Ship to Day Phone	
201	Order Number	ORPO: Customer Order ID	
202	Order Date	ORPO: Customer Order Date	
203	P. O. Number	ORPO: Merchant Order ID	
204	Shipping Method	ORPO: Shipping method	
301	UPC	OROD: UPC	
302	Item Number	OROD: Merchant SKU	
303	Description	OROD: Description	
304	Quantity Ordered	OROD: Quantity	
305	Unit Price	OROD: Unit Price	
306	Amount	OROD: Merchandise amount	
401	Ship-From Name	SFOH: Returns Addressee	
402	Ship-From Address Line 1	SFOH: Returns Address1	
403	Ship-From Address Line 2	SFOH: Returns Address2	

Label	Element	Description	Notes
404	Ship-From City	SFOH: Returns City	
405	Ship-From State	SFOH: Returns State	
406	Ship-From Zip Code	SFOH: Returns Postal Code	
407	Ship-From Zip Code Extension	SFOH: Returns Postal Code ext	

Data Element Table for XML

Label	Element	Description	Notes
101	Ship-To Name	<shipTo/name1>	
102	Ship-To Address Line 1	<shipTo/address1>	
103	Ship-To Address Line 2	<shipTo/address2>	
104	Ship-To City	<shipTo/city>	
105	Ship-To State	<shipTo/state>	
106	Ship-To Zip Code	<shipTo/postalCode>	
107	Ship-to Zip Code Extension	<shipTo/postalCodeExt>	
108	Ship-To Country	<shipTo/country>	
109	Ship-To Email	<shipTo/email>	
110	Ship-To Phone Number	<shipTo/dayPhone>	
201	Order Number	<order/custOrderNumber>	
202	Order Date	<order/custOrderDate>	
203	P. O. Number	<order/poNumber>	
204	Shipping Method	<order/shippingCode>	
301	UPC	<lineitem/UPC>	
302	Item Number	<lineitem/merchantSKU>	
303	Description	<lineitem/description>	
304	Quantity Ordered	<lineitem/qtyOrdered>	
305	Unit Price	<lineitem/unitPrice>	
306	Amount	<lineitem/lineMerchandise>	
401	Ship-From Name	<shipFrom/name1>	
402	Ship-From Address Line 1	<shipFrom/address1>	
403	Ship-From Address Line 2	<shipFrom/address2>	

Label	Element	Description	Notes
404	Ship-From City	<shipFrom/city>	
405	Ship-From State	<shipFrom/state>	
406	Ship-From Zip Code	<shipFrom/postalCode>	
407	Ship-From Zip Code Extension	<shipFrom/postalCodeExt>	