



Dear Driver/Carrier:

This letter is to outline important key guidelines when making an appointment into any CVS Distribution Center (DCs).

Appointment Requests:

- All purchase order (POs) numbers must be listed on the appointment request.
 - If additional POs are added after appointment approval, the appointment must be resubmitted.
 - POs added to an existing approved appointment must be resubmitted no later than 12PM on the day preceding the appointment. The DC Schedulers need time to review the POs and load size before the delivery. Failure to do so may result in the additional POs or entire load being refused.
- Case counts must be provided
- Please include trailer number in the request, if known
- Appointment must arrive within 1 hour of appointment time. If over 1 hour late, carrier runs the risk of having the appointment refused.
- LTL drop trailers are allowed to drop early at DC's based on the individual requirements that are in place at each DC
- Please note – the DC has 24 hours to respond to the appointment requests. A systemic appointment approval e-mail is normally generated when requests are approved or refused by the DC. There are times (due to a vast majority of reasons) when e-mails do not make it to their destination address. After the 24 hours (if no e-mail received), it is the Submitters/Carriers responsibility to follow up on their appointment request with the DC or in eAppointment

For Rx Loads:

- All pharmacy (Rx) deliveries are considered **LIVE** unloads
- There is a separate Rx address at each DC with Rx. As a result, an appointment needs to be made for all Rx loads. If one trailer has both Rx and Front Store on it, two appointments are required.
 - Refer to CVS Routing Guide and Supplier Compliance Instructions at www.cvssuppliers.com for DC addresses and hours.

Please note; the DC has the authority to **refuse a portion or the entire load** if any of the guidelines above are not adhered to. These guidelines are imperative to the efficiencies of our DC operations.

Please do not hesitate to contact the DC directly with any questions or concerns.

Sincerely,

CVS Logistics Dept