Routing Guide

Attention

Logistics & Distribution

Revision 69, updated March 01, 2022

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.

IMPORTANT NOTE: The Supply Chain Performance (SCP) team has published the Supply Chain Performance Programs Instructions available at https://cvssuppliers.com/document-library/supply-chain-performance meant to serve as a supplement to this document. SCP compliance topics were previously discussed herein but have been removed. All instructions found within the SCP Programs Instructions supersedes any previously published versions.

OTIF (On-Time In-Full) compliance, along with other SCP compliance programs, are facilitated through the SCP/Traverse portal. Please consult the afore mentioned Supply Chain Performance Programs Instructions, Section I General Instructions, for information on requesting access. Inquiries related to Supply Chain compliance can be directed to supplychainperformance@cvshealth.com

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

REVISION CHANGE HISTORY

REVISION #	UPDATED CHANGES
69	**General Changes** Administrative Changes made throughout Updated links to documents located within www.cvssuppliers.com **II. Collect Freight Routing Instructions** Clarified CVS Web Portal to be CVS Transportation/Routing Portal ('MercuryGate') throughout Clarified penalties related to violations to collect routing deductions are taken as payment deductions throughout **II.1 General Routing Notes** Product Origin Expectations – noted that any changes to ship origins should be communicated to regional transportation contact e-mails and transportationstrat@cvshealth.com Time Specific Services – clarified suppliers should receive authorization from CVS Transportation for time specific services **III. Prepaid Freight Instructions** III.2 Preferred and Approved-Drop Carriers – Added section for approved-drop carriers **IV Deliveries** IV.3 Scheduling Bullet B – Changed DC response time for appointment requests from 24 hours to 48 hours IV.3.b Appointment Requirements Bullet F – Noted carriers making deliveries to multiple locations must have separate approved delivery appointments Bullet I – Noted drivers are not permitted to do their own unload and sort and seg for delivery of front store product. Carriers should contact the destination DC for instructions on Rx deliveries. **V Packaging** Updated seasonal event grid for 2022 V.2 Item and Case Requirements Inquires should be presented to DCInbound@CVSHealth.com **Attachment I -** Updates to contacts throughout. Added pallet height limits for each DC (see Appointment Requirements column)

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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 Programs Instructions available at *https://cvssuppliers.com/document-library/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 **CVS Managed Freight** (Collect, Backhaul and CPU) is 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/Routing Portal ('MercuryGate').

Any shipment not compliant with the CVS Routing Instructions will receive a penalty in the form of an invoice offset deduction or will have freight 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 CVS Transportation/Routing Portal ('MercuryGate') 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 being delivered. 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, NY, 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 **CVS Transportation/Routing Portal ('MercuryGate')**. Failure to disclose load value in excess of $100K could result in **penalties in the form of an invoice offset deduction**.

- 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's production facility or warehouse location closest to the CVS distribution center destination. Any changes to ship origins should be communicated to *all three regional contact e-mails above, and TransportationStrat@CVSHealth.com* .

- Multiple Purchase Order Expectations: Multiple purchase orders shipped 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 Transportation 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 will be notified via e-mail of any detention/accessorial charges and have 48 hours to challenge 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 greater than 30 cases** (or any shipment that exceeds the CVS Small Parcel guidelines as outlined herein) must be submitted to CVS via the Transportation/Routing Portal ('MercuryGate'). 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 #, *do not add* any additional characters such as "A" or "B."**

Failure to follow these instructions will result in a penalty in the form of an invoice offset deduction equal to the difference in freight charges.

Routing Portal Entry Requirements:

System Entry Dates: All routing entry dates must be in compliance with the OTIF guidelines outlined below.

System Entry Accuracy: Shipment information entered into the Transportation/Routing Portal ('MercuryGate') 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 a LOG (Logistics) and/or OTIF invoice offset deduction.

II.2.a System Entry Timing and Freight Availability:

a. Routing Request Date ("Create Date" in MercuryGate):

- The date the shipping information is submitted in MercuryGate must be **3 business days prior to the Shipment Ready Date (see next bullet point)**. When calculating the business days between these two dates, DO NOT include the Routing Request Date, Shipment Ready Date, weekends, or **DC holiday closures.

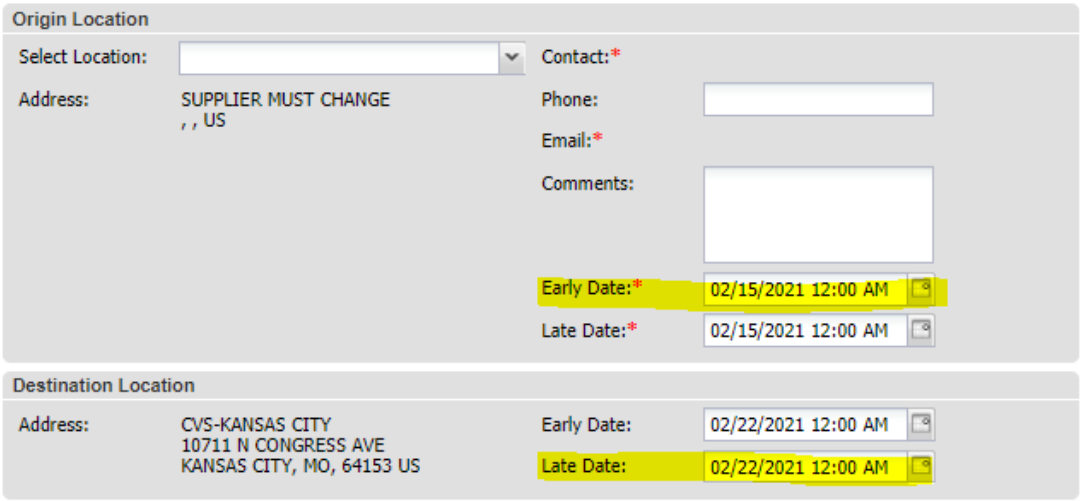
b. Shipment Ready Date ("Target Early Date" in MercuryGate):

- Prior to routing entry, suppliers are responsible for obtaining the total transit days from the Transit Matrix (below) when determining their Shipment Ready Date.
- The Shipment Ready Date **must be the minimum required business days in advance of the PO Ship to Arrive (STA) Date according to the CVS Transit Matrix below**. When determining the Shipment Ready Date, include the Shipment Ready Date but DO NOT include the STA Date, weekends, or **DC holiday closures in the calculation.

**DC holiday closure dates are available on the CVS Suppliers website

https://cvssuppliers.com/document-library/supply-chain-performance

- Screenshot from MercuryGate:



- The highlighted **"Early Date"** above in the Origin Location section represents the first date the freight will be ready for pickup. It is the **Shipment Ready** Date utilized to determine the On-Time portion of OTIF Compliance. You may see this date indicated as the **Target Ship Early Date** in MercuryGate.

- There must be 3 business days between this date ("Shipment Ready Date") and the date the route is created ("Routing Request Date").

- The Late Date in the Origin Location section should represent the latest date the load can ship while still meeting the minimum required transit times. In lieu of entering the same dates in the Early and Late date fields, it is helpful to provide a larger available pickup window between these two dates (while still meeting the minimum required transit times).

- The number of days between the "Early Date" ("Shipment Ready Date") and the PO STA date must allow for the total transit time based on the Transit Matrix.

- If you see a negative number, that means you selected an available ship date (Early Date) that is <u>before</u> the date you're creating the load. This will result in OTIF penalty in the form of an invoice offset deduction.

- Keep in mind that OTIF compliance is based on the <u>Original</u> PO STA Date

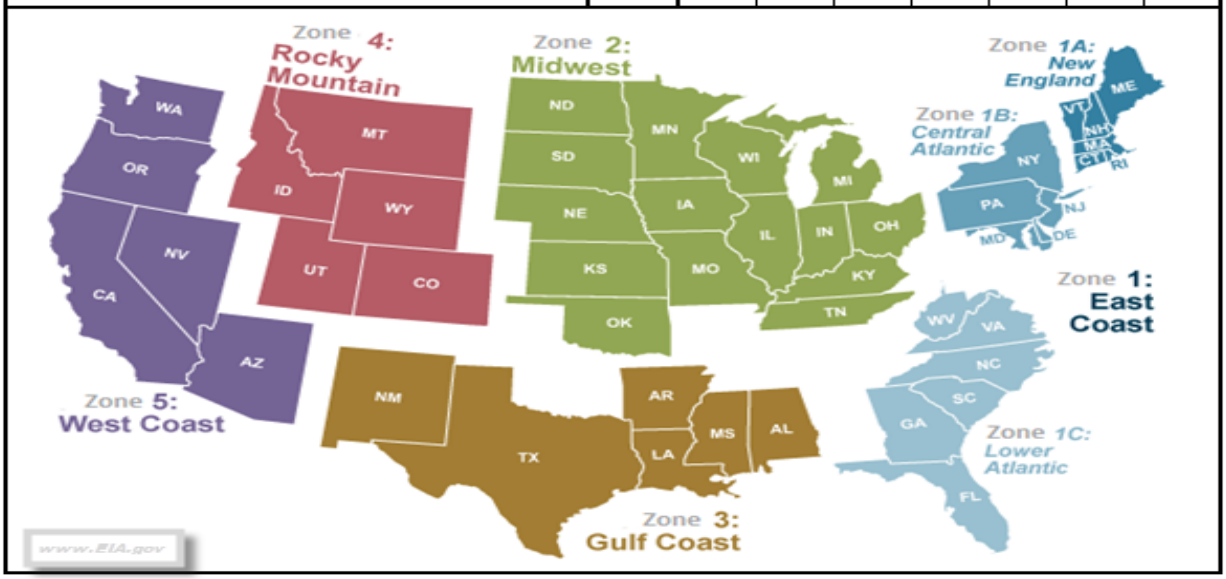
- **<u>An illustrative example is included below</u>**

Transit Matrix

Use the matrix to determine the minimum ***business days*** of freight availability prior to the STA date.

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.

	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



Example for utilizing the Transit Matrix and Mercury Gate portal entries:

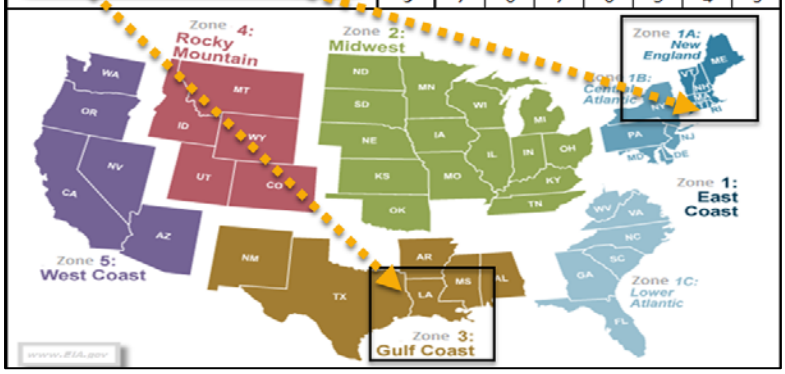
PO STA date is 1/22/21, shipping from LA to RI = 5 transit days
LA is in Zone 3. RI is in Zone 1A. Intersect both zones to determine total transit days = 5

Transit Matrix

Use the matrix to determine the minimum ***business days*** of freight availability prior to the STA date.

LA (zone 3) to RI (zone 1A) = 5 transit days

	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



System Entry (create) date	72hrs/3 business days	Shipment Ready Date (available date)	transit days	PO STA date
1/8/2021	3	1/14/2021	5	1/22/2021

business day calculation accounts for 72hrs / 3 days between these 2 dates

business day calculation between these 2 dates accounts for 5 transit days. Omit 1/19/21 from the calculation to account for DC closure in observance of Martin Luther King holiday

II.2.b Customer Pickup (CPU)

This section refers to Prepaid freight that is picked up and managed by CVS.

CPU Routing Request Date and Freight Availability:

Similar to Collect shipments, all loads must be entered into the Transportation/Routing Portal ('MercuryGate') and must follow the Routing Instructions outlined below.

Shipment Ready Date ("Target Early Date" in MercuryGate):

- The Shipment Ready Date **must be at least 4 business days prior to the PO STA date.** When determining the Shipment Ready Date, include the Shipment Ready Date but DO NOT include the STA Date, weekends, or **DC holiday closures in the calculation.
- **An illustrative example is included below**

***DC holiday closures are available on the CVS Suppliers website*

https://cvssuppliers.com/document-library/supply-chain-performance

PO STA date is 1/22/21

System Entry (create) date	72hrs/3 business days	Shipment Ready date (available date)	Transit Days (all lanes = 4 days)	PO STA date
1/12/2021	N/A	1/15/2021	4	1/22/2021

business day calculation between these 2 dates accounts for 4 transit days. Omit 1/19/21 from the calculation to account for DC closure in observance of Martin Luther King holiday

II.2.c Post System Entry and Next Steps

a. Once routed via the Transportation/Routing Portal ('MercuryGate'), the CVS Transportation Team will make a carrier assignment based on required service level. Status of carrier assignment, routing instructions, and BOL generation are available via the Transportation/Routing Portal ('MercuryGate').
    - The information printed on the CVS BOL is derived from the Shipper data entered into the Transportation/Routing Portal ('MercuryGate'). It is imperative the information is accurate to avoid penalties.

b. The Supplier is required to use the CVS provided BOL. If the Supplier choses to use another BOL (i.e. own or carrier's) and does not provide the correct CVS LD number and PO, a penalty in the form of an invoice offset deduction 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 penalty in the form of an invoice offset 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 CVS Transportation Team by e-mailing the proper region for the CVS UPS Ground Collect Freight Account Number prior to shipping. All deliveries must be made on or four business days prior to the STA date.

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. Please note failure to adhere to the 30 carton maximum may result in invoice offsets deductions to the vendor under the CVS Small Parcel program. Please see the Supply Chain Performance Instructions found at https://cvssuppliers.com/document-library/supply-chain-performance for further details.

   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 (no more than the total of 30 smaller cartons). 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. When shipping in master cartons, the master carton will not be included in the carton count with regards to the 30-case limit for the small parcel compliance program.
5. For shipments that exceed 350 pounds and/or over 30 cartons, the vendor must route through the Transportation/Routing Portal ('MercuryGate') (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 penalties in the form of invoice offset deductions 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 Transportation/Routing Portal ('MercuryGate'), 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 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 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/document-library/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

III Prepaid Freight Instructions

III.1 General Prepaid Notes

1. 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 .**
2. In order to ensure timely delivery, please work with your carrier to determine a timely pickup date that will allow the carrier to deliver your freight on or four business 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 business days* for freight consolidation at the carrier's consolidation terminal. Refer to the *Supplier-Carrier Guidelines for Prepaid LTL Shipments* document for more information https://cvssuppliers.com/document-library/supply-chain-performance
3. For more information on CVS' Appointment Integrity Program, please refer to the Supply Chain Performance Program Instructions available at https://cvssuppliers.com/document-library/supply-chain-performance.

III.2 Preferred & Drop-Approved Carriers

I. **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	CVSpharmacy@chrobinson.com
Koch Logistics	klogcvs@kochlogistics.com
Coyote	cvs@coyote.com
Capstone Logistics	cvs@loaddelivered.com
LTL & UTL (Refer to Section C)	
C.H. Robinson Consolidation Program	CVSconsol@chrobinson.com
NATIONAL LTL	
ABF Freight	customersolutions@arcb.com
FedEx Freight Priority & Economy	http://fedexfreight.fedex.com/locations.jsp
SAIA	naecustomerservice@saia.com
YRC	customer.service@yrcfreight.com
REGIONAL LTL	
Tony's Express (La Habra & Patterson)	eguerrero@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 Program [exemption does not apply to OTIF or any other CVS supply chain performance program]. Refer to the Supply Chain Performance Program Instructions available at https://cvssuppliers.com/document-library/supply-chain-performance for more information.

II. **Approved Drop Carriers -** CVS also has partnered with the following approved-drop carriers to provide more flexibility to our supplier community. The approved-drop program will provide the ability to drop trailers but will not currently come with the Appointment Integrity benefits granted via the 'Preferred' program. However, contingent on performance and volume, we plan to reevaluate this status on a site-to-site basis in the coming months.

Approved - National LTL	
TForce	Customerservice@tforcefreight.com
XPO	LTLCCG@xpo.com

Note> Only carriers included in the Preferred and Approved-Drop program have drop privileges in the CVS distribution network. Deliveries for all other carriers must by unloaded and received live.

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 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 and
- 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 cvsConsol@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. All deliveries must be made on or four business days prior to the STA date.

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.

Please note the maximum number of cartons for prepaid small parcel/ground shipments is 15 cartons per purchase order. When shipping in master cartons, the master carton will not be

included in the carton count with regards to the 15 case limit for the small parcel compliance program. Failure to adhere to this policy could result in invoice offset deductions. More information is available within the Supply Chain Performance Program Instructions found at https://cvssuppliers.com/document-library/supply-chain-performance

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.

For Front Store deliveries, 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. For Rx deliveries, please contact the destination DC for further instruction on driver responsibility (see Attachment I).

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, regardless of freight terms.
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 ALL 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** Note: If density is required to properly describe merchandise, show accurate density.	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:**	X	

DOCUMENTATION	INCLUDE ON BILL OF LADING	INCLUDE ON PACKING LIST
a. Shipment Cube b. Commodity Description [Reference: National Motor Freight Classification (NMFC) tariff] c. NMFC Commodity Class Note: If applicable, include the density and value of product.		
10. FREIGHT PAYMENT TERMS: Prepaid or Collect ONLY DO NOT USE: "prepaid & add" or any such verbiage	X	
11. FREIGHT BILLING INSTRUCTIONS: Collect ONLY The following instructions are to be noted: Send Freight Bills for Payment To: Freight Payment Coordinator CVS Health MC 5035 One CVS Drive Woonsocket, Rhode Island 02895 **Note:** CVS requires electronic billing via EDI, or with preapproval via email and PDF	X	
12. FREIGHT BILLING INSTRUCTIONS: Prepaid ONLY 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: Collect ONLY 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: Collect ONLY 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 48 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 48 business hours of date you submitted, contact the DC directly. Phone numbers and emails are disclosed in Attachment I.

c. Carriers can check the appointment status for each of their loads by searching for the request in the eAppointment website. Submitting another request could result in a duplicate and Appointment Integrity penalties may apply. Refer to the Supply Chain Performance Program Instructions found at https://cvssuppliers.com/document-library/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 eAppointment scheduling system, appointment requests or approved appointments can be addressed to Katie Blanchard at Katie.Blanchard@CVSHealth.com or Austin Rey at Austin.Rey@CVSHealth.com .

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 OTIF (On Time, In Full) guidelines otherwise

they may be subject to penalties in the form of invoice offset deductions. Refer to the Supply Chain Performance Program Instructions available at https://cvssuppliers.com/document-library/supply-chain-performance for more information.

e. Approved delivery or appointment times may vary from the requested delivery date based on DC priority, capacity and appointment availability.

f. Separate delivery appointments must be made for each truckload subject to these requirements. Carriers must make separate delivery appointments when delivering trailers containing merchandise for multiple locations (i.e. OTC/Front Store and Rx merchandise co-mingled on a trailer must have separate approved appointments).

g. 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 at time of delivery. 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.

h. CVS will not be responsible for any costs incurred by the carrier or the supplier resulting from these requirements.

i. For Front Store deliveries, 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. For Rx deliveries, please contact the destination DC for further instruction on driver responsibility (see Attachment I).

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. Please contact the destination DC for further instruction on driver responsibility (see Attachment I).

b. 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.

c. 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.

d. 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

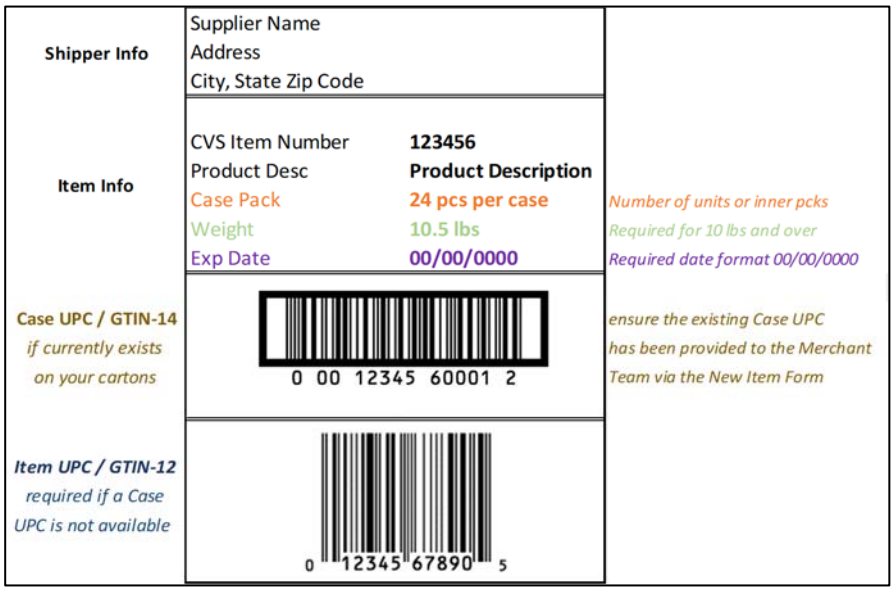
CVS does not review/approve carton labels prior to shipping. Please review the below requirements and ensure your labels are in compliance.

CARTON IDENTIFICATION LABEL

Requirements:

- ✓ **One label per carton (all cartons must contain an identification label)**
- ✓ **Size / Placement:** No size requirement. Placement on any one side (not top of carton)
- ✓ **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 one of the following:
     - ITEM UPC (12-13 digit) with scannable barcode
     - CASE UPC (14 digit) with a 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
     - Display items do not require UPC numbers/barcodes
     - Expiration Date - as applicable Expiration Dates must be in a readable date format (i.e.. MM/DD/YYYY)

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



SEASONAL LABEL

(in addition to the above carton identification label if applicable)

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

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

Example: **"XM, Christmas Wrap, Setup 12/01/21"**

If the PO Comment field does not provide clear seasonal information, questions should be directed to the CVS Inventory Management Team

Requirements:

- ✓ **Four labels per carton**
- ✓ **Color:** Refer to below grid
- ✓ **Size / Placement:** 8" long x 5" wide (or as large as possible for smaller cartons). One label placed on all 4 sides of the carton (preferably corner of carton)
- ✓ **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 (i.e. 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)

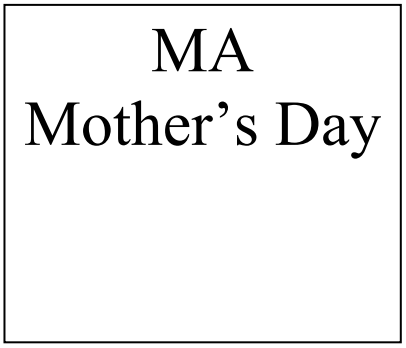
Example 1 Seasonal Code for Christmas Wrap, for an odd numbered year with applicable Event Category (noted in EDI PO Comment field) and Store Set Up date (PO STA 11/22/21)

Example 2 Seasonal Code for Mother's Day (as noted in PO comment field). This is not listed on the grid, no color or set up date 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 below Seasonal Grid

1

2



3

SEASONAL EVENT GRID - Q4 2021 & full year 2022

SEASON (EVENT) ****	LETTERING for ODD numbered years	LETTERING for EVEN numbered years	Store Set Up Date	LABEL COLOR - PMS #
2022 Valentine	VA	VL	1/2/2022	Pink - PMS #232
2022 Jan PGM	GP	GJ	1/2/2022	No Fill
2022 Spring / Lawn & Garden	SP	LG	3/20/2022	Yellow - PMS Process Yellow
2022 Easter	EA	ES	2/15/2022	Yellow - PMS Process Yellow
2022 Summer	SM	SU	2/15/22 3/20/22 4/18/22	Blue - PMS #2935
2022 Back to School	BS	BT	5/29/22 7/10/22 7/24/22	Orange -PMS #021
2021 Fall Décor / Thanksgiving	TK	FD	8/15/2021	Brown - PMS #463
2022 Fall Décor / Thanksgiving	TK	FD	9/4/2022	Brown - PMS #463
2021 Halloween	HA	HW	9/5/2021	Black - PMS Process Black
2022 Halloween	HA	HW	9/4/2022	Black - PMS Process Black
2021 Fall and Winter	FL	FW	9/5/21 10/3/21 12/1/21	No Fill
2022 Fall and Winter	FL	FW	9/4/22 10/2/22 12/1/22	No Fill
2021 Christmas Toys, PGM, Plush, Books & Accessories	XM	XC	9/6/21 10/3/21 11/1/21	Green - PMS #7482
2022 Christmas Toys, PGM, Plush, Books & Accessories	XM	XC	9/4/22 10/2/22 11/1/22	Green - PMS #7482
2021 Christmas	XM	XC	11/1/2021	Red - PMS #199
2022 Christmas	XM	XC	11/1/2022	Red - PMS #199
2021 Christmas - Wrap, Boxes, Bows, Ribbon, Bags	XM	XC	11/7/21 11/21/21 12/1/21	Red - PMS #199
2022 Christmas - Wrap, Boxes, Bows, Ribbon, Bags	XM	XC	11/6/22 11/20/22 12/1/22	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.

PALLET LABEL

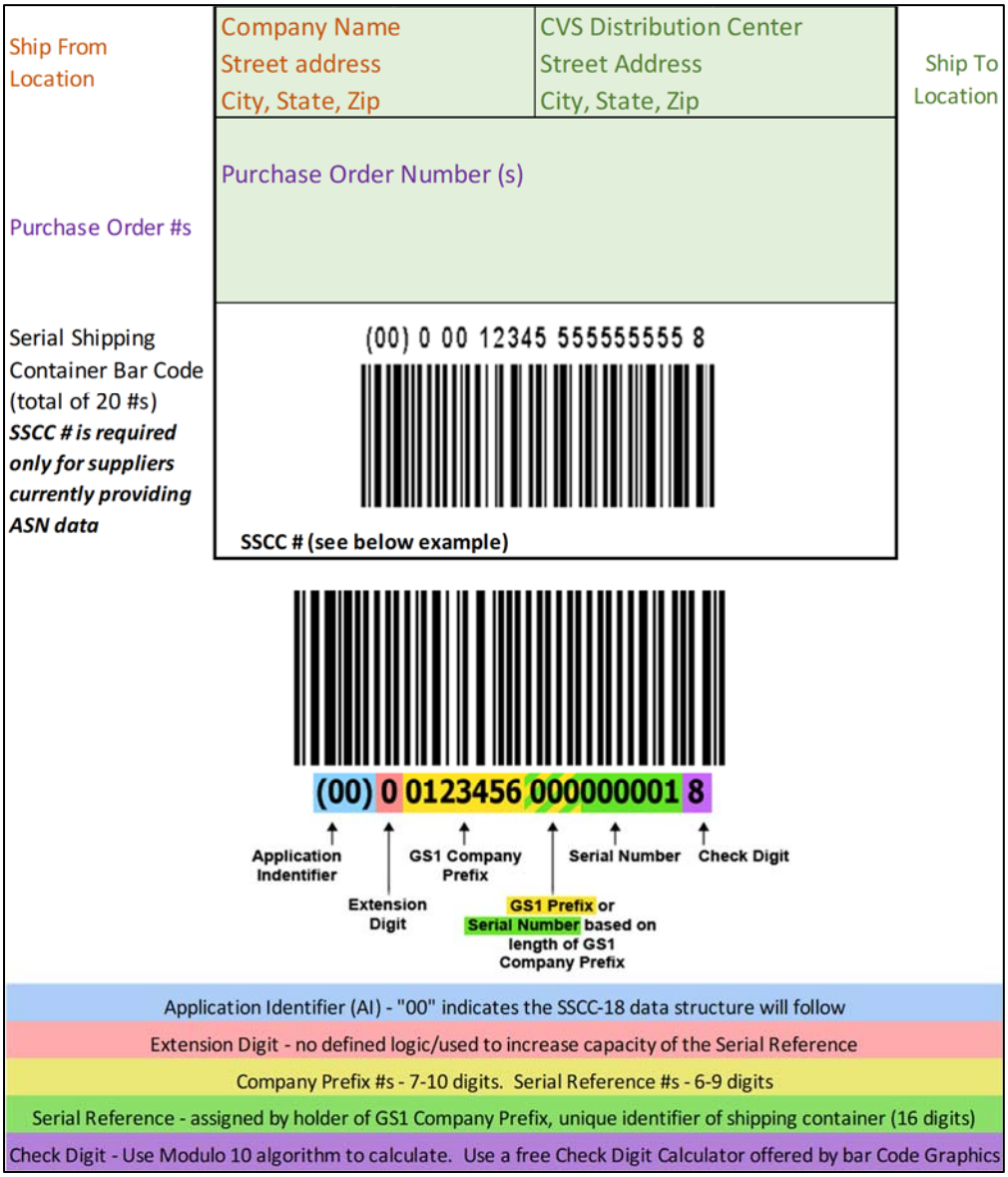
CVS does not review/approve pallet labels prior to shipping. Please review the requirements below and ensure your labels are in compliance.

In addition to providing a carton identification label on each carton, as outlined above, all pallets must contain two pallet labels, one on any two sides of the pallet, upper or lower corners.

- ✓ **Suppliers currently providing ASN data**; refer to the pallet label sample below. The pallet label must contain all components.
- ✓ **Suppliers NOT providing ASN data**; the pallet label must contain the information highlighted in green. Disregard all other information listed below the highlighted section.

Questions about ASN transmission should be directed to EDI_ASN_Onboarding@CVSHealth.com

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



V.1.a Pallet Requirements

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

1. CVS reserves the right to recover incremental handling costs resulting from non-adherence to the pallet requirements listed below.
2. CVS is a nonparticipating distributor (NPD) for all pooled pallet companies (i.e. CHEP, PECO, iGPS). CVS will accept loads utilizing third party pallets however CVS takes no responsible for fulfilling any vendor obligations to any third party pallet provider.
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:

- Christopher Kusek [Christopher.Kusek@CVSHealth.com]

V.1.b Pallet Height Requirements

Prepaid Freight: See Attachment I for Distribution Center pallet height requirements and/or limits. Please note shipping in excess of the DC's pallet height may result in additional assessorial fees.

Collect Freight and Prepaid freight managed by CVS (CPU/backhaul): Please be sure to read Cubic Feet Requirements within *Section II - Collect Freight Routing Instructions*.

V.2 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.a.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 (i.e. the person who creates your purchase orders).
- 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.a.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.a.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 DCInBound@CVSHealth.com.***
- 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

V.2.a.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 or questions to this criteria should be requested through DCInbound@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 penalty in the form of an invoice offset deduction from CVS' OTIF Program. Refer to the Supply Chain Performance Program Instructions available at https://cvssuppliers.com/document-library/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 receiving/check-in process. 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.

VI International Shipments

To contact CVS' Import Department please reach out to Elaine Lamoureux at Elaine.Lamoureux@CVSHealth.com or Stephen Genereux at Stephen.Genereux@CVSHealth.com for guidance and direction on international shipments. Please use the following link to access the Import Guide:

- **https://cvssuppliers.com/document-library/import**

Attachment I

Distribution Center Information

NOTE: For applicable Distribution Codes and DEA numbers, please refer to the "Distribution Center ID Table" at https://cvssuppliers.com/document-library/distribution-center-warehouse

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)	**Tara McCaskill** Tara.mccaskill@cvshealth.com (803) 442.5236 **Alesa Garnett** Alesa.garnett@cvshealth.com (803) 442-5236 Back up scheduler **Stephen Hucks** Stephen.Hucks@cvshealth.com (803) 442.5256	6:00am-2:30pm M-F Express Door: 7:00am-12:30pm M-F	Delivery Appt. Required for more than 250 cases. Express Door: 250 cases or less. 3 pallets or less Pallet Height Requirements: Will accept loads up to 48" – Anything higher requires DC approval
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	Delivery Appt. Required for more than 250 cases. Express Door: 250 cases or less and must be on 5 pallets or less Pallet Height: Anything over 48" requires DC approval
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 **Thomas Johnson** Thomas.Johnson@cvshealth.com 607-249-0159	6:00 am – 2:30 pm M-F (2:00 – last appointment) NO EXPRESS DOOR	Delivery Appointment Required Pallet Height: No restrictions
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. Pallet Height: Anything over 48" requires DC approval

Distribution Center Address/Phone Numbers	Contact Person Extension	Receiving Hours	Appointment Requirements
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 NO EXPRESS DOOR	Delivery Appointment Required Pallet Height: No restrictions
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	1st Shift 6:00 am - 2:30 pm M-F 2nd Shift 3:00 pm - 11:00 pm M-Th NO EXPRESS DOOR	Delivery Appointment Required Pallet Height: Anything over 48" requires DC approval
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	5:00 am – 12:30 pm M-F 2:30 pm – 6:30 pm M-F NO EXPRESS DOOR	Delivery Appointment Required for all loads. Pallet Height Requirements: Will accept loads up to 48" – Anything higher requires DC approval
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 NO EXPRESS DOOR	Delivery Appointment Required Will accept loads up to 48" – Anything higher requires DC approval
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	4:00 am - 12:00 pm M-F Express Door: 4:00 am - 12:00 pm M-F	Delivery Appointment Required Appointment required for all deliveries. Pallet Height: Anything over 48" requires DC approval

Distribution Center Address/Phone Numbers	Contact Person Extension	Receiving Hours	Appointment Requirements
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. Pallet Height: Anything over 48" requires DC approval
Indianapolis, IN 2800 Enterprise Street Indianapolis, IN 46219 Phone - (317) 610-4300 Fax - (317) 610-4301	**Sherry Washington** Sherry.Washington@cvshealth.com 317-610-4300 x 1355164 **Jeff Hoover** Jeffrey.Hoover@cvshealth.com 317-610-4340 Les Burton Leslie.Burton@cvshealth.com 317-610-4379	1st Shift 6:00 am - 2:00 pm M-F 2nd Shift 3:00 pm - 11:00 pm M-F NO EXPRESS DOOR	Delivery Appointment Required. Pallet Height: Anything over 84" requires DC approval
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@cvshealth.com 317-610-4300 x 1355164 **Jeff Hoover** Jeffrey.Hoover@cvshealth.com 317-610-4340 **Les Burton** Leslie.Burton@cvshealth.com 317-610-4379	6:00 am - 12:30 pm M-F NO EXPRESS DOOR	Delivery Appointment Required Pallet Height: Anything over 84" requires DC approval
Kapolei, HI 1025 Opakapaka St. Kapolei, HI 96707 Phone - (808) 690-8722 Fax – (808) 690-8702	**Pilemona Vaitai** Pilemona.vaitai@cvshealth.com (808) 690-8721 **Sean Augustine** Sean.Augustine@CVSHealth.com (808) 690-8722	6:00 am - 12:00 pm M-F NO EXPRESS DOOR	Delivery Appointment Required Accepted Trailers: 24', 45', 48' and 53' Pallet Height: Anything over 54" requires DC approval

Distribution Center Address/Phone Numbers	Contact Person Extension	Receiving Hours	Appointment Requirements
Knoxville, TN 10008 Parkside Drive Knoxville, TN 37922 Phone - (865) 231-9900 Fax - (865) 231-9901	**Pokey Mullins** Pokey.Mullins@cvshealth.com (865) 231-9940 **Shannon Miller** Shannon.Miller@cvshealth.com 865-231-9913	6:00 am - 2:00 pm M-F NO EXPRESS DOOR	Delivery Appointment Required Pallet Height: Anything over 40" requires DC approval
La Habra, CA Front Store - General Merchandise (L1 Building) 777 South Harbor Blvd. La Habra, CA 90631 Phone - (714) 578-4600 Receiving Office x 1340516 Fax - (714) 578-4691	**Mary Murphy - Scheduler** Mary.Murphy2@cvshealth.com (714) 578-4727 **Jose Rojas - 1st Shift Supervisor** Jose.Rojas@cvshealth.com (714) 578-4600 x 1340543 **Rolando Laurel – 2nd Shift Supervisor** Rolando.Laurel@CVSHealth.com (714) 578-4600 x 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 Pallet Height: Anything over 48" requires DC approval
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 - Scheduler** Mary.Murphy2@cvshealth.com (714) 578-4727 **Jose Rojas – 1st Shift Supervisor** Jose.Rojas@cvshealth.com (714) 578-4600 x 1340543 **Rolando Laurel – 2nd Shift Supervisor** Rolando.Laurel@CVSHealth.com (714) 578-4600 x 1340513	Main Dock 4:30 am – 1:00 pm M-F NO EXPRESS DOOR	Delivery Appointment Required Pallet Height: Anything over 48" requires DC approval
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 / Susan Kirsch** Douglas.Hill@cvshealth.com Susan.Kirsch@cvshealth.com(865) 657-2212 (865) 657-2200 x128001	6:00 am – 2:30 pm M-F NO EXPRESS DOOR	Delivery Appointment Required Pallet Height: Anything over 40" requires DC approval
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 NO EXPRESS DOOR	Delivery Appointment Required Appointment required for all deliveries. Pallet Height: Anything over 48" requires DC approval

Distribution Center Address/Phone Numbers	Contact Person Extension	Receiving Hours	Appointment Requirements
Lumberton, NJ **(Cosmetic Building)** See Hainesport, NJ			
Midwest DC 10711 North Congress Ave. Kansas City, MO 64153 Phone – (816)-708-6095	**Cathy Berg** Cathy.Berg@CVSHealth.com 816-708-6095 **William Hall** William.Hall@CVSHealth.com **816-708-6036** **Shawna Yenzer** Shawn.Yenzer@CVSHealth.com 816-708-6032	6:00 am – 12:00 pm M-F	Delivery Appointment Required Pallet Height: Anything over 58" requires DC approval
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 NO EXPRESS DOOR	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	**Tara McCaskill** Tara.Brown@cvshealth.com (803) 442.5236 **Stephen Hucks** Stephen.Hucks@cvshealth.com (803) 442.5256	4:30 am – 10:30AM M-F NO EXPRESS DOOR	Delivery Appointment Required Pallet Height Requirements: Will accept loads up to 48" – Anything higher requires DC approval
North Smithfield, RI 150 Industrial Drive North Smithfield, RI 02896 Phone - (401) 235-5000 Fax - (401) 235-2152	**Dennis Gouin** Dennis.Gouin@cvshealth.com (401) 235-5042 **Laurie Baker** Laurie.Baker@CVSHealth.com (401) 235-5045	7:00am – 12:00pm M-F 3:00pm – 8:00pm M-F NO EXPRESS DOOR	Delivery Appointment Required Pallet Height: Anything over 60" requires DC approval

Distribution Center Address/Phone Numbers	Contact Person Extension	Receiving Hours	Appointment Requirements
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)** Pallet Height: No greater than 48 inches
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** Pallet Height: No restrictions
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 Pallet Height: Anything over 48" requires DC approval
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 131-0017	5:30 am - 9:00 pm M-F NO EXPRESS DOOR	Delivery Appointment Required Appointment required for all deliveries. Pallet Height: Anything over 48" requires DC approval
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

Distribution Center Address/Phone Numbers	Contact Person Extension	Receiving Hours	Appointment Requirements
Twinsburg, OH Business Integration Center 1940 Enterprise Parkway Twinsburg, OH 44087 Phone - (330) 487-6916 Fax - (330) 963-0760	**Dale Petruno** (330) 487-6912 Dale.petruno@cvshealth.com **Jennifer Ayers** (330) 487-6916 Jennifer.ayers@cvshealth.com	8 :00 am - 3:30 pm M-F NO EXPRESS DOOR	No delivery appointment required
Vero Beach, FL 2577 98th 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	1st shift 6am -2pm M-F 2nd shift 2pm-10pm M-F NO EXPRESS DOOR	Delivery Appointment Required Pallet Height: Anything over 72" requires DC approval
Woonsocket, RI 400 Founders Drive Woonsocket, RI 02895 Phone - (401) 235-5000 Fax - (401) 235-5255	**Dennis Gouin** Dennis.Gouin@cvshealth.com (401) 235-5042 **Laurie Baker** Laurie.Baker@CVSHealth.com (401) 235-5045	1st & 2nd Shifts M-F 1st shift 7:00am to 12:30pm 2nd shift 3pm to 8:30pm 3rd shift 11pm to 3am NO EXPRESS DOOR	Delivery Appointment Required Pallet Height: Anything over 48" requires DC approval
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) 235-5156	**David Houle** David.Houle@CVSHealth.com **Tammy Cabrera** Tammy.Cabrera@cvshealth.com	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 NO EXPRESS DOOR	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 NO EXPRESS DOOR	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** Roxanne.Lane@CVSHealth.com **Juan Henriquez** Juan.Henriquez@cvshealth.com 317-610-4346	7:00 am - 2:00 pm M-F NO EXPRESS DOOR	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 865-231-9900 ext 1275017 Christopher.morrow@cvshealth.com 865-231-9900 ext 1275012	7:00 am - 2:30 pm M-F NO EXPRESS DOOR Pallet Height: Anything over 40" requires DC approval	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 x 1340516 Fax - (714) 578-4691	**Genet Habte – Receiving Supervisor** Genet.Habte@cvshealth.com (714) 578-4600 x 1340512 **Jose Rojas – Back-up** Jose.Rojas@cvshealth.com (714) 578-4600 x 1340543	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 - 8:30 pm M-F Express Door: 7:00 am - 2:00 pm M-F	Delivery Appointment Required Appointment required for all deliveries.
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) 235-2063 Fax - (401) 235-5255	**Dennis Gouin** Dennis.Gouin@cvshealth.com (401) 235-5042 **Laurie Baker** Laurie.Baker@CVSHealth.com (401) 235-5045	1 Shift M-F 6:30am – 2:30pm Last appointment 1:00pm, unless approved Express Door: 7:00 am - 2:00 pm M-F *(Pharmacy Only)*	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 **Hung Le** **Hung.le2@cvshealth.com**	5am-12pm M-F Express Door: 5am – 12pm M-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

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