



# CVS Routing Guide Instructions



## Attention Logistics & Distribution

Dear Supplier:

CVS Health is committed to providing its customers with high quality service. To achieve this, CVS continuously strives to improve the effectiveness and efficiency of its operations.

CVS' Supply Chain team has implemented new routing procedures and revised its freight handling instructions. Our new and revised instructions appear in this document. The instructions cover routing, scheduling, documentation, and packaging of merchandise for shipment to CVS distribution centers and stores. For your convenience, the CVS Routing Guide Instructions are also posted on CVS' Supplier Website at <https://cvssuppliers.com/document-library/supply-chain-performance>

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](mailto: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 (Small Parcel and ASN), 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](mailto:supplychainperformance@cvshealth.com)

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

## REVISION CHANGE HISTORY

REVISION #	UPDATED CHANGES
70	<p><b>Administrative changes made throughout</b></p> <p><b>I. General Instruction</b>  Added bullet # 6 regarding reference to <u>Routing Guide Supplement #1 – Labeling, Pallet and Packaging Requirements</u></p> <p><b>II. Collect Freight Routing Instructions</b>  Added note that Rx and PSE/E shipments must be delivered under prepaid freight terms  Updated Transportation contacts based on region/DC  Updated section <i>II.3 Routing Entry Timing and Freight Availability</i>  Routing entries should not be made more than two months advance of delivery  Included work instructions for collect routing tool  Improved illustrations/guidance on meeting collect routing requirements  Single package shipments under 46 pounds must now ship small parcel  Vendors entering small parcel shipments into the UPS website must include the PO number in to the reference field</p> <p><b>III. Prepaid Freight Instructions</b>  Added detail of Rx and PSE/E requirements  III.2 CVS Preferred LTL/TL Carrier Program – updates to preferred carrier program  III.4 Small Package Shipments – Added detail of Rx and PSE/E requirements.  Vendors tendering deliveries for ground/small parcel transportation mode must include the PO number into the reference field</p> <p><b>IV. Deliveries</b>  IV.1 Bill of Lading &amp; Packing List Documentation –Added detail of Rx and PSE/E requirements. License information required for Rx and PSE/E requirements.  IV.3 Scheduling – Clarified detail of Rx and added PSE/E requirements. Renamed section IV.3.d to Pseudoephedrine/Ephedrine (PSE/E)</p> <p><b>VI. BACKORDERS/OVERAGES/SHORTAGES/MISSHIPS/ DAMAGES</b>  Added new section F. Pharmacy (Rx) Loose Bottles &amp; Partial Shipments</p> <p><b>Attachment I Distribution Center Information</b>  Updated DC contacts and Receiving Hours</p>

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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.
6. Please note the sections for labeling, pallet requirements and packaging have been removed from this document. These sections can be found in Routing Guide Supplement # 1 - Labeling, Pallet and Packaging Requirements found on <https://cvssuppliers.com/document-library/supply-chain-performance>.

### **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. 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').

For access to the CVS Transportation/Routing portal, on-boarding instructions, and/or portal training, contact [Phillip.Trudeau@CVSHealth.com](mailto:Phillip.Trudeau@CVSHealth.com), [Austin.Rey@CVSHealth.com](mailto:Austin.Rey@CVSHealth.com), [Katie.Blanchard@CVSHealth.com](mailto:Katie.Blanchard@CVSHealth.com)

Any shipment not compliant with the CVS Routing Instructions will receive a penalty in the form of an invoice offset deduction or the freight invoice payment may be denied by CVS.

**All Collect and CVS managed shipments must be tendered and authorized by the CVS Transportation team. CVS reserves the right to deny payment for any unauthorized collect shipments.**

**All pharmacy (Rx) and pseudoephedrine/ephedrine (PSE/E) shipments cannot negotiate collect freight terms as they must use prepaid freight as outlined in Section III.**

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 email the region where your freight is being delivered. If you have general routing/freight management questions, contact any one of the below regional emails.

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

### 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 more than \$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](mailto: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 follow the OTIF guidelines outlined below. Routing entry dates that fall outside the guidelines will be subject to an invoice offset expense in the form of an OTIF deduction.

**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) deduction.

### II.3 Routing Entry Timing and Freight Availability:

**Routing entries should not be more than two months in advance of the PO STA (ship to arrive) dates. Doing so can negatively impact timeliness of freight handling.**

The On Time portion of OTIF compliance is measured against two routing entry dates; the Shipment Ready Date (noted as the Target Early Date in MercuryGate) and the Routing Request Date (noted as the Create Date in MercuryGate). If BOTH dates fall within the following guidelines the PO will meet the On Time requirements. No other factors apply (late pickup, delivery issues, etc.)

#### **Target Early Date (noted as the Shipment Ready Date for OTIF compliance):**

- Prior to routing entry, suppliers are responsible for obtaining the total transit days (business days) per shipping lane by utilizing the Transit Matrix (Matrix and examples follow). The number of business transit days will determine the Target Early Date.
- The Target Early Date **must allow for the required number of business transit days prior to the PO STA date.**
  - Note; OTIF compliance is based on the original PO STA date
- To calculate the Target Early Date:
  - Counting backward starting with the STA date (NOT including the STA), count the number of business days equal to or greater than the number of business transit days per the Transit Matrix.
  - Do Not include weekends and DC Holiday Closure dates. DC holiday closure dates are available on <https://cvssuppliers.com/document-library/supply-chain-performance>.

Example: **Green** = Target Early Date / **Red** = PO STA Date

Feb 2024 calendar example						
Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17

Total business transit days = 5

Target Early Date = 2/09/24

2/9/24 falls on the 5<sup>th</sup> business day before the 2/16 STA date

## Routing Create Date (noted as the Routing Request Date for OTIF compliance)

The Routing Create Date must fall 4 business days or greater prior to the Target Early Date.

- To calculate the Routing Create Date:
  - Counting backward starting with the Target Early Date (NOT including the Target Early Date), count 4 or more business days.
  - Do Not include weekends and DC Holiday Closure dates. DC holiday closure dates are available on <https://cvssuppliers.com/document-library/supply-chain-performance>.

Example: **Blue** = Routing Create Date / **Green** = Target Early Date / **Red** = PO STA Date

Feb 2024 calendar example						
Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17

Total business transit days = 5

Target Early Date = 2/09/24

Routing Create Date = 2/5/24

2/5/24 fall on the 4<sup>th</sup> business day before the Target Early Date

Example of a Non-Compliant routing entry with a holiday:

**Blue** = Routing Create Date / **Green** = Target Early Date / **Yellow** = Holiday / **Red** = PO STA Date

May 2024 calendar example						
Su	Mo	Tu	We	Th	Fr	Sa
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Total business transit days = 5

An extra business day must be added when a DC Holiday closure date falls within the routing date calculations.

Example of a Compliant routing entry with a holiday:

**Blue** = Routing Create Date / **Green** = Target Early Date / **Yellow** = Holiday / **Red** = PO STA Date

May 2024 calendar example						
Su	Mo	Tu	We	Th	Fr	Sa
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Total business transit days = 5

With the extra business day added to accommodate the holiday, the Target Early Date and the Routing Create date are a day earlier than the above example.

## Transit Matrix utilized to determine required transit days per shipping lane

## \*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

The map shows the following states assigned to each zone:

- Zone 1: East Coast** (Dark Blue): VA, NC, SC, GA, FL
- Zone 1A: New England** (Dark Blue): ME, VT, NH, MA, CT, RI
- Zone 1B: Central Atlantic** (Dark Blue): PA, NJ, DE, MD
- Zone 1C: Lower Atlantic** (Light Blue): WV, VA, NC, SC, GA, FL
- Zone 2: Midwest** (Green): ND, SD, NE, KS, MN, IA, MO, WI, IL, IN, OH, MI
- Zone 3: Gulf Coast** (Brown): TX, AR, LA, MS, AL
- Zone 4: Rocky Mountain** (Red): MT, WY, UT, CO, ID
- Zone 5: West Coast** (Purple): WA, OR, NV, CA, AZ, NM

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Illustrative example of utilizing the Transit Matrix to determine transit business days

## \*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

The map illustrates the United States divided into seven shipping zones, each with a specific color and name:

- Zone 1A: New England** (Light Blue): Includes VT, NH, ME, RI, CT, MA.
- Zone 1B: Central Atlantic** (Medium Blue): Includes NY, NJ, PA, DE, MD, VA, WV.
- Zone 1C: Lower Atlantic** (Dark Blue): Includes NC, SC, GA, FL.
- Zone 2: Midwest** (Green): Includes ND, SD, NE, KS, MN, IA, MO, WI, IL, IN, OH, MI, TN, KY.
- Zone 3: Gulf Coast** (Brown): Includes TX, AR, LA, MS, AL.
- Zone 4: Rocky Mountain** (Red): Includes MT, WY, UT, CO, ID.
- Zone 5: West Coast** (Purple): Includes WA, OR, NV, AZ, CA.

A dashed orange line with arrows indicates a transit path starting from LA (Zone 3) and ending at RI (Zone 1A), passing through the Midwest and New England regions.

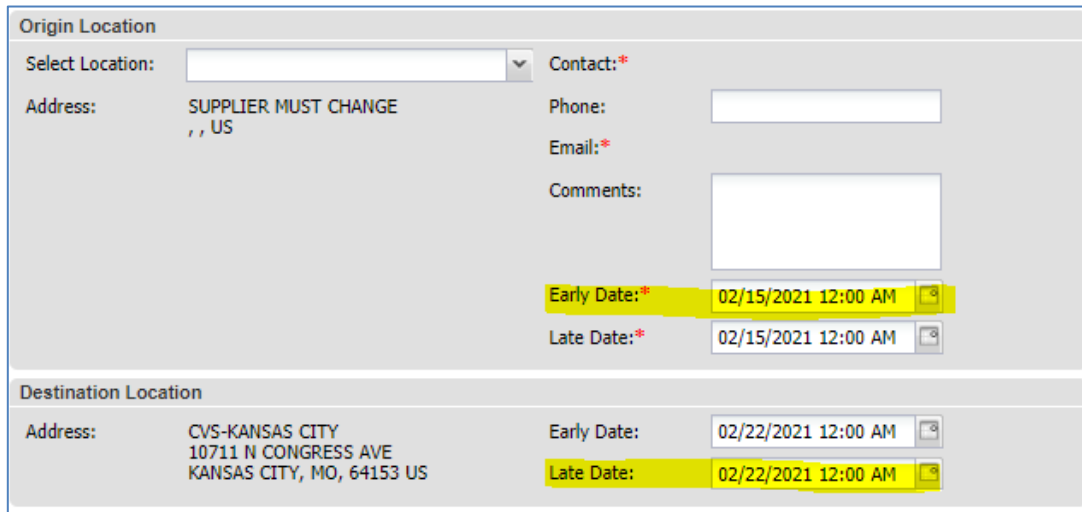
[www.BDA.gov](http://www.BDA.gov)

The required number of transit days is determined by the Ship-From and Ship-To states.

In this example, the shipping lane is LA (zone 3) to RI (zone 1A).

Zones 3 and 1A intersect on 5 business transit days.

Screenshot from MercuryGate:



- The date the routing entry is created must be no less than 4 business days prior to the Target Early Date.
- The highlighted “**Early Date**” in the Origin Location section is the Target Early Date (the first date the freight will be ready for pickup) It also represents the **Shipment Ready Date** utilized to determine the On-Time portion of OTIF Compliance. The number of days between the “Early Date” (Target Early Date) and the PO STA date must allow for the total business transit days based on the Transit Matrix.
  - a. Note; OTIF compliance is based on the original PO STA 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. The Early and Late dates can be the same however it is helpful to provide a larger available pickup window between these two dates (while still meeting the minimum required transit times).
- If you see a negative number, that means you selected an available ship date (Early Date) that is before the date you’re creating the load. This will result in OTIF penalty in the form of an invoice offset deduction.

**Collect Routing Tool** (not applicable for Prepaid CPU routing which is covered later)

To ensure routing entries dates fall within the guidelines and meet OTIF compliance, **suppliers are strongly encouraged to utilize the Collect Routing Calculator** uploaded into the MercuryGate Portal within the News and Information section.

## Utilizing the Collect Routing Calculator:

### Step 1

Enter the STA DATE, Origin State & Destination State. The Transit Days will automatically calculate.

### Step 2

To determine the Portal Entry Date, counting backward from the STA date (not including the STA), count the number of business days equal to the Transit Days plus 4 business days.

	Month	Day	Year
Portal Entry Date (Routing Request Date)			
STA DATE			
Origin State			
Destination State			
Transit Days (CVS Matrix)	0		
Early Pickup Date (Shipment Ready Date)		#VALUE!	
Latest Pickup Date		#VALUE!	
Early/Late Delivery Date (STA)		#VALUE!	
Status			
#VALUE!	#VALUE!		
#VALUE!			

### Step 3

Enter the Portal Entry Date according to the calculations in Step 2.

The Early Pickup Date (Shipment Ready Date) will automatically populate.

The Status fields will indicate whether the entries are within the guidelines.

When counting out the business days Do Not include weekend days.

If a DC Holiday Closure Date falls within the Transit Days or the 4-day portal entry calculation, add an extra business day to the Transit Days. Examples provided on the following pages.

DC Holiday Closure Dates are available here <https://cvssuppliers.com/document-library/supply-chain-performance> and in the Learning Center on the Traverse portal.

**CAUTION: The calculator DOES NOT account for DC Holiday Closure Dates. If a holiday falls within the calculation for transit days and portal entry, an additional day must be added to the Transit Days.**

**Example 1: Status indicates the Portal Entry Date is compliant however, there is a holiday (7/04/24) within the 4-day calculation for the Portal Entry Date, therefore an extra day needs to be added to the Transit Days making it 7 days .**

Counting 6 business days backward from the STA (for transit time) plus 4 business days for portal entry, equals 7/03.

However, 7/04 is a holiday and all DCs are closed.

	Month	Day	Year
Portal Entry Date (Routing Request Date)	7	3	2024
STA DATE	7	17	2024
Origin State	UT		
Destination State	VA		
Transit Days (CVS Matrix)	6		
Early Pickup Date (Shipment Ready Date)	7/9/2024		
Latest Pickup Date	7/9/2024		
Early/Late Delivery Date (STA)	7/17/2024		
Status			
ENTRY DATE	COMPLIANT		
THANK YOU!			

If a holiday falls within the Transit Days and Portal Entry Date calculation, an extra day must be added to the Transit Days.

**Example 2: Compliant Portal Entry Date with a DC holiday closure date within the transit time and portal entry calculation.**

Adding an extra business day to the Transit Days (7) to accommodate the 7/04 DC closure, plus 4 business days for portal entry, brings the Portal Entry Date to 7/02.

	Month	Day	Year
Portal Entry Date (Routing Request Date)	7	2	2024
STA DATE	7	17	2024
Origin State	UT		
Destination State	VA		
Transit Days (CVS Matrix)	6		
Early Pickup Date (Shipment Ready Date)	7/8/2024		
Latest Pickup Date	7/9/2024		
Early/Late Delivery Date (STA)	7/17/2024		
Status			
ENTRY DATE	COMPLIANT		
THANK YOU!			

**Example 3: Non-Compliant Portal Entry Date.**

As indicated in the Status field, counting 4 business days for transit time plus 4 business days for portal entry, the Portal Entry Date needs to be 2/28 or before.

	Month	Day	Year
Portal Entry Date (Routing Request Date)	3	8	2024
STA DATE	3	11	2024
Origin State	IN		
Destination State	SC		
Transit Days (CVS Matrix)	4		
Early Pickup Date (Shipment Ready Date)	3/14/2024 - Insufficient Transit Time		
Latest Pickup Date	3/14/2024 - Insufficient Transit Time		
Early/Late Delivery Date (STA)	3/11/2024 - Insufficient Transit Time		
Status			
**Reason - Latest Entry Date**	2/28/2024		
*If first available routing date does not allow enough transit for the lane above, please request an increase of lead time in STIBO for CVS to review.			

### II.3.a Routing Entry Timing and Freight Availability for Prepaid Customer Pickup (CPU)

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

**System Entry Dates:** All routing entry dates must be in compliance with the OTIF guidelines outlined below. Routing entry dates that fall outside the guidelines will be subject to an invoice offset expense in the form of an OTIF deduction.

**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) deduction.

All Prepaid CPU loads must be entered into the Transportation/Routing Portal ('MercuryGate') and must follow the Routing Instructions outlined below.

The On Time portion of OTIF compliance is measured against one routing entry date; the Shipment Ready Date (noted as the Target Early Date in MercuryGate).

If the Shipment Ready date falls within the following guidelines the PO will meet the On Time requirements. No other factors apply (late pickup, delivery issues, etc.)

Note:

- The Routing Create Date (noted as the Routing Request Date for OTIF compliance) is not limited to 4 business days prior to the Target Early Date for Prepaid CPU loads.
- The Shipment Ready Date is not calculated based on the Transit Matrix

The Target Early Date (noted as Shipment Ready Date for OTIF compliance) must be 4 business days or more prior to the PO STA date.

Note; OTIF compliance is based on the original PO STA date

To calculate the Target Early Date for Prepaid CPU shipments:

- b. Counting backward starting with the STA date (NOT including the STA), count 4 or more business days.

Do Not include weekends and DC Holiday Closure dates. DC holiday closure dates are available on <https://cvssuppliers.com/document-library/supply-chain-performance>

Example of a compliant Prepaid CPU routing entry: **Green** = Target Early Date / **Red** = PO STA Date

Feb 2024 calendar example						
Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17

Target Early Date = 2/12/24

2/12/24 falls on the 4<sup>th</sup> business day before the PO STA Date

Example of a Non-Compliant routing entry with a holiday:

**Green** = noncompliant Target Early Date / **Yellow** = Holiday / **Red** = PO STA Date

May 2024 calendar example						
Su	Mo	Tu	We	Th	Fr	Sa
				16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

An extra business day must be added when a DC Holiday closure date falls within the 4-business day calculation.

5/22/24 or earlier would have been a compliant Target Early Date (falls 5 business days before STA)

## 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 chooses 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.4 Partial Truckload

1. In the event CVS manages your shipment via volume LTL quote, our 3<sup>rd</sup> 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.5 UPS Ground Shipments (Small Package Shipments)

**Note:** Collect Suppliers **MUST** contact The CVS Transportation Team to obtain the CVS UPS Collect Ground Freight Account Number prior to shipping. Send an email request to the proper regional contact based on the destination State.

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

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.5.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.

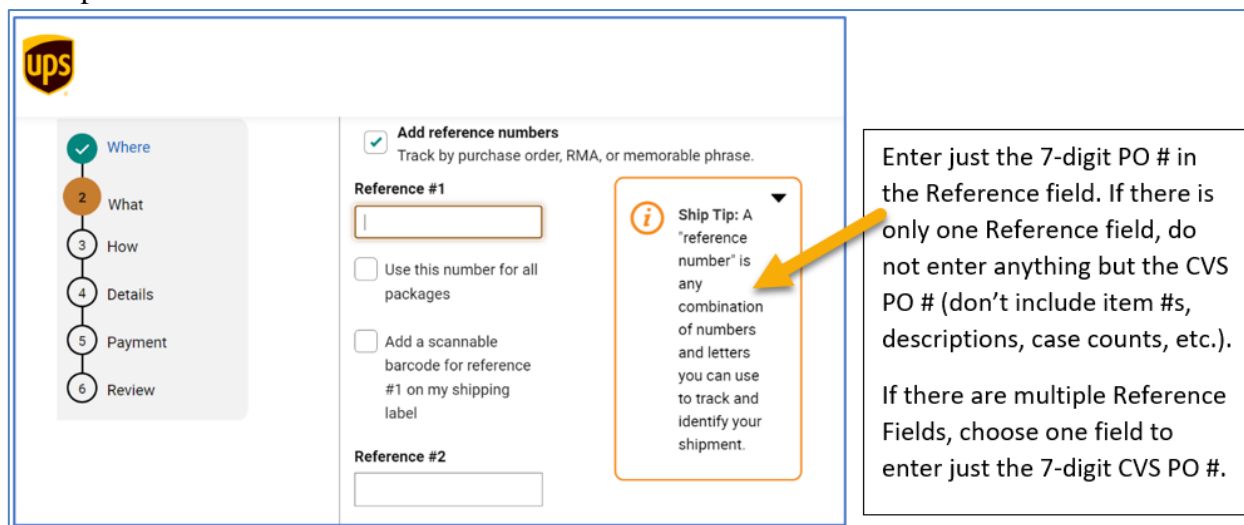
**Each carton cannot exceed the following criteria:**

- 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. 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).
5. **Every UPS shipment must include the CVS PO number in the Reference field of the shipping label. This field must contain one 7-digit CVS PO Number. DO NOT use the Reference fields to enter item numbers, item descriptions, etc. DO NOT add any qualifiers such as "PO #".**
6. All product shipping via small parcel must be packaged and shipped in a corrugated cardboard box (no loose pieces).
7. **Failure to follow the requirements above may result in invoice payment discrepancies and invoice offset deductions for any additional UPS surcharges received by CVS.**

**II.5.a.1 For Single Piece Shipments**

1. Single package shipments under 46 lbs in actual weight must ship via UPS Ground. Each carton cannot exceed the following criteria:
  - a. 90" in overall length
  - b. 115" in combined length (longest side of package) + girth [(2xwidth)+(2xheight)]
  - c. 45 lbs. in actual weight per carton
2. Do not add any insurance or handling charges.
3. The top of the carton(s) must show the ship to address.
4. **Every UPS shipment must include the CVS PO number in the Reference field. Only put the a single 7 digit CVS PO Number. DO NOT use the Reference fields to enter item numbers, item descriptions, etc. DO NOT add any qualifiers such as "PO #".**
5. All product shipping via small parcel must be packaged and shipped inside a corrugated cardboard box (no loose pieces).
6. Failure to follow the requirements above may result in vendor chargebacks for any additional UPS surcharges received by CVS.

## Example from UPS.com



## II.6 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.

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

## II.7 Non-Retail Shipments

### Fixture Warehouse Information

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

Hollingsworth (HLG)  
2450 Spiegel Drive  
Groveport, OH 43125  
[inbound.cvs@hollingsworthllc.com](mailto: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.8 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.9 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](http://www.pacifictransfer.com)), Contact Debbie Miguel ([dmiguel@pacifictransfer.com](mailto:dmiguel@pacifictransfer.com)) 808-836-3871 ext. 154
- Chill/frozen – CFI, Contact Ryan Owens ([mryano@CFI-Hawaii.com](mailto: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](mailto:timothy.pelton@cvshealth.com).

## II.10 Logistics Deductions (LOG):

Logistics (LOG) Deductions result when Supplier fail 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 on the last page of this document for a description of each deduction reason 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

- 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](mailto:TransportationStrat@CVSHealth.com).**
- All pharmacy (Rx) and pseudoephedrine/ephedrine (PSE/E) shipments are required to use prepaid freight due to live unload requirements outlined in the Pharmacy (Rx) and Pseudoephedrine/Ephedrine (PSE/E) Appointments section below.
- 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 (STA) date or request a delivery date that falls on the STA or four business days before STA. Transit time should be a major consideration when determining an appropriate pickup date. An additional four business days should be added to the transit time when shipping less than truckload (LTL) to account for freight consolidation at the carrier's consolidation/delivery terminal. Refer to the *Supplier-Carrier Guidelines for Prepaid LTL Shipments* document for more information <https://cvssuppliers.com/document-library/supply-chain-performance>

### III.2 CVS Preferred LTL/TL Carrier Program

**Preferred LTL/TL Carriers** - For all prepaid shipments tendered as “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 center network, and a *Regional LTL Preferred Carrier*, who services specific regions within the CVS DC network (noted below).

Preferred - TL		
CH Robinson	<a href="mailto:CVSpharmacy@chrobinson.com">CVSpharmacy@chrobinson.com</a>	
Koch Logistics	<a href="mailto:klogcvs@kochlogistics.com">klogcvs@kochlogistics.com</a>	
Coyote	<a href="mailto:cvs@coyote.com">cvs@coyote.com</a>	
Capstone Logistics	<a href="mailto:CVS@capstonelogistics.com">CVS@capstonelogistics.com</a>	
Preferred - LTL Consolidation Program		
C.H. Robinson Consolidation Program	<a href="mailto:CVSconsol@chrobinson.com">CVSconsol@chrobinson.com</a>	
Preferred - National LTL		
ABF Freight	<a href="mailto:customersolutions@arcb.com">customersolutions@arcb.com</a>	
Old Dominion	<a href="mailto:Jessica.McDowell@odfl.com">Jessica.McDowell@odfl.com</a>	
RXO Capacity Solutions c/o XPO	<a href="mailto:cvs1tl@rxo.com">cvs1tl@rxo.com</a>	
SAIA	<a href="mailto:naecustomerservice@saia.com">naecustomerservice@saia.com</a>	
Estes	<a href="mailto:Kiarnan.boyd@estes-express.com">Kiarnan.boyd@estes-express.com</a>	
Preferred - Regional LTL		
Carrier	Contact	Preferred DCs
A Duie Pyle	<a href="mailto:cs@aduiepile.com">cs@aduiepile.com</a>	VA, PA, NJ, NY, RI

In addition to the benefits of higher levels of service, CVS also provides suppliers an added incentive to utilize a preferred LTL carrier. Suppliers utilizing the LTL Consolidation Program, or a National / Regional LTL Preferred Carrier will be exempt from the Appointment Integrity Program. This exemption Does Not apply to the OTIF compliance program or any other CVS supply chain performance compliance program.

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>.

*Note> Only carriers included in the Preferred program have drop privileges in the CVS distribution network. Deliveries for all other carriers must be 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](mailto:cvsConsol@chrobinson.com) or 855-202-0006.

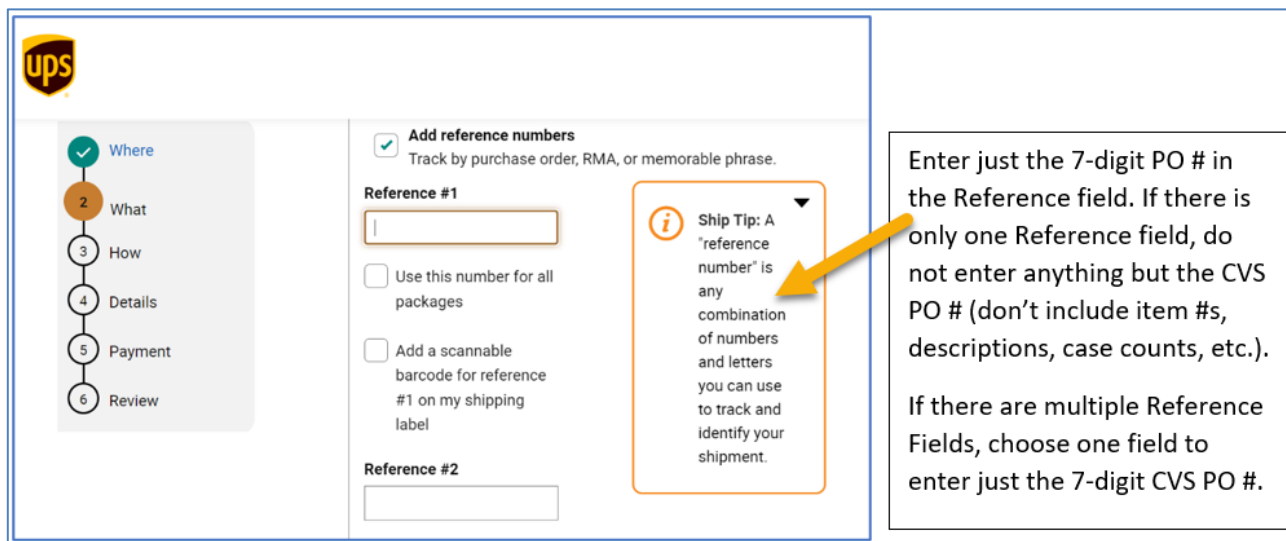
### III.4 Small Package Shipments

All packages tendered to small package delivery carriers (UPS, Federal Express, etc) **must** adhere to the following guidelines:

- **The maximum number of cartons for prepaid small parcel/ground shipments is 15 cartons per purchase order.** Failure to adhere to this policy could result in invoice offset deductions associated with the Small Parcel compliance program. More information is available within the Supply Chain Performance Program Instructions found at <https://cvssuppliers.com/document-library/supply-chain-performance>
- **The CVS PO Number must be provided in the reference field of the shipping label.**
  - **This field must contain only a one 7 digit CVS PO number. DO NOT include any other information such as CVS item numbers/descriptions. DO NOT include a qualifier such as "PO #".**
- 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.

Example from UPS.com



**Pharmacy:** please note the maximum number of cartons for prepaid small parcel/ground shipments is 15 cartons per purchase order. When consolidating cartons into a master shipping master carton, the master carton will not be included in the carton count. Each carton within the master shipping carton will be counted 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.

**Pseudoephedrine/Ephedrine (PSE/E):** small parcel is NOT permitted for PSE/E products due to live unload requirements outlined in this guide.

### 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 lumpers 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 for both front store, Rx, and PSE Pos.

A Bill of Lading must accompany each shipment.

A Packing List for each PO must accompany each shipment.

To ensure shipping documents arrive with your freight:

Provide a copy of the Bill of Lading(s) and Packing List(s) to the driver.

All pallets must contain a copy of the Packing List(s)

All pallets and cartons for front store, Rx, and PSE must contain a Packing List no matter if it is shipped LTL, UTL, TL, or small parcel. Vendors who do not ship with a packing slip may be subject to fines. 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

Small Parcel/Ground shipments - secure a packing list to each carton

DOCUMENTATION	INCLUDE ON BILL OF LADING	INCLUDE ON PACKING LIST
<b>1. SHIP FROM:</b> Complete Name of shipper and address (origin/shipping location, city, state, zip code); <i>Rx &amp; PSE shipments: Vendor Rx License Number</i>	X	X
<b>2. SHIP TO:</b> Refer to complete Distribution Center address as noted in Attachment I. If shipping to a Store – complete name, address and telephone number. <i>Rx &amp; PSE shipments: CVS DC License Number</i>	X	X
<b>3. DATE SHIPPED:</b>	X	X
<b>4. PURCHASE ORDER NUMBER(S):</b> Include <u>ALL</u> Purchase Order numbers	X	X
<b>5. PURCHASE ORDER INFORMATION:</b> 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 <b>** PREPAID – consult with your carrier as to whether a date should be noted on the BOL and if they have a preferred formatting</b> <b>COLLECT – DO NOT include any dates on BOLs</b> <u>Note:</u> If density is required to properly describe merchandise, show accurate density.	X	
<b>6. CVS ITEM NUMBER(S):</b>		X

DOCUMENTATION	INCLUDE ON BILL OF LADING	INCLUDE ON PACKING LIST
<b>7. ITEM INFORMATION:</b> Per item number a. Packages: Quantity & Type (Cases and Pieces) b. Case Pack c. Item Description		X
<b>8. CARRIER NAME:</b> Complete Name of carrier/3PL and address (origin/shipping location, city, state, zip code); <i>Rx &amp; PSE shipments: Carrier License Number</i>	X	
<b>9. SHIPPING INFORMATION:</b> a. Shipment Cube b. Commodity Description [Reference: National Motor Freight Classification (NMFC) tariff] c. NMFC Commodity Class <u>Note:</u> If applicable, include the density and value of product.	X	
<b>10. FREIGHT PAYMENT TERMS:</b> Prepaid or Collect <u>ONLY</u> <u>DO NOT USE:</u> “prepaid & add” or any such verbiage	X	
<b>11. FREIGHT BILLING INSTRUCTIONS:</b> <u>Collect ONLY</u> The following instructions are to be noted: <u>Send Freight Bills for Payment To:</u> Freight Payment Coordinator CVS Health MC 5035 One CVS Drive Woonsocket, Rhode Island 02895  <b>Note:</b> CVS requires electronic billing via EDI, or with preapproval via email and PDF	X	
<b>12. FREIGHT BILLING INSTRUCTIONS:</b> <u>Prepaid ONLY</u> The following instructions are to be noted: <b>“SHIPPER RESPONSIBLE FOR ALL ASSESSORIAL FEES.”</b>	X	
<b>13. SPECIAL DELIVERY INSTRUCTIONS:</b> Indicate any delivery instructions received including the name of the authorizing individual	X	
<b>14. AIR FREIGHT INSTRUCTIONS:</b> <u>Collect ONLY</u> When the supplier is verbally requested to ship via air freight using collect freight terms, the supplier must record the CVS person authorizing air freight, department and the purchase order number.	X	

DOCUMENTATION	INCLUDE ON BILL OF LADING	INCLUDE ON PACKING LIST
<b>15. EXCLUSIVE USE/RUSH/EXPEDITED SERVICE:</b> <u>Collect ONLY</u> When an “exclusive use”, “expedited service”, or “rush” shipment is requested, the supplier must obtain and record the CVS individual name, department and the purchase order number.	X	

## IV.2 Delivery Location

All shipments must be delivered to the location specified on the purchase order *unless otherwise instructed by the Receiving Department or an authorized written exception*. See Attachment I for current CVS Distribution Center locations, addresses, and hours of operation.

## IV.3 Scheduling

### IV.3.a Appointment Requests:

- 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).
- 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.
- 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>
- Any missed appointments should be rescheduled using the same appointment in the web-based scheduling tool. **DO NOT SUBMIT A NEW REQUEST.**
- 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](mailto:Katie.Blanchard@CVSHealth.com) or Austin Rey at [Austin.Rey@CVSHealth.com](mailto: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). The requested delivery date entered by the carrier/supplier 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) and Pseudoephedrine/Ephedrine (PSE/E) 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. PSE/E shipments must be a LIVE unload - drivers must remain on-site while pharmacy product case counts are verified.
- c. PSE/E cannot be shipped small parcel as the product must be a LIVE unload - all small parcel deliveries including FedEx and UPS are *not* considered a live unload as the driver leaves after dropping off the product - this is not permitted.

- d. 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.
- e. 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.
- f. 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 Pseudoephedrine/Ephedrine (PSE/E)

*It is CVS Health policy to obtain pseudoephedrine/ephedrine (PSE/E) 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 PSE/E 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 and less than full trailer. 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 Backorders/Overages/Shortages/Miss-Ships/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 and CVS will request written instructions regarding the disposition of the merchandise.
  - If the supplier does not provide disposition instructions to CVS within two business days of the first request, 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 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.

#### **F. Pharmacy (Rx) Loose Bottles & Partial Shipments**

1. **Rx Loose Bottles:** suppliers are not permitted to send loose stock bottles/product in boxes, product in bags, or any items outside of the product's distinct and original case. Any product that is deemed unsuitable by the DC will be refused or returned to the supplier.
2. **Rx Partial Shipments:** Suppliers are not permitted to send partial shipments. Any partial shipment deemed unsuitable by the DC will be refused or returned to the supplier.

## VI International Shipments

To contact CVS' Import Department please reach out to Elaine Lamoureux at [Elaine.Lamoureux@CVSHealth.com](mailto:Elaine.Lamoureux@CVSHealth.com) or Stephen Genereux at [Stephen.Genereux@CVSHealth.com](mailto: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
<b>Augusta, SC</b> (Lovers Lane – Satellite DC) 1413 Lovers Lane Augusta, GA 30901  Phone – 888-378-7336 Fax – 401-735-1301	<b>Tara McCaskill</b> <a href="mailto:Tara.Brown@cvshealth.com">Tara.Brown@cvshealth.com</a> (803) 442.5236  <b>Stephen Hucks</b> <a href="mailto:Stephen.Hucks@cvshealth.com">Stephen.Hucks@cvshealth.com</a> (803) 442.5256	4:30 am – 10:30 am M-F  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required  Pallet Height Requirements: Will accept loads up to 48” Anything higher requires DC approval
<b>Beech Island, SC</b> (formerly N. Augusta) 111 Revco Road Beech Island, SC 29841  Phone - 888-378-7336 Fax – 401-735-1301	<b>Tara McCaskill</b> - Schedule <a href="mailto:Tara.mccaskill@cvshealth.com">Tara.mccaskill@cvshealth.com</a> 803-442-5236  <b>Alesa Garnett</b> – Backup Scheduler <a href="mailto:Alesa.garnett@cvshealth.com">Alesa.garnett@cvshealth.com</a> 803-442-5236  <b>Stephen Hucks</b> <a href="mailto:Stephen.Hucks@cvshealth.com">Stephen.Hucks@cvshealth.com</a> 803-442.5256	6:00 am - 2:30 pm M-F  Express Door: 7:00 am-12:00 pm 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
<b>Chemung, NY</b> 1 CVS Drive Waverly, NY 14892  Phone - (607) 249-0100 Fax - (607) 249-0103	<b>Denise Brown</b> <a href="mailto:Denise.Brown3@cvshealth.com">Denise.Brown3@cvshealth.com</a> 607-249-0140  <b>Brian Catron</b> <a href="mailto:Brian.Catron@CVSHealth.com">Brian.Catron@CVSHealth.com</a> 607-249-0164	6:00 am – 2:30 pm M-F (2:00 pm – last appt)  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required  Pallet Height: No restrictions
<b>Conroe, TX</b> Main Building & OTC 100 South Trade Center Pkwy Conroe, TX 77385  Phone - (936) 271-5825 Fax - (936) 271-5804	<b>All Access Group</b> <a href="mailto:con_dc_receiving@cvshealth.com">con_dc_receiving@cvshealth.com</a>  <b>Veronica Clark (scheduling needs)</b> <a href="mailto:Veronica.Clark@cvshealth.com">Veronica.Clark@cvshealth.com</a> 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
<b>Davenport, FL</b> 245 Deen Street Davenport, FL 33897  Phone – 407 858 4000	<b>Bianca Acevedo</b> <a href="mailto:Blanca.Ardon@CVSHealth.com">Blanca.Ardon@CVSHealth.com</a> (407)-858-4034  <b>Alisha Roberts</b> <a href="mailto:Alisha.Roberts@cvshealth.com">Alisha.Roberts@cvshealth.com</a> x1320010	4:00 am-11:00 am M-F  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required  Pallet Height: No restrictions
<b>Ennis, TX</b> 700 CVS Drive Ennis, TX 75119  Phone - (214) 241-5000 Fax - (401) 652-0542	<b>Charika Russell</b> <a href="mailto:Charika.Russell-Johnson@cvshealth.com">Charika.Russell-Johnson@cvshealth.com</a> (214) 241-5061	<b>1<sup>st</sup> Shift</b> 6:00 am - 2:30 pm M-F  <b>2<sup>nd</sup> Shift</b> 3:00 pm - 11:00 pm M-Th  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required  Pallet Height: Anything over 48” requires DC approval
<b>Fredericksburg, VA</b> 500 Lansdowne Road Fredericksburg, VA 22408  Phone - (540) 834-5600 Fax – (540) 834-5610	<b>Marie Wilson</b> <a href="mailto:Marie.Wilson@cvshealth.com">Marie.Wilson@cvshealth.com</a> (540) 834-5635  <b>Erik Stanchik</b> <a href="mailto:erik.stanchik@cvshealth.com">erik.stanchik@cvshealth.com</a> 540-834-5600 ext# 128 5002  <b>John Latney</b> <a href="mailto:john.latney@cvshealth.com">john.latney@cvshealth.com</a> 540-834-5629	6:00 am – 6:00 pm M-F  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required for all loads.  Pallet Height Requirements:  Will accept loads up to 48” Anything higher requires DC approval
<b>Fredericksburg, VA</b> Bulk Storage Building 501 Lansdowne Road Fredericksburg, VA 22408  Phone - (540) 834-5600 Fax - (540) 834-5610	<b>Marie Wilson</b> <a href="mailto:Marie.Wilson@cvshealth.com">Marie.Wilson@cvshealth.com</a> (540) 834-5635  <b>Stacey Gulick</b> <a href="mailto:stacey.gulick@cvshealth.com">stacey.gulick@cvshealth.com</a> 540-834-5712  <b>Mario Martinez</b> <a href="mailto:mario.martinez@cvs.com">mario.martinez@cvs.com</a>	6:00 am - 12:30 pm M-F  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required  Pallet Height Requirements:  Will accept loads up to 48” Anything higher requires DC approval
<b>Hainesport, NJ</b> Lumberton Cosmetics 8 Berry Drive Hainesport, NJ 08036  Phone - (609) 267-6700 Fax - (609) 518-5786	<b>Kyle Budrow</b> <a href="mailto:Kyle.Budrow@cvshealth.com">Kyle.Budrow@cvshealth.com</a> 609-518-5611  <b>Scott Brockmeyer</b> <a href="mailto:Scott.Brockmeyer@cvshealth.com">Scott.Brockmeyer@cvshealth.com</a> 609-518-5665	7:00 am – 8:30 pm M-F  Express Door: 7:00 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
<b>Houston, TX</b> Conroe Bulk Building 19802 Imperial Valley Drive Suite 100 Houston, TX 77073  Phone - 936-271-5813	<b>All Access Group</b> <a href="mailto:con_dc_receiving@cvshealth.com">con_dc_receiving@cvshealth.com</a>  <b>Veronica Clark (scheduling needs)</b> <a href="mailto:Veronica.Clark@cvshealth.com">Veronica.Clark@cvshealth.com</a> 936-271-5813	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
<b>Indianapolis, IN</b> 2800 Enterprise Street Indianapolis, IN 46219  Phone - (317) 610-4300 Fax - (317) 610-4301	<b>Sherry Washington</b> <a href="mailto:Sherry.Washington@cvshealth.com">Sherry.Washington@cvshealth.com</a> 317-610-4300 x 1355164  <b>Juan Henriquez</b> <a href="mailto:Juan.Henriquez2@CVSHealth.com">Juan.Henriquez2@CVSHealth.com</a> 317-610-4346  <b>Les Burton</b> <a href="mailto:Leslie.Burton@cvshealth.com">Leslie.Burton@cvshealth.com</a> 317-610-4379	<b>1<sup>st</sup> Shift</b> 6:00 am - 2:00 pm M-F  <b>2<sup>nd</sup> Shift</b> 3:00 pm - 11:00 pm M-F  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required.  Pallet Height: Anything over 84" requires DC approval
<b>Indianapolis, IN</b> Mt. Comfort (Satellite DC) 6887 West 350 North Greenfield, IN 46140  Phone - (317) 610-4300 Fax - (317) 351-3019	<b>Sherry Washington</b> <a href="mailto:Sherry.Washington@cvshealth.com">Sherry.Washington@cvshealth.com</a> 317-610-4300 x 1355164  <b>Juan Henriquez</b> <a href="mailto:Juan.Henriquez2@CVSHealth.com">Juan.Henriquez2@CVSHealth.com</a> 317-610-4346  <b>Les Burton</b> <a href="mailto:Leslie.Burton@cvshealth.com">Leslie.Burton@cvshealth.com</a> 317-610-4379	6:00 am - 12:30 pm M-F  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required  Pallet Height: Anything over 84" requires DC approval
<b>Kapolei, HI</b> 1025 Opakapaka St. Kapolei, HI 96707  Phone - (808) 690-8722 Fax - (808) 690-8702	<b>Olivia Rezentes – Lead</b> <a href="mailto:Olivia.Rezentes@CVSHealth.com">Olivia.Rezentes@CVSHealth.com</a> (808) 690-8722  <b>Kahealani Kalili - Supervisor</b> <a href="mailto:Kahealani.Kalili@CVSHealth.com">Kahealani.Kalili@CVSHealth.com</a> (808) 690-8711	6:00 am - 12:00 pm M-F  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required  Accepted Trailers: 24', 45', 48' and 53'  Pallet Height: Anything over 54" requires DC approval
<b>Knoxville, TN</b> 10008 Parkside Drive Knoxville, TN 37922  Phone - (865) 231-9900 Fax - (865) 231-9901	<b>Pokey Mullins</b> <a href="mailto:Pokey.Mullins@cvshealth.com">Pokey.Mullins@cvshealth.com</a> (865) 231-9940  <b>Shannon Miller</b> <a href="mailto:Shannon.Miller@cvshealth.com">Shannon.Miller@cvshealth.com</a> 865-231-9913	6:00 am - 2:00 pm M-F  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required  Pallet Height: Anything over 40" requires DC approval

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
<b>La Habra, CA</b> Front Store - General Merchandise (L1 Building)  777 South Harbor Blvd. La Habra, CA 90631 Phone - (714) 578-4677  Receiving Office (714) 578-4600 x 1340516 Fax - (714) 578-4691	<b>Priscilla Arteaga</b> – Scheduler <a href="mailto:Priscilla.Arteaga@CVSHealth.com">Priscilla.Arteaga@CVSHealth.com</a> (714) 578-4727  <b>Tommy Martinez</b> - 1 <sup>st</sup> Shift Supervisor <a href="mailto:Tommy.Martinez@CVSHealth.com">Tommy.Martinez@CVSHealth.com</a> (714) 578-4600 x 1340543  <b>Rolando Laurel</b> – 2 <sup>nd</sup> Shift Supervisor <a href="mailto:Rolando.Laurel@CVSHealth.com">Rolando.Laurel@CVSHealth.com</a> (714) 578-4600 x 1340513	Main Dock 4:30 am – 1:00 pm M-F 5:00 pm - 1:30 am M-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
<b>La Habra, CA</b> 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	<b>Priscilla Arteaga</b> – Scheduler <a href="mailto:Priscilla.Arteaga@CVSHealth.com">Priscilla.Arteaga@CVSHealth.com</a> (714) 578-4727  <b>Tommy Martinez</b> - 1 <sup>st</sup> Shift Supervisor <a href="mailto:Tommy.Martinez@CVSHealth.com">Tommy.Martinez@CVSHealth.com</a> (714) 578-4600 x 1340543  <b>Rolando Laurel</b> – 2 <sup>nd</sup> Shift Supervisor <a href="mailto:Rolando.Laurel@CVSHealth.com">Rolando.Laurel@CVSHealth.com</a> (714) 578-4600 x 1340513	Main Dock 4:30 am – 1:00 pm M-F  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required  Pallet Height: Anything over 48” requires DC approval  No 2 <sup>nd</sup> shift in Bldg L3
<b>Loudon, TN</b> 3400 Huntington Park Dr. Loudon, TN 37774  Phone - (865) 657-2212 Fax - (865) 231-9901	<b>1<sup>st</sup> contact Pokey Mullins</b> <a href="mailto:PokeyMullins@cvshealth.com">PokeyMullins@cvshealth.com</a> (865) 231-9940  <b>Doug Hill</b> <a href="mailto:Douglas.Hill@cvshealth.com">Douglas.Hill@cvshealth.com</a>  <b>Anthony Neely</b> <a href="mailto:Anthony.Neely@CVSHealth.com">Anthony.Neely@CVSHealth.com</a> (865) 657-2212 x128001	6:00 am – 2:30 pm M-F  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required  Pallet Height: Anything over 40” requires DC approval
<b>Lumberton, NJ</b> 1 Berry Drive Lumberton, NJ 08048  Phone - (609) 267-6700 Fax - (609) 518-5779	<b>Deb Gilbert</b> <a href="mailto:Deborah.Gilbert@cvshealth.com">Deborah.Gilbert@cvshealth.com</a> 609-518-5610  <b>Nicole Harper</b> <a href="mailto:Nicole.Harper@cvshealth.com">Nicole.Harper@cvshealth.com</a> 609-267-6700 x1325047	7:00 am - 8:30 pm M-F  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required  Appointment required for all deliveries.  Pallet Height: Anything over 48” requires DC approval
<b>Lumberton, NJ</b> <b>(Cosmetic Building)</b> See Hainesport, NJ			

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
<b>Midwest DC</b> 10711 North Congress Ave. Kansas City, MO 64153  Phone – (816)-708-6095	<b>Cathy Berg</b> <a href="mailto:catherine.berg@cvshealth.com">catherine.berg@cvshealth.com</a> 816-708-6095  <b>Michael Bishop</b> <a href="mailto:michael-le.bishop@cvshealth.com">michael-le.bishop@cvshealth.com</a> 816-708-6036  <b>Bryan Beverlin</b> <a href="mailto:Bryan.Beverlin@cvshealth.com">Bryan.Beverlin@cvshealth.com</a> 816-708-6095	6:00 am – 12:00 pm M-F	Delivery Appointment Required  Pallet Height: Anything over 58” requires DC approval
<b>Medley, FL</b> See Orlando, FL			
<b>Murfreesboro, TN</b> Store Fixtures 606 Butler Street Murfreesboro, TN 37127  Phone - (615) 494-9226	<b>Receiving Office</b> 615-494-9226  Shinna Hawkins <a href="mailto:shawkins@storeopeningsolutions.com">shawkins@storeopeningsolutions.com</a>  Ryan Hanks <a href="mailto:rhanks@storeopeningsolutions.com">rhanks@storeopeningsolutions.com</a>	7:00 am - 2:30 pm M-F  <u>NO EXPRESS DOOR</u>	Delivery appointment required.  Call for delivery appointment.
<b>North Smithfield, RI</b> 150 Industrial Drive North Smithfield, RI 02896  Phone - (401) 235-5000 Fax - (401) 235-2152	<b>Dennis Gouin</b> <a href="mailto:Dennis.Gouinjr@cvscaremark.com">Dennis.Gouinjr@cvscaremark.com</a> (401) 235-5042  <b>Laurie Baker</b> <a href="mailto:Laurie.Baker@CVSHealth.com">Laurie.Baker@CVSHealth.com</a> (401) 235-5045	7:00 am – 12:00 pm M-F 3:00 pm – 8:00 pm M-F  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required  Pallet Height: Anything over 60” requires DC approval
<b>Novi, MI</b> 43800 Genmar Drive Novi, MI 48375  Phone – (248) 675-2100 Fax - (248) 675-2109	<b>Laurie Beth Gruich</b> <a href="mailto:Laurie.Gruich@cvshealth.com">Laurie.Gruich@cvshealth.com</a> (248) 675-2100 x1295018  <b>John Budner</b> <a href="mailto:John.Budneriii@cvshealth.com">John.Budneriii@cvshealth.com</a> (248) 675-2138  <b>Melinda Rogers</b> <a href="mailto:Melinda.Rogers@CVSHealth.com">Melinda.Rogers@CVSHealth.com</a>	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
<b>Orlando, FL</b> 8525 Exchange Drive Orlando, FL 32809  Phone - (407) 858-4000 Fax - (407) 858-4122	<b>Bianca Acevedo</b> <a href="mailto:Blanca.Ardon@cvshealth.com">Blanca.Ardon@cvshealth.com</a> x1320004  <b>Alisha Roberts</b> <a href="mailto:Alisha.Roberts@cvshealth.com">Alisha.Roberts@cvshealth.com</a> x1320010	5:00 am – 7:00 pm M-F  Express Door: 6:00 am - 1:00 pm M-F	Express Door: Less than 100 cases  Pallet Height: No restrictions

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
<b>Patterson, CA</b> 2400 Keystone Pacific Pkwy Patterson, CA 95363  Phone - (209) 895-8500 Fax - (401) 733-0763	<b>Jeremiah Saleapaga</b> <a href="mailto:Jeremiah.Saleapaga@cvshealth.com">Jeremiah.Saleapaga@cvshealth.com</a> (209) 895-8528  <b>Tonie Aguilera</b> <a href="mailto:Antonia.Aguilera@cvshealth.com">Antonia.Aguilera@cvshealth.com</a> (209) 895-8528	4:00 am – 12:00 pm M-F  Express Door: 6:00 am – 12:00 pm M-F	250 cases or more requires delivery appointment.  Express Door: less than 250 cases & 4 pallets or less  Pallet Height: Anything over 48” requires DC approval
<b>Phoenix, AZ</b> See Tolleson, AZ			
<b>Somerset, PA</b> 322 Revco Road Somerset, PA 15501  Phone - (814) 289-2200 Fax - (814) 289-2202	<b>Annette Saylor</b> <a href="mailto:Annette.Saylor@cvshealth.com">Annette.Saylor@cvshealth.com</a> Ext 131-0014  <b>Justice Custer – 1<sup>st</sup> shift</b> <a href="mailto:Justice.Custer@cvshealth.com">Justice.Custer@cvshealth.com</a> Ext 131-0016  <b>Juanita Mccusker – 2<sup>nd</sup> shift</b> <a href="mailto:Juanita.Mccusker@CVSHealth.com">Juanita.Mccusker@CVSHealth.com</a> Ext 131-0017  <b>Bob Christner</b> <a href="mailto:Robert.Christner@CVSHealth.com">Robert.Christner@CVSHealth.com</a> Ext 131-0017	5:30 am - 9:00 pm M-F   <u>NO EXPRESS DOOR</u>	Delivery Appointment Required Appointment required for all deliveries.  Pallet Height: Anything over 48” requires DC approval
<b>Tolleson, AZ</b> (Beverages) 8585 W Buckeye Road, Suite A Tolleson, AZ 85353  Phone – (480) 420-5022 Fax - (480) 420-5015	<b>Taylor Bickley</b> <a href="mailto:taylor.bickley@cvshealth.com">taylor.bickley@cvshealth.com</a> Ext 133-5001  <b>Martha Macias</b> <a href="mailto:Martha.macias@cvshealth.com">Martha.macias@cvshealth.com</a> 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
<b>Twinsburg, OH</b> Business Integration Center 1940 Enterprise Parkway Twinsburg, OH 44087  Phone - (330) 487-6916 Fax - (330) 963-0760	<b>Dale Petruno</b> <a href="mailto:Dale.petruno@cvshealth.com">Dale.petruno@cvshealth.com</a> (330) 487-6912  <b>Jennifer Ayers</b> <a href="mailto:Jennifer.ayers@cvshealth.com">Jennifer.ayers@cvshealth.com</a> (330) 487-6916  <b>Pete Weigel</b> <a href="mailto:peter.weigel@cvshealth.com">peter.weigel@cvshealth.com</a> 401-665-9383	8 :00 am - 3:30 pm M-F  <u>NO EXPRESS DOOR</u>	No delivery appointment required
<b>Vero Beach, FL</b> 2577 98 <sup>th</sup> Ave Vero Beach, FL 32966  Phone - (772) 774-2131 Fax - 401-216-0492	<b>Heather Harris</b> <a href="mailto:Heather.Harris@cvshealth.com">Heather.Harris@cvshealth.com</a>  <a href="mailto:veroreceiving@cvscaremark.com">veroreceiving@cvscaremark.com</a> (772) 774-2131	1 <sup>st</sup> shift - 6 am -2 pm M-F 2 <sup>nd</sup> shift – 2 pm-10 pm M-F  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required  Pallet Height: Anything over 72” requires DC approval

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
<b>Woonsocket, RI</b> 400 Founders Drive Woonsocket, RI 02895  Phone - (401) 235-5000 Fax - (401) 235-5255	<b>Dennis Gouin</b> <a href="mailto:Dennis.Gouinjr@cvscaremark.com">Dennis.Gouinjr@cvscaremark.com</a> (401) 235-5042  <b>Laurie Baker</b> <a href="mailto:Laurie.Baker@CVSHealth.com">Laurie.Baker@CVSHealth.com</a> (401) 235-5045	1 <sup>st</sup> & 2nd Shifts M-F  1st shift 7 am - 12:30 pm 2 <sup>nd</sup> shift 3 pm - 8:30 pm 3 <sup>rd</sup> shift 11 pm – 3 am  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required  Pallet Height: Anything over 48” requires DC approval
<b>Woonsocket, RI</b> CVS Print Department 50 Fortin Drive Woonsocket, RI 02895  Phone - (401) 770-2993 Fax - (401) 767-2234	<b>Mike Cote</b> <a href="mailto:Michael.Cote@cvshealth.com">Michael.Cote@cvshealth.com</a> (401) 770-2993  <b>Dennis Wiggins</b> <a href="mailto:Dennis.Wiggins@CVSHealth.com">Dennis.Wiggins@CVSHealth.com</a> (401) 770-6669	7:00 am - 4:00 pm M-F	Delivery Appointment Required  Call for delivery appointment instructions <u>not scheduled through the</u> <u>CVS online scheduling</u> <u>system</u>

## Pharmacy (Rx) Facilities:

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
<b>Chemung, NY</b> 150 White Wagon Rd Chemung, NY 14825  Phone - (607) 249-0100 Fax - (607) 249-0103	<b>Elizabeth Trengo</b> <a href="mailto:Elizabth.Trengo@CVSHealth.com">Elizabth.Trengo@CVSHealth.com</a> (607) 249-00156  <b>Jacob King</b> <a href="mailto:Jacob.King@CVSHealth.com">Jacob.King@CVSHealth.com</a> (607) 249-0133	5:00 am – 1:30 pm M-F  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required
<b>Conroe, TX</b> 225 Harpers Landing Blvd. Conroe, TX 77385  Phone - (936) 364-2849 Fax - (936) 271-5804	<b>Carol Fisher</b> <a href="mailto:carol.fisher@cvshealth.com">carol.fisher@cvshealth.com</a>  <b>Melissa Thomas</b> <a href="mailto:melissa.thomas1@cvshealth.com">melissa.thomas1@cvshealth.com</a>  <b>Veronica Clark (scheduling needs)</b> <a href="mailto:Veronica.Clark@cvshealth.com">Veronica.Clark@cvshealth.com</a> 936-271-5813	6:00 am - 1:00 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.
<b>Ennis, TX</b> 800 CVS Drive Ennis, TX 75119  Phone - (214) 241-5000 Fax - (401) 652-0542	<b>Charika Russell</b> <a href="mailto:Charika.Russell-Johnson@cvshealth.com">Charika.Russell-Johnson@cvshealth.com</a> (214) 241-5061	6:00 am - 2:30 pm M-F  <u>NO EXPRESS DOOR</u>	Delivery Appointment Required

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
<b>Indianapolis, IN</b> 7590 Empire Drive Doors 116-123 Indianapolis, IN 46219  Phone - (317) 610-4374 Fax - (317) 610-4308	<b>Barbara Smith</b> <a href="mailto:Barbara.Smith2@CVSHealth.com">Barbara.Smith2@CVSHealth.com</a> 317-610-4374  <b>Roxanne Lane</b> <a href="mailto:Roxanne.Lane@CVSHealth.com">Roxanne.Lane@CVSHealth.com</a>  <b>Juan Henriquez</b> <a href="mailto:Juan.Henriquez@cvshealth.com">Juan.Henriquez@cvshealth.com</a> 317-610-4346	7:00 am - 2:00 pm M-F  NO EXPRESS DOOR	Delivery Appointment Required.
<b>Knoxville, TN</b> 10017 Kingston Pike Knoxville, TN 37922  Phone - (865) 231-9900 Fax - (865) 231-9902	<b>Pat West</b> <a href="mailto:Patricia.West1@CVSHealth.com">Patricia.West1@CVSHealth.com</a> 865-231-9941  <b>Brian Hall</b> <a href="mailto:Brian.Hall@CVSHealth.com">Brian.Hall@CVSHealth.com</a> 865-231-9900 ext 1275017  <b>Scott Melton</b> <a href="mailto:Scott.Melton@CVSHealth.com">Scott.Melton@CVSHealth.com</a> 865-231-9900 ext 1275012	7:00 am - 2:00 pm M-F  NO EXPRESS DOOR	Appointment required for all deliveries  Pallet Height: Anything over 40" requires DC approval  <i><b>Drivers must enter  through the 10008  Parkside Drive  Entrance. Please set  GPS accordingly</b></i>
<b>La Habra, CA Pharmacy</b>  777 South Harbor Blvd. Suite D-152 La Habra, CA 90631 Phone - (714) 578-4600  Receiving Office x 1340516 Fax - (714) 578-4691	<b>Norma Carrillo</b> – Rx Receiving Supervisor <a href="mailto:Norma.Carrillo@CVSHealth.com">Norma.Carrillo@CVSHealth.com</a> (714) 578-4600 x 1340512  <b>Juan Carrillo</b> - Rx Manager <a href="mailto:Juan.Carrillo@CVSHealth.com">Juan.Carrillo@CVSHealth.com</a> (714) 578-4600 x 1340512	Main Dock 4:00 am – 1:00 pm M-F  NO EXPRESS DOOR	Delivery Appointment Required  No Express Door
<b>Lumberton, NJ</b> 3 Berry Drive Lumberton, NJ 08048  Phone - (609) 267-6700 Fax - (609) 518-5779	<b>Candida Ponder</b> <a href="mailto:Candida.Ponder@cvshealth.com">Candida.Ponder@cvshealth.com</a> 609-518-5646  <b>Debra Lebaron</b> <a href="mailto:Debra.Lebaron@cvshealth.com">Debra.Lebaron@cvshealth.com</a> 609-518-5646  <b>Main Receiving office number</b> 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.
<b>Midwest Pharmacy</b> 10651 North Congress Ave. Kansas City, MO 64153  Phone – (816)-708-6037	<b>Michele Chilson</b> <a href="mailto:Michele.Chilson@cvshealth.com">Michele.Chilson@cvshealth.com</a> (816)-708-6037  <b>Bryan Beverlin-</b> <a href="mailto:Bryan.bevelin@cvshealth.com">Bryan.bevelin@cvshealth.com</a> 816-708-6023  <b>Anthony Cantrel</b> <a href="mailto:anthony.cantrell@cvshealth.com">anthony.cantrell@cvshealth.com</a>	NO EXPRESS DOOR  6:00 am – 12:00 pm M-F	Delivery Appointment Required

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
<b>North Smithfield, RI</b> 150 Industrial Drive Pharmacy-WHSE 2 North Smithfield, RI 02896  Phone - (401) 235-2063 Fax - (401) 235-5255	<b>Dennis Gouin</b> <a href="mailto:Dennis.Gouinjr@cvscaremark.com">Dennis.Gouinjr@cvscaremark.com</a> (401) 235-5042  <b>Laurie Baker</b> <a href="mailto:Laurie.Baker@CVSHealth.com">Laurie.Baker@CVSHealth.com</a> (401) 235-5045	1st Shift M-F 6:30am – 2:30pm  Last appointment 1:00pm, unless approved  Express Door: 7:00 am - 2:00 pm M-F <i>(Pharmacy Only)</i>	Delivery Appointment Required for more than 250 cases  Under 250 cases-use express door
<b>Orlando, FL</b> 8201 Chancellor Drive Orlando, FL 32809  Phone - (407) 858-4000 Fax - (407) 858-4122	<b>Bianca Acevedo</b> <a href="mailto:Blanca.Ardon@cvshealth.com">Blanca.Ardon@cvshealth.com</a> x1320004  <b>Alisha Roberts</b> <a href="mailto:Alisha.Roberts@cvshealth.com">Alisha.Roberts@cvshealth.com</a> x1320010  <b>Hung Le</b> <a href="mailto:Hung.le2@cvshealth.com">Hung.le2@cvshealth.com</a>	5:00 am – 11:00 am M-F	Delivery Appointment Required for more than 100 cases
<b>Patterson, CA</b> 2400 Keystone Pacific Pkwy Suite B. Patterson, CA 95363  Phone - (209) 895-8500 Fax - (401) 733-0763	<b>Jeremiah Saleapaga</b> <a href="mailto:Jeremiah.Saleapaga@cvshealth.com">Jeremiah.Saleapaga@cvshealth.com</a> (209) 895-8528  <b>Tonie Aguilera</b> <a href="mailto:Antonia.Aguilera@cvshealth.com">Antonia.Aguilera@cvshealth.com</a> (209) 895-8528	4:00 am – 10:00 am M-F  Express Door: 6:00 am – 12:00 pm M-F	250 cases or more requires delivery appointment.  Express Door: less than 250 cases & 4 pallets or less

## Attachment II

### Logistics (LOG) Deduction Information

**NOTE:** Refer to Section II.10 for Logistics Deductions. The following chart is a description of each deduction:

<b>LOG Code</b>	<b>Description</b>	<b>Details</b>	<b>Deduction Calculation (+ \$100 admin)</b>
<b>3PLBOL</b>	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
<b>DET</b>	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
<b>DPO</b>	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
<b>IC</b>	Failure to utilize the designated CVS carrier	A vendor did not use the designated carrier via the shipping instructions	100% of invoice
<b>IWP-FC</b>	Incorrect Web Portal for Freight class	A vendor entered the wrong freight class causing the rate to increase	100% of invoice difference
<b>IWP-PP</b>	Incorrect Web Portal for pallets	A vendor entered the wrong pallet count causing the rate to increase	100% of invoice difference
<b>IWP-WT</b>	Incorrect Web Portal for weight	A vendor entered the wrong weight causing the rate to increase	100% of invoice difference
<b>MLN</b>	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
<b>NAP</b>	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
<b>NWP</b>	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
<b>PPV</b>	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
<b>RECON</b>	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
<b>TONU</b>	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
<b>UTC</b>	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
<b>XTRA</b>	Unauthorized extra freight handling costs	miscellaneous costs outside of anticipated routing costs (stop off, reweigh, layover, storage, sort/seg, etc)	100% of invoice difference