

CVS/pharmacy®

Routing Guide & Vendor/Supplier Compliance Instructions



Attention
Logistics & Distribution

April 26, 2004

Dear Vendor/Supplier:

CVS/pharmacy 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' Logistics Department 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' EDI 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 write to us at logisticsmail@cvs.com or contact the individuals listed below for assistance:

Routing:	Dennis Berard	(401) 770-2489	dsberard@cvs.com
Compliance:	Carol Anne Carr	(401) 770-3189	cacarr@cvs.com

We firmly believe that CVS and its vendors/suppliers will benefit from these procedures that are designed to enhance the overall efficiency of merchandise handling, control cost, and improve customer service.

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

Joseph M. Estrella, Director
Transportation & Logistics Network



Please provide the following information for **all** shipping points. Note that an electronic response is preferred. For your convenience, our email address and street address appear below.

COMPANY _____

SHIP POINT ADDRESS _____

CITY _____ STATE _____ ZIP _____

PHONE _____

EMAIL ADDRESS _____

SIGNATURE (NAME) _____ DATE _____

Please forward your response via email to cacarr@cvs.com or via mail to:

Carol Anne Carr

CVS/pharmacy
Logistics Department – 3rd Floor
One CVS Drive
Woonsocket, RI 02895

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I General Instructions

1. This Guide supersedes all previous routing guides and freight handling instructions issued by CVS/pharmacy.
2. This Guide contains detailed instructions for the routing, scheduling, documentation, and packaging of merchandise for shipment to CVS/pharmacy distribution centers and stores.
3. The instructions apply to all purchase orders issued by CVS/pharmacy and are incorporated by reference into the terms and conditions of all CVS/pharmacy 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 vendor/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 and stores.

II Routing Instructions

A. Introduction

The following routing instructions are essential to the expeditious movement of merchandise from your facility to CVS distribution centers and stores. Failure to comply with these instructions will result in a charge-back of all excess freight charges and an administrative fee for each violation.

B. Bill of Lading Instructions

CVS requires a legible bill of lading with each shipment. The bill of lading must contain the following information:

1. SHIP FROM: (Complete Name and Address of Shipper)
2. SHIP TO: (Complete Name, Address and Telephone Number of Distribution Center or Store)
3. DATE SHIPPED:
4. PURCHASE ORDER INFORMATION: [Purchase Order Number(s), Number of Cartons, Weight, Handling Unit (Pallet, Slipsheet, etc.), and Any Additional Shipper Information.]
 - Note 1: If density is required to properly describe merchandise, show accurate density.
 - Note 2: If more than one purchase order is contained in the shipment, provide total number of cartons and total weight of shipment on the bill of lading.
5. SHIP TO ARRIVE DATE: (See CVS Purchase Order)
6. CARRIER NAME:
7. FREIGHT PAYMENT TERMS:
8. CARRIER INFORMATION:
 - a. Handling Unit: Quantity & Type (e.g., Pallet, Slipsheet, etc.)
 - b. Package: Quantity & Type (e.g., Cartons)
 - c. Grand Total of Handling Units, Cartons and Weight of Shipment
 - d. Commodity Description [Reference: National Motor Freight Classification (NMFC) tariff]
 - e. NMFC Commodity Class
9. SPECIAL INSTRUCTIONS: As appropriate
10. GENERAL NOTE: (Include the following statement “Shipper responsible for all sorting and segregating charges.”)
11. PAYMENT INSTRUCTIONS:
 - a. **For vendors shipping collect**, the following instructions are to be noted in the body of the Bill of Lading:

Send Freight Bills for Payment To:

Freight Payment Coordinator
Logistics Department - 3rd Floor
CVS/pharmacy
One CVS Drive
Woonsocket, Rhode Island 02895

Note To Carriers:

Every freight bill submitted for payment must have a signed copy of the delivery receipt attached as a proof of delivery.

C. UPS Shipments

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

1. Shipments 300 pounds and under (maximum – 10 cartons), ship via UPS. Each carton should not weigh more than 70 pounds and each carton should not exceed 130 cubic inches in length and girth combined.
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.
5. For shipments that exceed 300 pounds, ship via the LTL carrier specified in this routing guide.

D. LTL Common Carrier Shipments

The following LTL Common Carrier Routing Instructions are to be used for any shipments under 6,000 pounds and/or 1,200 cubic feet. If the shipment exceeds these limits, contact CVS' Logistics Department at (401) 770-5572 or (401) 770-5533 for appropriate routing. Note that failure to comply with these routing instructions will result in a charge-back of all excess freight charges and an administrative fee for each violation.

NOTE: The following exception applies to all low density shipments. Vendors/Suppliers must contact CVS' Logistics Department at (401) 770-5572 or (401) 770-5533 for special routing instructions 72 hours prior to the shipment being ready for pick-up.

- a) Cubic capacity will apply whenever a shipment subject to Class 50 through Class 250 occupies 750 cubic feet or more with an actual density of less than 4 pounds per cubic foot.
- b) For the purposes of determining cubic feet, any packaged shipping unit such as below will be considered 84 inches in height if the actual height is less than 84 inches:
 - Pallets, skids or cartons banded or shrink wrapped together into a single unit which are pyramided, rounded, or topped off, or
 - Units which have an irregular shape on top (i.e., machines, etc.), or
 - Units that are marked with instructions that no other freight is to be loaded on top.

LTL Common Carrier Routing Instructions: CVS distribution center designations appear at the top of the matrix and the States are listed on the left. Follow the row **across** from the state you are shipping **from** and follow the column **down** from the distribution center you are shipping **to**. Where the row and the column meet in the matrix is a carrier code that designates the carrier to be used when you ship to CVS/pharmacy. At the bottom of the matrix is a table of carrier names next to their codes. There is also a table of CVS distribution centers.

Note: If the designated carrier does not service your shipping location on a direct basis, please contact the CVS Logistics Department immediately at (401) 770-5572 or (401) 770-5533. The Logistics Department will provide you with the preferred alternate routing.

See LTL COMMON CARRIER MATRIX on the next page.



Origin State	WDC	NSDC	LDC	FDC	SDC	NDC	IDC	NADC	BDC	KDC	EDC	MDC	BIC
Alabama	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	ARFW	ARFW	ARFW	RDWY	ARFW	RDWY
Arizona	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
Arkansas	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	ARFW	RDWY	RDWY
California	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
Colorado	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	ARFW	RDWY	RDWY
Connecticut	NEMF	NEMF	NEMF	RDWY	NEMF	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
Delaware	NEMF	NEMF	BRNT	BRNT	NEMF	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
Florida	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	ARFW	RDWY	RDWY	RDWY	RDWY
Georgia	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	ARFW	ARFW	ARFW	RDWY	ARFW	RDWY
Idaho	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
Illinois	RDWY	RDWY	RDWY	RDWY	RDWY	ARFW	ARFW	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
Indiana	RDWY	RDWY	RDWY	RDWY	RDWY	ARFW	ARFW	RDWY	RDWY	RDWY	RDWY	RDWY	ARFW
Iowa	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
Kansas	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
Kentucky	RDWY	RDWY	RDWY	RDWY	RDWY	ARFW	ARFW	RDWY	ARFW	ARFW	RDWY	ARFW	ARFW
Louisiana	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	ARFW	RDWY	RDWY
Maine	NEMF	NEMF	NEMF	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
Maryland	NEMF	NEMF	BRNT	BRNT	NEMF	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
DC-Washington	NEMF	NEMF	NEMF	ARFW	NEMF	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
Massachusetts	NEMF	NEMF	NEMF	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
Michigan	RDWY	RDWY	RDWY	RDWY	RDWY	ARFW	ARFW	RDWY	RDWY	RDWY	RDWY	RDWY	ARFW
Minnesota	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
Mississippi	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	ARFW	ARFW	RDWY	ARFW	RDWY
Missouri	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
Montana	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
Nebraska	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
Nevada	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
New Hampshire	NEMF	NEMF	NEMF	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
New Jersey	NEMF	NEMF	BRNT	BRNT	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
New Mexico	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	ARFW	RDWY	RDWY
New York	NEMF	NEMF	NEMF	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
North Carolina	RDWY	RDWY	ARFW	ARFW	RDWY	RDWY	RDWY	ARFW	ARFW	ARFW	RDWY	ARFW	RDWY
North Dakota	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
Ohio	RDWY	RDWY	RDWY	RDWY	RDWY	ARFW	ARFW	RDWY	RDWY	RDWY	RDWY	RDWY	ARFW
Oklahoma	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	ARFW	RDWY	RDWY
Oregon	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
Pennsylvania	NEMF	NEMF	NEMF	ARFW	NEMF	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
Rhode Island	DNTR	DNTR	NEMF	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
South Carolina	RDWY	RDWY	ARFW	ARFW	RDWY	RDWY	RDWY	ARFW	ARFW	ARFW	RDWY	ARFW	RDWY
South Dakota	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
Tennessee	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	ARFW	ARFW	RDWY	ARFW	RDWY
Texas	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	ARFW	RDWY	RDWY
Utah	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
Vermont	NEMF	NEMF	NEMF	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
Virginia	RDWY	RDWY	ARFW	ARFW	RDWY	RDWY	RDWY	ARFW	RDWY	RDWY	RDWY	RDWY	RDWY
Washington	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
West Virginia	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	ARFW	RDWY	ARFW	ARFW
Wisconsin	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY
Wyoming	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY	RDWY

DISTRIBUTION CENTER	CITY	ST	ZIP
WDC (& Mason St. Facility)	Woonsocket	RI	02895
NSDC	N. Smithfield	RI	02896
LDC	Lumberton	NJ	08048
FDC	Fredericksburg	VA	22408
SDC	Somerset	PA	15501
NDC	Novi	MI	48375
IDC	Indianapolis	IN	46219
NADC	N. Augusta	SC	29841
BDC	Bessemer	AL	35023
KDC (& Loudon, TN)	Knoxville	TN	37922
EDC	Ennis	TX	75119
MDC	Murfreesboro	TN	37133
BIC-Bus. Integration Ctr.	Twinsburg	OH	44087

SCAC	Carrier
ARFW	FedEx Freight (American Freightways)
BRNT	Brennan Transportation
DNTR	D & N Transportation
NEMF	New England Motor Freight
RDWY	Roadway Express

NOTE: When moving freight in a lane that is not outlined on the matrix above, please contact CVS' Transportation Department at (401) 770-5518 for routing instructions.

E. Truckload Shipments

1. Shipments over 6,000 pounds and/or 1,200 cubic feet require special routing instructions. Vendors/Suppliers must contact CVS' Logistics Department at (401) 770-5572 or (401) 770-5533 for special routing instructions **72 hours prior** to the shipment being ready for pick-up.

NOTE: The following exception applies to all low density shipments. Vendors/Suppliers must contact CVS' Logistics Department at (401) 770-5572 or (401) 770-5533 for special routing instructions **72 hours prior** to the shipment being ready for pick-up.

- a) Cubic capacity will apply whenever a shipment subject to Class 50 through Class 250 occupies 750 cubic feet or more with an actual density of less than 4 pounds per cubic foot.
 - b) For the purposes of determining cubic feet, any packaged shipping unit such as below will be considered 84 inches in height if the actual height is less than 84 inches:
 - Pallets, skids or cartons banded or shrink wrapped together into a single unit which are pyramided, rounded, or topped off, or
 - Units which have an irregular shape on top (i.e., machines, etc.), or
 - Units that are marked with instructions that no other freight is to be loaded on top.
2. Please have the following information available when calling to request routing instructions:
 - a) Origin of shipment
 - b) Destination of shipment
 - c) Shipper's name
 - d) Purchase order number(s)
 - e) Commodity Description
 - f) Numbers of cartons
 - g) Number of pallets
 - h) Weight and cube of shipment.

F. Air Freight

Ordinarily, vendors/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 III, Deliveries, Paragraph A, Documentation, Part 12, Air Freight Shipments, of this document.

G. International Shipments

Please contact CVS' Import Department by telephone at (401) 770-4263 for guidance and direction on all international shipments.

H. Pallet Requirements

1. Vendors/suppliers must use 48" X 40" four-way hardwood pallets.
2. The pallet slats/boards must be 5/8" thick.
3. No pallets with broken boards will be accepted.
4. No pallet overhang.
5. Pallets must be secured with shrink wrap or tape.
6. Corner posts are required on product not shipped in corrugated cartons.
7. The merchandise must be sorted by stock keeping unit (SKU), style and color.
8. If a pallet has multiple SKUs, each SKU must be grouped together on the pallet.

I. Carton Labeling Requirements

1. Minimum Carton Markings:
 - a. Vendor/Supplier Name
 - b. Purchase Order Number
 - c. Product Description
 - d. Case Pack/Inner Pack
 - e. Gross Weight/Net Weight
 - f. Universal Product Code
 - g. Seasonal Case Labeling, as appropriate (See Seasonal Case Labeling Requirements.)
 - h. Expiration Date or Manufacturer's Date Code, as applicable.

Note: All CVS vendors/suppliers supplying merchandise with a finite shelf life must complete and return the VENDOR/SUPPLIER DATE CODE INFORMATION TEMPLATE. To obtain the template, contact Carol Anne Carr via email at cacarr@cv.com or by telephone at (401) 770-3189.

2. The following additional labeling is strongly encouraged:
 - a. CVS Item Number.

J. General Routing Notes:

Shipments must originate from the vendor/supplier production facility or warehouse location closest to the CVS distribution center destination. Multiple purchase orders from the same location that would normally ship within one to three days of each other should be combined as one shipment.

III Deliveries

A. Documentation

CVS requires a bill of lading with each shipment and a packing list with each purchase order. The bill of lading and packing list must include the following information:

DOCUMENTATION	INCLUDE ON BILL OF LADING	INCLUDE ON PACKING LIST
1. Name of shipper and complete address (origin/shipping location, city, state, zip code)	X	X
2. Complete CVS destination address (including zip code)	X	X
3. Complete purchase order number(s)	X	X
4. Date shipped, carrier used, payment terms, payment instructions	X	
5. Number of cases, handling units and weight for each PO, total of number of cases, handling units and weight if more than 1 PO is being shipped on bill of lading	X	
6. Number of cases, pieces, weight, case pack, and cube for each shipment by item number		X
7. CVS Item Number*		X
8. 'Ship To Arrive' as stated on the purchase order.	X	
9. Complete description of goods with an accurate NMFC item number and freight classification. If applicable, include the density and value of product.	X	X
10. Indicate any delivery instructions received either from our Merchandising Department or Distribution Centers	X	
11. Indicate a notation that states all sorting and segregating charges to be billed to shipper, not to CVS Pharmacy, Inc.	X	
12. Air Freight Shipments: When the vendor/supplier is verbally requested to ship via air freight using collect freight terms, the vendor/supplier must record the CVS person authorizing air freight, department and the purchase order number.	X	X
13. Exclusive Use/Rush/Expedited Service: When an "exclusive use", "expedited service", or "rush" shipment is requested, the vendor/supplier must obtain and record the CVS individual name, department and the purchase order number.	X	

* The CVS Item Number is not available to all vendors/suppliers at this time. Once it becomes available, it will become a requirement.

B. Prepaid Shipments

- I. For all prepaid “less than truckload” shipments, CVS recommends the use of preferred carriers. If the shipment is given to a preferred LTL carrier in a timely manner, vendors/suppliers will not be responsible for missed or late deliveries. See the Preferred LTL Carrier List below.

Preferred Carrier List - LTL

Roadway Express
FedEx Freight (American Freightways)
New England Motor Freight
Brennan Transportation
D & N Transportation

Preferred Carrier List – TL

- II. For all prepaid “truckload” shipments, CVS recommends the use of preferred carriers. If the shipment is given to a preferred TL carrier in a timely manner, vendors/suppliers will not be responsible for missed or late deliveries. See the Preferred TL Carrier List below.

Hub Group, Inc.
Crete Carrier Corporation
Heartland Express
Saturn

Note: For all prepaid TL shipments, please contact Dennis Berard at (401) 770-2489 if you need contact or reference information.

C. 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.

D. Scheduling

CVS Distribution Centers have different hours of operation for receiving product. The carrier/vendor/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.

1. Shipments requiring an appointment:

- a. Some distribution centers require a delivery appointment for every delivery while other distribution centers require delivery appointments based on the number of cases contained in the shipment. See Attachment I, Distribution Center Information, for distribution center appointment requirements.
- b. Appointments will not be issued without a valid purchase order.

- c. The deliveries should be made within 48 hours of the “Ship To Arrive” date set forth in the applicable purchase order. A faxed appointment request should be made at least 3 days prior to the “Ship To Arrive” date.
- d. Separate delivery appointments must be made for each truckload subject to these requirements.
- e. To schedule a delivery appointment, carriers must fax the specified CVS Distribution Center with the following purchase order information:
 - Purchase Order Number(s)
 - Number of cartons per PO
 - Cube and weight per PO
 - Type of delivery (e.g. palletized, floor loaded, slipsheet, etc.)
- f. A confirmation will be sent to verify the appointment.
- g. Vendors/suppliers are responsible for insuring the carrier selected follows the scheduling requirements.

Note: CVS requires 24 hours notice whenever a carrier cannot keep a scheduled appointment. The vendor/supplier will be assessed a financial penalty whenever their carrier fails to provide the appropriate notification.

2. Shipments not requiring an appointment:

- a. Deliveries that do not require an appointment will be received on a first come first serve basis. Refer to Attachment I for the Express Doors hours of operations.
- b. CVS will not be responsible for any costs incurred by the carrier or the vendor/supplier resulting from these requirements.

E. Driver’s Responsibility

Unless otherwise agreed upon, the driver is responsible for unloading product to the specifications stated in this guide. This includes, but is not limited to, count verification, proper sortation by item, carton over-hang, pallet height requirements, and identification by the applicable purchase order.

It is the responsibility of the vendor/supplier to pay all fees charged by the carrier on prepaid shipments. **Assessorial charges, such as sorting and segregation, are the responsibility of the vendor/supplier.**

CVS has a Drop Trailer Program with ‘less than truckload’ preferred carriers. CVS assumes the expenses associated with sorting and segregating for unloading the trailers in this program.

Any excess expenses CVS incurs due to noncompliance of this section by the carrier will be charged back to the vendor/supplier.

IV Packaging

A. Carton Labeling Requirements

Minimum Carton Markings:

1. Vendor/Supplier Name
2. Purchase Order Number
3. Product Description
4. Case Pack/Inner Pack
5. Gross Weight/Net Weight
6. Universal Product Code
7. Seasonal Case Labeling, as appropriate (See Seasonal Case Labeling Table below)
8. Expiration Date or Manufacturer's Date Code, as applicable.

Note: All CVS vendors/suppliers supplying merchandise with a finite shelf life must complete and return the VENDOR/SUPPLIER DATE CODE INFORMATION TEMPLATE. To obtain the template, contact the Vendor/Supplier Compliance Program at (401) 770-3189 or cacarr@cv.com.

The following additional labeling is strongly encouraged:

9. CVS Item Number.

B. Case Pack Requirements

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. The vendor/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.

C. Case Materials

With respect to case materials, CVS prefers corrugated cardboard cases. **The use of stretch-wrap cases, tray-pack cases, and plastic or steel banding is strongly discouraged.**

D. Inner Packs

No inner packs. Please contact Logistics Planning at (401) 770-5595 or (401) 770-4515 to discuss acceptable inner pack styles if inner packs are absolutely necessary.

E. Case Dimensions & Weight Guidelines

When considering packaging changes or new item distribution, CVS recommends the following case dimensions and weight guidelines:

	Length	Width	Height	Weight
Minimum	8 Inches	8 Inches	3 Inches	No less than 3 pounds
Maximum	30 Inches	20 Inches	28 Inches	No more than 50 pounds

Before shipping packaging changes or new items outside CVS' recommended case dimensions and/or weight guidelines, please contact Logistics Planning at (401) 770-5595 or (401) 770-4515. Logistics Planning will provide you with additional information or instructions, as appropriate.

F. Universal Product Code (UPC) Requirements

The UPC must be indicated on the selling unit and reflect the selling unit established by CVS for use with its Point of Sale (POS) scanners. The UPC of the selling unit must also appear on the case in a scannable and a readable format.

G. Seasonal Case Labeling Requirements*

Cartons containing seasonal merchandise must bear seasonal case labels. The labels should be appropriate in color, six inches long and three inches wide, and contain CVS' standard seasonal lettering designations. The labels must be placed on all four sides of the carton. See Seasonal Case Labeling Table below for seasonal case labeling requirements.

Seasonal Case Labeling Table

Season (Event)	Label Color	Lettering
Christmas	Red	XM
Valentine	Purple	VA
Spring (Easter)	Green	EA
Summer	Blue	SM
Back To School	Orange	BS
Halloween	Black	HA
Fall (Thanksgiving) & Winter	Yellow	FW

* CVS does not provide seasonal case labels.

H. Pallet Requirements

1. Vendors/suppliers must use 48" X 40" four-way hardwood pallets.
2. The pallet slats/boards must be 5/8" thick.
3. No pallets with broken boards will be accepted.
4. No overhang.
5. Pallets must be secured with shrink wrap or tape.
6. Corner posts are required on product not shipped in corrugated cartons.
7. The merchandise must be sorted by stock keeping unit (SKU), style and color.
8. If a pallet has multiple SKUs, each SKU must be grouped together on the pallet.

I. Slipsheet Requirements

When using a slipsheet, vendors/suppliers should use a 52" x 40" slipsheet in conjunction with heavy stretch wrapping for shipment. The slipsheet lip or edge must extend 4" from the merchandise and be accessible by a slipsheet machine from inside the trailer.

J. Ti-Hi Requirements

Each distribution center has different Ti-Hi requirements. Please contact the respective distribution centers for Ti-Hi information. See Attachment I for Distribution Center Information.

V Backorders/Overages/Shortages/MisShipments/Damages

A. Backorders

Vendors/suppliers are expected to ship each purchase order complete by the “Ship To Arrive” date. Failure to ship a purchase order complete may result in a financial penalty from CVS’ Vendor/Supplier Compliance Program.

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 vendor/supplier at the vendor’s/supplier’s expense.
2. When an allowance is set-up with a vendor/supplier and a backorder occurs, CVS will deduct the full allowance based on the original purchase order and the vendor/supplier will be responsible to ship the remaining product at the vendor’s/supplier’s expense.

B. Overages

1. CVS has the option of accepting or rejecting delivery of overages from vendors/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 vendor/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 vendor/supplier does not provide disposition instructions to CVS within two business days, CVS reserves the right to immediately return the merchandise to the vendor/supplier at the vendor’s/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 vendor’s/supplier’s invoice.
2. Concealed shortages discovered after the carrier has been released will be documented by CVS during the check-in process. CVS will notify the vendor/supplier within a reasonable time period after discovering concealed shortages. Concealed shortages will be deducted from the vendor’s/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 vendor/supplier at the vendor's/supplier's expense and take full credit against the vendor's/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:
 - a. CVS will notify the vendor/supplier of the mis-shipment within two business days of the rejection and request that written disposition instructions be provided within two business days.
 - b. If the vendor/supplier does not provide written disposition instructions within two business days, CVS will return the merchandise to the vendor/supplier at the vendor's/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 vendor's/supplier's invoice. CVS will not be obligated to return such damaged or defective merchandise to the vendor/supplier.



VI Vendor/Supplier Compliance Program Deductions

Failure to comply with CVS/pharmacy's routing and freight handling requirements may result in a financial penalty. See Attachment II, Vendor/Supplier Charge Backs, for additional information.

Be advised that financial penalties will be deducted directly from the vendor's/supplier's invoice and appear on the remittance advice. Vendors/suppliers should contact the Vendor/Supplier Compliance Coordinators at the respective distribution center to obtain supporting documentation. Please be prepared to give the Vendor/Supplier Compliance Coordinator the deduction number appearing on the remittance advice (e.g., BESS-12-34567). See Vendor/Supplier Compliance Coordinator Telephone Directory below.

If you have any questions after reviewing the supporting documentation, please contact the Vendor/Supplier Compliance Manager by telephone at (401) 770-3189 or via email at cacarr@cvs.com.

Vendor/Supplier Compliance Coordinator Telephone Directory

Bessemer, Alabama	(205) 424-3421 x 424
Ennis, Texas	(401) 770-3189
Fredericksburg, Virginia	(540) 898-0080 x3928
Indianapolis, Indiana	(317) 353-1458 x 3306
Knoxville, Tennessee	(865) 693-2711 x 6310
Lumberton, New Jersey	(609) 267-6700 x 6313
North Augusta, South Carolina	(803) 278-0110 x 6359
Novi, Michigan	(248) 348-5240 x 7022
Somerset, Pennsylvania	(814) 445-4166 x 2268
Woonsocket, Rhode Island	(401) 235-5000 x 5091

Attachment I

Distribution Center Information

NOTE: CVS does not include distribution center address within the EDI purchase order. Instead, CVS sends the DUNS Number (001786664) with a DUNS Suffix. Please use the DUNS Number Column below to cross-reference the DUNS Suffix on your purchase order to the distribution center addresses below.

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	DUNS NUMBER 001786664	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
Bessemer, AL CVS 2600 Morgan Road Bessemer, AL 35022 Phone – (205) 424-3421 Fax – (205) 481-5265	DUNS Suffix A101	Jeanine Sellers x248 Don Brook x424	6:00 a.m. – 1:30 p.m. Express Door: 6:00 a.m. – 1:30 p.m.	250 cases or more requires delivery appointment. Less than 250 cases use Express Door.
Ennis, TX (Opening 2004) CVS 700 CVS Drive Ennis, TX 75119 Phone – (972) 388-2361 Fax – (972) 388-2303	DUNS Suffix To Be Determined	Bill McDaniels x2331 Appointment Scheduler x 2361	6:00am–2:30pm CST Express Door: 8:00am-1:30pm CST	Delivery appointment required for delivery of more than 250 cases. Use Express Door for deliveries of 250 cases or less.
Fredericksburg, VA CVS 500 Lansdowne Road Fredericksburg, VA 22408 Phone – (540) 898-3424 Fax – (540) 898-3447	DUNS Suffix M101	Don O’Connor x3426	6:00 a.m. – 12:30 p.m. 3:00 p.m. – 10:00 p.m. Express Door: 6:00 a.m. – 2:00 p.m.	250 cases or more requires delivery appointment. Less than 250 cases use Express Door.
Fredericksburg, VA Bulk Storage Building CVS 501 Lansdowne Road Fredericksburg, VA 22408 Phone – (800) 866-4796 Fax – (540) 898-2081	DUNS Suffixes M404 M606	Susan Thomas x2083 Jennifer Kulp x3440	6:00 a.m. – 2:00 p.m. No Express Door	Delivery Appointment Required
Indianapolis, IN Front Store CVS 2800 Enterprise Drive Indianapolis, IN 46219 Phone – (317) 353-1458 Fax – (317) 351-3019	DUNS Suffix I101	Mary Hoover x3510 Jackie Powers x3682	<u>1st Shift</u> 7:00 a.m. – 3:30 p.m. <u>2nd Shift</u> 4:00 p.m. – 12:30a.m. Express Door: 7:00 a.m. – 1:00 p.m.	250 cases or more requires delivery appointment. Less than 250 cases use Express Doors – Cases must be palletized.
Indianapolis, IN Pharmacy 7590 Empire Drive Doors 116-123 Indianapolis, IN 46219 Phone – (317) 353-1458 Fax – (317) 351-3063	DUNS Suffix: I202	Kathy Johnson x3055 Robert Richardson x3671	<u>1st Shift</u> 7:00 a.m. – 3:30 p.m. <u>2nd Shift</u> 4:00 p.m. – 9:00 p.m. Express Door: 7:00 a.m. – 1:00 p.m.	Delivery Appointment Required. Express Door Limit: 100 cases.

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	DUNS NUMBER 001786664	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
Knoxville, TN Front Store CVS 10008 Parkside Drive Knoxville, TN 37922 Phone – (865) 693-2711 Fax – (865) 539-6899	DUNS Suffixes T101	Mark Trombley x6313	7:00 a.m. – 3:30 p.m. No Express Door	Appointment required for all deliveries.
Knoxville, TN Pharmacy CVS 10017 Kingston Pike Knoxville, TN 37922 Phone – (865) 693-2711 Fax – (865) 531-8788	DUNS Suffix T202	Lee Ann Mills x6575 Ray Jones x6502	7:00 a.m. – 2:30 p.m. No Express Door	Appointment required for all deliveries except small package deliveries made by UPS, Federal Express, Airborne, etc.
Louden, TN Front Store CVS 3400 Huntington Park Dr. Louden, TN 37774 Phone – (865) 458-8187 Fax – Not Applicable	DUNS Suffix T303	Kelly Maples (865) 458-8187	7:00 a.m. – 3:30 p.m. No Express Door	Appointments required. Contact CVS-Knoxville: Phone – (865) 693-2711 Fax – (865) 539-6899
Lumberton, NJ (OTC & Cigarettes) CVS 1 Berry Drive Lumberton, NJ 08048 Phone – (609) 267-6700 Fax – (609) 267-5035	DUNS Suffixes N101 N707	Ella Moore x6308 Carol Mingin x6321	7:00 a.m. – 3:00 p.m. 3:00 p.m. – 8:30 p.m. Express Door: 7:00 a.m. – 2:00 p.m.	250 cases or more requires delivery appointment. Less than 250 cases and 6 pallets or less use Express Door.
Lumberton, NJ (Pharmacy) CVS 3 Berry Drive Lumberton, NJ 08048 Phone – (609) 267-6700 Fax – (609) 267-5035	DUNS Suffixes N202	Ella Moore x6308 Carol Mingin x6321	7:00 a.m. – 3:00 p.m. 3:00 p.m. – 8:30 p.m. Express Door: 7:00 a.m. – 2:00 p.m.	250 cases or more requires delivery appointment. Less than 250 cases and 6 pallets or less use Express Door.
Mason Street Facility CVS Mason St. Facility 108 Mason Street Woonsocket, RI 02895 Phone – (401) 235-5101 Fax – (401) 765-8851	DUNS Suffixes W303 W404	Receiving Office – (401) 235-5101 Gary Capparella – (401) 235-5099 for anything other than appt.	7:00 a.m. – 1:30p.m.	All deliveries require an appointment. Call for an appointment. Do not send a fax.
Murfreesboro, TN Store Fixtures 201 Samsonite Blvd. Murfreesboro, TN 37133 Phone – (877) 272-4644	DUNS Suffix M909	Martha Dunlap (615) 867-7024	7:00 a.m. – 2:30 p.m. No Express Door	Delivery appointment required. Call for delivery appointment.

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	DUNS NUMBER 001786664	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
North Augusta, SC CVS 111 Revco Road North Augusta, SC 29841 Phone – (803) 278-4664 Fax – (401) 652-1026	DUNS Suffix S101	Vera Robinson x6315 Tara Brown - x6359	5:30 a.m. – 3:00 p.m. Express Doors: 6:00am – 1:00pm M-Th 6:00am – 10:00am F	250 cases or more requires a delivery appointment. Less than 250 cases use the Express Door
North Smithfield, RI CVS 150 Industrial Drive North Smithfield, RI 02896 Phone – (401) 235-5000 Fax – (401) 235-5255	DUNS Suffixes W202 W505 W707	Tammy Beuparlant (401) 235-5042 Sandy Mohamed (401) 235-5045	3 Shifts Express Door: 7:00 a.m. – 2:00 p.m.	250 cases or more requires delivery appointment. Less than 250 cases use Express Doors.
Novi, MI CVS 43800 Genmar Drive Novi, MI 48375 Phone – (248) 348-5240 Fax – (248) 735-4844	DUNS Suffixes D101 D303	Laurie Beth Yaconis x7022	6:00 a.m. – 1:00 p.m. Express Door: 7:00 a.m. – 11:00 a.m. 12:00 p.m. – 1:00 p.m.	Appointment required for all deliveries.
Somerset, PA CVS 322 Revco Road Somerset, PA 15501 Phone – (814) 445-2092 Fax – (814) 443-9863	DUNS Suffix P101	Denver Snyder x2289 Alan Swank x2294 Bob Snyder x2294 Bob Rubright x2211 Jake Fleagle x2287	1 st Shift 6:00 a.m. – 2:00 p.m. 2 nd Shift 2:30 p.m. – 1:00 a.m. M-Th only No Express Door	Appointment required for all deliveries.
Woonsocket, RI CVS 400 Founders Drive Woonsocket, RI 02895 Phone – (401) 235-5000 Fax – (401) 235-5255	DUNS Suffixes W101	Tammy Beuparlant (401) 235-5042 Sandy Mohamed (401) 235-5045	24 hours Monday - Friday Express Door: 7:00 a.m. – 2:00 p.m.	250 cases or more requires delivery appointment. Less than 250 cases use Express Doors.
Woonsocket, RI CVS Print Department 50 Fortin Drive Woonsocket, RI 02895 Phone - (401) 770-2993 Fax – (401) 767-2234	DUNS Suffix W808	Mike Cote (401) 770-2993 Diane DeCoste (401) 770-6604	8:00 a.m. – 4:00 p.m. Express Door 8:00 a.m. – 4:00 p.m.	All deliveries require an appointment 12 Cases or less – Use Express Door

Attachment II

Vendor/Supplier Charge Backs

Compliance Attribute	Definition	Financial Penalties	
		Administrative Fee	Additional Fee
I. Routings			
Routing	Failure to follow routing instructions.	\$50	Excess Freight Charges
II. Deliveries			
Missed Appointment	Failure to arrive for scheduled appointment.	\$100	\$150
Late for Appointment	Failure to arrive within one hour of scheduled appointment.	\$100	\$150
Documentation	Missing or Inaccurate Bill of Lading or Packing Slip.	\$100	NA
Driver Responsibility	Failure on the part of the driver to perform required unloading services.	NA	Unloading Services Fee
III. Packaging			
Labeling	Failure to fulfill carton labeling requirements.	NA	NA
Case Pack	Case pack quantity provided does not agree with case pack quantity on the purchase order.	NA	NA
Universal Product Code Label	Failure to provide a UPC label on the selling unit.	NA	NA
Slip Sheet	Failure to fulfill slipsheet requirements	NA	NA
Pallet Requirements	Failure to fulfill pallet requirements.	NA	NA

Compliance Attribute	Definition	Financial Penalties	
		Administrative Fee	Additional Fee
IV. Backorders/Overages/Shortages/Mis-Shipments/Damages			
Back Order	Product received after the purchase order has been cancelled.	\$100	NA
Overage	Product quantity received exceeds product quantity ordered.	NA	NA
Shortage	Product quantity received is less than product quantity ordered.	NA	NA
MisShipment	Merchandise delivered is not carried by CVS.	NA	NA
Damages	Merchandise that cannot be sold due to the condition of the product at time of receipt.	N/A	NA