



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.

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 [SCP Programs Instructions](#) 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

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

REVISION CHANGE HISTORY

REVISION #	UPDATED CHANGES
71a	<p>IV.3.b Appointment Requirements – addition to bullet point d. – RX is not held to OTIF compliance parameters, upon receipt of RX POs, suppliers should ship as soon as possible.</p> <p>IV.3.c Scheduling (RX/Pseudoephedrine/Ephedrine) – addition of bullet point g / RX, PSE/E freight cannot be trapped waiting for full trailer consolidation. Appointments must be submitted as soon as RX, PSE/E freight arrives at the carrier terminal</p>
71b	<p>IV.3.b Appointment Requirements – addition of bullet point h., additional purchase orders added to existing appointments must be added in the scheduling system no later than 48 business hours prior to the approved appointment date/time.</p> <p>IV.3.b Appointment Requirements – addition of bullet point f., trailers containing freight for two different locations require two different appointment and must contain a comment indicating “MULTI STOP”</p> <p>V Backorders/Overages/Shortages/Miss-ships/Damages bullet F (2) – clarification of RX partial shipments</p> <p>Attachment I Distribution Center Information– updated Fredericksburg, VA DC contacts</p> <p>Collect Freight Routing Instructions / II.5 UPS Ground Shipments (Small Package Shipments) for multi piece shipments: beginning May 19, 2025, the maximum number of cases allowed to ship as collect small parcel ground has been reduced from 30cs to 15cs.</p>
72 8.28.25	<p>II.1 General Routing Notes (CVS managed freight) and III.1 General Prepaid Notes – added information pertaining to deliveries containing hazardous materials</p> <p>IV.3 Acknowledging and Handling of Delivery Paperwork (new addition) – POD handling and distribution information</p> <p>Attachment I Distribution Center Information – miscellaneous updated contact information and addition of Jersey City Bulk Hub opening 9/8/2025</p> <p>III.2 CVS Preferred LTL/TL Carrier Program and Approved Drop Carrier – Added RXO (formerly Coyote) to Preferred TL list</p>
73 9.30.25	<p>III.2 CVS Preferred LTL/TL Carrier Program and Approved Drop Carrier</p> <p>Added Load Delivered (formerly Capstone Logistics) to Preferred TL list</p> <p>Updated email address for Estes, Preferred National LTL carrier</p> <p>IV.5a Appointment Requests – new contact for access to Manhattan scheduling system</p> <p>Attachment I Distribution Center information – miscellaneous changes</p>
74 12.17.25	<p>II Collect Freight Routing Instructions – added Hawaii to the Transportation Regional email contact list</p> <p>II.5 UPS Ground Shipments (collect) and III.4 Small Package Shipments (prepaid) - enhanced instructions applicable to PO number requirement when generating shipping labels</p> <p>IV.3 Acknowledging and Handline Delivery Paperwork - enhanced instructions applicable to acceptable Proof of Delivery for small parcel ground shipments</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 [Supply Chain Performance Programs Instructions](#).
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 the [CVS Routing Guide Instructions Supplement # 1 - Labeling, Pallet and Packaging Requirements](#) found on [RG Instructions Supplement # 1](#)

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.



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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 15 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 (MercuryGate), obtaining on-boarding instructions, and/or portal training, contact Phillip.Trudeau@CVSHealth.com, Austin.Rey@CVSHealth.com, 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	cvsEast@cvshealth.com
IA, IL, IN, KS, KY, MI, MN, MO, ND, NE, OH, SD, WI	cvsMidwest	cvsMidwest@cvshealth.com
AL, AR, FL, GA, LA, MS, NC, OK, SC, TN, TX	cvsSouth	cvsSouth@cvshealth.com
AK, AZ, CA, CO, ID, MT, NM, NV, OR, UT, WA, TX	cvsWest	cvsWest@cvshealth.com
HI	Hawaii	cvsHawaii@cvshealth.com

II.1 General Routing Notes

- **High Value Shipments:** Suppliers with single shipments exceeding the value of \$100,000 must contact the CVS Transportation Department by emailing the proper region and must disclose the value of the shipment in the special instructions field via the **CVS Transportation/Routing Portal ('MercuryGate')**. Failure to disclose load value 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*.
- 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.
- Hazardous Materials: For CVS managed loads containing hazardous materials, the "Hazmat?" field must be selected when routing the PO(s) in the MercuryGate portal. Refer to the MercuryGate Playbook instructions found in the News and Information section of the MercuryGate portal for additional information.
- 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 15 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.)

II.3.a 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 5th business day before the 2/16 STA date

II.3.b **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 4th 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

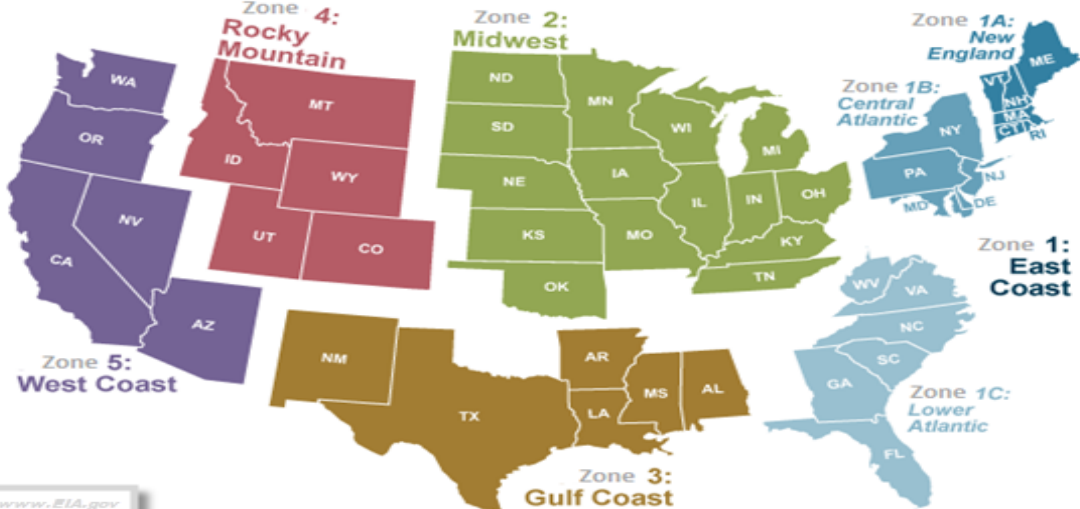
May 2024 calendar example						
Su	Mo	Tu	We	Th	Fr	Sa
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

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.

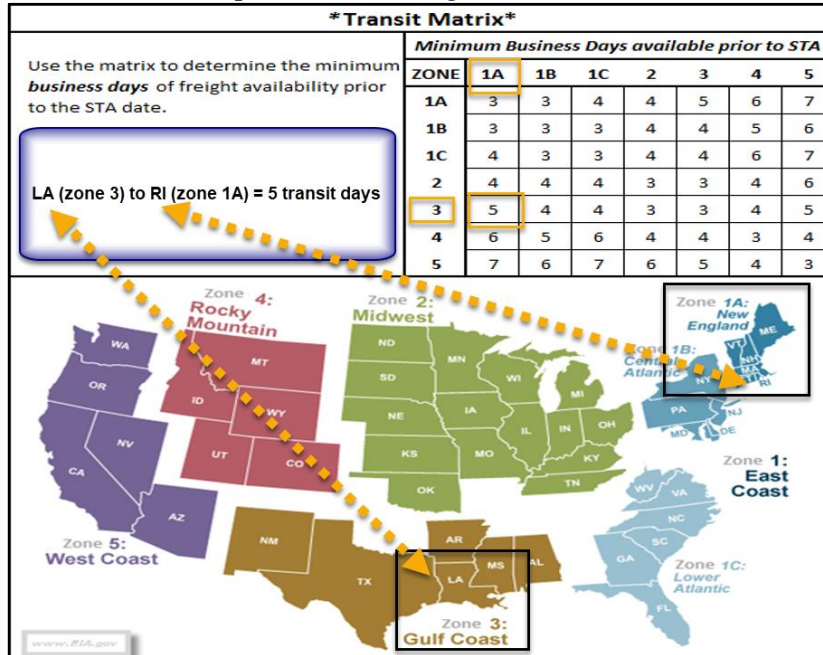
II.3.c Transit Matrix utilized to determine required transit days per shipping lane

Transit Matrix								
<p>Use the matrix to determine the minimum business days of freight availability prior to the STA date.</p> <p>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.</p>	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



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



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:

Origin Location

Select Location: Contact: *

Address: SUPPLIER MUST CHANGE
US

Phone:

Email: *

Comments:

Early Date: * 02/15/2021 12:00 AM

Late Date: * 02/15/2021 12:00 AM

Destination Location

Address: CVS-KANSAS CITY
10711 N CONGRESS AVE
KANSAS CITY, MO, 64153 US

Early Date: 02/22/2021 12:00 AM

Late Date: 02/22/2021 12:00 AM

- 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.
 - 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.

II.3.d 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.e 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 4th 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

- 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.
- 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).
- 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 3rd Party Logistics Partner/Broker or LTL carrier may provide the Supplier with their BOL. It is at the carrier's discretion which BOL to use (carrier or vendor). The Supplier must confirm all information is correct and provide this BOL to the Driver at point of pickup. Failure to utilize the correct/accurate BOL will result in a penalty in the form of an invoice offset deduction for the additional freight charges incurred plus administration fees (Refer to section VII).

II.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	cvsEast@cvshealth.com
IA, IL, IN, KS, KY, MI, MN, MO, ND, NE, OH, SD, WI	cvsMidwest	cvsMidwest@cvshealth.com
AL, AR, FL, GA, LA, MS, NC, OK, SC, TN, TX	cvsSouth	cvsSouth@cvshealth.com
AK, AZ, CA, CO, ID, MT, NM, NV, OR, UT, WA, TX	cvsWest	cvsWest@cvshealth.com
HI	Hawaii	cvsHawaii@cvshealth.com

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:

For multi-piece shipments:

1. Shipments 350 pounds and under, 15 cartons or less, ship via UPS. Please note failure to adhere to the 15-carton maximum may result in invoice offsets deductions to the vendor under the CVS Small Parcel program. Please see the Supply Chain Performance Programs Instructions found at [Supply Chain Performance Programs Instructions](#) for further details.

Each carton cannot exceed the following criteria:

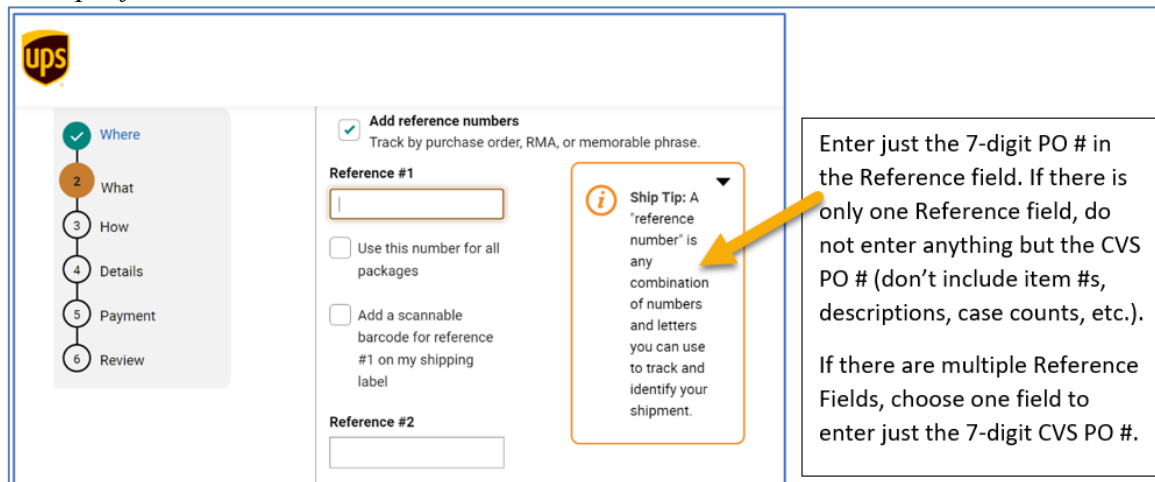
- a. 90" in overall length
 - b. 115" in combined length (longest side of package) + girth [(2xwidth) + (2xHeight)]
 - c. 45 lbs. in actual weight per carton
2. Do not add any insurance or handling charges.
 3. The top of the carton(s) must show the ship to address.
 4. For shipments that exceed 350 pounds and/or over 15 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.
 - a. This field must contain **ONLY one 7-digit CVS Retail PO Number. or one 10-digit Non-Retail PO Number.**
 - b. **DO NOT** use the Reference fields to enter item numbers, item descriptions, etc.
 - c. **DO NOT** add any qualifiers such as “PO #”.
6. A **valid** Small Parcel proof of delivery must contain the CVS PO number in the reference field
7. All product shipping via small parcel must be packaged and shipped in a corrugated cardboard box (no loose pieces).
8. **Failure to follow the above requirements 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 [(2x width) + (2x height)]
 - 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.
 - a. This field must contain **Only one 7-digit CVS Retail PO Number, or one 10-digit Non-Retail PO Number.**
 - b. **DO NOT** use the Reference fields to enter item numbers, item descriptions, etc.
 - c. **DO NOT** add any qualifiers such as “PO #”.
5. A **valid** Small Parcel proof of delivery must contain the CVS PO number in the reference field (refer to section IV.3 for additional POD requirements).
6. All product shipping via small parcel must be packaged and shipped inside a corrugated cardboard box (no loose pieces).
7. **Failure to follow the above requirements 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 prior approval from the Transportation Department. Please reach out to the proper transportation region (based on destination state). 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	cvsEast	cvsEast@cvshealth.com
IA, IL, IN, KS, KY, MI, MN, MO, ND, NE, OH, SD, WI	cvsMidwest	cvsMidwest@cvshealth.com
AL, AR, FL, GA, LA, MS, NC, OK, SC, TN, TX	cvsSouth	cvsSouth@cvshealth.com
AK, AZ, CA, CO, ID, MT, NM, NV, OR, UT, WA, TX	cvsWest	cvsWest@cvshealth.com
HI	Hawaii	cvsHawaii@cvshealth.com

II.7 Non-Retail Shipments

Hollingsworth (HLG)

2450 Spiegel Drive

Groveport, OH 43125

inbound.cvs@hollingsworthllc.com

Additional DC information provided in Attachment I (Distribution Center Information)

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, Hollingsworth will not be able to receive in your shipment.
- For **items consolidating at 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 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 Hollingsworth 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 Hollingsworth's rollout program. Procurement needs notification 8 weeks ahead of time that a rollout will be going through Hollingsworth and reserves the right to deny shipping through Hollingsworth based on current rollout schedule. Your CVS business partner will notify Procurement. All rollout parcels must *deliver* to Hollingsworth two weeks prior to the need-by in-store date.

Delivery Information

Hollingsworth – All appointments for items shipping into HLG must be made via the Manhattan Scheduling system. Receiving hours are between 7:30am and 2:00pm, Monday through Friday.

Pallet Requirements

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), Contact Debbie Miguel (dmiguel@pacifictransfer.com) 808-836-3871 ext. 154
- Chill/frozen – CFI, Contact Ryan Owens (mryano@CFI-Hawaii.com) 808-833-0043

CVS/Longs will have provided these consolidators with a list of approved vendors provided by the stores you service. To be added as an approved vendor or have questions about this program, contact Tim Pelton at timothy.pelton@cvshealth.com.

II.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.

To request backup for a LOG deduction, reach out to supplychainperformance@cvshealth.com

III Prepaid Freight Instructions

III.1 General Prepaid Notes

1. Suppliers with prepaid freight terms are responsible for ensuring freight is transported timely, accurately, and efficiently from the point of origin to the respective CVS DC. Suppliers are also responsible for ensuring their contracted carriers are following the scheduling requirements within Section IV – Deliveries. **If you are a prepaid supplier and would like to discuss becoming a Collect/CPU supplier with CVS, please contact TransportationStrat@CVSHealth.com.**
2. 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.
3. Hazardous Materials: Prior to pick up, it is the Supplier's responsibility to obtain the carrier's approval to tender hazardous materials. The supplier must ensure the carrier BOL is filled out properly with the applicable Hazmat classifications. The carrier must make note of hazardous freight when submitting a delivery appointment request within the Manhattan scheduling system. CVS reserves the right to refuse deliveries if paperwork is incomplete or incorrect and/or the freight is not scheduled properly.
4. 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 [Guidelines for Prepaid LTL Shipments](#)

III.2 CVS Preferred LTL/TL Carrier Program and Approved Drop Carrier

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.

Approved Drop Carrier – Beginning January 1, 2025, CVS has partnered with Fedex to be an Approved-Drop Carrier. The approved-drop program will provide the ability to drop trailers however Approved status does not offer the exemption privileges currently in place for the Appointment Integrity compliance program (as offered with LTL Preferred Carrier status).

The following carriers have been included in the Approved and 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	CVSpharmacy@chrobinson.com	
Koch Logistics	klogcvs@kochlogistics.com	
RXO	cvsotr@rxo.com	
Load Delivered	cvs@loaddelivered.com	
Preferred - LTL Consolidation Program		
C.H. Robinson Consolidation Program	IBCVSConsol@chrobinson.com	
Preferred - National LTL		
ABF Freight	customersolutions@arcb.com	
Old Dominion	Jessica.McDowell@odfl.com	
RXO Capacity Solutions c/o XPO	cvs1tl@rxo.com	
SAIA	naecustomerservice@saia.com	
Estes	cvshealth@estes-express.com	
Preferred - Regional LTL		
Carrier	Contact	Preferred DCs
A Duie Pyle	cs@aduiepile.com	VA, PA, NJ, NY, RI
Approved - National LTL (contacts - select Customer Support)		
Fedex Freight	www.fedex.com/en-us/shipping/freight/services.html	

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. It also does not apply to freight tendered with an Approved Drop Carrier.

For more information on CVS' Appointment Integrity Program, please refer to the Supply Chain Performance Program Instructions available at [Supply Chain Performance Programs Instructions](#)

Note> Only carriers included in the Preferred & Approved 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).

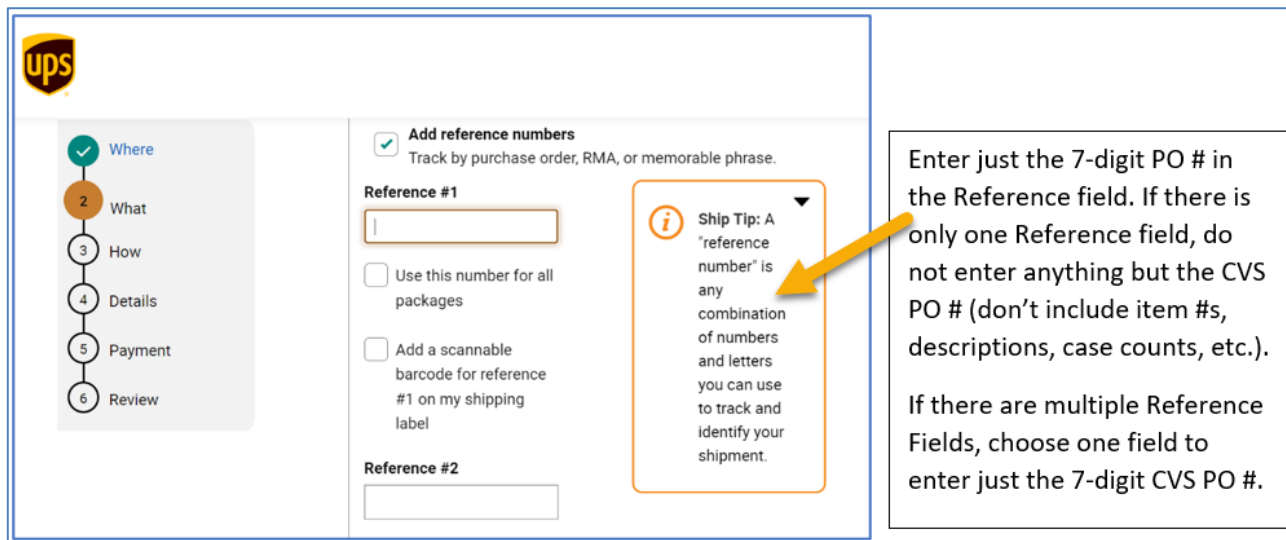
Using C.H. Robinson qualifies as use of a preferred CVS transportation supplier. For information regarding rollout timeline and additional program details, please contact CH Robinson at IBCVSConsol@chrobinson.com.

III.4 Small Package Shipments

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

1. **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 [Supply Chain Performance Programs Instructions](#)
2. **The CVS PO Number must be provided in the reference field of the shipping label.**
 - a. **This field must contain ONLY one 7-digit CVS Retail PO Number, or one 10-digit Non-Retail PO Number.**
 - b. **DO NOT include any other information such as CVS item numbers/descriptions.**
 - c. **DO NOT include a qualifier such as “PO #”.**
3. **A valid Small Parcel proof of delivery must contain the CVS PO number in the reference field** (refer to section IV.3 for additional POD requirements).
4. The destination address should match exactly to addresses disclosed in Attachment I.
5. All deliveries must be made on or four business days prior to the STA date.
6. All product shipping via small parcel must be packaged and shipped inside a corrugated cardboard box (no loose pieces).
7. **Failure to follow the above requirements may result in vendor chargebacks for any additional UPS surcharges received by CVS.**

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 (BOL) with each shipment and a packing list (PL) with each purchase order, regardless of freight terms for 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
1. SHIP FROM: Complete Name of shipper and address (origin/shipping location, city, state, zip code); <i>Rx & PSE shipments: Vendor Rx License Number</i>	X	X
2. SHIP TO: Refer to complete Distribution Center address as noted in Attachment I. If shipping to a Store – complete name, address and telephone number. <i>Rx & PSE shipments: CVS DC License Number</i>	X	X
3. DATE SHIPPED:	X	X
4. PURCHASE ORDER NUMBER(S): Include <u>ALL</u> Purchase Order numbers	X	X
5. PURCHASE ORDER INFORMATION: <ul style="list-style-type: none"> a. Packages : Quantity & Type (e.g., Units, Cartons) b. Handling Unit : Quantity & Type (e.g., Units, Pallet) c. Weight d. **PO Ship to Arrive (STA) Date ** PREPAID – consult with your carrier as to whether a date should be noted on the BOL and if they have a preferred formatting COLLECT – DO NOT include any dates on BOLs <u>Note:</u> If density is required to properly describe merchandise, show accurate density.	X	
6. CVS ITEM NUMBER(S):		X

DOCUMENTATION	INCLUDE ON BILL OF LADING	INCLUDE ON PACKING LIST
7. ITEM INFORMATION: Per item number a. Packages: Quantity & Type (Cases and Pieces) b. Case Pack c. Item Description		X
8. CARRIER NAME: Complete Name of carrier/3PL and address (origin/shipping location, city, state, zip code); <i>Rx & PSE shipments: Carrier License Number</i>	X	
9. SHIPPING INFORMATION: 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	
10. FREIGHT PAYMENT TERMS: Prepaid or Collect <u>ONLY</u> <u>DO NOT USE:</u> “prepaid & add” or any such verbiage	X	
11. FREIGHT BILLING INSTRUCTIONS: <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 Note: CVS requires electronic billing via EDI, or with preapproval via email and PDF	X	
12. FREIGHT BILLING INSTRUCTIONS: <u>Prepaid ONLY</u> The following instructions are to be noted: “SHIPPER RESPONSIBLE FOR ALL ASSESSORIAL FEES.”	X	
13. SPECIAL DELIVERY INSTRUCTIONS: Indicate any delivery instructions received including the name of the authorizing individual	X	
14. AIR FREIGHT INSTRUCTIONS: <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	
15. EXCLUSIVE USE/RUSH/EXPEDITED SERVICE: <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 Acknowledging and Handling Delivery Paperwork (POD/Proof of Delivery)

CVS distribution centers policy for acknowledging and handling delivery paperwork ensures accuracy and efficiency in the receipt of merchandise. This policy aligns with industry standards to maintain consistency and reliability in supply chain operations.

CVS Responsibility:

- **Acknowledging** receipt of merchandise **by signing paperwork**
- Reconciling receipts w/ paperwork (packing list)
- Provide copies for carriers to pick up

Carrier Responsibility:

Live

- **Pick up paperwork** at the **conclusion** of appointment
- If paperwork is **not available** at the time of departure, **please e-mail the DC to request the paperwork**.

Drop

- **Take STC paperwork** when dropping
- **Pick up signed/reconciled paperwork** when picking up trailer
- **Carriers must make the signed/reconciled paperwork available to their vendors.**

STC paperwork is **not sufficient backup** for the suppliers.

CVS keeps copies of all delivery paperwork but is **not required to provide copies to vendors.**

Supplier Responsibility:

- Truck load and Less than truck – supplier must request POD copies directly from the delivery carrier
 - This is applicable to all freight terms (prepaid vendor managed and collect CVS managed)
- Small Parcel Ground - suppliers must provide the PO number in the reference field when generating the shipping label. This will allow for a systemic match between the PO number and the CVS Receiver signature acknowledging receipt of cases delivered. Suppliers can then obtain POD copies from the carrier website. Accounts Payables and Supply Chain Performance will accept only PODs that include the following:
 1. CVS PO number (in Reference field).
 - The PO number must be added to the reference field when creating the shipping label
 2. Tracking number and Delivery location
 3. Delivery date
 4. Received or Signed By Name

Example of valid Small Parcel / Ground PODs

Proof of Delivery UPS

Dear Customer,

This notice serves as proof of delivery for the shipment listed below.

Tracking Number

Weight
9.00 LBS

Service
UPS Ground

Shipped / Billed On
04/21/2022

Delivered On
04/22/2022 11:44 A.M.

Delivered To
BESSEMER, AL, US

Received By
CORY

Left At
Dock

Reference Number(s) CVS PO Number

Delivery Information: Fedex

Status: Delivered

Signed for by: DCOSTELLO

Service type: FedEx Ground

Special Handling:

Delivered To: 1 CVS DR

Delivery Location: Waverly, NY, 14892

Delivery date: Aug 20, 2021 11:16

Shipping Information:

Tracking number:

Ship Date: Aug 17, 2021

Weight: 4.2 LB/1.91 KG

Recipient:
CVS DISTRIBUTION, CVS PPI
1 Cvs Dr
WAVERLY, NY, US, 14892

Shipper:

Reference CVS PO Number

Purchase Order

IV.3.a Appointment Requests:

- a. The process for appointing CVS deliveries is facilitated through an online scheduling portal known as the CVS Manhattan Scheduling system. **For access to Manhattan or for scheduling assistance, carriers must contact inboundscheduling@cvshealth.com**
- b. All appointment requests will be addressed within 48 hours of the submit date/time. **CVS cannot accommodate requested delivery dates that fall on the same day the appointment is submitted.** If you do not receive an approved or refused notification email within 48 business hours of date you submitted, contact the DC directly. Phone numbers and emails are disclosed in Attachment I.
- c. Carriers can check the appointment status for each of their loads by searching for the request in the Manhattan 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 [SCP Programs Instructions](#)
- d. 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 Manhattan scheduling system, appointment requests or approved appointments can be addressed to InboundScheduling@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 [SCP Programs Instructions](#) for more information. **NOTE: This is applicable to OTC/Front store freight only. RX freight is not held to OTIF compliance parameters, upon PO receipt, suppliers should ship as soon as possible.**
 - e. Approved delivery or appointment times may vary from the requested delivery date based on DC priority, capacity, and appointment availability.
 - f. Trailers containing freight for two different DC locations (main DC location and satellite/bulk location e.g., Woonsocket RI, and North Smithfield, RI) must be scheduled on two separate appointments. Each appointment must contain a comment indicating “MULTI STOP”.
 - Refer to section IV.3.c for information about trailers with co-mingled OTC/Front Store and Rx Merchandise.
 - 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.
 - h. Adding POs to an existing appointment; additional Purchase Orders added to an existing appointment must be entered in the scheduling system no later than 48 business hours prior to the approved appointment date/time. Trailers arriving with additional freight added with less than 48 hours’ notice (business hrs.) are subject to refusal and will be asked to reschedule.
 - i. CVS will not be responsible for any costs incurred by the carrier or the supplier resulting from these requirements.
 - j. 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).
 - k. Drivers may request a Check-In/Check-Out confirmation form from the Receiving Clerk.
 - l. In accordance with the Transported Asset Protection Association (TAPA) standards/requirements all delivery drivers must present a valid, government-issued, photo identification to a CVS associate (i.e., gate guard, receiving clerk, office personnel) upon delivery to a CVS Distribution Center.
- 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). Carriers must request delivery of Rx merchandise first followed by a separate appointment request for OTC/Front Store merchandise. Rx merchandise must be delivered first as a live unload and Rx merchandise *must be loaded on the tail of the trailer*. Failure to do so may result in refusal of delivery for all appointments.
- g. **RX freight cannot be trapped or held at the delivering terminal waiting for a full trailer** consolidation. Upon arrival at the terminal, RX freight must be loaded on the tail of the trailer and a delivery request must be submitted the same day (regardless of how full the trailer is).

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 [SCP Programs Instructions](#) 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:** All deliveries must be shipped in full manufacture cases. **Partials will be refused/returned.** If you do not have enough product to ship a full case, please wait and only ship when you do. If for any reason you receive an order from us that is not a full case quantity, please notify us with the new case quantity at VendorRxResponse@cvshealth.com. This will allow us to correct the same in our system and order appropriately. Please share this information with your Logistics team.

VI International Shipments

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

- <https://cvssuppliers.com/document-library/import>

Attachment I Distribution Centers *(address, contacts, hrs of operation)*

NOTE: For applicable Distribution Center Codes and DEA numbers, please refer to the “Distribution Center ID XREF” 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
Augusta, SC (Lovers Lane – Satellite DC) 1413 Lovers Lane Augusta, GA 30901 Phone – 888-378-7336 Fax – 401-735-1301	Tara McCaskill Tara.mccaskill@cvshealth.com (803) 442.5236 Stephen Hucks Stephen.Hucks@cvshealth.com (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
Beech Island, SC (formerly N. Augusta) 111 Revco Road Beech Island, SC 29841 Phone - 888-378-7336 Fax – 401-735-1301	Tara McCaskill - Schedule Tara.mccaskill@cvshealth.com 803-442-5236 Alesa Garnett – Backup Scheduler Alesa.garnett@cvshealth.com 803-442-5236 Stephen Hucks Stephen.Hucks@cvshealth.com 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
Chemung, NY 1 CVS Drive Waverly, NY 14892 Phone - (607) 249-0100 Fax - (607) 249-0103	Denise Brown Denise.Brown3@cvshealth.com 607-249-0140 Jerry Peabody Jerry.Peabody@CVSHealth.com 607-249-0161	6:00 am – 2:30 pm M-F (12:00 pm – last appt) <u>NO EXPRESS DOOR</u>	Delivery Appointment Required Pallet Height: No restrictions
Conroe, TX Main Building & OTC 100 South Trade Center Pkwy Conroe, TX 77385 Phone - (936) 271-5825 Fax - (936) 271-5804	All Access Group SCL_CR_Receiving@CVSHealth.com	5:30am - 11:00 pm M-F Express Door: 6:00 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. Pallet Height: Anything over 48” requires DC approval
Ennis, TX 700 CVS Drive Ennis, TX 75119 Phone - (214) 241-5000 Fax - (401) 652-0542	Charika Russell Charika.Russell-Johnson@cvshealth.com (214) 241-5061	<u>1st Shift</u> 6:00 am - 2:30 pm M-F <u>2nd Shift</u> 3:00 pm - 11:00 pm M-Th <u>NO EXPRESS DOOR</u>	Delivery Appointment Required Pallet Height: Anything over 48” requires DC approval

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
Fredericksburg, VA 500 Lansdowne Road Fredericksburg, VA 22408 Phone - (540) 834-5600 Fax – (540) 834-5610	Marie Wilson Marie.Wilson@cvshealth.com (540) 834-5635 Jacqueline Lewis (receiving clerical) Jacqueline.Lewis@CVSHealth.com Darlene Washington Darlene.Washington@CVSHealth.com 540-834-5635 Mary Jane Coleman Mary.Coleman@CVSHealth.com 540-834-5600 ext128-5002 John Latney john.latney@cvshealth.com 540-834-5629 Russell Williams (2nd shift supervisor) Russell.Williams@CVSHealth.com	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
Fredericksburg, VA Bulk Storage Building 501 Lansdowne Road Fredericksburg, VA 22408 Phone - (540) 834-5600 Fax - (540) 834-5610	Marie Wilson Marie.Wilson@cvshealth.com (540) 834-5635 Teresa Orrock (receiving clerical) Teresa.Orrock@CVSHealth.com Stacey Gulick stacey.gulick@cvshealth.com 540-834-5712 Mario Martinez mario.martinez@cvs.com	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
Hainesport, NJ Lumberton Cosmetics 8 Berry Drive Hainesport, NJ 08036 Phone - (609) 267-6700 Fax - (609) 518-5786	Kyle Budrow Kyle.Budrow@cvshealth.com 609-518-5611 Scott Brockmeyer Scott.Brockmeyer@cvshealth.com 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
Hollingsworth 2450 Spiegel Dr Groveport, OH 43125 Phone – 740-974-6261	Inbound.cvs@hollingsworthllc.com	7:30 am – 2:00 pm M-F	Delivery Appt. Required for all deliveries Pallet Height: anything over 84” requires DC approval

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
Houston, TX Conroe Bulk Building 19802 Imperial Valley Drive Suite 100 Houston, TX 77073 Phone - 936-271-5813	All Access Group SCL_CR_HoustonReceiving@CVSHealth.com	6:00 am - 1:00 pm M-F	Delivery Appt. Required for shipments of more than 100 cases. Express Door: less than 100 cases / will be unloaded at the next available dock door. Pallet Height: Anything over 48" requires DC approval
Indianapolis, IN 2800 Enterprise Street Indianapolis, IN 46219 Phone - (317) 610-4300 Fax - (317) 610-4301	Sherry Washington Sherry.Washington@cvshealth.com 317-610-4300 x 1355164 Eric Guptill Eric.Guptill@CVSHealth.com Les Burton Leslie.Burton@cvshealth.com 317-610-4379 Yasmin Razo-Fajardo Yasmin.Razo-Fajardo@CVSHealth.com 317-610-4346	<u>1st Shift</u> 6:00 am - 2:00 pm M-F <u>2nd Shift</u> 3:00 pm - 11:00 pm M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required. Pallet Height: Anything over 84" requires DC approval
Jersey City Bulk Hub 134 Van Keuren Ave Jersey City, NJ, 07306 Phone – (551) 309-6700 Fax – N/A	Jazemeir Terry jazemeir.terry@cvshealth.com 551-309-6703 Samerrah Carter samerrah.carter@cvshealth.com	6:00 am - 2:00 pm M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required Pallet Height: Anything over 66" requires DC approval
Kapolei, HI 1025 Opakapaka St. Kapolei, HI 96707 Phone - (808) 690-8722 Fax – (808) 690-8702	Olivia Rezentes – Lead Olivia.Rezentes@CVSHealth.com (808) 690-8722 Kahealani Kalili - Supervisor Kahealani.Kalili@CVSHealth.com (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
Knoxville, TN 10008 Parkside Drive Knoxville, TN 37922 Phone - (865) 231-9900 Fax - (865) 231-9901	Pokey Mullins Pokey.Mullins@cvshealth.com (865) 231-9940 John D. McCurry John.McCurry@CVSHealth.com 865-231-9900 ext. 127-5025	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
La Habra, CA 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	Priscilla Arteaga – Scheduler Priscilla.Arteaga@CVSHealth.com (714) 578-4727 Tommy Martinez - 1st Shift Supervisor Tommy.Martinez@CVSHealth.com (714) 578-4600 x 1340543 Adrian Diaz – 2nd Shift Supervisor Adrian.Diaz2@CVSHealth.com (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
La Habra, CA Full-Case Seasonal & Promotional (L3 Building) 1111 South Harbor Blvd. La Habra, CA 90631 Phone - (714) 578-4670 Receiving Office (714) 578-5406 Fax - (714) 578-4691	Priscilla Arteaga – Scheduler Priscilla.Arteaga@CVSHealth.com (714) 578-4727 Tommy Martinez - 1st Shift Supervisor Tommy.Martinez@CVSHealth.com (714) 578-4600 x 1340543 Adrian Diaz – 2nd Shift Supervisor Adrian.Diaz2@CVSHealth.com (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 nd shift in Bldg L3
Loudon, TN 3400 Huntington Park Dr. Loudon, TN 37774 Phone - (865) 657-2212 Fax - (865) 231-9901	1st contact Pokey Mullins PokeyMullins@cvshealth.com (865) 231-9940 Doug Hill Douglas.Hill@cvshealth.com Anthony Neely Anthony.Neely@CVSHealth.com (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
Lumberton, NJ 1 Berry Drive Lumberton, NJ 08048 Phone - (609) 267-6700 Fax - (609) 518-5779	Mandi Maffetone Mandisue.Maffetone@CVSHealth.com 609-518-5612 Cheri Czyzewski Cheri.Czyzewski@CVSHealth.com 609-518-5612 Parish Wilson Parish.Wilson@CVSHealth.com 609-518-5629 Bryan Trieble Bryan.Trieble@CVSHealth.com 609-518—5694	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
Lumberton, NJ (Cosmetic Building) See Hainesport, NJ			

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
Midwest DC 10711 North Congress Ave. Kansas City, MO 64153 Phone – (816)-708-6095	Cathy Berg catherine.berg@cvshealth.com 816-708-6095 JC Cradic John.Cradic@CVSHealth.com 816-708-6036 Bryan Beverlin Bryan.Beverlin@cvshealth.com 816-708-6095	6:00 am – 12:00 pm M-F	Delivery Appointment Required Pallet Height: Anything over 58” requires DC approval
North Smithfield, RI 150 Industrial Drive North Smithfield, RI 02896 Phone - (401) 235-5000 Fax - (401) 235-2152	Dennis Gouin Dennis.Gouin@CVSHealth.com (401) 235-5042	1 st & 2 nd shifts M-F 1 st shift: 7:00am – 12:00pm 2 nd shift: 3:00pm – 8:00pm <u>NO EXPRESS DOOR</u>	Delivery Appointment Required Pallet Height: Anything over 60” requires DC approval
Novi, MI 43800 Genmar Drive Novi, MI 48375 Phone – (248) 675-2100 Fax - (248) 675-2109	Laurie Beth Gruich Laurie.Gruich@cvshealth.com (248) 675-2100 x1295018 Melinda (Lynn) Rogers Melinda.Rogers@CVSHealth.com (248) 675-2142 Thomas Woods Thomas.Woods@CVHealth.com 248-675-2100 x129-5019	6:00 am – 3:00 pm 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 No lift-gated trailers
Orlando, FL 8525 Exchange Drive Orlando, FL 32809 Phone - (407) 858-4000 Fax - (407) 858-4122	Bianca Acevedo Blanca.Ardon@cvshealth.com x1320004	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
Patterson, CA 2400 Keystone Pacific Pkwy Patterson, CA 95363 Phone - (209) 895-8500 Fax - (401) 733-0763	Jeremiah Saleapaga Jeremiah.Saleapaga@cvshealth.com (209) 895-8528 Marisol Ayala Marisol.Ayala@cvshealth.com (209) 895-8952	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
Phoenix, AZ (beverages) See Tolleson, AZ			

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
Somerset, PA 322 Revco Road Somerset, PA 15501 Phone - (814) 289-2200 Fax - (814) 289-2202	Annette Saylor Annette.Saylor@cvshealth.com Ext 131-0014 Justice Custer – 1st shift Justice.Custer@cvshealth.com Ext 131-0016 Gerry Custer Geraldine.Custer@CVSHealth.com Ext 131-0017 Juanita Mccusker – 2nd shift Juanita.Mccusker@CVSHealth.com Ext 131-0017 Bob Christner Robert.Christner@CVSHealth.com Ext 289-2214	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
Tolleson, AZ (Beverages) 8585 W Buckeye Road, Suite A Tolleson, AZ 85353 Phone – (480) 420-5022 Fax - (480) 420-5015	Pablo Ortiz Pablo.D.Ortiz@CVSHealth.com Doraly Vega-Murillo Doraly.VegaMurillo@CVSHealth.com Martha Macias Martha.macias@cvshealth.com	Beverages 5:30am - 11:30am M-F OTCHS 7:30am – 1:30pm M-F Express Door: 5:30am - 11:30am M-F	Delivery appointment required for delivery of more than 250 cases. Express Door: Maximum 250 cases
Twinsburg, OH Business Integration Center 1940 Enterprise Parkway Twinsburg, OH 44087 Phone - (330) 487-6916 Fax - (330) 963-0760	Dale Petruno Dale.petruno@cvshealth.com (401) 665-9389 Jennifer Ayers Jennifer.ayers@cvshealth.com (330) 487-6916 Pete Weigel peter.weigel@cvshealth.com 401-665-9383	8 :00 am - 3:30 pm M-F <u>NO EXPRESS DOOR</u>	No delivery appointment required
Vero Beach, FL 2577 98 th Ave Vero Beach, FL 32966 Phone - (772) 774-2131 Fax - 401-216-0492	Heather Harris Heather.Harris@cvshealth.com	1 st shift - 6 am -2 pm M-F 2 nd shift – 2 pm-10 pm M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required Pallet Height: Anything over 72” requires DC approval
Woonsocket, RI 400 Founders Drive Woonsocket, RI 02895 Phone - (401) 235-5000 Fax - (401) 235-5255	Laurie Baker Laurie.Baker@CVSHealth.com (401) 235-5045	All 3 Shifts M-F 1st shift: 7am (all appts) 2 nd shift: 3pm (all appts) 3 rd shift: 11pm (all appts) <u>NO EXPRESS DOOR</u>	Delivery Appointment Required Pallet Height: Anything over 48” requires DC approval

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
Woonsocket, RI CVS Print Department 50 Fortin Drive Woonsocket, RI 02895 Phone - (401) 770-2993 Fax - (401) 767-2234	Mike Cote Michael.Cote@cvshhealth.com (401) 770-2993 Dennis Wiggins Dennis.Wiggins@CVSHealth.com (401) 770-6669	6:30 am – 6:30 pm M-F	Delivery Appointment Required Call for delivery appointment instructions <i>not scheduled through the <u>CVS online scheduling system</u></i>

Pharmacy (Rx) Facilities:

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
Chemung, NY 150 White Wagon Rd Chemung, NY 14825 Phone - (607) 249-0100 Fax - (607) 249-0107	Dianna Jessup Dianna.Jessup@CVSHealth.com (607) 249-0156 William Singer william.singer@CVSHealth.com (607) 249-0148 Ashley Sherman Ashley.Sherman@CVSHealth.com (607) 249-0136	5:00 am – 1:30 pm M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required
Conroe, TX 225 Harpers Landing Blvd. Conroe, TX 77385 Phone - (936) 271-5884 Fax - (936) 271-5801	Carol Fisher carol.fisher@cvshhealth.com Melissa Thomas (scheduling) melissa.thomas1@cvshhealth.com (936) 271-5800 x. 125-5027 Sabrina Strouse Sabrina.Strouse@CVSHealth.com Dariela Rameriz dariela.ramirezhernandez@cvshhealth.com	6:00 am - 1:00 pm M-F Express Door: 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.
Ennis, TX 800 CVS Drive Ennis, TX 75119 Phone - (214) 241-5000 Fax - (401) 652-0542	Charika Russell (scheduling) Charika.Russell-Johnson@cvshhealth.com (214) 241-5061 Maria Gamino Maria.Gamino@Cvshealth.com 214-241-5085	5:00 am - 1:30 pm M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required
Indianapolis, IN 7590 Empire Drive Doors 116-123 Indianapolis, IN 46219 Phone - (317) 610-4374 Fax - (317) 610-4308	Barbara Smith Barbara.Smith2@CVSHealth.com 317-610-4374 Roxanne Lane Roxanne.Lane@CVSHealth.com Juan Henriquez Juan.Henriquez@cvshhealth.com	5:00 am - 1:00 pm M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required.

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
	317-610-4346 Margarita Flores (RX manager) Margarita.Flores@CVSHealth.com 317-610-4376		
Knoxville, TN 10017 Kingston Pike Knoxville, TN 37922 Phone - (865) 231-9900 Fax - (865) 231-9902	Pat West Patricia.West1@CVSHealth.com 865-231-9941 Brian Hall Brian.Hall@CVSHealth.com 865-231-9900 ext 1275017	7:00 am - 2:00 pm M-F <u>NO EXPRESS DOOR</u>	Appointment required for all deliveries Pallet Height: Anything over 40" requires DC approval <u>Drivers must enter through the 10008 Parkside Drive Entrance. Please set GPS accordingly</u>
La Habra, CA Pharmacy 777 South Harbor Blvd. Suite D-152 La Habra, CA 90631 Phone - (714) 578-4600 Receiving Office x 1340516 Fax - (714) 578-4691	Norma Carrillo – Rx Receiving Supervisor Norma.Carrillo@CVSHealth.com (714) 578-4600 x 1340512 Juan Carrillo - Rx Manager Juan.Carrillo@CVSHealth.com (714) 578-4617	Main Dock 4:00 am – 1:00 pm M-F NO EXPRESS DOOR	Delivery Appointment Required No Express Door
Lumberton, NJ 3 Berry Drive Lumberton, NJ 08048 Phone - (609) 267-6700 Fax - (609) 518-5779	Candida Ponder Candida.Ponder@cvshealth.com 609-518-5646 Debra Lebaron Debra.Lebaron@cvshealth.com 609-518-5687 Main Receiving office number 609-518-5612	7:00 am - 8:30 pm M-F Express Door: 7:00 am - 2:00 pm M-F	Delivery Appointment Required Appointment required for all deliveries.
Midwest Pharmacy 10651 North Congress Ave. Kansas City, MO 64153 Phone – (816)-708-6037	Michele Chilson Michele.Chilson@cvshealth.com (816)-708-6037 Bryan Bevelin- Bryan.bevelin@cvshealth.com 816-708-6023 Anthony Cantrel anthony.cantrell@cvshealth.com Barbara Kohl Barbara.kohl@cvshealth.com	NO EXPRESS DOOR 6:00 am – 12:00 pm M-F	Delivery Appointment Required
North Smithfield, RI 150 Industrial Drive Pharmacy-WHSE 2 North Smithfield, RI 02896	Dennis Gouin Dennis.Gouin@CVSHealth.com (401) 235-5042	7:00am – 1:00pm M-F No Express Door	Delivery Appointment Required

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
Phone - (401) 235-2063 Fax - (401) 235-5255			
Orlando, FL 8201 Chancellor Drive Orlando, FL 32809 Phone - (407) 858-4000 Fax - (407) 858-4122	Bianca Acevedo Bianca.Ardon@cvshealth.com x1320004 Hung Le Hung.le2@cvshealth.com	5:00 am – 11:00 am M-F	Delivery Appointment Required for more than 100 cases
Patterson, CA 2400 Keystone Pacific Pkwy Suite B. Patterson, CA 95363 Phone - (209) 895-8500 Fax - (401) 733-0763	Jeremiah Saleapaga Jeremiah.Saleapaga@cvshealth.com (209) 895-8528 Marisol Ayala Marisol.Ayala@cvshealth.com (209) 895-8952	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

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 the below grid for a description of each deduction reason code.

To request backup for a LOG deduction, reach out to supplychainperformance@cvshealth.com

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

LOG Code	Description	Details	Deduction Calculation (+ \$100 admin)
BOL	BOL Failures	-Collect vendor did not use CVS provided BOL or did not provide CVS load # on BOL. -Prepaid BOL incorrectly indicates collect	Collect vendor – \$350 Prepaid vendor – \$500
DET	Carrier detention or per diem charges 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.	\$150
IWP	Incorrect Web Portal entry for Weight, Freight Class, or Pallet count	A vendor entered the wrong freight class, weight, or pallet count causing the rate to increase as indicated on POD or Inspection Certificate	\$350
NWP	Failure to utilize the CVS Transportation Web Portal	The vendor did not enter their PO into the CVS web portal as required in the routing guide	\$500
PPV	Unauthorized prepaid freight handling cost	A prepaid vendor incorrectly marked or omitted their freight terms on the BOL	\$500
RECON	Reconsignment Charge	A vendor destined freight to the wrong location, resulting in reconsignment and redelivery to the correct location	\$350
RDL	Redelivery Charge	Multiple delivery attempts were required and/or the load had to be returned to the shipper	\$350
RWK	Rework Charge	A vendor incorrectly loaded a shipment, resulting in reworking of the trailer for safety, sorting/segregating, or other reasons	\$350
STP	Stop-off Charge	A vendor requested pickup from an alternate address after driver dispatch	\$150
STO	Storage Charge	Storage charges resulting from vendor behavior tied to reconsignment, redelivery, rework, stop-off or other	\$350
SRV	Required services omitted, or unnecessary services added to web portal entry	A prepaid vendor incorrectly entered or omitted equipment, services, or special instructions from web portal entry, resulting in charges to CVS	\$150
TONU	Truck Ordered Not Used	A pickup time was confirmed between the vendor and the carrier, but the vendor caused the carrier to not get loaded, resulting in a TONU.	\$250
XTRA	Unauthorized extra freight handling costs	Miscellaneous costs that do not fit the criteria of any other LOG deduction code	100% of invoice difference