



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.

We believe that you will find our requirements are in line with standard industry protocol. 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: Our Supply Chain Performance Compliance Programs are a critical component to achieving our customer service objectives and remaining competitive in the industry. Requirements for all programs are outlined in the Supply Chain Performance Program Instructions found in the Resource section of this Guide.

REVISION CHANGE HISTORY

REVISION #	UPDATED CHANGES
73 9.30.25	III.2 CVS Preferred LTL/TL Carrier Program and Approved Drop Carrier Added Load Delivered (formerly Capstone Logistics) to Preferred TL list Updated email address for Estes, Preferred National LTL carrier IV.5a Appointment Requests – new contact for access to Manhattan scheduling system Attachment I Distribution Center information – miscellaneous changes
74 12.17.25	II Collect Freight Routing Instructions – added Hawaii to the Transportation Regional email contact list II.5 UPS Ground Shipments (collect) and III.4 Small Package Shipments (prepaid) - enhanced instructions applicable to PO number requirement when generating shipping labels IV.3 Acknowledging and Handline Delivery Paperwork - enhanced instructions applicable to acceptable Proof of Delivery for small parcel ground shipments
75 07/08/26	New Addition - I Packaging, Labeling and Pallet Requirements – NOTE: the supplement #1 Routing Guide document for package, label and pallet requirements has been removed from all platforms. The information contained in this document supersedes the former Supplement #1 I.2 Domestic Labeling Requirements (Carton, Seasonal, & Pallet) – added 2027 Q1-Q2 Seasonal Store Setup dates II Collect Freight Routing Instructions and III Prepaid Freight Instructions – updated Small Parcel Ground label and POD requirements and updated Packing List and Bill of Lading requirements II Collect Freight Routing Instructions – comprehensive updates and additions III.1 CVS Preferred LTL/TL Carrier Program and Approved Drop Carrier – updated carrier contacts; CH Robinson Consolidation & ABF. New Addition – VI Transportation Guidelines for Drop Trailers – Guidelines for empty trailer pickup New Addition – XI Contact Information and Resources – contacts and informational resources relevant to Supply Chain Performance compliance

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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. For information related to the CVS Supply Chain Performance Compliance programs, refer to the Resources section of this document.
3. The instructions throughout this document 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. Suppliers are responsible for providing this Guide and all other applicable resources to their internal/external supply chain teams.

I Packaging, Labeling and Pallet Requirements

I.1 I.1 Packaging Requirements

Item and Case Requirements:

The following is a summary of CVS Health, Inc. item and case packaging criteria. A supplier's ability to supply items within these criteria will help ensure safe and successful distribution throughout the CVS supply chain. Adherence to this information is critical to the overall success of the item(s) life cycle.

Item Dimension Accuracy:

- The Supplier is responsible for communicating Item/Case/Pallet configuration changes during the products' life at CVS. Changes should be communicated to the Supplier's inventory planner (i.e. the person who creates your purchase orders).
- Item quantities and manufacturers' case pack quantities must conform in all respects to the item quantities and case pack quantities specified on the purchase order (multiple items cannot be mixed in a single case). The supplier cannot change item quantity or case pack quantity after the purchase order has been issued. Moreover, CVS may, at its option, refuse to accept delivery if item quantities or case pack quantities do not conform with purchase order requirements.

Item Criteria:

- Items distributed in pieces/eaches or pre-approved inner packs must safely fit into a CVS tote.
- The standard size of a CVS tote is: 19"L x 13.5"W x 8.5"H
- Items distributed in pieces/eaches or pre-approved inner packs must be packaged to avoid damage/leakage for tote travel. Items presenting known challenges include: flip top lids, trigger bottles, glass/porcelain and/or excessive weight
- The supplier is responsible to ensure the items are appropriately packaged to ship in a CVS tote, to include safety seals under caps, proper torque on lids, etc
- Suppliers must be aware that CVS retail locations receive 96+% of their orders in single selling units. All exterior master case and inner packaging is removed prior to shipping to the store.

Case Criteria:

- Maximum Case Dimensions: 28"H x 20"W x 30"L
- Minimum Case Dimensions: 3"H x 8"W x 8"L
- Cases/Displays should be a minimum of 3 pounds and not exceed 50 pounds
 - Display heights exceeding 72" require approval

Inner Pack Criteria:

Distribution Centers must have easy access to the selling units within the master case

- Acceptable packs will ensure unobstructed access to individual SKUs
- Multiple SKUs within the same CVS category can be placed in an enclosed inner pack if the Inner Pack falls under the Acceptable Example below

- The entire Inner Pack will be picked as a single SKU for store distribution and sold as a single retail SKU

Acceptable Example -3 different flavors of a SKU to be picked, distributed to stores, and sold as a single SKU*

- The Case Pack would be set up based on the number of Inner Packs and not the total SKUs contained in the master carton
- A Case Pack of 6 equals 6 Inner Packs (each containing 3 SKUs)

**Inner packs do not require labels*

Unacceptable Example - Single SKU, for individual store distribution, sold individually, consolidated in enclosed sealed inner pack

- A multiple of 4 with the same item distributed to stores and sold separately, Consolidated in an enclosed or sealed box, bag, wrapping, etc.
- The DC store fulfillment personnel will need to break/tear the box/bag to access the individual SKUs.

Inefficiencies of Unacceptable Inner Packs:

- Risk for injuries – sealed/enclosed inner packs must be cut, ripped, or broken open to retrieve individual SKUs for store orders.
- Delays store order fulfillment – breaking up inner packs requires unproductive time and effort
- Additional, discarded packaging clutters pick lines adding potential risk for injuries
- Waste disposal – various area within the DC will need to clean and dispose of the discarded packaging

Inner Pack Preferred Styles

In the below examples, product is secure within the master case and is easily accessible without any prep work. Product is easily picked as an entire inner pack or ripping the band to pick in “eaches”



In the below examples, product is exposed by using dividers and is secure within the master case (safe transport for breakable products).



Unacceptable Inner Pack

In the below examples, the product is distributed to the store in “eaches”. The DCs will need to cut through the plastic for accessibility to the single units. This puts the product at risk for damage and the DC personnel at risk for injury.



Exceptions or questions regarding the above requirements should be directed to DCInbound@CVSHealth.com

I.2 Domestic Labeling Requirements (Carton, Seasonal & Pallet)

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

Carton Identification Label

Requirements:

- ✓ **One label per carton (all cartons must contain an identification label)**
 - ✓ **Size / Placement:** No size requirement. Placement on any one side (not top of carton)
 - ✓ **Formatting:** No specific format required. The information can be provided on a label and/or imprinted on the carton
 - ✓ **Content:**
 1. Supplier Name
 2. CVS Item Number
 3. Product Description
 4. Case Pack
 5. Weight (required for 10 lbs & over)
 6. UPC Numbers and Barcodes. Each carton must contain one of the following:
 - ITEM UPC (12-13 digit) with scannable barcode
 - CASE UPC (14 digit) with a scannable barcode
 - Suppliers are responsible for managing item information in the STIBO Product portal. Direct questions to MDM_Stibo@CVSHealth.com
 7. Expiration Date - as applicable
 - Expiration Dates must be in a readable date format (ie. MM/DD/YYYY)
 - Expiration Dates are required on Displays containing date sensitive content.
 - If multiple SKU content with varying expiration dates, use the date which expires first
- Carton label sample. This is a generic label and is not intended to be used as a template.

Shipper Info	Supplier Name Address City, State Zip Code	
Item Info	CVS Item Number 123456 Product Desc Product Description Case Pack 24 pcs per case Weight 10.5 lbs Exp Date 00/00/0000	<i>Number of units or inner pcks</i> <i>Required for 10 lbs and over</i> <i>Required date format 00/00/0000</i>
Case UPC / GTIN-14 <i>if currently exists on your cartons</i>	 0 00 12345 60001 2	
Item UPC / GTIN-12 <i>required if a Case UPC is not available</i>	 0 12345 67890 5	

ensure the existing Case UPC has been provided to the Merchant Team via the New Item Form

Carton Label Continued – ASN – Small Parcel / Non-Pallet

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

ASN GS1-SSCC labels do not replace carton labels and cannot be used as carton labels. All cartons must contain a carton identification label as outlined in the previous section II.1.

- ✓ **In accordance with sending an ASN (EDI 856 – Advanced Ship Notice);** refer to the below carton label sample. The carton label must be present.

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

Carton Label sample:



The SSCC bar code (GS1) placed on the carton should directly correlate to the ASN:

Pack Level – MAN*GM*00108107210275623278 (from the example above)

The ASN should have 1 (one) Pack level for every single case / carton being shipped

Every individual case / carton must have 1 (one) SSCC bar code

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

To determine if seasonal labels are required, refer to the EDI “PO Comment” field and reference the below grid.

There may be additional Events and Store Set Up Dates provided in the PO comments that are not listed on the grid. If so, produce a label containing the event code and store setup date as noted (no color). Apply 4 labels to each carton.

PO Comment Example: “Christmas Wrap, XM, Setup 11/16/26”

If the PO Comment field does not provide clear seasonal information, questions should be directed to the Supply Planner (the person responsible for creating your purchase orders).

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

Requirements:

- ✓ **Four labels per carton**
- ✓ **Color:** Refer to below grid
- ✓ **Size / Placement:** 8" long x 5" wide (or as large as possible for smaller cartons). One label placed on all 4 sides of the carton (preferably corner of carton)
- ✓ **Content:**
 1. **Season Code** – if the PO comment contains a code not listed on the below Seasonal Grid (i.e. MA for Mother's Day), refer to example 2 below.
 2. **Season Event Category** (i.e., Christmas has multiple categories) - not all PO comments for seasonal events will contain an event category. Omit the category if one is not provided.
 3. **Setup Date** - not all PO comments for seasonal events will contain a store setup date. If one is not provided, use the applicable setup date provided on the grid. If multiple setup dates are listed, choose the first setup date that falls after the PO STA date.

Seasonal label examples (do not represent actual size or PMS color)

Example 1 Seasonal Code for Christmas Wrap (noted in EDI PO comment field with the Store Set Up date), for an even numbered year.

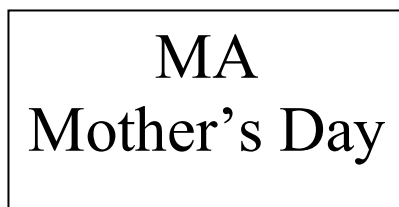
Example 2 Seasonal Code for Mother's Day (as noted in PO comment field). This is not listed on the grid; label coloring is not required. If a Store Setup date is not provided it is not required.

Example 3 Seasonal Code for Fall & Winter, even numbered year. Fall & Winter has 3 Store Setup dates, the setup date was not provided in the PO comments. The PO STA date is 8/24/26, choose the next available setup date (9/28/26).

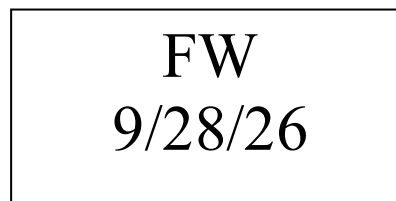
1



2



3



SEASONAL EVENT GRID – 2026 – 2027 (Q1-Q2)

SEASON (EVENT)	LETTERING for ODD numbered years	LETTERING for EVEN numbered years	Store Set Up Date	LABEL COLOR - PMS #
2026 Q3 Rotational End Cap	C3	C3	6/19/2026	No Fill
2026 Q4 Rotational End Cap	C4	C4	11/1/2026	No Fill
2027 Q1 Rotational End Cap	C1	C1	1/3/2027	No Fill
2027 Q2 Rotational End Cap	C2	C2	3/28/2027	No Fill
2027 Q3 Rotational End Cap	C3	C3	7/25/2027	No Fill
2027 Q4 Rotational End Cap	C4	C4	10/17/2027	No Fill
2027 Valentine	VA	VL	12/27/2026	Pink - PMS #232
2027 Spring / Lawn & Garden	SP	LG	2/15/2027 3/07/2027	Yellow - PMS Process Yellow
2027 Easter	EA	ES	2/15/2027	Yellow - PMS Process Yellow
2026 Summer	SM	SU	4/06/2026 5/10/2026 6/21/2026	Blue - PMS #2935
2027 Summer	SM	SU	3/29/2027 5/10/2027 6/21/2027	Blue - PMS #2935
2026 Back to School	BS	BT	7/19/2026	Orange -PMS #021
2027 Back to School	BS	BT	7/18/2027	Orange -PMS #021
2026 Fall Décor / Thanksgiving	TK	FD	7/19/2026 8/23/2026	Brown - PMS #463
2026 Halloween	HA	HW	7/19/2026 8/23/2026	Black - PMS Process Black
2026 Fall and Winter	FL	FW	8/24/2026 9/28/2026 11/16/2026	No Fill
2026 Christmas Toys, PGM, Plush, Books & Accessories	XM	XC	8/24/2026 9/28/2026 11/01/2026	Green - PMS #7482
2026 Christmas/Hannukah	XM	XC	11/01/2026	Red - PMS #199
2026 Christmas - Wrap, Boxes, Bows, Ribbon, Bags, Batteries	XM	XC	11/16/2026 12/08/2026	Red - PMS #199

There may be additional "Events" and Store Set Up Dates. Review the EDI "PO Comment" field for applicable Event Code, Event Category, and Set Up Dates per order. If you are not currently receiving the PO Comment from your EDI provider, you must contact them to fulfill this requirement

Pallet Label

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

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

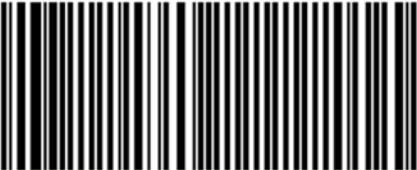
Pallet labels do not replace carton labels and cannot be used as carton labels. All cartons must contain a carton identification label as outlined in the previous section II.1.

- ✓ **In accordance with sending an ASN (EDI 856 – Advanced Ship Notice);** refer to the below pallet label sample. The pallet label must contain all components.

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

Pallet Label sample:

Ship From Location	Company Name Street address City, State, Zip	CVS Distribution Center Street Address City, State, Zip	Ship To Location
Purchase Order #s	Purchase Order Number (s)		
Serial Shipping Container Bar Code (total of 20 #s) <i>SSCC # is required only for suppliers currently providing ASN data</i>	(00) 0 00 12345 55555555 8  SSCC # (see below example)		


(00) 0 0123456 000000001 8

↑
Application Identifier

↑
Extension Digit

↑
GS1 Company Prefix

↑
Serial Number

↑
Check Digit

GS1 Prefix or Serial Number based on length of GS1 Company Prefix

Application Identifier (AI) - "00" indicates the SSCC-18 data structure will follow
Extension Digit - no defined logic/used to increase capacity of the Serial Reference
Company Prefix #s - 7-10 digits. Serial Reference #s - 6-9 digits
Serial Reference - assigned by holder of GS1 Company Prefix, unique identifier of shipping container (16 digits)
Check Digit - Use Modulo 10 algorithm to calculate. Use a free Check Digit Calculator offered by bar Code Graphics

The SSCC bar code (GS1) placed on the pallet should directly correlate to the ASN:
Tare Level – MAN*GM*0000012345555555558 (from the example above)

The ASN should have 1 (one) Tare level for every physical pallet

Questions about Carton, Season and Pallet labels should be directed to
supplychainperformance@cvshealth.com

I.3 Pallet Quality Requirements

(See requirements specific to Ennis DC & Vero Beach DC below)

1. CVS reserves the right to recover incremental handling costs resulting from non-adherence to the pallet requirements listed below.
2. CVS is a non-participating distributor (NPD) for all pooled pallet companies (i.e. CHEP, PECO, iGPS). CVS will accept loads utilizing third party pallets however CVS takes no responsibility for fulfilling any vendor obligations to any third-party pallet provider.
3. Suppliers should utilize standard GMA Grade A 48" X 40" four-way hardwood pallets.
 - a. There must be no protruding nails
 - b. No grease, chemicals, or any other material that would soil or damage the product
 - c. The pallet must be clean and structurally sound, that can transport the product through the movement of transportation and warehousing without damaging the product.
4. The pallet slats/boards must be 5/8" thick.
5. No pallets with broken boards will be accepted.
6. CVS does not allow pallet banks
7. By accepting a CVS Purchase Order, Suppliers acknowledge and accept full responsibility for the following:
 - a. Product shipped to a CVS facility from other pallet providers is done so knowingly and willingly and at the Supplier's sole discretion and expense.
 - b. CVS assumes no financial responsibility or liability for receiving shipments on standard GMA pallets
 - c. CVS assumes no responsibility or liability for managing, storing, and/or securing standard GMA pallets relating to shipments received on standard GMA pallets
8. Extra cases on top layer must be secured with shrink wrap (do not place loose cases on top of pallets).
9. Pallet overhang is not accepted. If merchandise is oversized, you must call the individual distribution centers for direction. See [Attachment I](#) for Distribution Center Information.
10. Pallets must be secured with shrink wrap or tape. Wrapping/tape is to be secured to both the cases and pallet.
11. Corner posts are required on product not shipped in corrugated cartons.
12. The merchandise must be sorted by stock keeping unit (SKU), style and color.
13. If a pallet has multiple SKUs, each SKU must be grouped together on the pallet.

Ennis DC & Vero Beach DC Pallet Requirements:

1. When shipping to the Ennis DC or the Vero Beach DC, suppliers are required to ship on pallets that have bottom deck boards and are in **GOOD** condition.
2. Also note that the **Ennis DC & Vero Beach DC have zero tolerance for pallet overhang.** Failure to follow these important directives may result in the shipment being refused and a financial penalty.

Questions about pallet quality requirements should be directed to supplychainperformance@cvshealth.com

Pallet Height Requirements

Prepaid Freight: Refer to the CVS Routing Guide Instructions ([Attachment I](#)) for Distribution Center pallet height requirements and/or limits. Please note shipping in excess of the DC's pallet height restriction may result in additional assessorial fees. **To request a pallet height exception please reach out to the individual DC(s).** DC contact information is included in [Attachment I](#)

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

IMPORTANT NOTE (TOBACCO FREE POLICY)

CVS is dedicated to providing a healthy, comfortable, and productive work environment for Employees, Contractors, Vendors and Visitors. The use of tobacco, e-cigarettes and other methods not approved by the FDA shall not be permitted within the CVS defined locations. Any individual found to be in violation of this policy shall be subject to immediate disciplinary action.



CVSquitsforgood

II Collect Freight Routing Instructions

- CVS managed freight includes Collect, Backhaul and CPU (prepaid Customer Pick Up). Suppliers participating in any of these managed freight programs are required to follow the CVS Collect Freight Routing Instructions as outlined in this Routing Guide.
- **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 CVS managed purchase orders shipping via LTL (less than truckload) and TL (truck load) must be routed through the MercuryGate routing portal as outlined in this Routing Guide.**
- Freight entry discrepancies, billing discrepancies, and extra handling costs on the behalf of the supplier will generate expense offset “LOG” deductions and suppliers may be held responsible for all freight invoice costs. Additional information about LOG deductions can be found here [Attachment II](#)
- **Pharmacy (Rx) and pseudoephedrine/ephedrine (PSE/E) shipments are not eligible for collect freight terms negotiation, they must be tendered as prepaid (vendor managed) freight**
- **CVS Managed Freight Contact Information (including MercuryGate access):** [Contact Information and Resources](#)

II.1 General Routing Notes for CVS Managed Freight

Failure to adhere to the following instructions may result in chargebacks in the form of expense offset “LOG” deductions [Attachment II](#)

High Value Shipments:

For shipments over \$100,000, suppliers must contact the relevant Region email group [Contact Information and Resources](#) and disclose the shipment value in the Special Instructions field in the MercuryGate routing portal.

Backhaul Opportunities:

Suppliers shipping to a CVS Distribution Center within 150 miles of their shipping point must contact the Regional email groups to explore backhaul options [Contact Information and Resources](#)

Backorder Shipping Expectations:

All purchase orders should be shipped complete. Suppliers with Collect freight terms or Prepaid suppliers participating in the CPU program are responsible for arranging carrier pickups and covering all freight handling charges for PO backorders.

Product Origin Expectations:

Shipments should originate from the supplier’s nearest production facility or warehouse to the CVS distribution center. Any changes in shipping origins must be communicated to regional email groups [Contact Information and Resources](#) and TransportationStrat@CVSHealth.com .

Multiple Purchase Order Expectations:

POs shipping from the same location and scheduled to ship within one to three days of each other (excluding weekends and holidays), must be combined in the same load/shipment.

Special Delivery Services (including but not limited to air freight, exclusive use, expedited/time critical, etc.):

Written authorization from CVS is required for special delivery services. Suppliers must contact the relevant regional email group and provide the authorizer's full name and department [Contact Information and Resources](#)

Hazardous Materials:

Suppliers shipping hazardous materials must select the "Hazmat?" field in the MercuryGate portal. Refer to the MercuryGate Playbook (*located in the portal News & Information section*) for further details.

Detention on Pickup:

The allowable load time is 2 hours upon carrier arrival. Detainment beyond this is subject to carrier detention fees. Suppliers will be notified via email and have 48 hours to contest the charges. Uncontested detention fees will generate expense offset "LOG" deductions [Attachment II](#)

Freight Count Verification:

Drivers are required to count pallets *only* for CVS managed freight. Drivers are not required to count cases.

Cubic Feet Requirements for CVS Managed Freight:

For palletized shipments, the pallet dimensions determine the cubic measurements. 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 and pyramided, rounded, or topped off.
- Units which have an irregular shape on top (i.e., machines, etc.).
- Units marked with instructions that freight cannot be placed on top.

Floor Loading (non-palletized freight loading)

- Floor loaded shipments require pre-Approval by the Transportation team [Contact Information and Resources](#). Floor-loaded deliveries without prior approval will be refused at the supplier's expense.

II.2 Routing Portal Entry Instructions / Requirements

Submission Criteria:

- Shipments weighing **350 lbs or more** and/or containing **more than 15 cases** (or exceeding CVS Small Parcel guidelines) must be submitted via the **MercuryGate Routing Portal**.
- Each routing entry is limited to **1 truckload**. If the PO quantity exceeds a single truckload, submit multiple entries using the same PO number (**do not add characters like "A" or "B"**).

MercuryGate Routing Portal Access: contact any one of the following Phillip.Trudeau@CVSHealth.com, Austin.Rey@CVSHealth.com, Katie.Blanchard@CVSHealth.com

Prior to initial routing submission, refer to the MercuryGate Playbook for portal utilization instructions (located in the MercuryGate Portal News and Information section)

Accurate Shipment Information:

- Ensure all shipment details (weight, pallet count, cube, etc.) are accurate. **Incorrect submissions will incur additional freight charges which will generate expense offset chargebacks in the form of “LOG” (Logistics) deduction** [Attachment II](#)

Routing Entry Timing:

- Do not submit routing entries more than **2 months** in advance of the PO STA (Ship To Arrive) date to avoid delays in freight handling.
- **Suppliers are strongly encouraged to submit routing entries on the first portal available date.**
 - POs are available to route in the MercuryGate portal **one business day after EDI transmission receipt.**

Routing Entry Rules:

Prior to **All** routing submissions:

- To obtain routing entry dates that fall within OTIF (On Time In Full) compliance and routing entry guidelines, utilize the *Collect Routing Calculator Tool*
- The Routing Calculator is in the MercuryGate Portal News and Information section

On Time compliance for CVS managed freight:

- The On-Time compliance for CVS managed freight **is based solely on routing entry dates.**
- No other factors apply (late pickup, delivery issues, appointment dates after STA, etc.).
- Refer to Supplier Chain Performance Programs Instructions for further details [Contact Information and Resources](#)
 - **If both the Routing Request Date and Shipment Ready Date** fall within the following guidelines, the PO will meet the On Time parameters.

Important Notes:

- On-Time compliance is measured against the original PO STA date noted on the initial PO EDI transmission
- Routing entry dates are calculated based on Business Days.
 - DC Holiday Closure dates and weekends are not considered Business Days and should be excluded from the business day calculations.
 - DC Holiday Closure Dates can be found here [Contact Information and Resources](#)

On Time (compliance) Routing Entry Guidelines:

1. **Routing Request Date:** This date represents when the routing information is entered into the MercuryGate routing portal (Portal Entry Date).
 - a. Routing entries **must be no less than 4 business days before the Shipment Ready date** (first available pickup date). This lead time is crucial for CVS Transportation teams to execute efficient load management.
2. **Shipment Ready Date:** This date represents the first available pickup date (Early Pickup Date).
 - a. The available pickup date **must be no less than the required transit days before the PO STA date.**
 - For example, if transit is **4 business days**, the **Shipment Ready Date must be at least 4 business days before the PO STA date.** Required transit days are outlined in the Transit Matrix [Contact Information and Resources](#). **The Matrix is not needed when utilizing the Routing Calculator**

PO Lead Time:

- Suppliers must ensure lead times for all shipping lanes allow for compliant routing entries.
 - Consult with the **CVS Supply Planner** to establish appropriate lead times.
- Adjust lead times in the STIBO MDM system [Contact Information and Resources](#)

II.3 Collect Routing Calculator Tool

The Routing Calculator is in the MercuryGate routing portal within the News and Information section.

NOTE: The Routing Calculator is **not applicable for prepaid CPU managed freight** [CPU instructions](#)

Best Practices:

- **Utilize the routing calculator prior to All routing submissions**
- **Enter routing information into the calculator on the same day POs are available to route within the MercuryGate routing portal** (one business day after PO EDI transmission)
- Enter the routing information (obtained from the calculator), on the same day the POs are available to route in the MercuryGate portal.

How to Use the Calculator

1. **Supplier enters informaton in grey**
2. **Calculator provides:**
 - a. **Transit Days in yellow**
 - b. **Information in green**
 - c. **Compliance Status in green**

Supplier Entries (grey):

- **Portal Entry Date** **Routing Request Date***
 - a. Use 1st available portal date
- **STA Date** - Original Ship to Arrive Date noted on PO EDI transmission
- **Origin State**
- **Destination State**

Calculator Results (yellow):

- **Transit Days** – number of transit days required based on origin to destination states

Calculator Results (green):

- **Early Pickup Date** **Shipment Ready Date*** - first available pickup date
- **Latest Pickup Date** – last available pickup date (can be the same as the first)
- **Early/Late Deliver Date (STA)** - Original PO STA date
- **Status** – Compliant* / Noncompliant

***BOTH the Routing Request Date & Shipment Ready Date must fall within the routing entry guidelines to meet On Time parameters for OTIF (On Time In Full) compliance**

CVS Lead Time & Transit Calculator			
	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)			
Latest Pickup Date			
Early/Late Delivery Date (STA)			
Status			

!!CAUTION!! – the calculator DOES NOT account for DC Holiday Closure Dates. Closure dates are not considered Business Days and cannot be included when calculating entry dates
Though the Calculator Status may be Compliant, the following steps are required:

If a Holiday Closure Date falls within the Routing Request Date calculation:

- Adjust the Routing Request Date back by 1 business day

If a Holiday Closure Date falls within the Shipment Ready Date calculation:

- Adjust **BOTH** the Routing Request Date and Shipment Ready Date back by 1 business day

DC Holiday Closure Dates can be found here [Contact Information and Resources](#)

If the PO lead time does not allow an extra day to account for holidays, it is the Suppliers responsibility to reach out to the person who creates their purchase orders.

Purchase orders addressed to the Hawaii distribution center; merchandise allocated to the HI DC is consolidated and shipped from the Patterson, CA distribution center. Enter CA as the Destination State in the

Routing Calculator to obtain the Routing Request and Shipment Ready Dates. The HI DC address is hard-coded when routing the POs in MercuryGate however the Transportation team will manually adjust the address for Patterson, CA.

Collect Routing Calculator Examples

PO Transmitted to supplier = **Friday 11/7/25**
Available to route in Mercury Gate = **Monday 11/10/25**

Compliant:

Based on the information entered in grey by the supplier, the Routing Request Date and Shipment Ready Dates are COMPLIANT

	Month	Day	Year
Portal Entry Date (Routing Request Date)	11	10	2025
STA DATE	11	25	2025
Origin State	NJ		
Destination State	CA		
Transit Days (CVS Matrix)	6		
Early Pickup Date (Shipment Ready Date)	11/14/2025		
Latest Pickup Date	11/17/2025		
Early/Late Delivery Date (STA)	11/25/2025		
Status			
ENTRY DATE	COMPLIANT		

Routing Request Date 11/10/25 = 4 business days before Shipment Ready date

Shipment Ready Date 11/14/25 = more than the required 6 business Transit Days before STA Date

Non-Compliant:

Based on the information entered in grey by the supplier, the Routing Request Date and Shipment Ready Dates are NOT COMPLIANT

	Month	Day	Year
Portal Entry Date (Routing Request Date)	11	12	2025
STA DATE	11	25	2025
Origin State	NJ		
Destination State	CA		
Transit Days (CVS Matrix)	6		
Early Pickup Date (Shipment Ready Date)	11/18/2025		
Latest Pickup Date	11/18/2025		
Early/Late Delivery Date (STA)	11/18/2025		
Status			
Reason-Latest Entry Date	11/11/2025		

Routing Request Date 11/12/25 = 4 business days before Shipment Ready date

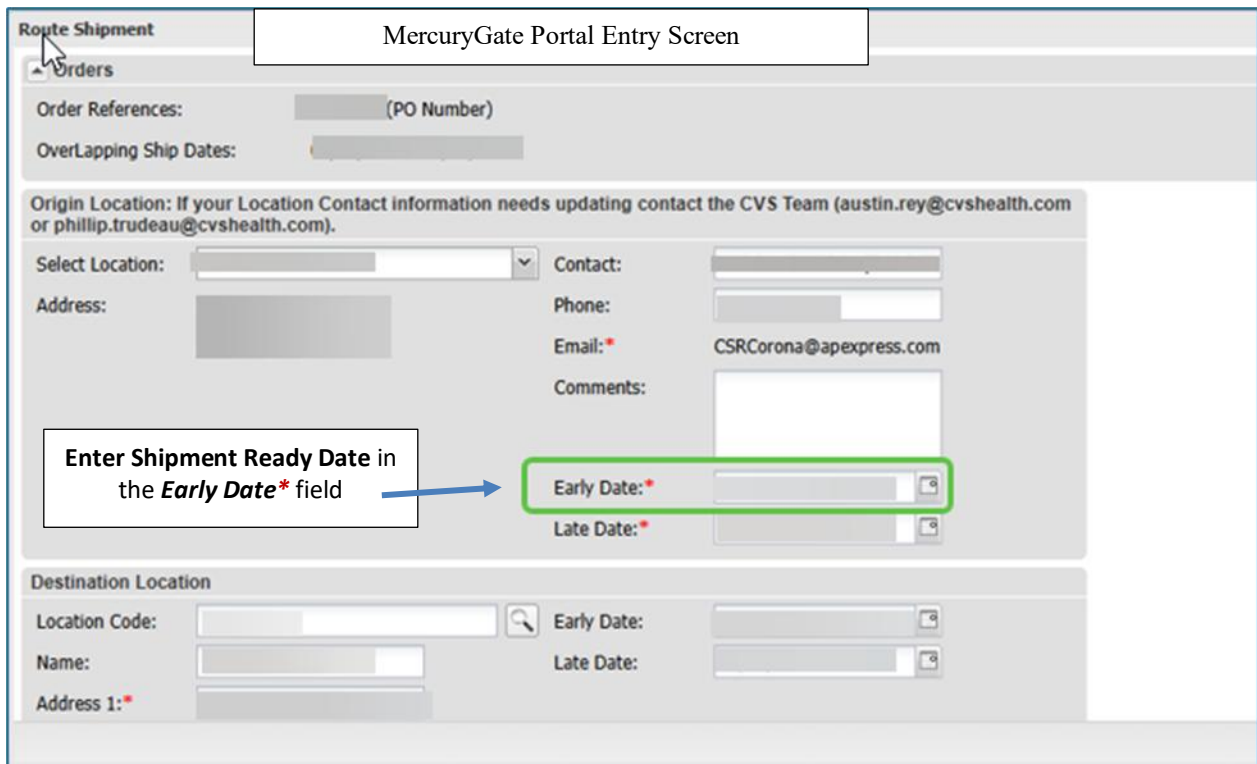
Shipment Ready Date 11/18/25 = *is less than the required 6 business Transit Days before STA Date*

11/11/25 is the latest Portal Entry Date that allows for a Compliant calculator Status

Mercury Gate Routing Entry Steps:

1. Make note of the *Routing Request Date* provided on the Calculator and enter the shipping information into the MercuryGate portal on the same date
2. Enter the *Shipment Ready Date* noted on the Calculator in the Early Date* field
 - a. override prepopulated date if applicable
3. The Late Date* can be the same as the Early Date*
4. The Early Date in the Destination Location is prepopulated and does not need to be adjusted
5. The Late Date in the Destination Location is the prepopulated *original* PO STA date

The MercuryGate Playbook containing the full suite of portal instructions is in the News and Information section of Mercury Gate



The screenshot shows the MercuryGate Portal Entry Screen. At the top, there's a 'Route Shipment' button and a 'MercuryGate Portal Entry Screen' title. Below this, there's an 'Orders' section with fields for 'Order References:' (PO Number) and 'Overlapping Ship Dates:'. The 'Origin Location' section includes a dropdown for 'Select Location:', an 'Address:' field, and a 'Contact:' section with 'Phone:', 'Email:' (pre-filled with CSRCorona@apexpress.com), and 'Comments:'. A callout box points to the 'Early Date*' field with the text 'Enter Shipment Ready Date in the Early Date* field'. Below the 'Origin Location' section is the 'Destination Location' section with fields for 'Location Code:', 'Name:', 'Address 1:', 'Early Date:', and 'Late Date:'.

II.4 Prepaid CPU (CVS Managed Customer Pickup) Routing Entry Instructions

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

The Collect Routing Calculator is NOT applicable for Prepaid CPU routing entry compliance

Submission Criteria:

- Shipments weighing **350 lbs or more** and/or containing **more than 15 cases** (or exceeding CVS Small Parcel guidelines) must be submitted via the **Transportation/Routing Portal (MercuryGate)**.
- Each routing entry is for **1 truckload**. If the PO quantity exceeds a single truckload, submit multiple entries using the same PO number (**do not add characters like "A" or "B"**).

MercuryGate Routing Portal Access: [Contact Information and Resources](#)

Prior to initial submission, refer to the **MercuryGate Playbook** for portal utilization instructions (*located in MercuryGate Portal News and Information section*)

Accurate Shipment Information:

- Ensure all shipment details (weight, pallet count, cube, etc.) are accurate. Incorrect submissions will incur additional freight charges which will be deducted as a **LOG (Logistics) deduction** [Attachment II](#)

Routing Entry Timing:

- Do not submit routing entries more than **2 months** in advance of the PO Ship To Arrive (STA) date to avoid delays in freight handling.
- **Suppliers are strongly encouraged to submit routing entries on the first available date.**
 - POs are available to route in the MercuryGate portal **one business day after EDI transmission.**

On Time compliance for OTIF (On Time In Full)

- The On Time portion of OTIF compliance for Prepaid CPU freight is **based solely on the Shipment Ready date entered into MercuryGate by the supplier.** No other factors apply (late pickup, delivery issues, appointment dates after STA, etc.).
 - If the Shipment Ready Date falls within the guidelines below, the PO will meet the On Time parameters.

Important Notes:

- **On Time compliance is measured against the original PO STA (ship to arrive) date noted on the initial EDI PO transmission**
- **Compliant routing entry dates are determined based on Business Days.**
- **DC Holiday Closure dates and weekends are not considered Business Days and should be excluded from the business day calculations.**
- *DC Holiday Closure dates are available here [Contact Information and Resources](#)*
- *It is the Suppliers' responsibility to reach out to the person who creates their purchase orders if the PO lead time does not allow an extra day to account for holidays.*

Routing Entry Rule:

- ✓ **Shipment Ready Date: Must be no less than 4 business days before the PO STA date.**

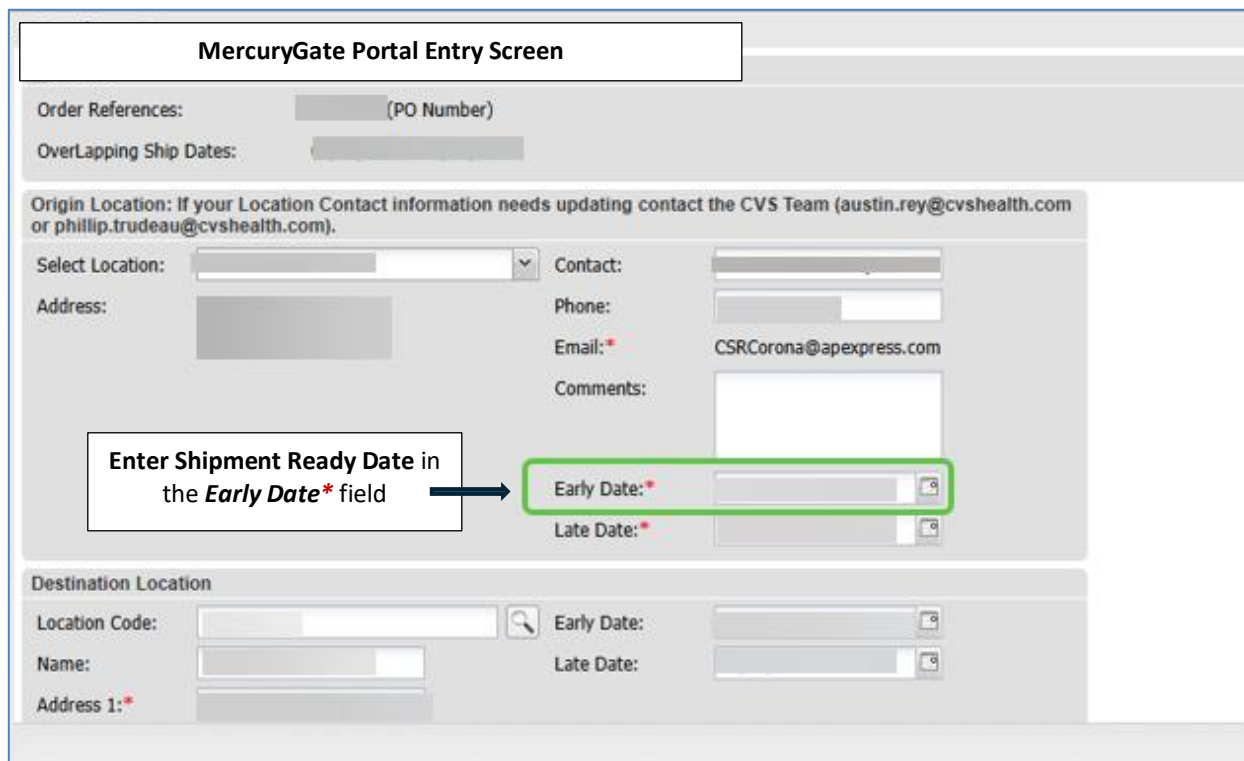
Mercury Gate Routing Entry Steps for On Time compliance:

1. Refer to the **original** PO EDI transmission to obtain the **PO STA date**
2. Determine the Shipment Ready Date
 - a. **PO STA date minus 4 business days = Shipment Ready Date**
3. Enter the *Shipment Ready Date* in the Early Date* field
 - a. The Late Date* can be the same as the Early Date*

- b. The Early Date in the Destination Location is prepopulated and does not need to be adjusted
- c. The Late Date in the Destination Location is the prepopulated *original* PO STA date

Example:

1. PO STA Date = Wednesday **12/17/25**
2. Minus 4 business days = Thursday **12/11/25**
3. Enter **12/11/25** in the Early Date* field



MercuryGate Portal Entry Screen

Order References: (PO Number)

Overlapping Ship Dates:

Origin Location: If your Location Contact information needs updating contact the CVS Team (austin.rey@cvshhealth.com or phillip.trudeau@cvshhealth.com).

Select Location: Contact:

Address: Phone:

Email: CSRCorona@apexpress.com

Comments:

Enter Shipment Ready Date in the **Early Date*** field →

Early Date:

Late Date:

Destination Location

Location Code: Early Date:

Name: Late Date:

Address 1:

II.5 Post MercuryGate Entry Notes

Carrier assignment:

- Carrier assignments are managed by the Transportation Team and based on service levels determined by the supplier's routing information.
- **Inaccurate shipment information may result in extra freight handling costs which will be charged back to the supplier in the form of LOG (Logistics) deductions [Attachment II](#).**
- Suppliers with LTL carrier assignments must contact the carrier for pickup arrangements unless instructed otherwise. Refer to the MercuryGate portal for carrier assignment status.
 - *Carrier Contact* and *BOL Information* sheet is in the News & Information section of the MercuryGate portal.

II.6 CVS Managed Freight Bill of Lading Requirements

Suppliers must use one of the following BOLs:

- **Downloaded from the MercuryGate portal**
or
- **Provided by the CVS carrier.** Carrier will contact supplier with instructions to utilize their BOL and will provide the BOL.
 - Ensure a copy of the carrier's BOL is provided to the driver
 - Ensure the BOL contains the CVS Load Number (LD000123456)

Bill of Ladings (BOLs) are generated in the MercuryGate portal using the shipment information entered by the supplier.

Inaccurate or incomplete information can lead to freight handling and billing discrepancies. Discrepancies resulting in extra freight handling costs will generate expense offset chargebacks in the form of LOG deductions [Contact Information and Resources](#).

LTL (Less Than Truckload) carriers may provide PRO stickers in place of printing the Freight PRO # on the BOL. Suppliers are responsible for affixing these stickers to the BOL, ensuring that they do not obscure any BOL information. Please refrain from adding any other stickers or instructions to the BOLs or shipping paperwork

II.7 CVS Managed Freight Packing List Requirements

CVS requires a legible packing list (PL) for each purchase order and a PL must accompany each shipment. Shipments without PLs may be subject to fines.

To avoid penalties and/or freight refusal related to missing Packing Lists:

- **Provide a copy of the Packing List(s) to the driver**
- **Driver must provide Packing List(s) when checking in at the receiving window prior to unloading freight**

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

To avoid delayed receipts and/or receipt discrepancies, Packing Lists must contain the following:

PACKING LIST REQUIREMENTS	
REQUIRED INFORMATION	DETAILS
Ship From information	Complete name of shipper and shipping address (city, state, zip code) RX & PSE shipments: Include Vendor RX License Number
Ship To information	CVS Distribution Center: Complete DC address exactly as noted in Attachment I. Store Shipments: Complete name, address and telephone number RX & PSE shipments: Include CVS DC License Number
Date Shipped	MM/DD/YEAR
CVS Purchase Order number	One Packing List per PO
CVS Item Number	per item
CVS Item Description	per item
Case Pack	per item
Total Piece Quantity	per item
Total Case Quantity	per item

II.8 Collect Small Package/Ground Shipments

Small Parcel Ground Requirements

Collect ground shipments must be tendered using the CVS UPS freight billing account number. Contact the Transportation team prior to shipping [Contact Information and Resources](#).

Multi-Piece small parcel shipments:

- **Collect ground shipments are restricted to 15 cartons or less with a total weight of 350 pounds or less**
 - Non-adherence to the 15cs maximum will result in Small Parcel compliance chargebacks in the form of SCP (supply chain performance) deductions (refer to the Supply Chain Performance Program Instructions [Contact Information and Resources](#)).
- **Shipments within the above criteria should NOT be routed through the MercuryGate routing portal.**
- **Suppliers are responsible for arranging small parcel shipments with UPS ground**

Single Piece Small Parcel Shipments:

- **Single package shipments weighing 45lbs or less must ship via small parcel ground.**
- **Shipments within the above criteria should NOT be routed through the MercuryGate routing portal.**
- **Suppliers are responsible for setting up a UPS account (select 3rd party billing) and arranging small parcel shipments with UPS ground**

Do not add insurance and/or handling charges to small parcel shipments.

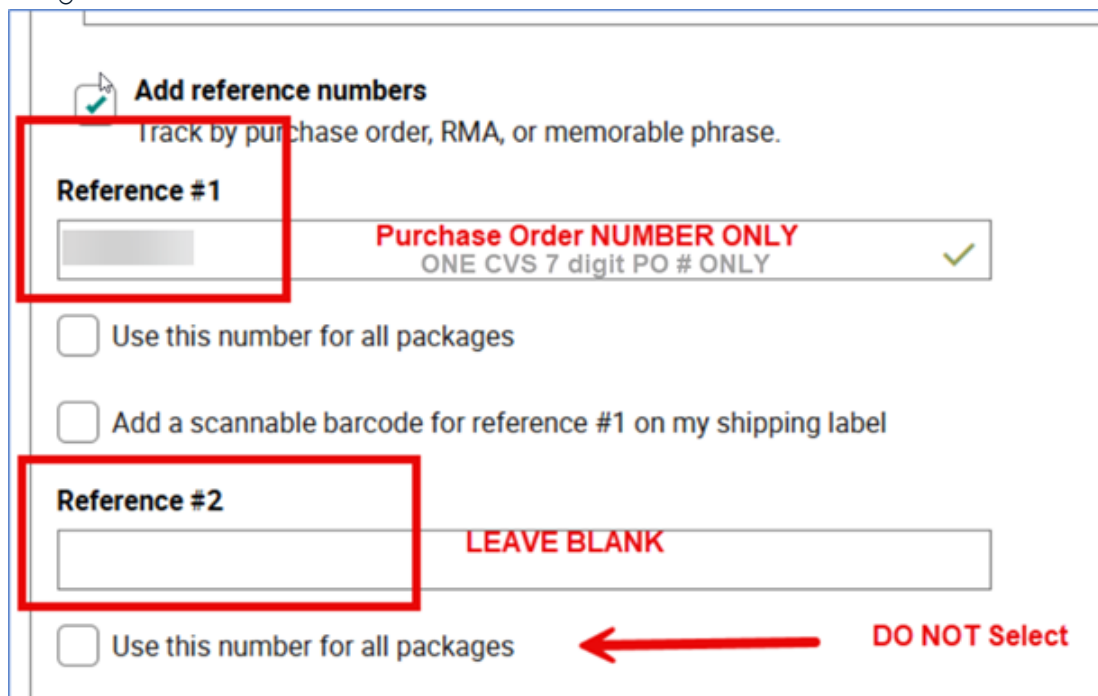
Non-adherence to collect small parcel ground guidelines may result in invoice payment discrepancies and may generate expense offset chargebacks in the form of LOG (Logistics) deductions [Attachment II](#).

Collect Small Parcel Carton Criteria:

- 90" in overall length
- 115" in combined length (longest side of package) + girth [(2xwidth) + (2xHeight)]
- 45 lbs. or less in actual weight per carton
- Do Not ship loose pieces. Product must be packaged and shipped in corrugated cardboard boxes

Shipping Label Requirements for Collect Small Parcel Shipments:

- The shipping label must be placed on the top of each carton
- The Ship-To address must appear on the top of each carton
- The CVS PO number must appear in the Reference field of the shipping label.
 - This field must contain ONLY one 7-digit CVS Retail PO Number or one 10-digit Non-Retail PO Number.
 - DO NOT use the Reference fields to enter item numbers, item descriptions, etc.
 - DO NOT add any qualifiers such as "PO #".
 -



Add reference numbers
Track by purchase order, RMA, or memorable phrase.

Reference #1

Purchase Order NUMBER ONLY
ONE CVS 7 digit PO # ONLY ✓

☐ Use this number for all packages

☐ Add a scannable barcode for reference #1 on my shipping label

Reference #2

LEAVE BLANK

☐ Use this number for all packages

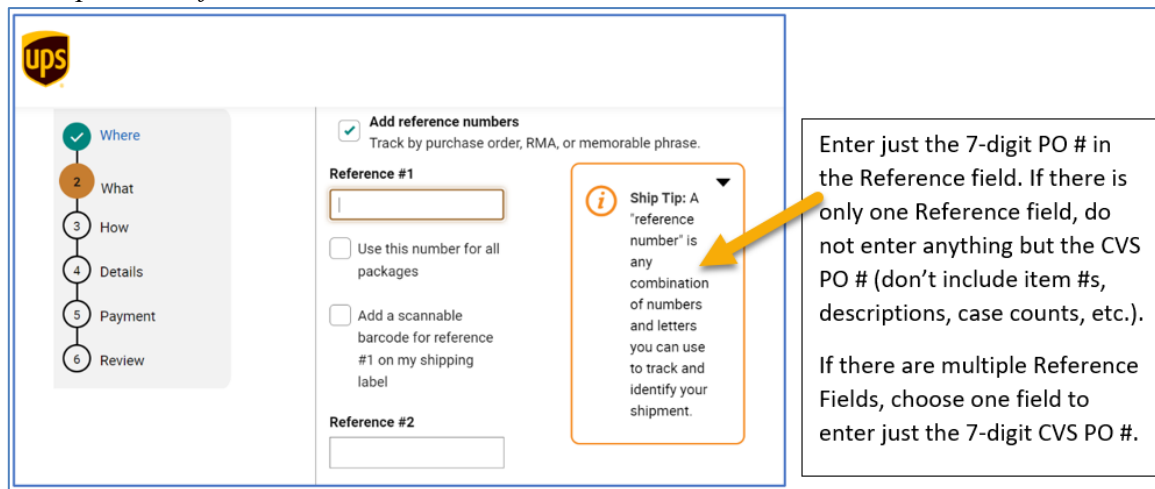
DO NOT Select

Important note about CVS PO #s and ground shipment proof of delivery:

A valid Small Parcel proof of delivery must contain the CVS PO number in the reference field as outlined in the above labeling instructions

- **PODs not containing the CVS PO number will be considered invalid forms of proof of delivery**
- For additional information regarding ground shipment PODs, refer to [Acknowledging and Handling Delivery Paperwork](#)

Example taken from UPS.com



II.9 Non-Retail Shipments to Hollingsworth (HLG):

Hollingsworth (HLG)

2450 Spiegel Drive

Groveport, OH 43125

inbound.cvs@hollingsworthllc.com

Refer to the Distribution Center Information section for additional DC details [Attachment I](#).

Hollingsworth Shipment Requirements by Type:

Inventoried items

- Pallets must be labeled with the six-digit CVS item number AND the Ariba PO number.
- Pallets containing multiple items on it; each individual box must be labeled with the corresponding CVS item number and the Ariba PO number.
- Hollingsworth will be UNABLE TO RECEIVE shipments if labels are missing, incorrect, incomplete and/or illegible

Items consolidating at Hollingsworth for current store projects

- Pallets must be labeled with the store number and MSD.
- Depending on the project type, a certain color label may be required. Procurement will notify you if a certain color label is needed.
- Packing lists are required for store shipments. They must be placed in a red and white striped envelope/box.
- Shipments consolidating at HLG must be delivered 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.

Fixture item rollouts

- A CVS business partner will notify Procurement of upcoming rollouts.
- Procurement requires no less than 8 weeks notification when a rollout will be going through Hollingsworth.
- CVS reserves the right to deny shipping through Hollingsworth based on current rollout schedule.

- All rollout parcels must *deliver* to Hollingsworth two weeks prior to the need-by in-store date.
- Only small package items falling under the following criteria are allowed to ship via UPS ground
 - Packaged length of the longest side cannot exceed 48” and the second longest side cannot exceed 30”
- DO NOT ship hazardous materials via Hollingsworth’s rollout program.

Hollingsworth Delivery Information

- Delivery appointments are handled through the Manhattan Scheduling system.
 - For access to Manhattan or for scheduling assistance, carriers must contact inboundscheduling@cvshealth.com
- Receiving hours are between 7:30am and 2:00pm, Monday through Friday.

Hollingsworth Pallet Requirements

Inventoried items:

- Must be shipped on Grade A wood pallets, 3-spline, 48”x42”
- Maximum weight not to exceed 1,200 pounds
- Maximum height not to exceed 84”

Consolidated items:

- Must be shipped on Grade A wood pallets
- Maximum weight not to exceed 2,000 pounds
- Maximum height not to exceed 84”

II.10 Collect Air Freight Shipments

Air shipments require pre-approval from the Transportation team [Contact Information and Resources](#). Non-approved air shipments are subject to refusal, and all freight handling costs will be charged back to the supplier in the form of LOG (Logistics) deductions [Attachment II](#).

II.11 CVS Managed Freight - Logistics Expense Offset Deductions (LOG)

Suppliers are responsible for extra freight handling costs resulting from shipment discrepancies and/or nonadherence to the guidelines outlined throughout the Collect Freight Routing Instructions.

Expense offset chargebacks are processed in the form of Logistics (LOG) Deductions [Attachment II](#).

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

III Prepaid Freight Instructions

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.

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 [Contact Information and Resources](#).

III.1 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	CVS@ChRobinson.com	
Preferred - National LTL		
ABF Freight	customerservice@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	customsupport@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 [Contact Information and Resources](#).

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.2 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 CVS@ChRobinson.com

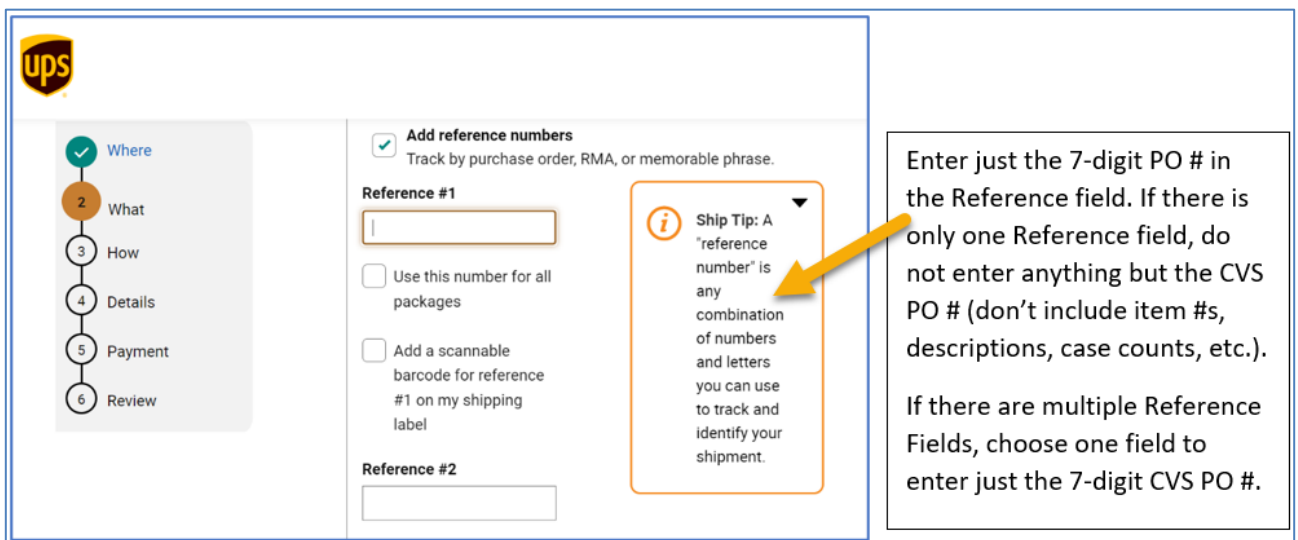
III.3 Prepaid Small Package Shipments

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

The maximum number of cartons for prepaid small parcel/ground shipments is 15 cartons per purchase order. Failure to adhere to this policy could result in invoice offset deductions associated with the Small Parcel compliance program. More information is available within the Supply Chain Performance Program Instructions [Contact Information and Resources](#).

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

Example from UPS.com



ups

Where

2 What

3 How

4 Details

5 Payment

6 Review

☒ Add reference numbers
Track by purchase order, RMA, or memorable phrase.

Reference #1

☐ Use this number for all packages

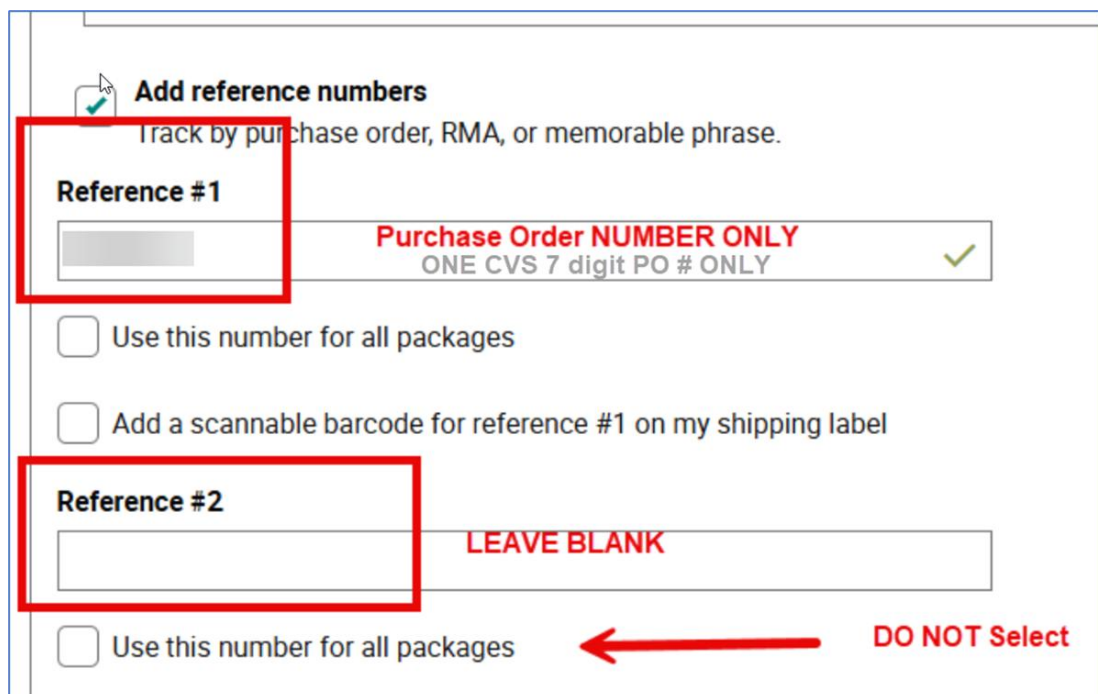
☐ Add a scannable barcode for reference #1 on my shipping label

Reference #2

Ship Tip: A "reference number" is any combination of numbers and letters you can use to track and identify your shipment.

Enter just the 7-digit PO # in the Reference field. If there is only one Reference field, do not enter anything but the CVS PO # (don't include item #s, descriptions, case counts, etc.).

If there are multiple Reference Fields, choose one field to enter just the 7-digit CVS PO #.



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.4 Prepaid Bill of Lading & Packing List Requirements

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 and be included with the paperwork presented at the check-in
- A Packing List for each PO must accompany each shipment and be included with the paperwork presented at the check-in

To avoid penalties and/or freight refusal related to missing Packing Lists:

- Provide a copy of the BOL(s) and Packing List(s) to the driver
- Driver must provide the complete delivery paperwork package, including the BOL(s) and Packing List(s), to the CVS Receiving Clerk at appointment check-in and prior to freight being unloaded.

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

To avoid delayed receipts and/or receipt discrepancies, Packing Lists and Bill of Lading must provide the following information:

PACKING LIST REQUIREMENTS	
REQUIRED INFORMATION	DETAILS
Ship From information	Complete name of shipper and shipping address (city, state, zip code) RX & PSE shipments: Include Vendor RX License Number
Ship To information	CVS Distribution Center: Complete DC address exactly as noted in Attachment I. Store Shipments: Complete name, address and telephone number RX & PSE shipments: Include CVS DC License Number
Date Shipped	MM/DD/YEAR
CVS Purchase Order number	One Packing List per PO
CVS Item Number	per item
CVS Item Description	per item
Case Pack	per item
Total Piece Quantity	per item
Total Case Quantity	per item

BILL OF LADING REQUIREMENTS **Applicable to PREPAID vendor managed freight ONLY Refer to Collect Freight Routing Instructions for CVS managed freight BOL requirements**	
REQUIRED INFORMATION	DETAILS
Ship From information	Complete name of shipper and shipping address (city, state, zip code) RX & PSE shipments: Include Vendor RX License Number
Ship To information	CVS Distribution Center: Complete DC address exactly as noted in Attachment I. Store Shipments: Complete name, address and telephone number RX & PSE shipments: Include CVS DC License Number
Date Shipped	MM/DD/YEAR
Carrier Name	Complete carrier name / 3PL RX & PSE shipments: Include Carrier License Number
CVS Purchase Order number(s)	Include ALL purchase order numbers
Case Quantities	Total shipping quantities
Pallet Quantities	Total shipping quantities
Weight	Total shipment weight
Cube	Total shipment cube
Commodity Description & Class	Refer to National Motor Freight Classification (NMFC) tariff
Density	If required to properly describe merchandise, ensure accurate density
Product Value	If applicable
PO Ship to Arrive (STA) Date	Prepaid shippers: confirm with your carrier if STA date should be noted and preferred date formatting
Freight Payment Terms	Noted ONLY as "Prepaid" DO NOT USE any other verbiage
Freight Billing Information	Suppliers' complete billing address and include the following note: "Shipper Responsible for All Assessorial Fees"
Hazardous Materials	If applicable, must contain Hazmat Classifications

III.5 Assessorial Charges for Prepaid Freight

Assessorial charges are the responsibility of the supplier and include but are not limited to, sort and segregate, inside delivery, detention, storage fees, COD fees, pick-up attempt, lift gate, Saturday delivery, and appointment request.

For Front Store deliveries, CVS Distribution Centers do not allow Drivers to remain on the docks for the purpose of sort and segregation. CVS has a lumper service on site for purpose of breaking down and sorting product. For Rx deliveries, please contact the destination DC for further instruction on driver responsibility [Attachment I](#)

For Front Store deliveries, CVS Distribution Centers do not allow Drivers to remain on the docks for the purpose of sort and segregation. CVS has a lumper service on site for purpose of breaking down and sorting product. For Rx deliveries, please contact the destination DC for further instruction on driver responsibility [Attachment I](#)

- If you are a prepaid supplier using a non-preferred carrier or a preferred truckload carrier, you (the supplier) pay the lumper fees.

Lumper Fee Payments:

- Most payments are made between the third-party lumper and the delivery driver at the time of delivery.
- Freight will be turned away if Lumper payment is not available at time of unload.

Lumper Unloading Rate:

- The rate is 14.5 cents per case.
- *Straight Pull or Runoff Loads*: Charges are based on the number of cases delivered.
- *Floor Loaded*: Only accepted with prior approval. Approval requests should be directed to dcinbound@cvshealth.com Unapproved floor deliveries will be refused.
- *Restacks*: Charged at \$8.00 per pallet. This happens when merchandise needs to be moved to a new pallet due to issues like freight shifting or broken pallets.

IV CVS Distribution Center Deliveries

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.1 DC Appointment Scheduling 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 [Contact Information and Resources](#).
- d. Any missed appointments should be rescheduled using the same appointment in the web-based scheduling tool. **DO NOT SUBMIT A NEW REQUEST.**
 - a) A comment noting the reason for missed/rescheduled appointments must be entered into the scheduling system by the carrier/scheduler (i. e. weather delay).
 - b) Prepaid suppliers are responsible for ensuring their carriers are providing relevant commentsAny further questions regarding access to the CVS Manhattan scheduling system, appointment requests or approved appointments can be addressed to InboundScheduling@CVSHealth.com

IV.2 Carrier/Supplier Appointment Scheduling 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 [Contact Information and Resources](#). **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 below appointment requirements 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. Rescheduling an existing appointment; the existing appointment must be used to request new appointment dates/times. Do Not submit a new appointment. A comment noting the reason for rescheduling must be entered into the scheduling system by the carrier/scheduler (i. e. weather delay).
- j. CVS will not be responsible for any costs incurred by the carrier or the supplier resulting from these requirements.
- k. 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).
- l. Drivers may request a Check-In/Check-Out confirmation form from the Receiving Clerk.
- m. 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.1.a 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 delivery 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.1.b **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 it to the supplier packing list, the receipt will be refused and returned to the supplier at the supplier's expense.

V 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 load – 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

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

Status: Delivered

Signed for by: DCOSTELLO

Service type: FedEx Ground

Special Handling:

Delivered To:

Delivery Location: 1 CVS DR

Delivery date: Aug 20, 2021 11:16

Waverly, NY, 14892

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
Purchase Order

CVS PO Number

VI Transportation Guidelines for Drop Trailers

Trailer Pickup

Carriers are required to pick up the empty trailers when they deliver their next drop trailer.

Carriers have visibility to trailer empty status within the Manhattan Scheduling System

Empty Trailer Notification:

LTL notification -Distribution Centers (DCs) are responsible for coordinating drop schedules and trailer pick up with LTL terminals

TL Notification

Prepaid shipments:

- Carriers should set up Notifications in the Manhattan portal that will provide an alert when a trailer is empty and ready for pickup.
- DC inbound team will send a weekly report notifying carriers of their empty trailers

VII Backorders/Overages/Shortages/Miss-Ships/ Damages

VII.1 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 [Contact Information and Resources](#).

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.
1. 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.

VII.2 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.

VII.3 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.

VII.4 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.

VII.5 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.

VII.6 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.

VIII 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>

IX Attachment I Distribution Center (DC) Information

NOTE: For applicable Distribution Center Codes and DEA numbers, please refer to the “Distribution Center ID XREF” [Contact Information and Resources](#).

IX.1 Front Store / Bulk / Store Supply DCs:

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
Augusta, GA (Lovers Lane – Satellite DC) 1413 Lovers Lane Augusta, GA 30901 DC Code S707 Phone – 888-378-7336 Fax – 401-735-1301 POs assigned to this building during appointment approval process	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 DC Code S101 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 DC Code Y101 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 DC Code C101 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

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
Ennis, TX 700 CVS Drive Ennis, TX 75119 DC Code E101 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
Fredericksburg, VA 500 Lansdowne Road Fredericksburg, VA 22408 DC Code M101 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 DC Code M303 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 DC Code N303 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

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
Hollingsworth 2450 Spiegel Dr Groveport, OH 43125 DC Code N/A (non-retail) 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
Houston, TX Conroe Bulk Building 19802 Imperial Valley Drive Suite 100 Houston, TX 77073 DC Code C404 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 DC Code I01 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 DC Code J101 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 DC Code H101 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 DC Code T101 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 DC Code L101 Receiving Office (714) 578-4600 x 1340516 Fax - (714) 578-4691	Priscilla Arteaga – Scheduler Priscilla.Arteaga@CVSHealth.com (714) 578-4727 Tommy Martinez - 1 st Shift Supervisor Tommy.Martinez@CVSHealth.com (714) 578-4600 x 1340543 Adrian Diaz – 2 nd 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 DC Code L303 Receiving Office (714) 578-5406 Fax - (714) 578-4691	Priscilla Arteaga – Scheduler Priscilla.Arteaga@CVSHealth.com (714) 578-4727 Tommy Martinez - 1 st Shift Supervisor Tommy.Martinez@CVSHealth.com (714) 578-4600 x 1340543 Adrian Diaz – 2 nd 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 DC Code T303 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 DC Code N101 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 DC Code K101 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 DC Code W303 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 DC Code D101 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 DC Code O101 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 DC Code U101 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 DC Code P101 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 NO EXPRESS DOOR	Delivery Appointment Required Appointment required for all deliveries. Pallet Height: Anything over 48" requires DC approval
Tolleson, AZ (Beverages) 8585 W Buckeye Road, Suite A Tolleson, AZ 85353 DC Code B101 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 DC Code N/A (non-retail) Phone - (330) 487-6916 Fax - (330) 963-0760	Dale Petrundo Dale.petrundo@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 NO EXPRESS DOOR	No delivery appointment required
Vero Beach, FL 2575 98 th Ave Vero Beach, FL 32966 DC Code F101 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 NO EXPRESS DOOR	Delivery Appointment Required Pallet Height: Anything over 72" requires DC approval
Woonsocket, RI 400 Founders Drive Woonsocket, RI 02895 DC Code W101 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) NO EXPRESS DOOR	Delivery Appointment Required Pallet Height: Anything over 48" requires DC approval Double stacked freight: additional pallets must be placed in between the stacked pallets (front to back of trailer)

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

IX.2 Pharmacy (Rx) DCs:

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
Chemung, NY 150 White Wagon Rd Chemung, NY 14825 DC Code Y707 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 DC Code C202 Phone - (936) 271-5884 Fax - (936) 271-5801		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 DC Code E202 Phone - (214) 241-5000 Fax - (401) 652-0542	Charika Russell (scheduling) Charika.Russell-Johnson@cvshealth.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 DC Code I202 Phone - (317) 610-4374 Fax - (317) 610-4308	Barbara Smith Barbara.Smith2@CVSHealth.com 317-610-4374 Roxanne Lane Roxanne.Lane@CVSHealth.com Juan Henriquez Juan.Henriquez@cvshealth.com 317-610-4346 Margarita Flores (RX manager)	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
	Margarita.Flores@CVSHealth.com 317-610-4376		
Knoxville, TN 10017 Kingston Pike Knoxville, TN 37922 DC Code T202 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 NO EXPRESS DOOR	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 DC Code L202 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 DC Code N202 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 DC Code K202 Phone – (816)-708-6037	Michele Chilson Michele.Chilson@cvshealth.com (816)-708-6037 Bryan Beverlin- 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	Dennis Gouin Dennis.Gouin@CVSHealth.com (401) 235-5042	7:00am – 1:00pm M-F	Delivery Appointment Required



DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
North Smithfield, RI 02896 DC Code W202 Phone - (401) 235-2063 Fax - (401) 235-5255		No Express Door	
Orlando, FL 8201 Chancellor Drive Orlando, FL 32809 DC Code O202 Phone - (407) 858-4000 Fax - (407) 858-4122	Bianca Acevedo Blanca.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 DC Code U202 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

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

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

NOTE: Suppliers who are continuously noncompliant (as outlined in the Details column below), will be responsible for 100% of freight invoices in addition to receiving LOG deductions.

<i>LOG Code</i>	<i>Description</i>	<i>Details</i>	<i>Deduction Calculation (+ \$100 admin)</i>
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

XI Contact Information and Resources

XI.1 Contacts:

- **Transportation team** (*CVS Managed Freight & MercuryGate routing portal inquiries*)
 - General questions – reach out to any one of the below contacts
 - Questions specific to a routed load – reach out to the region applicable to 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, WY	cvsWest	cvsWest@cvshealth.com
HI	Hawaii	cvsHawaii@cvshealth.com

Team	Responsibilities	Contact Information
Transportation Strategy	Establish collect freight terms (CVS managed freight)	TransportationStrat@CVSHealth.com
Supply Chain Performance (SCP)	SCP programs (OTIF, Small Parcel, Appt Integrity), access to Traverse portal	SupplyChainPerformance@CVSHealth.com
ASN / EDI	ASN compliance	EDI_ASN_Onboarding@CVSHealth.com
Shelf Life	Product expiration compliance	SupplyChainPerformance@CVSHealth.com
DC Scheduling	Access to Manhattan scheduling system & system inquiries	InboundScheduling@CVSHealth.com
DC Inbound	General inquiries related to DC freight delivery	DCINBOUND@CVSHealth.com
Capstone DC Lumper Services	Third party sort & segregate services for DC inbound freight	favio.arriaga@capstonelogistics.com
Warehouse Payables	General AP inquiries, invoice payment, access to AP vendor portal & ImageSilo	warehousepayables@cvshealth.com

STIBO Vendor Management	Self-service vendor management portal to capture & maintain freight terms, bill to address, PO lead time, item attributes, etc.)	MDM_Stibo@CVSHealth.com
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XI.2 Resources:

The following documents relevant to maintaining CVS supply chain compliance are available:

1. In the Traverse Portal (Learning Center / Information and Documents)
2. On CVSSuppliers.com [Supply Chain Performance](#)
 - a. Periodically check for revisions

Suppliers are strongly encouraged to download, review, utilize, and share all resources with their supply chain and compliance teams

DC Holiday Closure Dates

- Holiday closures are not considered business days and need to be omitted from transit time calculations and when determining routing entry dates for CVS managed freight.

CVS Routing Guide Instructions

Comprehensive instructions and requirements including but not limited to:

- Routing instructions for Collect/CVS Managed freight and possible freight handling expense offset charges
- Prepaid & Collect ground shipment requirements
- LTL Preferred Carrier program
- Appointment scheduling requirements
- Packing List and Bill of Lading requirements
- POD handling

MercuryGate Routing Portal

- Vendors whose freight is managed by CVS are required to utilize the routing portal for all POs shipping LTL (less than truckload) and TL (truckload).

Collect Routing Calculator

- Vendors whose freight is managed by CVS are required to utilize the routing calculator to determine compliant routing entry dates.
- The calculator is not applicable for prepaid/CPU shipments.
- Accessible in MercuryGate in the News and Information section

Supplier and Carrier Guidelines for Prepaid LTL Shipments

- Contains best practices for shipping and managing carrier performance to meet On Time and Appointment Integrity compliance

Supply Chain Performance Program Instructions

- Comprehensive instructions and requirements for all Supply Chain Performance Compliance programs

Distribution Center ID XREF [Distribution Center/Warehouse](#)

- DC ID codes, DEA #, and DC addresses

856 Advance Ship Notice – EDI Implementation Guide

- Outlines all the CVS ASN requirements.
- The document is posted on the [CVSSuppliers.com](#)
- Search for document named *856 Advance Ship Notice (CVS-4010-856-ASN-2026-V3.1.pdf)*

856 Advance Ship Notice Supplemental Guide

- Contains:
 - Sample data
 - Guidance and Clarification
 - Error Descriptions
- The document is posted on the [CVSSuppliers.com](#)
 - Search for document named *856 Advance Ship Notice Supplemental Guide (CVS-4010-856-ASN-2026-SUPPLEMENTAL-V1.0.pdf)*

STIBO MDM System [STIBO related documents](#) / [MDM Stibo@CVSHealth.com](mailto:MDM_Stibo@CVSHealth.com)

- Vendors are required to utilize STIBO to enter and maintain vendor information (e.g., PO lead time, freight terms, billing address) and item maintenance (e.g., UPC numbers, case pack).

Shelf Life Compliance - [Shelf Life Compliance Program Policy Instructions](#)

Direct Import Guide for Product Suppliers <https://www.cvssuppliers.com/document-library/import.html>

Transit Matrix – used to determine business transit days however **we strongly recommend utilizing the Collect Routing Calculator for ease and accuracy**. Once Ship-From and Ship-To states are entered, the calculator will determine the transit days.

The required number of business transit days is determined by the Ship-From and Ship-To States. In this example, the shipping lane is IL (zone 2) to TX (zone 3) Zones 2 and 3 intersect on 3 business transit days	ZONE	1A	1B	1C	2	3	4	5
	1A	3	3	4	4	3	6	7
	1B	3	3	3	4	4	5	6
	1C	4	3	3	4	4	6	7
	2	4	4	4	4	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

