

CVS/pharmacy®

Routing Guide



Attention Logistics & Distribution

Dear Supplier:

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

CVS' Supply Chain team has implemented new routing procedures and revised its freight handling instructions. Our new and revised instructions appear in this document. The instructions cover routing, scheduling, documentation, and packaging of merchandise for shipment to CVS distribution centers and stores. For your convenience, these instructions are also posted on CVS' Supplier Website at www.cvssuppliers.com.

We believe that you will find our requirements standard industry protocol. However, if you have any questions or require additional information about any of our procedures, please contact SupplyChainPerformance@CVSHealth.com.

CVS and its suppliers will benefit from these procedures as they are designed to enhance the overall efficiency of merchandise handling, control cost, and improve customer service.

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

IMPORTANT NOTE: The CVS Inbound Product Flow team has published new Supply Chain Performance Instructions available at <https://cvssuppliers.com/supply-chain-performance> meant to serve as a supplement to this document. These topics were previously discussed herein but have been removed. All instructions found within the Supply Chain Performance Instructions supersede any previously published versions.

CVS has implemented a new vendor portal to facilitate our supply chain performance programs. Vendors should have received login credentials for the portal in June. Please consult the aforementioned Supply Chain Performance Instructions, Section I. General Instructions, for information on requesting access. Furthermore, any questions can be directed to SupplyChainPerformance@CVSHealth.com.

REVISION CHANGE HISTORY

REVISION #	CHANGES
60.1	<p>Attachment I Added new MWDC address and contact information Added new Tolleson, AZ address and contact information (previous location Phoenix, AZ)</p>
61	<p>Attachment III Updated Supply Chain Performance Guides with details on Performance Based Program Minor administrative changes</p>
62	<p>Supply Chain Performance - The CVS Inbound Product Flow team has published new Supply Chain Performance Instructions available at https://cvssuppliers.com/supply-chain-performance meant to serve as a supplement to this document. All Supply Chain Performance (formally vendor compliance) guidance has been removed from this guide in applicable sections throughout.</p> <p>II. Collect Freight Routing Instructions – B. Routing Entry and Instructions - Updated illustrative example of system entry timing and freight availability example, Added section H. Logistics Deductions (LOG)</p> <p>III. Prepaid Freight Routing Instructions B. Preferred Carriers – Updated TL Preferred Carrier Program, minor administrative changes</p> <p>V. Packaging A. Carton Labeling Requirements – Updated section to clarify requirements for regular and season labels including changes to label examples, Updated seasonal case labeling table, Added section outlining Pallet Label GS1-128 requirements</p> <p>F. Pallet Height Requirements – Minor administrative changes</p> <p>Attachment I Added MWDC</p>
63	<p>IV. Deliveries A. Bill of Lading & Packing List Documentation – Updates to PO information requirements for Bill of Ladings B. Delivery Location – Clarified receiving instructions for controlled substances</p> <p>V. Packaging A. Carton Label Requirements – added language to clarify label approval requirements, updated the contact for seasonal case label requirements, Updated Seasonal Grid</p>

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I. General Instructions

1. This Guide supersedes all previous routing guides and freight handling instructions issued by CVS Health (CVS).
2. This Guide contains detailed instructions for the routing, scheduling, documentation, and packaging of merchandise for shipment to CVS distribution centers and stores. For information related to the CVS Supply Chain Performance programs, we have published new Supply Chain Performance Instructions available at <https://cvssuppliers.com/supply-chain-performance>.
3. The instructions apply to all purchase orders issued by CVS and are incorporated by reference into the terms and conditions of all CVS purchase orders.
4. Noncompliance with the CVS' routing and freight handling requirements will result in a chargeback of all excess expenses incurred plus an administrative fee.
5. Each supplier is responsible to forward this Guide to its Logistics Department and other affected individuals responsible for the delivery of product to CVS distribution centers.

IMPORTANT NOTE (TOBACCO FREE POLICY)

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



CVSquitsforgood

II. Collect Freight Routing Instructions

All Collect, Backhaul and CPU suppliers are required to be compliant with the CVS Collect Freight Routing Instructions here. All shipments 300 lbs. and/or 10 cases or greater (or any shipment that exceeds the CVS Small Parcel guidelines as outlined in section II:D) must be routed through the CVS Transportation Portal. Any invoice that is not compliant with the CVS Routing Instructions will receive an off invoice penalty or will have invoice payment denied.

All routing must run through the CVS Web Portal according to the guidelines set above. If you are not compliant, it is imperative that you sign up for training which will provide on-boarding instruction and access to the Web Portal required for routing. To participate in the training, please contact CVSOrders@CVSCaremark.com.

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

In the event you need to speak with someone in the Transportation Department regarding routing, you can reach out to the following. Please note the group email is the fastest and most preferred method of communication.

CVS Inbound Analyst	Phone	E-mail
Jeff Flanagan	401-770-8687	CVSOrders@CVSCaremark.com
Maximillian Heinauer	401-770-7453	
Matthew Campagnone	401-665-8414	

A. General Routing Notes

- High Value Shipments: Suppliers with single shipments exceeding the value of \$100,000 must contact the CVS Transportation Department CVSOrders@CVSCaremark.com prior to submitting your request.
- Backhaul Opportunities: Suppliers must contact the CVS Transportation Department to discuss backhaul opportunities whenever shipping to a CVS Distribution Center located within 150 miles of their shipping point. Please contact CVSOrders@CVSCaremark.com when applicable.
- Backorder Shipping Expectations: Please be advised that shippers with negotiated collect freight terms will be responsible for all freight tendering responsibility and the corresponding freight charges associated with any/all backorders. Please contact CVSOrders@CVSCaremark.com with any questions regarding this expectation.
- Product Origin Expectations: Shipments must originate from the supplier production facility or warehouse location closest to the CVS distribution center destination.

- Multiple Purchase Order Expectations: Multiple purchase orders from the same location that would normally ship within one to three days of each other should be combined as one shipment (excluding weekends and holidays).

Time Specific Services: Suppliers must receive written authorization from a member of the CVS Logistics Department to ship using a time specific service (services included, but not limited to, Expedited Freight, Guaranteed Delivery or Time Critical). Please contact CVSOrders@CVSCaremark.com for authorization.

- Detention on Pickup: Suppliers have 48 hours to challenge a detention/accessorial charge with the carrier. If no response is received, approval of the charges is assumed and the charges will stand as notified.
- Count Verification: For CVS managed loads, the driver is only required to count the pallets. They are **not** required to count the cases.
- Cubic Feet Requirements:
 - a) Pallets will be considered 96 inches in height if any of the following apply:
 - Pallets, skids or cartons banded or shrink wrapped together into a single unit which are pyramided, rounded, or topped off.
 - Units which have an irregular shape on top (i.e., machines, etc.).
 - Units that are marked with instructions that no other freight is to be loaded on top.
 - b) If the shipment is palletized, the dimensions of the pallet determine the cubic dimensions
 - c) Try to keep your pallets no taller than 59 inches or build them as high as possible to maximize cubic capacity of the trailer and reduce excess freight charges.

B. Routing Entry and Instructions:

1. **Shipment Size:** All shipments **300 lbs and/or 10 cases or larger** (or any shipment that exceeds the CVS Small Parcel guidelines as outlined in section II; subsection D) must be submitted to CVS via the Web Portal.
 - a. Failure to follow these instructions for shipments 6,000 lbs or more will result in a financial penalty equal to the difference in freight charges or 30% of total invoice whichever is greater.
 - b. Failure to follow these instructions for shipments less than 6,000 lbs will result in a financial penalty equal to 30% of total invoice.
2. **System Entry Accuracy:** All shipment information entered into the CVS Web Portal must be accurate. Shipments are routed based on the information provided and additional charges due to submission of incorrect information will be charged back to the shipper in the form of an LOG (Logistics) deduction.

3. System Entry Timing and Freight Availability:

a. Notification:

- Shipping information must be submitted to CVS at least **72 hours/3 business days prior to the Available Pickup Date**. Do not include weekends, holidays or the Available Pickup Date in the calculation.

b. Available Pickup Date and Transit Matrix:

- Suppliers should consider transit times when determining their Available Pickup Date.
- It is the Supplier’s responsibility to determine an Available Pickup Date that will be compliant with the CVS STA Compliance Program and Transit Matrix.
- **The Available Pickup Date must be at least the minimum required business days in advance of the Ship to Arrive (STA) Date according to the CVS Transit Matrix below.** Do not include weekends, holidays or the STA Date in the calculation.

Transit Matrix								
<p>Use the matrix to determine the minimum business days of freight availability prior to the STA date.</p> <p>For example, a shipment going from CA to RI (Zone 5 to Zone 1A) requires at least 7 business days of availability prior to the STA date.</p>	Minimum Business Days available prior to STA							
	ZONE	1A	1B	1C	2	3	4	5
	1A	3	3	4	4	5	6	7
	1B	3	3	3	4	4	5	6
	1C	4	3	3	4	4	6	7
	2	4	4	4	3	3	4	6
	3	5	4	4	3	3	4	5
	4	6	5	6	4	4	3	4
	5	7	6	7	6	5	4	3

www.EIA.gov

- c. Failure to comply with the above guidelines may result in penalties associated with the OTIF Supply Chain Performance Program (refer to the Supply Chain Performance Instructions published at www.cvssuppliers.com/Supply-Chain-Performance) and/or accessorial charges including administrative fees.

Example:

System Entry Date	Days	Available for Pickup	Days	STA Date	Conclusion
6/18/2018	3	6/22/2018	5	7/2/2018	Compliant

Shipping information is submitted to CVS at least 72 hours prior to available pickup (include business calendar M-F, exclude weekends and holidays),

Ample transit time is provided to CVS to meet the STA date upon pickup (transit times below).
 1) Assume Origin: CA, Destination: TX
 2) Zone 5 to Zone 3 => Required Transit: 5 days

4. Post System Entry and Next Steps

- a. Once routed via the CVS Web Portal, the CVS Inbound Team has up to 48 hours to assign a carrier. The carrier has an additional 24 hours to schedule their pickup appointment with the CVS DC prior to reaching out to the supplier for pickup.
 - **Please Note: Routing information will be provided approximately 5+ days in advance of the STA date. Please do not contact the CVSOrders team for routing updates until this date to allow for carrier assignment.**
- b. Upon carrier assignment, an auto-generated email from Descartes Transportation Management System will be emailed to the appropriate contacts at the shipper indicating the carrier assignment, CVS LD number, and BOL instructions.
 - Shipping instructions are sent to the vendor service representative on file. It is the supplier’s responsibility to notify CVSOrders@CVSCaremark.com if there is a representative change or instructions may not be received
- c. In the event CVS manages your shipment with **ABF Freight (excludes ABF Volume quotes) or NEMF**, the Supplier **must** contact the Carrier to arrange the pickup.
 - The supplier must clearly indicate the **full** CVS LD number on the BOL. The CVS load number is ‘LD’ followed by 9 digits. (Example: LD000123456)

C. Partial Truckload

1. In the event CVS manages your shipment via volume LTL quote, our 3rd Party Logistics Partner/Broker or LTL carrier will provide the Supplier with their BOL. The Supplier must confirm all information is correct and provide this BOL to the Driver at point of pickup. Failure to utilize the correct/accurate BOL will result in a Logistics Deduction for the additional freight charges incurred plus administration fees (Refer to section VII).

D. UPS Ground Shipments (Small Package Shipments)

Note: Collect Suppliers **MUST** contact The Inbound Team at CVSOrders@CVSCaremark.com for the CVS UPS Ground Collect Freight Account Number prior to shipping.

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

1. Shipments 300 pounds and under (maximum – 10 cartons), ship via UPS Ground. Each carton should not weigh more than 70 pounds and each carton should not exceed 130 inches in length and girth combined.
2. Do not add any insurance or handling charges.
3. The top of the carton(s) must show the ship to address.
4. In order to minimize the number of cartons shipped, please place smaller cartons into a larger carton when possible. The master carton must contain the Distribution Address (see Attachment I), purchase order number and box number. (e.g. 1 of 5)
5. For shipments that exceed 300 pounds and/or over 10 cases, the vendor must route through the CVS Web Portal (refer to section B).
6. Include the CVS PO number in *the first* Reference field. Only put the 7 digit CVS PO Number, DO NOT add any qualifiers such as “PO #”, or “CVS -” etc.

E. Floor Loading

Floor loaded shipments require the prior approval of the Transportation Department. Please reach out to CVSOrders@cvscaremark.com. Any loads delivered to the DC without prior approval will be refused at the supplier’s expense.

F. Air Freight Shipments

Ordinarily, suppliers are not to ship any merchandise via air freight. However, should the need arise to ship merchandise via air freight, follow the instructions in Section IV, Deliveries, Paragraph A, Documentation, Part 14, Air Freight Shipments, of this document.

G. Hawaii DSD Shipments

In an effort to maximize the cost benefits associated with shipping to stores on the neighbor islands, CVS/Longs has relationships with selected consolidation vendors. As part of the program, Oahu based DSD vendors with a FOB point of Honolulu dock need to use the following selected consolidation vendors:

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

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

H. Logistics Deductions (LOG):

Logistics (LOG) Deductions result when a Carrier or Supplier fails to comply with CVS Health’s routing instructions or freight handling requirements. Be advised that financial penalties will be deducted from the supplier’s invoice and appear on the remittance advice.

COMPLIANCE ATTRIBUTE	DEFINITION	FINANCIAL PENALTIES	
		ADMINISTRATIVE FEE	ADDITIONAL FEE
Collect & Prepaid shipments	Failure to follow CVS Routing Guide instructions.	\$100	Excess Freight Charges

III. Prepaid Freight Routing Instructions

A. General Prepaid Routing Notes

- Suppliers with prepaid freight terms are responsible for ensuring freight is transported timely, accurately and efficiently from the point of origin to the respective CVS DC. Suppliers are also responsible for ensuring their contracted carriers are following the scheduling requirements within Section IV – Deliveries.
- In order to ensure timely delivery, please work with your carrier to determine a timely pickup date that will allow the carrier to delivery your freight on or four days before the purchase order Ship-to-Arrive date. Transit time should be a major consideration when determining an appropriate pickup date and suppliers shipping less than truckload should also factor in *at least four days* for freight consolidation at the carrier’s consolidation terminal.
- CVS requires notification within 24 hours whenever a carrier cannot keep a scheduled appointment. The supplier will be assessed a financial penalty whenever their carrier fails to provide the appropriate notification. Refer to the Supply Chain Performance Instructions available at <https://cvssuppliers.com/supply-chain-performance> for more information.

B. Preferred Carriers

- For all prepaid shipments “less than truckload” (LTL), “under-utilized truckload” (UTL) or “truckload” (TL), CVS has a Preferred Carrier Program to assist suppliers in selecting a reliable carrier. Carriers in this program have provided consistently higher levels of service and operating efficiency when moving freight into the CVS DC network.

The following carriers have been included in the Preferred Carrier Program. For LTL, please note CVS has *National LTL Preferred Carriers*, who service the entire CVS distribution as preferred carriers, and *Regional LTL Preferred Carriers*, who service specific regions within the CVS DC network. The details of which regions each carrier will service can be found below and within Attachment II.

TL	
CH Robinson	cvs@chrobinson.com
Koch Logistics	klogcvs@kochlogistics.com
Coyote	cvs@coyote.com
Load Delivered	cvs@loaddelivered.com
LTL & UTL (Refer to Section C)	
C.H. Robinson Consolidation Program	cvs@chrobinson.com
NATIONAL LTL	
ABF Freight	customersolutions@arcb.com
FedEx Freight Priority & Economy	fedexfreight.fedex.com/locations.jsp
YRC	customer.service@yrcfreight.com
REGIONAL LTL*	
Tony’s Express (West Coast)	tjacob@tony-express.com
SAIA (Southeast, Midwest, Gulf Coast)	naecustomerservice@saia.com
New England Motor Freight (Northeast)	corpcustserv@nemf.com

*Details regarding which distribution centers each carrier services can be found in Attachment II herein.

In addition to the benefits of higher levels of service, CVS also provides suppliers with additional incentive to utilize a preferred carrier. Suppliers utilizing a preferred carrier will be exempt from the Appointment Integrity Supply Chain Performance Program. Refer to the Supply Chain Performance Instructions available at <https://cvssuppliers.com/supply-chain-performance> for more information.

C. 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 new 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
- Reduced PO cycle time (Order date to DC receipt date)

Using C.H. Robinson qualifies as use of a preferred CVS transportation supplier (CVS assumes the expenses associated with sorting and segregating and supplier is not responsible for on-time delivery exceptions). For information regarding rollout timeline and additional program details, please contact the C.H. Robinson “CVS Customer Center” at cvcs@chrobinson.com or 855-202-0006.

D. Small Package Shipments

All packages tendered to small package delivery carriers (UPS, Federal Express, etc) **must** reference CVS’ PO Number in the first reference field and the destination address should match exactly to addresses disclosed in Attachment I. Small parcel delivery signatures verify **CASE COUNT ONLY** and do not serve as confirmation of receipt of all goods.

E. Assessorial Charges

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

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.

IV. Deliveries

A. Bill of Lading & Packing List Documentation

CVS requires a legible bill of lading with each shipment and a packing list with each purchase order.

Provide a copy of the Bill of Lading(s) to the driver

Provide a Packing List for each PO

- All pallets must contain a Packing List
- To avoid penalties related to missing Packing Lists review the below requirements and ensure your paperwork is secured as follows:
 - Place a copy of the Packing List(s) in a shipping envelope(s)
 - Secure the sealed envelope(s) directly on one of the cartons
 - Do not secure envelopes or paperwork directly to the shrink wrap
 - A Packing List should accompany every pallet
 - Ground shipments - secure a packing list to each carton and master ship carton

DOCUMENTATION	INCLUDE ON BILL OF LADING	INCLUDE ON PACKING LIST
1. SHIP FROM: Complete Name of shipper and address (origin/shipping location, city, state, zip code)	X	X
2. SHIP TO: Refer to complete Distribution Center address as noted in Attachment I. If shipping to a Store – complete name, address and telephone number.	X	X
3. DATE SHIPPED:	X	X
4. PURCHASE ORDER NUMBER(S): Include <u>ALL</u> Purchase Order numbers	X	X
5. PURCHASE ORDER INFORMATION: a. Packages: Quantity & Type (e.g., Units, Cartons) b. Handling Unit: Quantity & Type (e.g., Units, Pallet) c. Weight d. **PO Ship to Arrive (STA) Date ** PREPAID – consult with your carrier as to whether a date should be noted on the BOL and their preferred formatting COLLECT - DO NOT include any dates on BOLs <u>Note: If density is required to properly describe merchandise, show accurate density.</u>	X	
6. CVS ITEM NUMBER(S):		X
7. ITEM INFORMATION: Per item number a. Packages: Quantity & Type (Cases and Pieces) b. Case Pack c. Item Description		X
8. CARRIER NAME:	X	
9. SHIPPING INFORMATION: a. Shipment Cube	X	

DOCUMENTATION	INCLUDE ON BILL OF LADING	INCLUDE ON PACKING LIST
b. Commodity Description [Reference: National Motor Freight Classification (NMFC) tariff] c. NMFC Commodity Class <u>Note:</u> If applicable, include the density and value of product.		
10. FREIGHT PAYMENT TERMS: Prepaid or Collect <u>ONLY</u> <u>DO NOT USE:</u> “prepaid & add” or any such verbiage	X	
11. FREIGHT BILLING INSTRUCTIONS: <u>Collect ONLY</u> The following instructions are to be noted: <u>Send Freight Bills for Payment To:</u> Freight Payment Coordinator Logistics Dept – Supply Chain Logistics Support Center CVS Health MC 5035 One CVS Drive Woonsocket, Rhode Island 02895 Note: Every freight bill submitted for payment via paper invoice must have a signed copy of the delivery receipt attached as a proof of delivery.	X	
12. FREIGHT BILLING INSTRUCTIONS: <u>Prepaid ONLY</u> The following instructions are to be noted: “SHIPPER RESPONSIBLE FOR ALL ASSESSORIAL FEES.”	X	
13. SPECIAL DELIVERY INSTRUCTIONS: Indicate any delivery instructions received including the name of the authorizing individual	X	
14. AIR FREIGHT INSTRUCTIONS: <u>Collect ONLY</u> When the supplier is verbally requested to ship via air freight using collect freight terms, the supplier must record the CVS person authorizing air freight, department and the purchase order number.	X	
15. EXCLUSIVE USE/RUSH/EXPEDITED SERVICE: <u>Collect ONLY</u> When an “exclusive use”, “expedited service”, or “rush” shipment is requested, the supplier must obtain and record the CVS individual name, department and the purchase order number.	X	

B. Delivery Location

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

C. Scheduling

1. Appointment Requests:

- a. The process for appointing CVS deliveries is facilitated through an online scheduling portal known as the CVS eAppointment system. Carriers needing access to the eAppointment **must contact the destination Distribution Center's Receiving Department** (found in Attachment I).
- b. All appointment requests will be addressed within 24 hours of the request. If you do not receive a confirmation within **24 hours of submission, contact the DC directly** utilizing the phone number disclosed in Attachment I. The appointment status can be accessed in eAppointment. Submitting another request could result in a duplicate and OnTime Compliance charges (refer to section VII Freight Handling Deduction).
- c. Any missed appointments should be rescheduled using the same appointment in the web based scheduling tool. **DO NOT SUBMIT A NEW REQUEST.** Contact the DC if utilizing the fax appointment request form.
- d. Any further questions regarding appointment requests or approved appointments can be addressed to Tammy Beauparlant at Tammy.Beauparlant@cvshealth.com.

2. Appointment Requirements:

- a. CVS Distribution Centers have different hours of operation for receiving product. The carrier/supplier must schedule deliveries within the hours of operation of the CVS Distribution Center specified on the purchase order. CVS Distribution Center current hours of operation appear in Attachment I of this document.
- b. Some distribution centers require a delivery appointment for every shipment while other distribution centers may allow non-appointed deliveries through the express door. Express Door deliveries will be received on a first come first serve basis. See Attachment I, Distribution Center Information, for distribution center appointment requirements.
- c. Appointments will not be issued without a valid purchase order.
- d. Appointment requests should be made based on the purchase order "Ship To Arrive" date (STA). Appointment requests must adhere to STA compliance guidelines otherwise may be subject to deductions. Refer to the Supply Chain Performance Instructions available at <https://cvssuppliers.com/supply-chain-performance> for more information.
- e. Separate delivery appointments must be made for each truckload subject to these requirements.
- f. 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. Additionally, when adding purchase orders to an existing appointment,

the appointment request must be resubmitted no later than 10:00 am local time the day before the appointment.

- g. CVS will not be responsible for any costs incurred by the carrier or the supplier resulting from these requirements
- h. Drivers may request a Check-In/Check-Out confirmation form from the Receiving Clerk.

3. Pharmacy (Rx) Appointments – Additional Requirements:

- a. All Rx deliveries are considered LIVE unloads – drivers must remain on site while pharmacy product case counts are verified. 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.
- b. 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.
- c. Trailers containing both Rx and Front Store product must have two appointments. (Refer to the DC addresses and hours at Attachment I)

Controlled Substances

It is CVS Health policy to obtain controlled substance drug case counts and match these case counts to the suppliers packing list prior to the carrier departing the loading dock and CVS Health signing of the bill of lading (BOL). Any/All identified variances to include product overages, shortages or damages are noted on the BOL prior to the carrier's departure. All damages of controlled substance drugs identified will be refused and placed back on the delivery trailer prior to the driver departing.

Suppliers must consider this requirement when considering full trailer, less than full trailer, small package, and expedited air freight carriers. When choosing a carrier the supplier should verify the carrier's ability and willingness to comply with CVS Health policies, as it relates to controlled substances.

When a carrier does not permit the DC to obtain a case count and compare to the supplier packing list, the receipt will be refused and returned to the supplier at the supplier's expense.



V. Packaging

A. Carton Labeling Requirements

Requirements:

- ✓ **One label per carton**
- ✓ **Size / Placement:** No size requirement. No placement requirement (any one side, prefer upper left hand corner)
- ✓ **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 have UPC numbers and a scannable barcode
 - If you presently have a CASE UPC/Barcode on the cartons, ensure the CASE UPC numbers have been provided to the CVS Merchant Team via the New Item Form
 - If a CASE UPC/barcode is not available, the ITEM UPC/barcode is required
 7. Expiration Date – omit if not applicable
 - Expiration Dates must be in a readable date format (ie. MM/DD/YYYY)

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	<table border="0"> <tr> <td>CVS Item Number</td> <td>123456</td> <td></td> </tr> <tr> <td>Product Desc</td> <td>Product Description</td> <td></td> </tr> <tr> <td>Case Pack</td> <td>24 pcs per case</td> <td><i>Number of units or inner pcks</i></td> </tr> <tr> <td>Weight</td> <td>10.5 lbs</td> <td><i>Required for 10 lbs and over</i></td> </tr> <tr> <td>Exp Date</td> <td>00/00/0000</td> <td><i>Required date format 00/00/0000</i></td> </tr> </table>	CVS Item Number	123456		Product Desc	Product Description		Case Pack	24 pcs per case	<i>Number of units or inner pcks</i>	Weight	10.5 lbs	<i>Required for 10 lbs and over</i>	Exp Date	00/00/0000	<i>Required date format 00/00/0000</i>	
CVS Item Number	123456																
Product Desc	Product Description																
Case Pack	24 pcs per case	<i>Number of units or inner pcks</i>															
Weight	10.5 lbs	<i>Required for 10 lbs and over</i>															
Exp Date	00/00/0000	<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	<i>ensure the existing Case UPC has been provided to the Merchant Team via the New Item Form</i>															
Item UPC / GTIN-12 <i>required if a Case UPC is not available</i>	 0 12345 67890 5																

Carton and Seasonal labels do not require preapproval prior to sending your loads and the team will not review labels. Please refer to the attached labeling requirements. Regarding Seasonal labels, if the PO comment does not provide clear information for the seasonal code and setup date please reach out to the CVS Supply Planner or the CVS buyer.

B. Seasonal Labeling Requirements (in addition to the above carton label)

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

For example; “SU, Red White & Blue, Setup 4/2/18”

- SU (event code)*
- Red White & Blue (event category)**
- Setup 4/2/18 (store setup date)***

Requirements:

- ✓ **Four labels per carton (one on each side)**
- ✓ **Color:** Refer to below grid
- ✓ **Size / Placement:** 8” long x 5” wide (or as large as possible for smaller cartons). No placement requirement (prefer upper right hand corners or lower left hand corners)
- ✓ **Content:**
 - * Seasonal Event Code
 - ** Event Category (if provided in the EDI PO Comment field)
 - *** Store Setup Date

* If the Code and Event Category noted in the PO Comment field is not on the Seasonal grid refer to sample 2 below.

** Omit from label if not provided

*** If the PO Comment does not include a Store Setup date use the date(s) listed on the Seasonal grid

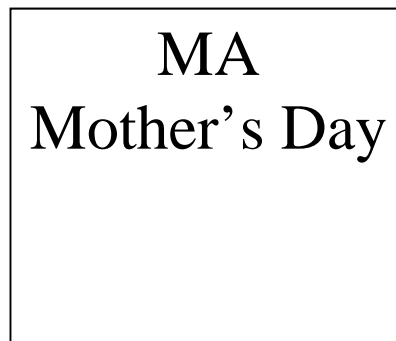
Seasonal label samples. They do not represent the actual size or PMS color.

- (1) Summer event category for an even numbered year (refer to below grid)
- (2) Mother’s Day event category (not listed on the grid, no color required)

1



2



SEASONAL CASE LABELING TABLE*

*The PMS # (Pantone Matching System) refers to the unique color that CVS requires for the label.

SEASON (EVENT) ****	LETTERING for ODD numbered years	LETTERING for EVEN numbered years	Store Set Up Date	LABEL COLOR - PMS #
Valentine	VA	VA	12/30/18	Pink - PMS #232
Jan PGM	GP	GJ	12/30/18	No Fill
Spring / Lawn & Garden	SP	LG	2/15/19 3/10/19	Yellow - PMS Process Yellow
Easter	EA	EA	2/15/19	Yellow - PMS Process Yellow
Summer	SM	SU	2/15/19 3/24/19 4/22/19	Blue - PMS #2935
Back to School	BS	BT	6/2/19 7/7/19 7/21/19	Orange -PMS #021
Fall Décor / Thanksgiving	TK	FD	9/7/19	Brown - PMS #463
Halloween	HA	HW	9/7/19	Black - PMS Process Black
Fall and Winter	FL	FW	9/9/18 10/8/18 12/3/18	No Fill
Christmas Toys, Plush, Books & Accessories	XM	XC	9/23/18 10/7/18 11/1/18	Green - PMS #7482
Christmas	XM	XC	11/1/18	Red - PMS #199
Christmas - Wrap, Boxes, Bows, Ribbon, Bags	XM	XC	11/11/18 12/2/18	Red - PMS #199

Carton and Seasonal labels do not require preapproval prior to sending your loads and the team will not review labels. Please refer to the attached labeling requirements. Regarding Seasonal labels, if the PO comment does not provide clear information for the seasonal code and setup date please reach out to the CVS Supply Planner or the CVS buyer.

If we can't omit the contact info based on the above verbiage we'll need to change the email address

Questions about Carton and Seasonal Case Labeling Requirements should be forwarded to Supplychainperformance@cvshealth.com

Pallet Label GS1-128

Visit this link for full pallet labeling details:

<https://cvssuppliers.com/asn-advanced-ship-notice-and-gs1-128-label-requirements>

Questions about *GS1-128 Pallet Label requirements* should be forwarded to:


- EDI_ASN_Onboarding@cvshealth.com

Requirements:

- ✓ **Two labels per pallet (adjacent sides)**
- ✓ **Size / Placement:** No size requirement. Placement must be in the UPPER RIGHT HAND CORNERS
- ✓ **Formatting:** Refer to below sample
- ✓ **Content:**
 1. Company Name
 2. Ship From Location
 3. Ship To Location
 4. Purchase Order Number(s)
 5. Serial Shipping Container Bar Code (SSCC)

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)	(00) 0 00 12345 555555555 8  SSCC # (see below example)		



(00) 0 0123456 000000001 8

↑	↑	↑	↑
Application Identifier	GS1 Company Prefix	GS1 Prefix or Serial Number based on length of GS1 Company Prefix	Serial Number
↑	↑	↑	↑
Extension Digit			Check Digit

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

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

1. Suppliers must use 48" X 40" four-way hardwood pallets.
2. The pallet slats/boards must be 5/8" thick.
3. No pallets with broken boards will be accepted.
4. Extra cases on top layer must be secured with shrink wrap (do not place loose cases on top of pallets).
5. 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.
6. Pallets must be secured with shrink wrap or tape. Wrapping/tape is to be secured to both the cases and pallet.
7. Corner posts are required on product not shipped in corrugated cartons.
8. The merchandise must be sorted by stock keeping unit (SKU), style and color.
9. If a pallet has multiple SKUs, each SKU must be grouped together on the pallet.
10. CVS does not participate in a Pallet Exchange Program.

Ennis DC & Vero Beach DC Pallet Requirements:

1. When shipping to the Ennis DC or the Vero Beach DC, suppliers are required to ship on pallets that have bottom deck boards and are in **GOOD** condition.
2. Also note that the **Ennis DC & Vero Beach DC have zero tolerance for pallet overhang.**

Failure to follow these important directives may result in the shipment being refused and a financial penalty.

Questions about Pallet Requirements should be forwarded to:

- Sue Lussier [401] 770-3084 [Suzanne.Lussier@CVSHealth.com]
- Mike Tavares [401] 770-7879 [Michael.Tavares@CVSHealth.com]

D. Pallet Height Requirements

Each distribution center has different pallet height restrictions however all DCs accept 48" pallet stacks. For approval to stack higher than 48" please contact the respective distribution centers for their height tolerances based on their facility and your product type. See Attachment I for Distribution Center Information. Please note shipping in excess of the DC's pallet height may result in additional assessorial fees.

For Collect Freight please be sure to read Cubic Feet Requirements within *Section II - Collect Freight Routing Instructions*.

E. 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.

1. Item Dimension Accuracy:

- The Supplier is responsible for communicating Item/Case/Pallet configuration changes during the products' life at CVS. Changes should be communicated to the Supplier's inventory planner.

- 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.

2. *Item Criteria:*

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

3. *Inner Pack Criteria:*

- With regards to new items and/or packaging changes on existing items, when the item is distributed in pieces/eaches; ***CVS accepts no Inner Packs without prior approval from Lisa Tomasetti or Jen DiSumma (contact information is below)***
- When Inner Packs are approved the previously agreed upon style of inner must be used. The inner pack style includes those where the selling unit is readily accessible for piece picking and unit pricing.
- In **all** inner pack criteria, when the selling unit is piece/each picked, **the selling unit must be immediately accessible once the master case is cut open for order selection.** Six sided inner pack styles or styles with product surrounded in plastic, cardboard, or bound together in any way are NOT acceptable.
- For more details about Inner Pack criteria refer to the CVS Domestic Warehouse New Item Form / Quantity of Children Example tab <http://cvssuppliers.com/distribution-center-suppliers>

4. *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
- Exceptions to this criteria should be requested through Lisa Tomasetti or Jen DiSumma (contact information below)

Questions about Item and Case Requirements should be forwarded to:

- Lisa Tomasetti [401] 770-5595 [Alisa.Tomasetti@CVSHealth.com]
- Jen DiSumma [401] 770-4124 [Jennifer.Disumma@CVSHealth.com]

VI. Backorders/Overages/Shortages/MisShipments/ Damages

A. Backorders

Suppliers are expected to ship each purchase order complete by the “Ship To Arrive” date. Failure to ship a purchase order complete may result in a financial penalty from CVS’ Supply Chain Performance Program. Refer to the Supply Chain Performance Instructions available at <https://cvssuppliers.com/supply-chain-performance> for more information.

1. If CVS cancels a purchase order and a subsequent delivery is made against the purchase order (back order), CVS reserves the right to accept or reject the delivery.
 - If CVS accepts the backorder on product after the purchase order has been cancelled, a financial penalty may result.
 - If CVS rejects the backorder, CVS will immediately return the backorder to the supplier at the supplier’s expense.
2. When an allowance is set-up with a supplier and a backorder occurs, CVS will deduct the full allowance based on the original purchase order and the supplier will be responsible to ship the remaining product at the supplier’s expense.

B. Overages

1. CVS has the option of accepting or rejecting delivery of overages from suppliers.
2. If CVS rejects the overage at the time of delivery and the carrier will not accept or retain possession of the merchandise, CVS will treat the merchandise as follows:
 - CVS will notify the supplier of such overages within two business days of the rejection and CVS will request written instructions regarding the disposition of such merchandise within two business days.
 - If the supplier does not provide disposition instructions to CVS within two business days, CVS reserves the right to immediately return the merchandise to the supplier at the supplier’s expense.
3. CVS will not be responsible for any cost, liability or damage to merchandise in its possession that it has determined is overages regardless of the method used by CVS to store or handle the merchandise.

C. Shortages

1. Visible shortages detected by CVS at the time of delivery will be noted on the carrier delivery receipt and will be deducted from the supplier’s invoice.
2. Concealed shortages discovered after the carrier has been released will be documented by CVS during the check-in process. CVS will notify the supplier within a reasonable time period after discovering concealed shortages. Concealed shortages will be deducted from the supplier’s invoice.

D. Mis-Shipments

1. CVS reserves the right to refuse delivery of items that CVS does not carry when detected at the time of delivery. CVS will return the merchandise to the supplier at the supplier's expense and take full credit against the supplier's invoice for mis-shipped items.
2. If the carrier will not accept or retain possession of the merchandise, CVS will treat the merchandise as follows:
 - CVS will notify the supplier of the mis-shipment within two business days of the rejection and request that written disposition instructions be provided within two business days.
 - If the supplier does not provide written disposition instructions within two business days, CVS will return the merchandise to the supplier at the supplier's expense or dispose of the merchandise in any manner it deems appropriate.
3. Mis-shipments detected by CVS during the detailed check-in process will be treated in the same manner stated in Paragraph D.2 above.
4. CVS will not be responsible for any cost, liability or damage to merchandise in its possession that it has determined as mis-shipped regardless of the method used by CVS to store or handle the merchandise.

E. Damages

1. Unless otherwise agreed upon, CVS will refuse to accept delivery of damaged or defective merchandise discovered by CVS at the time of delivery.
2. Damaged or defective goods detected by CVS during its detailed check-in process will be documented on the carrier delivery receipt and/or the packing list. Such damages or defective merchandise will be deducted from the supplier's invoice. CVS will not be obligated to return such damaged or defective merchandise to the supplier.

VII. International Shipments

Contact CVS' Import Department by telephone at (401) 770-4263 or (401) 770-2556 for guidance and direction on international shipments. Please use the following link to access the Import Guide:

- <http://www.cvssuppliers.com/import-suppliers>

Attachment I

Distribution Center Information

NOTE: For applicable Distribution Codes and DEA numbers, please refer to the “Distribution Center ID Table” at www.cvssuppliers.com.

Front Store/Bulk/Store Supply Facilities:

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
Beech Island, SC 111 Revco Road North Augusta, SC 29841 (803) 442-5256	Vera Robinson Vera.Robinson@cvshealth.com Ext 1350034 Stephen Hucks Stephen.Hucks@cvshealth.com (803) 442.5256	6:00am-3:30pm M-F Express Door: 7:00am-12:30pm M-F	Delivery Appt. Required. Express Door: 250 cases or less.
Bessemer, AL 2600 Morgan Road Bessemer, AL 35023 Phone - (205) 230-4300 Fax - (205) 230-4306	Evonne Aaron Evonne.Aaron@cvshealth.com (205) 230-4320	6:00 am – 5:00 pm M-F Express Door: 9:00 am – 3:00 pm M-F	250 cases or more requires delivery appointment. Express Door: less than 250 cases
Chemung, NY 1 CVS Drive Waverly, NY 14892 Phone - (607) 249-0100 Fax - (607) 249-0103	Denise Brown Denise.Brown3@cvshealth.com ext. 249-0140	7:00 am – 3:30 pm M-F (1:30 – last appointment) <u>NO EXPRESS DOOR</u>	Delivery Appointment Required
Conroe, TX Main Building & OTC 100 South Trade Center Pkwy Conroe, TX 77385 Phone - (936) 271-5825 Fax - (936) 271-5804	Veronica Clark Veronica.Clark@cvshealth.com Ext. 125-5101 Paula Kizzie Paula.Kizzie@cvshealth.com (936) 271-5813	3:00 pm - 11:00 pm M-F Express Door: 3:00 pm - 11:00 pm M-F	Delivery Appt. Required for shipments of more than 100 cases. Express Door: less than 100 cases / will be unloaded at the next available dock door.
Davenport, FL 245 Deen Street Davenport, FL 33897 Phone – 407 858 4000 Ext. 1320004	Bianca Acevedo Blanca.Ardon@CVSHealth.com (407)-858-4100 x4144	4:00 am-11:00 am M-F	Delivery Appointment Required

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
Ennis, TX 700 CVS Drive Ennis, TX 75119 Phone - (214) 241-5000 Fax - (401) 652-0542	Charika Russell Charika.Russell-Johnson@cvshealth.com (214) 241-5061	6:00 am - 2:30 pm M-F 3:00 pm - 11:00 am M-F	Delivery Appointment Required
Fredericksburg, VA 500 Lansdowne Road Fredericksburg, VA 22408 Phone - (540) 834-5600 Fax - (540) 834-5610	Marie Wilson Marie.Wilson@cvshealth.com (540) 834-5635 Ellen Kane Ellen.Kane@cvshealth.com	6:00 am - 12:30 pm M-F	Delivery Appointment Required
Fredericksburg, VA Bulk Storage Building 501 Lansdowne Road Fredericksburg, VA 22408 Phone - (540) 834-5600 Fax - (540) 834-5610	Marie Wilson Marie.Wilson@cvshealth.com (540) 834-5635 Ellen Kane Ellen.Kane@cvshealth.com	6:00 am - 12:30 pm M-F	Delivery Appointment Required
Hainesport, NJ Lumberton Cosmetics 8 Berry Drive Hainesport, NJ 08036 Phone - (609) 267-6700 Fax - (609) 518-5786	Deb Gilbert Deborah.Gilbert@cvshealth.com ext 5185612 Honica Honsby Honica.Honsby@cvshealth.com ext 1325047	7:00 am - 3:00 pm M-F Express Door: 7:00 am - 2:00 pm M-F	250 cases or more requires delivery appointment. Express Door: less than 250 cases representing 10 items or less / 6 pallets or less
Houston, TX Conroe Bulk Building 19802 Imperial Drive 100 Houston, TX 77073	Veronica Clark Veronica.Clark@cvshealth.com Ext. 125-5101 Linda Duhe Linda.Duhe@cvshealth.com (936) 271-5844	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.
Indianapolis, IN 2800 Enterprise Street Indianapolis, IN 46219 Phone - (317) 610-4300 Fax - (317) 610-4301	Sherry Washington Sherry.Washington@cvshealth.com Ext 1355164 Jeff Hoover Jeffrey.Hoover@cvshealth.com ext 6104340	<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.

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
Indianapolis, IN Mt. Comfort (Satellite DC) 6887 West 350 North Greenfield, IN 46140 Phone - (317) 610-4300 Fax - (317) 351-3019	Sherry Washington Sherry.Washington@cvshealth.com ext 1355164	6:00 am - 12:30 pm M-F <u>NO EXPRESS DOOR</u>	
Kapolei, HI 1025 Opakapaka St. Kapolei, HI 96707 Phone - (808) 690-8722 Fax - (808) 690-8702	Reynolds Kim Reynolds.Kim@cvshealth.com Sean Augustine Sean.Augustine@CVSHealth.com (808) 690-8722	6:00 am - 12:00 pm M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required Accepted Trailers: 24', 45', 48' and 53'
Knoxville, TN 10008 Parkside Drive Knoxville, TN 37922 Phone - (865) 231-9900 Fax - (865) 231-9901	Pokey Mullins Pokey.Mullins@cvshealth.com (865) 231-9940 Shannon Miller Shannon.Miller@cvshealth.com ext 2319941	6:00 am - 2:00 pm M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required
La Habra, CA Front Store - General Merchandise (L1 Building) 777 South Harbor Blvd. La Habra, CA 90631 Phone - (714) 578-4600 Receiving Office ext 1340516 Fax - (714) 578-4691	Mary Murphy Mary.Murphy2@cvshealth.com Vicki Sloat – 1st Shift Supervisor Victoria.Sloat@cvshealth.com (714) 578-4600 ext 1340513 Rolando Laurel – 2nd Shift Supervisor Rolando.Laurel@CVSHealth.com (714) 578-4600 ext 1340513	Main Dock 4:30 am – 1:00 pm M-F 6:30 pm - 2:30 am M-Th 4:00 pm – 12:30 am F Express Door: 6:00 am – 11:00 am	Over 200 cases and/or 5 items and/or 4 pallets requires delivery appointment Express Door: No more than 200 cases, 5 items and 4 pallets
La Habra, CA Full-Case Seasonal & Promotional (L3 Building) 1111 South Harbor Blvd. La Habra, CA 90631 Phone - (714) 578-4670 Receiving Office (714) 578-5406 Fax - (714) 578-4691	Mary Murphy Mary.Murphy2@cvshealth.com Vicki Sloat – 1st Shift Supervisor Victoria.Sloat@cvshealth.com (714) 578-4600 ext 1340513 Rolando Laurel – 2nd Shift Supervisor Rolando.Laurel@CVSHealth.com (714) 578-4600 ext 1340513	Main Dock 4:30 am – 1:00 pm M-F 6:30 pm - 2:30 am M-Th 4:00 pm – 12:30 am F	Delivery Appointment Required No Express Door
Loudon, TN 3400 Huntington Park Dr. Loudon, TN 37774 Phone - (865) 657-2212 Fax - (865) 231-9901	1st contact Pokey Mullins PokeyMullins@cvshealth.com (865) 231-9940 Doug Hill / Shane Woods Douglas.Hill@cvshealth.com Donavon.Woods@cvshealth.com (865) 657-2200 ext 1280001	6:00 am – 2:30 pm M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
Lumberton, NJ 1 Berry Drive Lumberton, NJ 08048 Phone - (609) 267-6700 Fax - (609) 518-5779	Deb Gilbert Deborah.Gilbert@cvshealth.com ext 5185612 Honica Honsby Honica.Honsby@cvshealth.com ext 1325047	7:00 am - 8:30 pm M-F Express Door: 7:00 am - 2:00 pm M-F	250 cases or more requires delivery appointment. Express Door: less than 250 cases representing 10 items or less / 6 pallets or less
Lumberton, NJ (Cosmetic Building) See Hainesport, NJ			
Midwest DC 10711 North Congress Ave. Kansas City, MO 64153 Phone – (816)-708-6000 Ext. 1365025	Christopher Cole Christopher.cole@cvshealth.com Darryl Selleck Darryl.Selleck@CVSHealth.com	6:00 am – 12:00 pm M-F	Delivery Appointment Required
Medley, FL See Orlando, FL			
Murfreesboro, TN Store Fixtures 606 Butler Street Murfreesboro, TN 37127 Phone - (615) 494-9226	Receiving Office 615-494-9226	7:00 am - 2:30 pm M-F <u>NO EXPRESS DOOR</u>	Delivery appointment required. Call for delivery appointment.
North Augusta, SC 111 Revco Road Beech Island, SC 29842 Phone – (888) 378-7336 Fax - (401) 652-1026	Vera Robinson Vera.Robinson@cvshealth.com Ext 1350034 Stephen Hucks Stephen.Hucks@cvshealth.com (803) 442-5256	6:00am-3:30pm M-F Express Door: 7:00am- 12:30pm M-F	Delivery Appt. Required. Express Door: 250 cases or less.
North Augusta, SC (Lovers Lane – Satellite DC) 1413 Lovers Lane Augusta, GA 30901 Phone – (888) 378-7336 Fax - (401) 652-1026	Vera Robinson Vera.Robinson@cvshealth.com Ext 1350034 Stephen Hucks Stephen.Hucks@cvshealth.com (803) 442-5256	6:00 am – 1:00 pm M-F	Delivery Appointment Required
North Smithfield, RI 150 Industrial Drive North Smithfield, RI 02896 Phone - (401) 235-5000 Fax - (401) 235-5255	Carl Gravel Carl.Gravel@cvshealth.com (401) 235-5042 Lorraine Languirand Lorraine.Languirand@cvshealth.com (401) 235-5045	3 Shifts M-F 7:00am – 12:00pm 3:00pm – 8:00pm 1:00am – 3:00am Express Door: 7:00 am - 2:00 pm M-F	Delivery Appointment Required

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
Novi, MI 43800 Genmar Drive Novi, MI 48375 Phone – (248) 675-2100 Fax - (248) 675-2109	Laurie Beth Gruich Laurie.Gruich@cvshealth.com x1295018 John Budner John.Budneriii@cvshealth.com (248) 675-2138 Emilie Coffey Emilie.Coffey@CVSHealth.com (248) 675-2127	6:00 am - 11:30 am M-F Express Door: 7:00 am - 12:00 pm M-F	Delivery Appointment Required Appointment required for all deliveries (including Express Door).
Orlando, FL 8525 Exchange Drive Orlando, FL 32809 Phone - (407) 858-4000 Fax - (407) 858-4122	Bianca Acevedo Blanca.Ardon@cvshealth.com x1320004 Alisha Roberts Alisha.Roberts@cvshealth.com x1320010	6:30 am -6:00 pm M-Th 6:30 am – 5:00 pm F Express Door: 6:30 am - 1:00 pm M-Th 6:30 am - 11:00 am F	Express Door: Less than 100 cases
Patterson, CA 2400 Keystone Pacific Pkwy Patterson, CA 95363 Phone - (209) 895-8500 Fax - (401) 733-0763	Tonie Aguilera-Thompson Antonia.Aguilera@cvshealth.com (209) 895-8500 ext. 126-0042	5:00 am – 1:00 pm M-F Express Door: 6:00 am – 12:00 pm M-F (M-F)	250 cases or more requires delivery appointment. Express Door: less than 250 cases & 6 pallets or less
Phoenix, AZ See Tolleson, AZ			
Somerset, PA 322 Revco Road Somerset, PA 15501 Phone - (814) 289-2200 Fax - (814) 289-2202	Annette Saylor Annette.Saylor@cvshealth.com Ext 131-0014 Bob Christner Robert.Christner@cvshealth.com Ext 131-0017 Justice Custer Justice.Custer@cvshealth.com Ext 131-0018	6:00 am - 8:30 pm M-F NO EXPRESS DOOR	Delivery Appointment Required Appointment required for all deliveries.
Tolleson, AZ (Beverages) 8585 W Buckeye Road, Suite A Tolleson, AZ 85353 Phone – (480) 420-5022 Fax - (480) 420-5015	Ryan Lincul Ryan.Lincul@cvshealth.com	6:00 am - 1:00 pm M-F Express Door: 6:00 am - 12:00 pm M-F	Delivery appointment required for delivery of more than 250 cases. Express Door: less than 250 cases
Twinsburg, OH Business Integration Center 1940 Enterprise Parkway Twinsburg, OH 44087 Phone - (330) 487-6916 Fax - (330) 963-0760	Dale Petrino (330) 487-6912 Jennifer Ayers (330) 487-6916	8 :00 am - 3:30 pm M-F NO EXPRESS DOOR	No delivery appointment required

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
Vero Beach, FL 2577 98 th Ave Vero Beach, FL 32966 Phone - (772) 774-2131 Fax - (401) 652-0596	Heather Harris Heather.Harris@cvshealth.com	1 st shift 6am -2pm M-F 2 nd shift 2pm-10pm M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required
Woonsocket, RI 400 Founders Drive Woonsocket, RI 02895 Phone - (401) 235-5000 Fax - (401) 235-5255	Carl Gravel Carl.Gravel@cvshealth.com (401) 235-5042 Lorraine Languirand Lorraine.Languirand@cvshealth.com (401) 235-5045	5:00am – 12:30pm M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required
Woonsocket, RI CVS Print Department 50 Fortin Drive Woonsocket, RI 02895 Phone - (401) 770-2993 Fax - (401) 767-2234	Mike Cote Michael.Cote@cvshealth.com (401) 770-2993 Dennis Wiggins Dennis.Wiggins@CVSHealth.com (401) 770-6669	8:00 am - 4:00 pm M-F	Delivery Appointment Required
Store Supplies 221 Founders Drive Woonsocket, RI 02895 Phone - (401) 235-5803 Fax - (401) 235-5855	Gary Capparella – Gary.Capparella@cvshealth.com (401) 235-5156 for anything other than appt. scheduling	8:00 am - 1:30pm M-F	Delivery Appointment Required . CALL for an appt. DO NOT send a fax.

Pharmacy (Rx) locations listed on next page...

Pharmacy (Rx) Facilities:

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
Chemung, NY 150 White Wagon Rd Chemung, NY 14825 Phone - (607) 249-0100 Fax - (607) 249-0103	Lisa Green Lisa.Green@cvshealth.com (607) 249-0140	7:00 am – 3:30 pm M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required
Conroe, TX 225 Harpers Landing Blvd. Conroe, TX 77385 Phone - (936) 364-2849 Fax - (936) 271-5804	Veronica Clark Veronica.Clark@cvshealth.com Ext. 125-5101 Paula Kizzie Paula.Kizzie@cvshealth.com (936) 271-5813	7:00 am - 3:00 pm M-F Express Door: 6:30 am -1:30 pm M-F	Delivery Appt. Required for shipments of more than 100 cases. Express Door: less than 100 cases / will be unloaded at the next available dock door.
Ennis, TX 800 CVS Drive Ennis, TX 75119 Phone - (214) 241-5000 Fax - (401) 652-0542	Charika Russell Charika.Russell-Johnson@cvshealth.com (214) 241-5061	6:00 am - 2:30 pm M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required
Indianapolis, IN 7590 Empire Drive Doors 116-123 Indianapolis, IN 46219 Phone - (317) 610-4374 Fax - (317) 610-4308	Patty Paul Patricia.Paul2@cvshealth.com ext 3055	7:00 am - 2:00 pm M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required.
Knoxville, TN 10017 Kingston Pike Knoxville, TN 37922 Phone - (865) 231-9900 Fax - (865) 231-9902	Pat Jessie Patricia.Jessie@cvshealth.com 865-231-9941 <div style="border: 1px solid black; padding: 5px; width: fit-content;"> Entry at the following address. Please set GPS accordingly. 10008 Parkside Drive </div>	7:00 am - 2:30 pm M-F <u>NO EXPRESS DOOR</u>	Appointment required for all deliveries except small package deliveries made by UPS, Federal Express, Airborne, etc. Drivers must enter through the 10008 Parkside Drive Entrance.
La Habra, CA Pharmacy 777 South Harbor Blvd. Suite D-152 La Habra, CA 90631 Phone - (714) 578-4600 Receiving Office ext 1340516 Fax - (714) 578-4691	Genet Habte Genet.Habte@cvshealth.com (714) 578-4600 ext 1340512 Vicky Sloom Victoria.Sloom@cvshealth.com (714) 578-4600 ext 1340513	Main Dock 4:30 am – 1:00 pm M-F 6:30 pm - 1:00 am M-F NO EXPRESS DOOR	Delivery Appointment Required No Express Door

DISTRIBUTION CENTER ADDRESS/PHONE NUMBERS	CONTACT PERSON EXTENSION	RECEIVING HOURS	APPOINTMENT REQUIREMENTS
Lumberton, NJ 3 Berry Drive Lumberton, NJ 08048 Phone - (609) 267-6700 Fax - (609) 518-5779	Deb Gilbert Deborah.Gilbert@cvshealth.com ext 5185612 Honica Honsby Honica.Honsby@cvshealth.com ext 1325047	7:00 am - 3:00 pm M-F Express Door: 7:00 am - 2:00 pm M-F	250 cases or more requires delivery appointment. Express Door: less than 250 cases representing 10 items or less / 6 pallets or less
Midwest Pharmacy 10651 North Congress Ave. Kansas City, MO 64153 Phone – (816)-708-6000 Ext. 1365025	Christopher Cole Christopher.cole@cvshealth.com Darryl Selleck Darryl.Selleck@CVSHealth.com	6:00 am – 12:00 pm M-F	Delivery Appointment Required
North Smithfield, RI 150 Industrial Drive Pharmacy-WHSE 2 North Smithfield, RI 02896 Phone - (401) 235-5000 Fax - (401) 235-5255	Carl Gravel Carl.Gravel@cvshealth.com (401) 235-5042 Lorraine Languirand Lorraine.Languirand@cvshealth.com (401) 235-5045	3 Shifts 7:00am – 12:00pm M-F 3:00pm – 8:00pm M-F 1:00am – 3:00am M-F Express Door: 7:00 am - 2:00 pm M-F <i>(Pharmacy Only)</i>	250 cases or more requires delivery appointment. Express Door: Less than 250 cases & no more than 6 pallets <i>(Pharmacy Only)</i>
Orlando, FL 8201 Chancellor Drive Orlando, FL 32809 Phone - (407) 858-4000 Fax - (407) 858-4122	Bianca Acevedo Blanca.Ardon@cvshealth.com x1320004 Alisha Roberts Alisha.Roberts@cvshealth.com x1320010	6:30 am - 3:00 pm M-Th 6:30 am - 10:00 am F Express Door: 6:30 am - 2:00 pm M-Th 6:30 am - 9:00 am F	Express Door: Less than 100 cases
Patterson, CA 2400 Keystone Pacific Pkwy Suite B. Patterson, CA 95363 Phone - (209) 895-8500 Fax - (401) 733-0763	Jeremiah Saleapaga Jeremiah.Saleapaga@cvshealth.com (209) 895-8528 Tonie Aguilera Antonia.Aguilera@cvshealth.com (209) 895-8528	4:00 am – 11:00 pm M-F Express Door: 4:00 am – 11:00 pm M-F	250 cases or more requires delivery appointment. Express Door: less than 250 cases & 6 pallets or less
Vero Beach, FL 2575 98 th Ave Vero Beach, FL 32966 Phone - (772) 774-2131 Fax - (401) 652-0596	Heather Harris Heather.Harris@cvshealth.com	6:00 am – 2:00 pm M-F <u>NO EXPRESS DOOR</u>	Delivery Appointment Required

Attachment II

Regional Preferred LTL Carrier Coverage Areas

NOTE: The below table details which DC each *Regional Preferred LTL Carrier* services.

CVS DISTRIBUTION CENTER	ADDRESS	TONY'S EXPRESS	SAIA	NEW ENGLAND MOTOR FREIGHT (NEMF)
Chemung (Waverly), NY	1 CVS Dr. Waverly, NY 14892			✓
Lumberton, NJ	1 Berry Dr. Lumberton, NJ 08048			✓
Hainesport, NJ	8 Berry Dr. Hainesport, NJ 08036			✓
Woonsocket, RI	400 Founders Dr. Woonsocket, RI 02895			✓
North Smithfield, RI	150 Industrial Dr. – Whse # 1 N. Smithfield, RI 02896			✓
Somerset, PA	322 Revco Rd. Somerset, PA 15501			✓
Fredericksburg, VA	500 Lansdowne Rd. Fredericksburg, VA 22408			✓
Fredericksburg, VA (Bulk Building)	501 Lansdowne Rd. Fredericksburg, VA 22408			✓
Bessemer, AL	2600 Morgan Rd. Bessemer, AL 35023		✓	
North Augusta, GA	111 Revco Rd. Beech Island, SC 29842		✓	
Orlando, FL	8525 Exchange Dr. Orlando, FL 32809		✓	
Vero Beach, FL	2577 98 th Ave. Vero Beach, FL 32966		✓	
Indianapolis, IN	2800 Enterprise St. Indianapolis, IN 46219		✓	
Knoxville, TN	10008 Parkside Dr. Knoxville, TN 37922		✓	
Loudon, TN	3400 Huntington Park Dr. Loudon, TN 37774		✓	
Novi, MI	43800 Genmar Dr. Novi, MI 48375		✓	
MWDC (Kansas City, MO)	10711 North Congress Ave. Kansas City, MO 64153		✓	
Conroe, TX	100 South Trade Center Prkwy Conroe, TX 77385		✓	

CVS DISTRIBUTION CENTER	ADDRESS	TONY'S EXPRESS	SAIA	NEW ENGLAND MOTOR FREIGHT (NEMF)
Houston, TX	19802 Imperial Valley Dr. 100 Houston, TX 77073		✓	
Ennis, TX	700 CVS Dr., Ennis, TX 75119		✓	
La Habra, CA	777 South Harbor Blvd., La Habra, CA 90631	✓		
La Habra, CA	1111 South Harbor Blvd., La Habra, CA 90631	✓		
Patterson, CA	2400 Keystone Pacific Pkwy., Patterson, CA 95363	✓		