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**C&S WHOLESALE GROCERS, INC.
INBOUND SHIPPING AND RECEIVING REQUIREMENTS**

C&S Wholesale Grocers, Inc. (“C&S”), its affiliates and subsidiaries, and its vendors share responsibility for providing superior service and satisfaction to C&S’s customers. With this goal in mind, C&S has developed these requirements to assure maximum supply chain efficiency. Therefore, compliance with these Shipping and Receiving Requirements (“Requirements”), and any relevant portions of C&S’s purchase orders (individually and collectively, “PO”), is mandatory. As your company’s failure to comply with these Requirements could negatively impact transit times, employee and customer safety, warehouse throughput, service levels and distribution costs, such conduct could lead to shipment refusal or chargebacks being issued to your company for non-compliance. We are hopeful that neither of these actions will be necessary, and look forward to working with you in the future.

This Routing Guide is updated annually. A copy of the up-to-date Routing Guide is always available online at vendors.cswg.com. No username/password is required to access the document. It is your company’s responsibility to ensure you have an updated Routing Guide.

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I. **SCHEDULING**

Your company or its selected carrier/broker is required to schedule delivery appointments for all Freight Prepaid shipments. To facilitate scheduling of these delivery appointments, your company must use the Retalix web-based scheduling system found at www.retalixtraffic.com for shipments to all locations, or C3 Reservations online at <https://www.c3reservations.com/cswg/app/login>. Documentation regarding the transition from Retalix to C3 Reservations will be sent out with sufficient time for accounts to be set up. Instructions for both Retalix and C3 are included in this Routing Guide. If your company or the carriers or brokers who schedule appointments for your company choose to make appointments via telephone, facsimile or e-mail, and not via the web-based method, a chargeback may result to cover associated costs and administrative fees.

Changes to delivery appointments should be made through the web-based scheduling system. Appointments may be changed online up to 1 day before the appointment date. All other time changes may be requested online. Additional PO's can also be added to existing appointments online. When scheduling a truck with multiple PO's, all PO's associated with that appointment should have the same appointment ID.

A delivery appointment is required for all PO's on a shipment, including all LTL shipments. Shipments arriving without an appointment may be refused, and any costs will be borne solely by your company, either directly from the carrier and/or via chargeback from C&S. Any shipment arriving after its scheduled appointment time is deemed a late delivery.

Shipments arriving thirty (30) minutes or more past their scheduled appointment time may result in shipment refusal or carrier delay, and any costs will be borne solely by your company, either directly from the carrier and/or via chargeback from C&S. A carrier not arriving for an appointment during the shift in which the appointment was scheduled shall be considered a "No Show." All No Shows must be rescheduled for a new delivery appointment. For purposes of these Requirements, "arrival" is defined as the time a carrier presents the



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appropriate paperwork to and checks in with warehouse facility security personnel or the receiving office, as applicable, regardless of the actual time of arrival.

C&S may, from time to time, elect to destine (or re-destine) freight to outside storage locations. When this happens, it is your company's responsibility to ensure that all PO's are appointed prior to shipment, and to ensure that all of the guidelines herein are followed.

FACILITIES

CONTACT

Brattleboro, Windsor Locks, Dubois, Robesonia, Stockton,
Hawaii, Troutdale, Houston, Sacramento, Dallas

INDPsched@CSWG.COM

WNY, Miami, Plant City, Baldwin , Mauldin, Hammond,
Jacksonville, Beth 4, Suffield

SEWNYsched@CSWG.COM

York, Westfield, Aberdeen, Chester / CSI, NEMD, North
Hatfield, Harrington

Necoastsched@cswg.com

Davidson – 367 Alumni Road, Newington, CT 06111

(860) 665-1182

II. ON TIME IN FULL (OTIF) REQUIREMENTS

Your company is required to deliver all POs in full and on the required due date. It is your company's responsibility to communicate issues impacting fill rate to the C&S Buyer, and issues regarding on-time delivery via the vendor portal found at vendorportal.cswg.com.



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III. **SHIPPING INSTRUCTIONS**

All POs are to be shipped complete, accurately, and on-time. No backorders or substitutions are permitted unless prior written authorization has been provided by C&S. Shipments should be tendered to carriers with sufficient time to assure on-time delivery. C&S does not accept freight before its scheduled appointment date, and any detention, freight claims, storage or other charges resulting from or related to early shipment will be the responsibility of your company.

Free astray shipments will only be accepted within forty-eight (48) hours of the original delivery, and must show the PO number on the free astray bill of lading.

Do not ship to any C&S warehouse facility via carriers who will not adhere to C&S inbound procedures, as are set forth herein and as otherwise provided. Orders shipped via carriers who do not adhere to C&S's procedures may be refused at C&S's dock and/or your company will be responsible for all carrier charges and/or additional costs to C&S, lost sales and administrative fees. Do not ship via FedEx Freight or FedEx National as certain of their administrative procedures may cause non-compliance with certain of these instructions. Note: Federal Express small package and courier services may continue to be used.

Prepaid shipments must be shipped on a Freight Prepaid/F.O.B. Destination basis and will not be accepted on a freight collect basis. Any freight charges resulting from goods shipped under incorrect freight terms are your company's sole responsibility and may result in a chargeback to your company for full freight cost and administrative fees should C&S have to make payment to the carrier.

All accessorial charges and surcharges on shipments not shipped according to PO terms or shipped on a Prepaid basis, and loss or damage claims relating to such shipments, shall be the sole responsibility of your company and (a) may result in a chargeback to your company for any accessorial charges or surcharges, should C&S have to make payment to the carrier, and/or (b) the cost of any short or damaged goods, and (c) administrative fees. Your company will also be responsible to file all freight claims with the carrier.



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Product samples of any kind being sent to C&S must be shipped freight prepaid and must include the name of the person who is meant to receive the product. Samples shipped freight collect will be refused by C&S and/or will result in a chargeback to your company to cover associated costs and administrative fees.

IV. PARCEL/GROUND SHIPPING INSTRUCTIONS

Please note that UPS Ground, FedEx Ground, or any other parcel shipment carriers and courier services are accepted only for shipments to General Merchandise and Health and Beauty Care facilities and only for shipments of fifteen (15) cases or less. Parcel shipments must have the PO(s) clearly printed on each carton's shipping label, and master cartons will not be accepted. Each individual shipping label must be numbered based on the quantity shipped, e.g., carton 3 of 5. In addition, cases cannot be banded together. When shipping via parcel carrier, your company's name and the PO number must appear on the tracking label, and you must include the BOL and packing slip.

V. UNLOADING REQUIREMENTS

Shipments to all facilities, except for drop trailers agreed to in advance by C&S, are to be delivered on a carrier unload basis. Any company requesting a hired unloading service should designate when scheduling online at www.retalixtraffic.com or C3 Reservations online at <https://www.c3reservations.com/cswg/app/login>.

On dry shipments to York, PA, where driver chooses to use the unloading service, your company will be responsible for all unloading charges not paid by your carrier at the time of delivery. Irrespective of the foregoing, your company is responsible for compensating or reimbursing your delivering carriers for any unloading services they provide or pay for.

Questions regarding unloading and payments should be directed to unloaddata@cswg.com.



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Carriers will be allowed two (2) hours to unload, sort, segregate and break down product into Company warehouse pallet configurations in all product categories, with the exception for General Merchandise and Health and Beauty Care facilities which allow four (4) hours. Failure to meet these timeframes may cause chargebacks for lost dock time and productivity, lost sales and administrative fees.

A carrier, directly or through its driver, may request to use Company powered industrial equipment to assist in unloading freight. C&S may supply such equipment at its sole discretion. All equipment supplied by C&S to a carrier shall be on an "As Is" basis, at carriers' sole risk, and without any warranty of fitness for a particular purpose, and C&S does not guarantee availability of any type, kind or quantity of equipment or the condition of such equipment. Carrier's personnel, including its agents and contractors, must show proof of current powered industrial truck certification pursuant to the OSHA standard found at 29 C.F.R. §1910.178(l) prior to any equipment being provided by C&S. Drivers unable to produce the certification documentation will be prohibited from using powered industrial equipment. Your company must notify its brokers and carriers of these provisions at the time it tenders a shipment.

While on Company premises, drivers must comply with all applicable Company and OSHA safety standards. Drivers are required to wear steel-toed shoes (where applicable) while unloading at all locations, and are responsible for following the C&S trailer pull procedure. Additionally, carriers will be responsible for any damage to C&S property; this includes (but is not limited to) fuel spills, damage due to collision, etc. Please see Exhibit D – C&S trailer pull procedure.

Where a carrier fails or refuses to meet all of the applicable requirements for unloading freight at Company premises, the carrier shall, at the sole discretion of its driver, have the choice to: (a) have the load refused; (b) request a manual pallet jack to unload the freight; or (c) hire unloading assistance at the facility, if available.

A listing of all C&S receiving location addresses and direct contact telephone numbers is provided for your convenience as Exhibit B. Please note, these telephone numbers are not



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to be utilized for appointment scheduling purposes, and do not replace the instructions for that purpose set forth in Section 1 herein.

VI. SHIPPING PLATFORM REQUIREMENTS

All products must be shrink-wrapped and shipped on 4-way, 40" x 48" Grade A, GMA hardwood, CHEP, PECO or IGPS pallets, see Section VII herein. C&S will not accept floor loads. Slip-sheet loads are acceptable if agreed to by C&S prior to shipment receipt. Such loads may be refused by C&S and/or chargebacks will be issued to your company for additional costs and administrative fees.

Any pallet with broken top or bottom boards, broken stringers/blocks, with more than one (1) repaired stringer or which is unable to bear the weight of the product will be considered substandard. Leased pallets that do not meet the pallet manufacturer's published standards will be considered substandard. Shipments received on substandard pallets may result in product refusals by C&S and/or chargebacks to your company for additional costs and expenses.

C&S does not participate in any vendor or carrier pallet exchange programs, and will not be responsible for any costs and charges associated with your company's or your carriers' use of white wood pallets, or any pallets other than those specified herein.

VII. DOCUMENTATION

The following must appear in the body of the bill of lading or freight receipt as an addition to any other information specified elsewhere in these Requirements:

- PO number
- Temperature of Product at loading _____ °F. (For Refrigerated, Frozen and Ice Cream shipments only)



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- Number of cartons shipped and number of cases such cartons contain if using master cartons
- “Delivery appointment required”
- “Driver required to unload”
- “Carrier: Do not cut shrink-wrap, do not break down pallet until advised to do so by consignee upon delivery”
- “Merchandise tendered in a sorted and segregated manner”
- Carrier name and phone number (this MUST be the delivering carrier)
- Shipper Number or Load Number
- Seal number
- Trailer number
- Piece count and pallet count (as applicable)
- Country Of Origin Labeling (list countries of origin)
- Seafood HACCP regulated items: Time of departure from vendor warehouse

Only original bills of lading or freight receipts are acceptable. C&S will not accept reproductions. Two (2) copies of the bill of lading are required to be provided to C&S at time of delivery (or drop).

Multiple PO information on one bill of lading is NOT permitted. Each PO must have a separate BOL.

Packing slips must contain an itemized list of all merchandise shipped and must include the following information:

- PO
- Item description to include pack and size
- UPC Code or vendor item code



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- Quantity shipped by item.
- Weight Sheets (Random Weight)
- Sell by dates
- random weight items must be accompanied by a tally sheet showing case weight for each case shipped.

Failure to provide packing slips in the above described manner may result in load refusals and/or chargebacks to your company to cover additional costs and administrative fees.

All trailers used to deliver to C&S facilities must be sealed by shipper personnel after loading, and the seal number must be noted on the bill of lading and confirmed by the shipper and the carrier. Any trailers arriving at C&S facilities without seals, or with broken or tampered with seals, may be refused and /or chargebacks may be assessed against your company for non-compliance with this provision and the costs of verifying product condition. LTL deliveries must have either seals or padlocks.

Your Company is required to list the correct set temperature for frozen and refrigerated loads on the bills of lading. Failure to provide this information may result in load refusals and chargebacks to your company to cover additional costs and administrative fees. Product spoilage due to incorrect temperature settings will result in a chargeback to your company for the cost of goods and the additional expense associated with the disposal of the product. Temperature Monitoring Devices (TMD) are required for all Produce, Dairy, Seafood, and Meat items.

Import shipments must be accompanied by proper documentation including, without limitation, all documents required by any governmental agency, import declarations, and/or other customs clearance documentation so as to enable timely receipt of the product. Import shipments that delay receiving due to improper documentation may result in chargebacks against your company for lost dock time and administrative fees.



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Two (2) packing slips must be sealed in an envelope and attached to the bill of lading or freight receipt. Notification of the tendered packing slip must appear in the body of the bill of lading or freight receipt, as an item shipped, e.g., 2 cartons and 1 packing slip.

VIII. COUNTRY OF ORIGIN LABELING REQUIREMENTS

All covered commodities sold to C&S must comply with the Country of Origin Labeling requirements set forth in 7 CFR Part 65 as available at:

<https://www.ecfr.gov/current/title-7/part-65>

The Country of Origin must be declared on all covered products that your company supplies to C&S and must legibly and conspicuously appear on the master case, as well as on any interior packages if the interior package is labeled for retail sale. The Country of Origin declaration must meet the requirements set forth in the regulation. (Please note that the existing requirements for method of production, i.e. “wild” or “farmed” designation of Seafood items is still in effect.)

All inbound bills of lading and invoices accompanying covered commodities must identify the Country of Origin by line item. If you cannot provide the Country of Origin information on both the invoice and the bill of lading, it must appear on the bill of lading. (Please note that the existing requirements for “wild” or “farmed” designation for Seafood items is still in effect).

All covered products your company ships to C&S must be marked in accordance with the directions provided above. Products in the covered categories that do not exhibit proper labeling or paperwork may be rejected.

The regulation exempts certain products within the covered commodity groups. Please note that C&S is only enforcing compliance on items covered by the regulation. It is your company’s sole responsibility to be familiar and comply with all requirements set forth in the regulation, and C&S will not be liable for any non-compliance by your company.

IX. PALLETIZATION REQUIREMENTS

Whenever possible, C&S will purchase product in full pallet or full tier quantities. Where reasonably possible, each item shipped to C&S should be shipped on its own pallet to avoid additional handling costs. If multiple items are shipped on the same pallet, the product must be separated by a standard slip-sheet visible on two (2) sides of the pallet.

Display and shipper pallets that are palletized on non-standard pallets (such as ¼ pallet and ½ pallet shippers) should be placed on 4-way, 40" x 48" Grade A, GMA hardwood, CHEP, PECO or IGPS pallets. Display and shipper pallets must be secured to their individual pallets first, then secured to the standard 40" X 48" pallet. Banding/strapping is recommended when securing displays/shippers to their individual pallets.

All products must be shrink-wrapped and there should be no overhang on any side of the pallet. When loading freight on white wood pallets, do not place the pallets sideways as C&S may not have the ability to unload these pallets. Pinwheeled pallets (alternating straight – sideways pallets throughout the load) are acceptable. See Exhibit E for a diagram of a pinwheeled load. Only CHEP, PECO and IGPS that are true 4-way block pallets may be loaded sideways. Please note that many pallets assumed to be 4-way block pallets have had repairs that actually convert them to 2-way pallets which cannot be loaded sideways. See Exhibit E for a diagram of acceptable pallet configurations.

All products must be palletized to C&S block and tier specifications. It is your company's responsibility to know and ship in compliance with such specifications. Vendors whose shipments negatively impact C&S's dock productivity may receive a chargeback for additional costs and administrative fees. When shipping multiple PO's on a single vehicle, each PO must be tendered to the carrier in a sorted and segregated manner.

Two or more PO's cannot be mixed on one pallet, and the product must be shipped in such a way that the PO's are each clearly and individually identifiable. Product should not be



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mixed throughout the trailer, but should be loaded together by PO and then by UPC within each PO in order to simplify the receiving process.

X. PRODUCT REQUIREMENTS

All packaging must be able to withstand the normal rigors of transportation, both inbound and for subsequent distribution, and warehouse storage. All cases must have tops and sides or have shrink wrap securely covering the product. The case must be capable of supporting the weight of the product and any product stacked on it. Poorly packaged merchandise (i.e. carton flaps unglued, tape not holding, open tops/sides of the case, and packaging crushing from other cases stacked on it) can cause damage, additional handling, potential safety issues, and additional costs.

Shifted or damaged freight is generally caused by poor shrink wrapping, improper loading, poor packaging or lack of protective dunnage, and causes increased truck turnaround time and poor dock utilization. All loads should be secured and stabilized in such a way as to eliminate product damage during transit. Stretch wrap should cover all cases and extend over the top of the pallet securing all cases to the pallet. Damages and other costs resulting from poorly packaged merchandise, unitization, loading or dunnage are the responsibility of your company, and may lead to product refusal and/or chargebacks to your company for additional costs and administrative fees.

All products must be shipped in the case quantities and case pack specified in the PO. Product shipped in wrong case quantities or case packs may result in refusal of the product by C&S and/or chargebacks to your company to cover additional costs and administrative fees. Flavors and sizes must be shipped exactly as ordered.

XI. SHELF-LIFE REQUIREMENTS

All product must be delivered with sufficient shelf life to allow for normal distribution and retail sale. It is your company's responsibility to provide C&S with the shelf life of each item



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and update C&S regarding any changes. Any product delivered without sufficient shelf life for these purposes may result in refusal of product, and/or chargebacks to your company for additional costs and administrative fees.

All markings on cases must be bold, clear and legible to assure easy identification by receiving personnel.

All pre-packaged products with a limited shelf life should bear “Best if used by”, or “Expires on”, or Sell by” dates in ‘Open Code’ format. ‘Open dating’, or ‘Open Coding’, is the use of a calendar date, as opposed to closed coding e.g. Julian Dating or Manufacture encrypted date. Production dates are not acceptable. Open Code dating requirements apply to all product lines with the exception of Fresh Meat, Fresh Seafood, Tobacco, Fresh Produce and Floral.

For containers of adequate size, the Open Code dates should be visible at 20 feet. This is a minimal font size of 50 in Microsoft Word, or ½ inch, and should be printed in bold in a standard font. “Sell by”, “Expires on” or “Best if used by” dates must be consistent on both the inside and outside of the shipping carton.

Open code dates, UPC codes, and net weight of product must be prominently displayed on two (2) sides of each shipping carton and should be visible around the outside of the pallet. Your company’s goal in regard to case marking should be to assure expedited item identification by C&S receiving personnel. Items marked in a manner that hinders the receiving process may result in receiving delays, refusal of product by C&S and/or chargebacks to your company for additional costs and administrative fees.

Below is a list of the types of carton markings that enable our receiving personnel to expedite the receiving process. Shipping cartons must, at a minimum, have the following information prominently displayed on two sides of each shipping carton, and this information must be visible on all cases on the exterior of the pallet:

- Complete item description as it appears on C&S PO including pack and size
- Case Pack and size



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- UPC Code
- Precautionary markings such as “Glass,” “Fragile,” “Handle with Care,” etc.
- “Sell by”, “Expires on” or “Best if used by” dates
- Net weight in pounds

When shipping individual cases each carton must also be identified with the following information:

- Vendor name and complete shipping address
- “Deliver to” Address

The mixing of code dates on any pallet is strictly forbidden, EXCEPT FOR FRESH MEAT SHIPMENTS. However, if a fresh meat pallet does contain multiple code dates, then your company must load each pallet:

- With no more than two (2) different code dates
- By placing the product with newer pack date **below** the product with older pack date
- With the differential between the two (2) code dates not exceeding:

<u>Product</u>	<u>Day(s)</u>
Beef	3
Pork	3
Poultry	1

Failure to follow this code date palletization criteria may lead to refusal of product, regardless of freight terms, with your company remaining the owner of and being responsible for such product, and/or may result in chargebacks to your company for additional costs and administrative fees.

XII. ADVANCE SHIP NOTICES AND BAR CODING

▪ **Advance Ship Notice (“ASN”)**

An Advance Ship Notice (“ASN”) is an electronic transaction used to confirm the configuration of a shipment of goods, as well as additional information relating to the shipment at the pallet level, and will include such information as lot numbers, pack dates, expiration dates, and the net weight of catch weight items. Complete and accurate ASN’s will ensure quick and efficient receipt of your products. C&S is currently implementing the use of receiving ASN’s for shipments in an EDI 856 configuration. Currently, all shipments to York, PA must be preceded by your company providing an ASN in the format set forth herein.

ASN’s must be received prior to shipment arrival at C&S, be transmitted as the load is sealed at your dock and accurately provide all information set forth in Exhibit C.

▪ **Bar-coded License Plate Number (“LPN”)**

C&S recommends the use of a bar-coded License Plate Number (“LPN”) on each pallet of product. Your company should apply an approved C&S format LPN at the time of shipment. This LPN will be used to identify the product on the pallet throughout the supply chain.

XIII. FOOD SAFETY REQUIREMENTS

Precautions must be taken by your company and carrier to assure the safety, quality, and wholesomeness of all delivered products.

Trailers may be rejected for food safety purposes, including, without limitation, for evidence of commingling, cross contamination of products, pests, leaks, odors, vermin, birds, insects, debris or other sources of contamination in the trailer or products; and/or poor condition of any trailer.

The following instructions are being provided to ensure all inbound shipments to C&S are appropriately segregated to prevent commingling and/or cross contamination:

- Always:
 - palletize food products over nonfood products

- palletize ready-to-eat food products over raw food products
- palletize dry produce over wet/iced produce
- palletize frozen foods ONLY with frozen foods
- Never:
 - ship caustic chemicals over food products or human care products.
 - ship seafood over other food products without barrier protection/shrouding.
 - ship inorganic commodities on top of organic commodities.
 - commingle food products with any of the items listed below:
 - Pesticides
 - Poisons
 - Fertilizers
 - Batteries
 - Tires
 - Motor oils/motor fluids
 - Any substance that would generate an odor to contaminate food products

Proper trailer and product temperature must be maintained for all products shipped. Shipper requirements to assure product quality and integrity, including, without limitation, temperature requirements (Seafood HACCP regulated products (Title 21 Part 123) must provide time of departure from vendor warehouse on BOLs), must be maintained during loading and throughout transit. Product showing signs of thawing and re-freezing will be rejected.

Due to the nature of pest infestation and other contamination, it may not be discoverable at time of product receipt without breaking down and inspecting every case on every pallet. Therefore, the supplier may be held liable for product found to have pest-related issues while in the warehouse as well as any other product affected by such infestation.

Your company is required to assure that all shipments of products covered by the Food Safety Modernization Act final Rule on the Sanitary Transportation of Human and Animal Food



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(the “Rule”) are strictly coupled with yourself as “Shipper”, the “Loader”, and the “Carrier”, including brokers, as is set forth in the Rule.

XIV. HAZARDOUS MATERIALS

All shipments containing hazardous materials must comply with all United States Department of Transportation and other applicable regulations. All shipping documents must be certified stating that the shipment is properly packaged, loaded, marked and placarded. Failure to do so may result in a chargeback to your company for additional costs and administrative fees.

XV. ACCESSORIAL CHARGES

C&S does not accept and will not be liable for any destination accessorial charges or surcharges, including, without limitation, detention and sort and segregate charges, on Freight Prepaid shipments. Your company must notify its brokers and carriers that your company must be invoiced and is solely responsible for any such charges and has sole responsibility for payment of such charges, by a bold notation on the bill of lading or freight receipt, and by any other means reasonably necessary to assure compliance with this provision. In the event any such charges are paid by C&S, such charges plus an administrative fee will be charged back to your company.

XVI. DELIVERY CONDITION REPORT AND EXIT PASS

C&S will document certain non-compliance issues utilizing its Delivery Condition Report and Exit Pass (“Pass”), a sample of which is attached hereto as Exhibit F. Upon receipt of product, C&S will document certain deviations to its shipping and receiving requirements found in these Requirements on the Pass, and have the driver sign the Pass verifying and/or commenting on its contents.



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Your company must notify its brokers and carriers that a copy of the Pass will be provided to the driver and must be returned to your company. In the event your company chooses to dispute any non-compliance chargeback from C&S, the supporting documentation must be obtained from your broker or carrier, and the claim submitted to C&S Vendor Relations through Paybox (e-mail PayboxAP@cswg.com regarding access if needed).

XVII. APPLICABILITY

These requirements are applicable to all C&S shipments and supersede any prior instructions in regard to the subject matter herein, whether oral or in writing. In the event of a conflict between the terms and conditions of these Requirements and the terms and conditions of a PO, these Requirements shall govern. These Requirements shall remain in effect until cancelled or modified in writing by a C&S authorized representative.

C&S may modify these Requirements at any time without notice. It is your company's responsibility to assure it has in its possession the then-current version of these Requirements in effect at the time of shipment. In addition, it is your company's responsibility to assure that the brokers and carriers it and such brokers selects to deliver to C&S understand and adhere to the processes and procedures set forth in these Requirements and any other relevant C&S requirements

XVIII. CONTACT INFORMATION

Should you have any questions regarding this Guide, or be unable to comply with any instructions set forth in these Requirements, please contact C&S Vendor Relations Department at (802) 257-6676. Thank you for your continued support.

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1. INTRODUCTION TO C3 RESERVATIONS

1.1 Technical Requirements

Browsers:

The two latest major versions of the following browsers are supported:

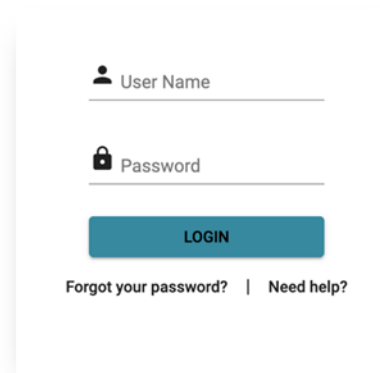
- Chrome
- Edge/Edge (Chromium)
- Firefox
- Safari

For security reasons, C3 recommends staying on the latest version of any browser you use.

*Subject to change.

1.2 Login Process

1. Go to: <https://www.c3reservations.com/cswg/app/login>
2. Enter the **Username** and **Password** you were provided (note that passwords are case-sensitive).
3. Click the **Login** button to access the home page.



Click

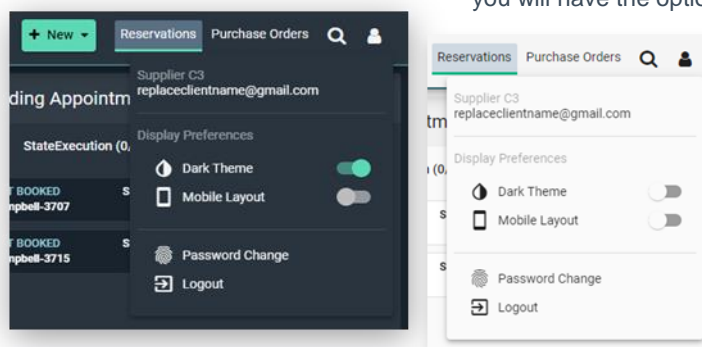
Forgot your password?

the Forgot? link, enter your username and email address to receive a temporary password by email.

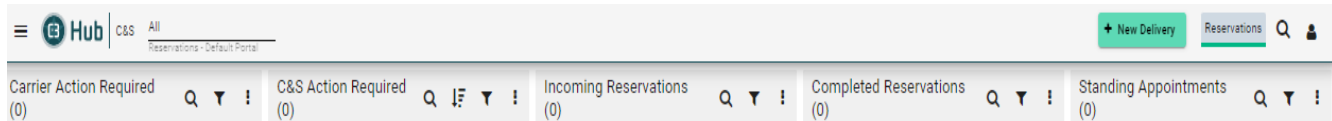
1.3 Display Options

Once in C3 Hub,

you will have the option to personalize your layout and theme:

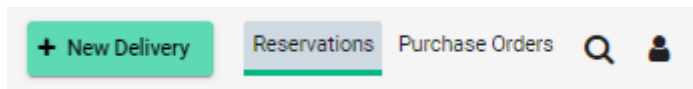


1.4 Home Page Overview

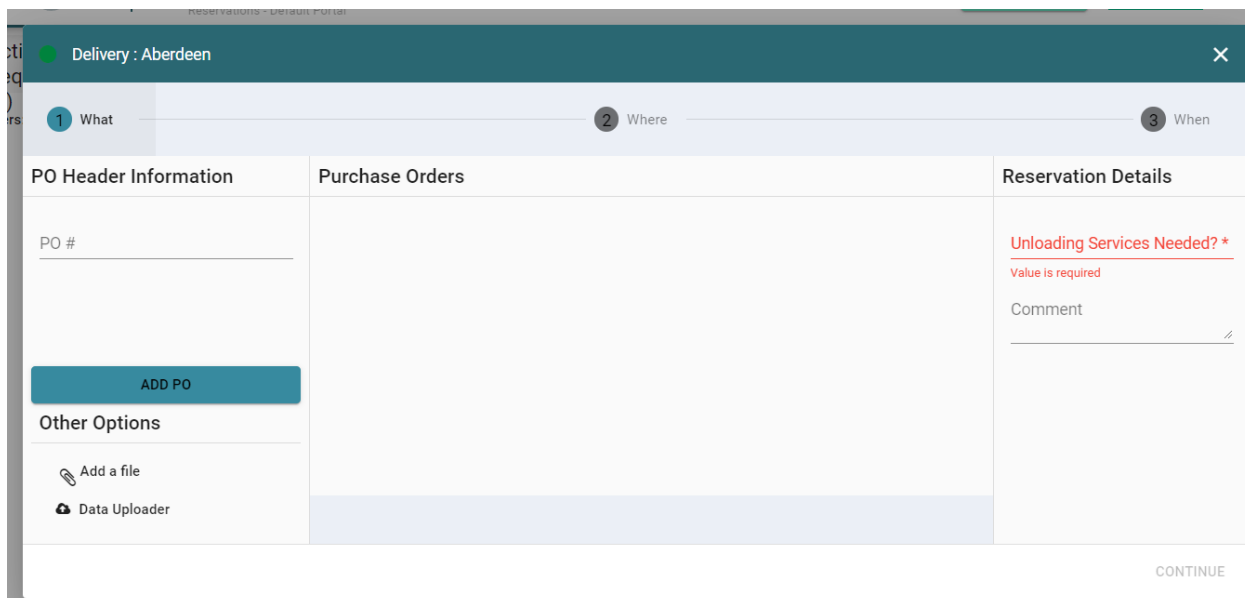


1. **Your active appointments** and unconfirmed standing appointments (today and next month).
2. **Action buttons** to amend or cancel the selected appointment.
3. **Filter fields** – type in characters to narrow down the list of appointments or POs (e.g., supplier, Ref#, SITE)
Click the (▾) icon next to a column name for more criteria (e.g., by date range)
4. **Search feature** – Type in a PO# to find an appointment (including past and cancelled ones).

2. REQUESTING AN APPOINTMENT



Click on the + for “New Delivery”



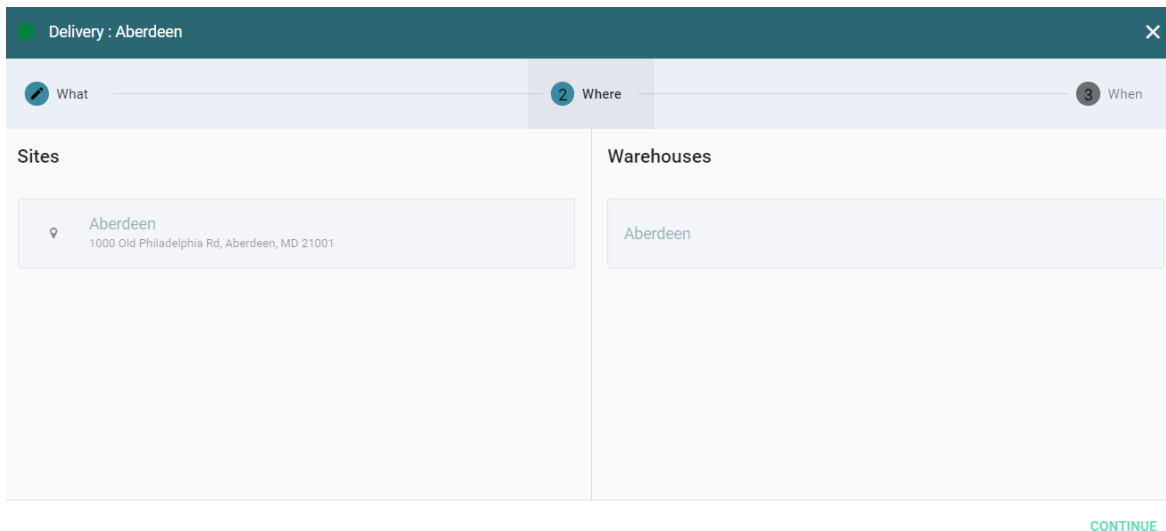
5. **Step 1 - What:** whether you had selected POs before entering the screen, you can add them [here](#).

March 1, 2022

- **Shipment Details:** Type in a PO # and click the **Add PO** button. --- Repeat for all POs on the same trailer. All POs must be 6 or 8 digits.
- **Reservation Details:** Select from the Unloading Services Needed? Dropdown. Please ensure to add all known relevant information. (You can always add information later; however, this information will help the SITE's in through the receiving process)
- Click on the **CONTINUE** button.

6. Step 2 - Where: No action required – step to confirm SITE name and delivery address based on selected POs.

- Click on the **CONTINUE** button.



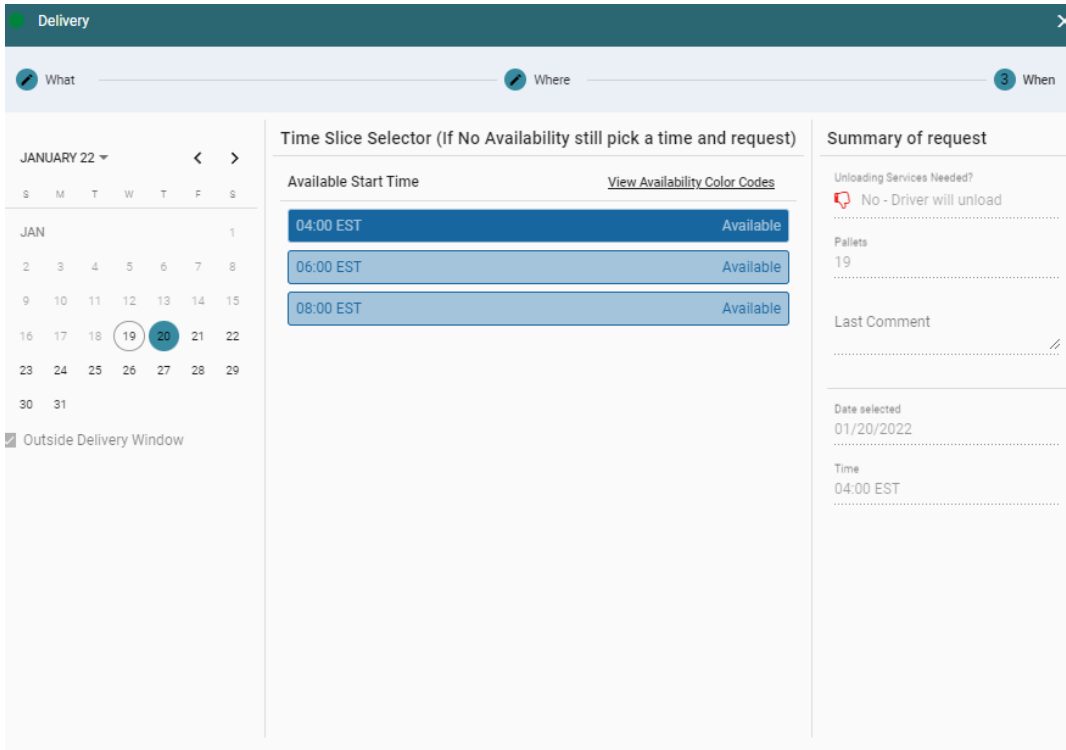
The screenshot shows a web interface for a delivery reservation. At the top, it says "Delivery : Aberdeen" with a close button. Below this are three tabs: "What", "Where" (which is selected and has a "2" in a circle), and "When" (which has a "3" in a circle). The "Where" section is divided into two columns: "Sites" and "Warehouses". Under "Sites", there is one entry for "Aberdeen" with the address "1000 Old Philadelphia Rd, Aberdeen, MD 21001". Under "Warehouses", there is one entry for "Aberdeen". At the bottom right of the interface, there is a green "CONTINUE" button.

7. Step 3 - When:

- Use the **Calendar** button to select a date.
 - Times available for that date will be listed on the right; each with a status: 'Available', 'Standing Appointment' or 'Limited Availability'. If the schedule is full for the date you wish to request, there will be no appointment times showing available.

If you are requesting a date other than your due date, please click the Outside Delivery Window box and follow the steps

- Select on a time and click on the **Request** button.



REQUEST

2.1 Approval Process

Your appointment request will be sent to the scheduling in team for approval.

Once it is approved:

- Your appointment will turn green.
- You will receive an email confirmation.
- The system generates a unique 'Reference #' for each appointment.
It will appear on your email confirmations and can be used as a search filter.
- If your request is rejected by the scheduling team, you will receive an email with instructions.
- If your request is approved for a different date/time than what you had requested, the email confirmation will clearly indicate the new proposed time.

Subject: Reservation Approval: on for



Hi,

This is to confirm the appointment you have requested for the site has been approved.

Appointment Details:

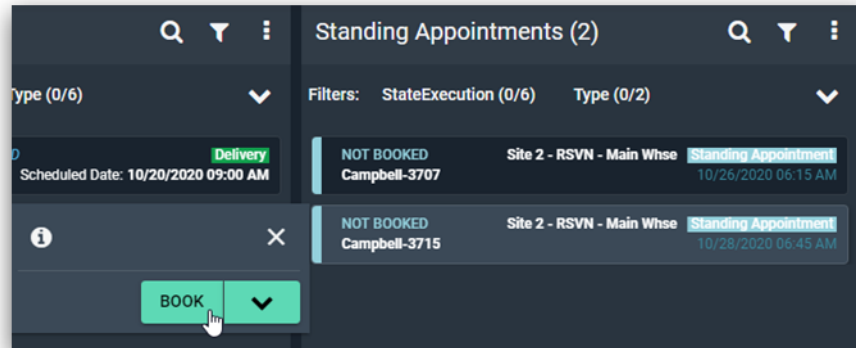
Date: _____
 Site: _____
 Delivery Address: **1751 Richardson, Montreal, QC, H3K 1G6**
 Carrier: _____
 Supplier: _____
 Appointment #: _____
 Pallets: _____
 Cases: _____
 Units: _____
 Comment: _____



<https://rsvntest.c3solutions.com/galderma>

Best regards,
Company

2.2 Confirming a Standing Appointment

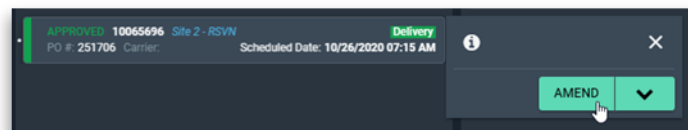


1. Select the standing appointment (from the standing appointment list) and click on the **Book** button.
2. Fill out the PO and appointment details as described in the section above.
3. When done, click on the **Request** button.
4. Back in the home screen, the appointment will show as Requested (yellow) with a reference # and will be reviewed by the scheduling team.
 - a. You will receive an email notification indicating whether it was accepted or rejected.
 - b. You can also cancel a standing appointment by selecting the **Cancel** button.

3. EXCEPTIONS

3.1 Amending an Appointment (change POs, add info or Reschedule)

- Select the appointment in the list.
- Click on the Amend button.



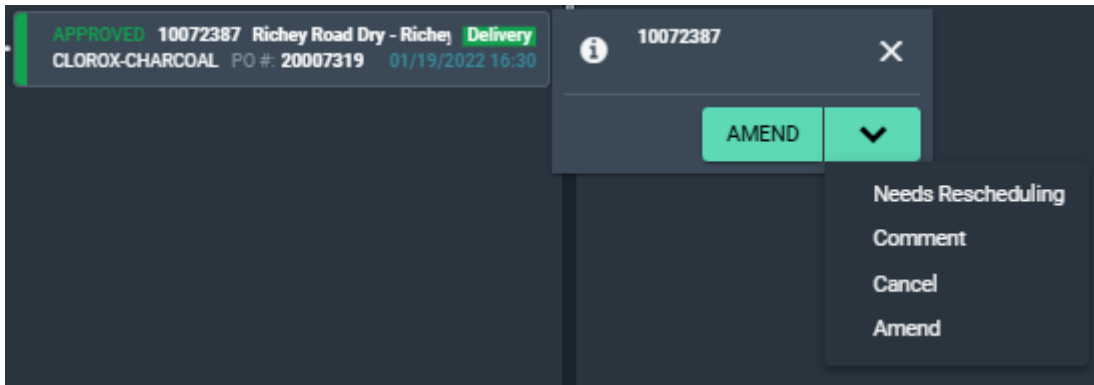
8. To make changes to the POs

- Slide the **Reschedule this appointment?** button from *No* to *Yes*.
- Select the new date and time for the delivery appointment.
 - As for the new appointment process, times will be listed with an availability status.
- When done making all your changes, click on the Amend button (bottom right).
- Select a reason code and enter a comment to justify your change request.
- Click on the Amend button to save your request.

- Back in the home screen, the appointment now appears with an orange status bar.
- The scheduling team will have visibility on your change request.

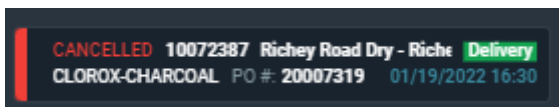
You will receive an email notification indicating whether it was accepted or rejected.

3.2 Cancelling an Appointment









9. To cancel a PO

- Select the down arrow and click on the Cancel button (bottom right).
- Select a reason code and enter a comment to justify your change request.
- Click on the Cancel button to save your request.
 - Back in the home screen, the appointment now appears with a red status bar.

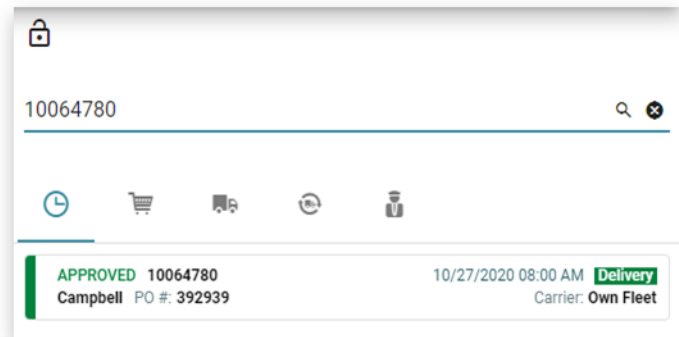


4. COLOR CODES

Approved Appointment	 APPROVED 10065696 PO #: 251706 Carrier:	Green status bar (and reference #) Approved appointment
Arrived Appointment	 ARRIVED 10064806 PO #: 660453 Carrier	Dark Blue status bar Appointment that has been flagged as Arrived (by the SITE)
To Reschedule	 TO RESCHEDULE 10068195 DEFAULT SUPPLIER PO #: 826996	Light Purple status bar Appointment that needs to be Rescheduled
Pending Approval	 PENDING APPROVAL 10070704 TRANS OCEAN :TH PO #: 970400	Orange status bar Appointment that needs to be reviewed by C&S before Approval
Completed Appointment (Received)	 COMPLETED 10072312 Kraft Heinz Food PO #: 6	Pink status bar Appointment that has been flagged as Received (by the SITE)
Cancelled, Rejected or 'No Show' Appointment	 CANCELLED 1 PO #: 848935	Red status bar Cancelled by vendor/scheduling team or one that has been flagged as No Show. Double-click appointment for details.

5. SEARCHING FOR AN APPOINTMENT

1. Click on the (🔍) icon to open the search bar.
2. Select a search mode: (🛒) to search for the PO itself or (🕒) to search for an appointment.
3. Type in a reference/PO# and hit ENTER to initiate the search. (You can use * as a wild card if you only have the beginning/ending of your number i.e: *3030 OR 10* to find the below reservation).

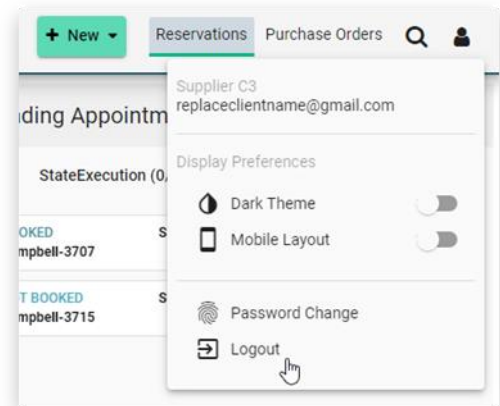


The matching POs or appointment(s) will be listed.

Double-click on a PO/Appointment (or select it and click on the (i) icon) to view its details.

6. LOGGING OUT

To log out of the application, open the side menu, click on v and then Logout:



1. An e-mail with delivery confirmation will be returned to the original e-mail received by Perishable Expediting.

Exhibit A

Instructions for Carriers/Vendors using RetalixTraffic.com to Make Appointments or Appointment Requests

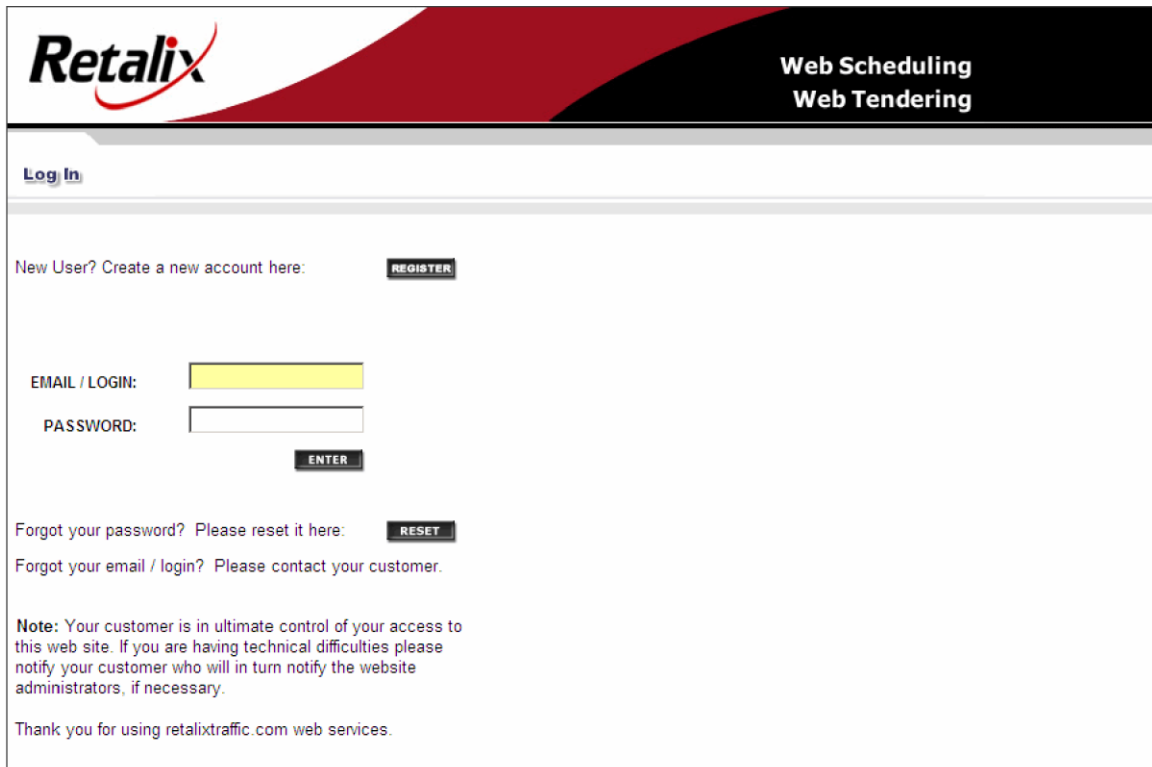
Set-Up Requirements

- The carrier must have Internet access.
- If the carrier uses any kind of email filters, they will need to add NoReply@retalix.com to the safe senders list.
- There is a portion of the web site that will not operate if a user has the popup blocker turned on.
- Adobe Acrobat Reader must be installed on the PC.

The carrier can log onto the website RetalixTraffic.com In the upper left corner they can create a new account by clicking the Register button and completing the following table. When all required fields have been entered select the Submit button.

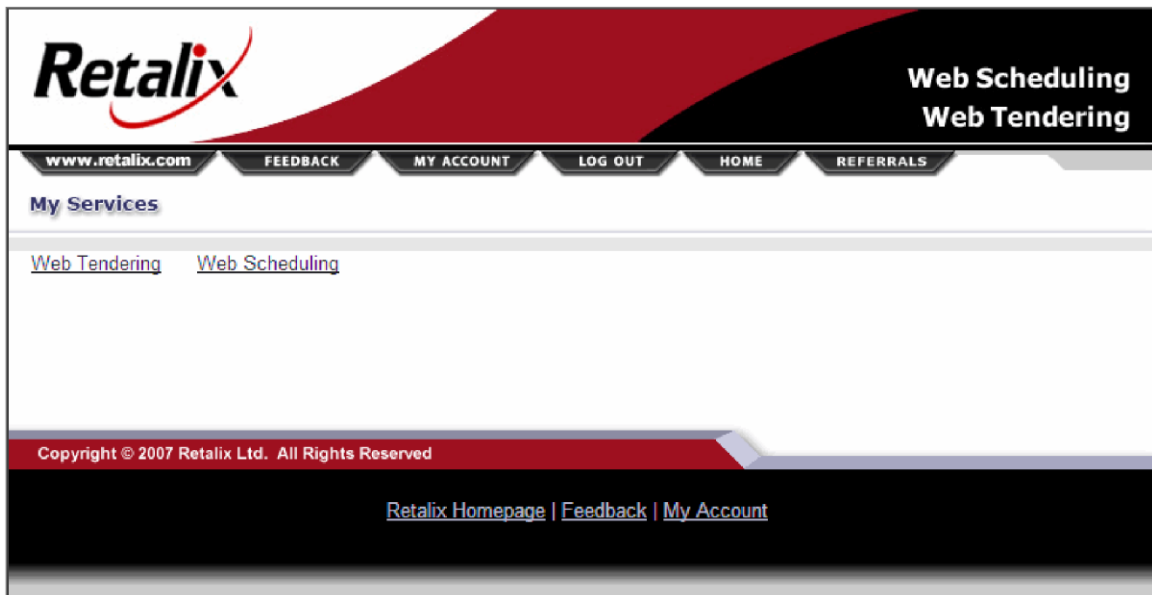
Account Registration	
First Name *	<input style="width: 100%;" type="text"/>
Last Name *	<input style="width: 100%;" type="text"/>
Company Name *	<input style="width: 100%;" type="text"/>
Address 1 *	<input style="width: 100%;" type="text"/>
Address 2	<input style="width: 100%;" type="text"/>
City *	<input style="width: 100%;" type="text"/>
State *	<input style="width: 100%;" type="text"/>
Zip/Postal Code *	<input style="width: 100%;" type="text"/>
Telephone	<input style="width: 100%;" type="text"/>
Email/Login *	<input style="width: 100%;" type="text"/>
Password *	<input style="width: 100%;" type="password"/>
Password must contain 6 to 10 characters, at least 1 letter, and at least 1 number.	
<input style="margin-right: 20px;" type="button" value="Submit"/> <input type="button" value="Reset"/>	

From the following screen, log onto the site using the Email/Login and Password you entered on the Account Registration screen.



The screenshot shows the Retalix login interface. At the top left is the Retalix logo. At the top right, there are links for "Web Scheduling" and "Web Tendering". Below the header is a "Log In" link. The main content area includes a "New User? Create a new account here:" link with a "REGISTER" button. There are input fields for "EMAIL / LOGIN:" and "PASSWORD:", with an "ENTER" button below them. Below the login fields are links for "Forgot your password? Please reset it here:" with a "RESET" button, and "Forgot your email / login? Please contact your customer.". A "Note" section states: "Your customer is in ultimate control of your access to this web site. If you are having technical difficulties please notify your customer who will in turn notify the website administrators, if necessary." At the bottom, it says "Thank you for using retalixtraffic.com web services."

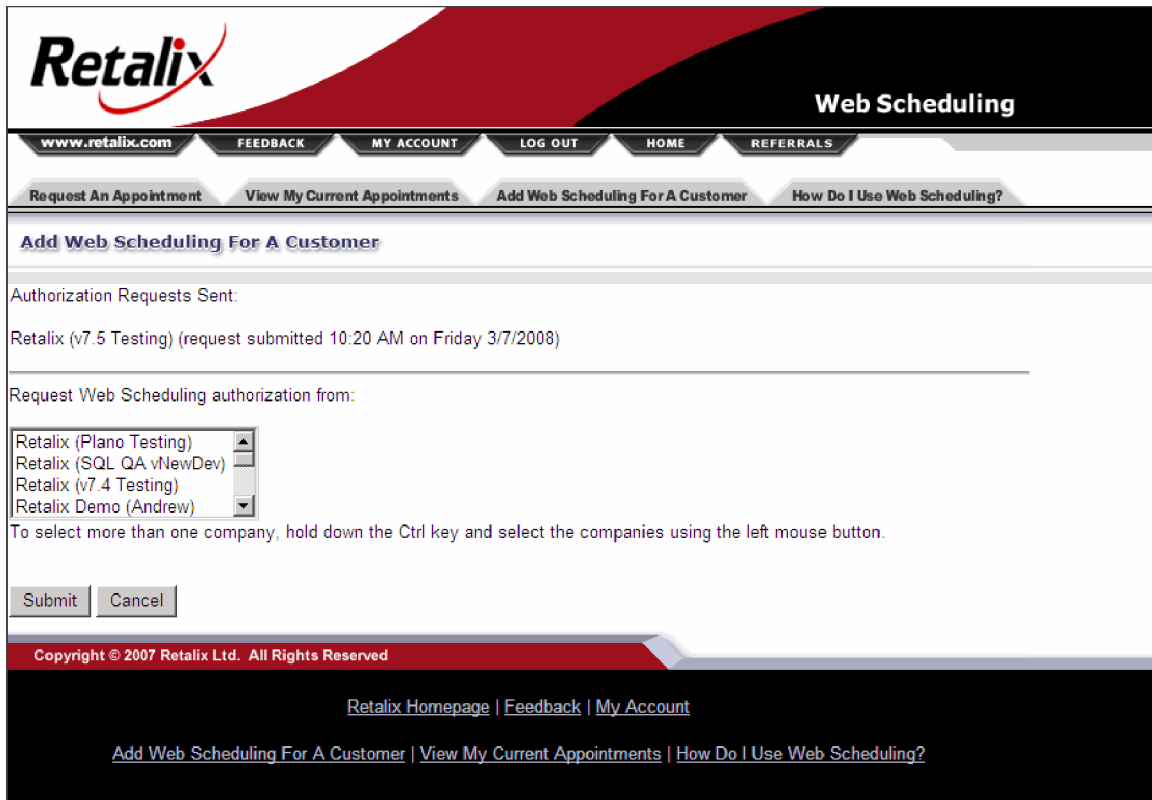
- From the following screen select Web Scheduling.



The screenshot shows the Retalix "My Services" page. At the top left is the Retalix logo. At the top right, there are links for "Web Scheduling" and "Web Tendering". Below the header is a navigation bar with links for "www.retalix.com", "FEEDBACK", "MY ACCOUNT", "LOG OUT", "HOME", and "REFERRALS". The main content area has a "My Services" heading and two links: "Web Tendering" and "Web Scheduling". At the bottom, there is a copyright notice: "Copyright © 2007 Retalix Ltd. All Rights Reserved" and a footer with links for "Retalix Homepage", "Feedback", and "My Account".

- You will be directed to the Add Web Scheduling For A Customer screen.

From the following screen select Web Scheduling. You will be directed to the Add Web Scheduling For A Customer screen.



Retalix Web Scheduling

www.retalix.com [FEEDBACK](#) [MY ACCOUNT](#) [LOG OUT](#) [HOME](#) [REFERRALS](#)

[Request An Appointment](#) [View My Current Appointments](#) [Add Web Scheduling For A Customer](#) [How Do I Use Web Scheduling?](#)

Add Web Scheduling For A Customer

Authorization Requests Sent:

Retalix (v7.5 Testing) (request submitted 10:20 AM on Friday 3/7/2008)

Request Web Scheduling authorization from:

Retalix (Plano Testing) ▲
Retalix (SQL QA vNewDev) ▾
Retalix (v7.4 Testing) ▾
Retalix Demo (Andrew) ▼

To select more than one company, hold down the Ctrl key and select the companies using the left mouse button.

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[Retalix Homepage](#) | [Feedback](#) | [My Account](#)

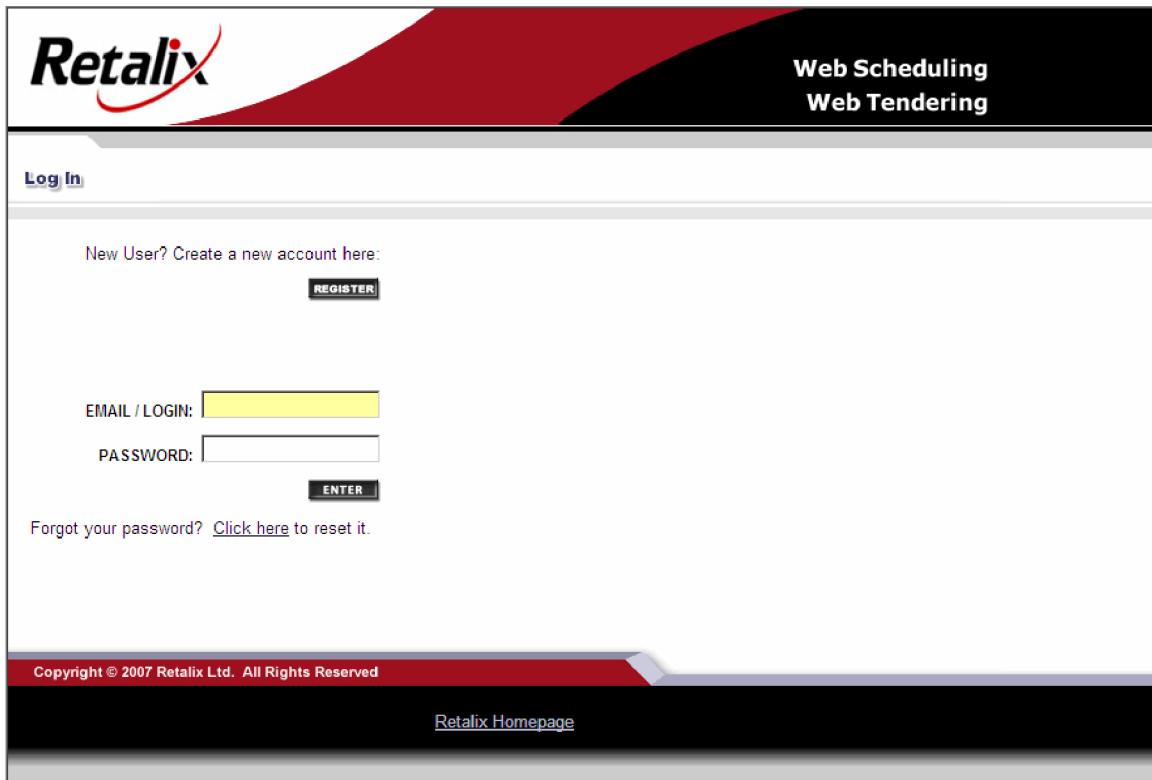
[Add Web Scheduling For A Customer](#) | [View My Current Appointments](#) | [How Do I Use Web Scheduling?](#)

Highlight the customer you wish to make appointments with in the Request Web Scheduling authorization from: box.

- You will now need to wait until the customer finishes the setup process by approving this request. Once approved when you select Web Scheduling on the My Services screen you will be directed to the Request An Appointment screen.

Accessing the Website to Make Appointment or Appointment Request

Enter the following web address: RetailixTraffic.com.



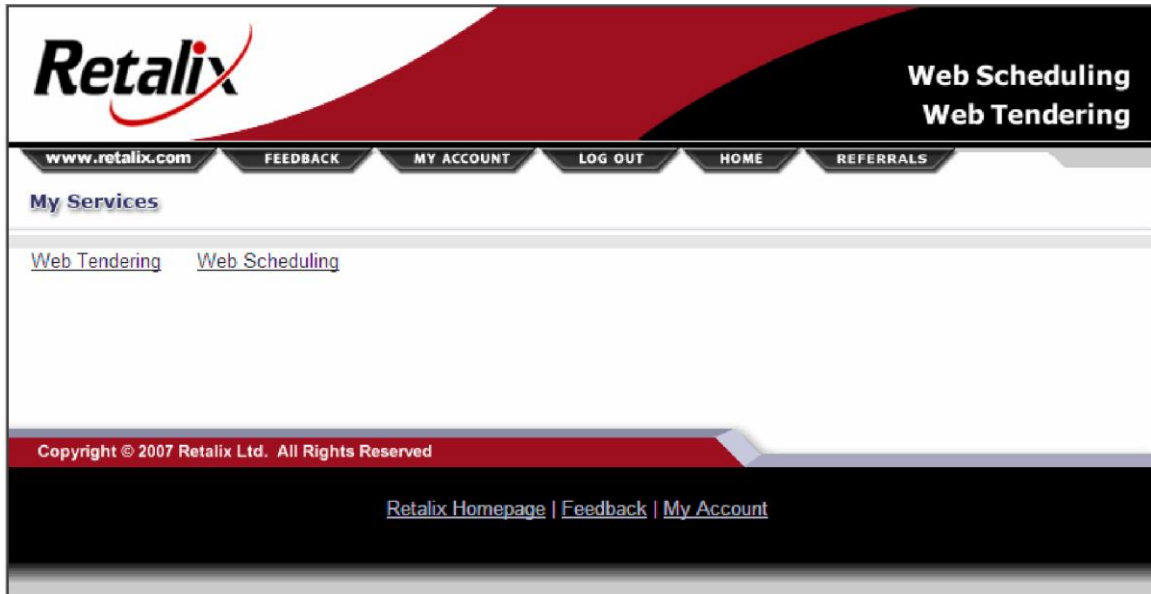
The screenshot shows the Retailix website's login interface. At the top left is the Retailix logo. At the top right, there are links for "Web Scheduling" and "Web Tendering". Below the header is a "Log In" section. It includes a "New User? Create a new account here:" link with a "REGISTER" button. There are two input fields: "EMAIL / LOGIN:" and "PASSWORD:". Below the password field is an "ENTER" button. A link for "Forgot your password? Click here to reset it." is located below the login fields. At the bottom of the page, there is a copyright notice: "Copyright © 2007 Retailix Ltd. All Rights Reserved" and a link to the "Retailix Homepage".

Enter the Email/Login and Password. The password is case sensitive.

Note: If you forget your password follow these steps:

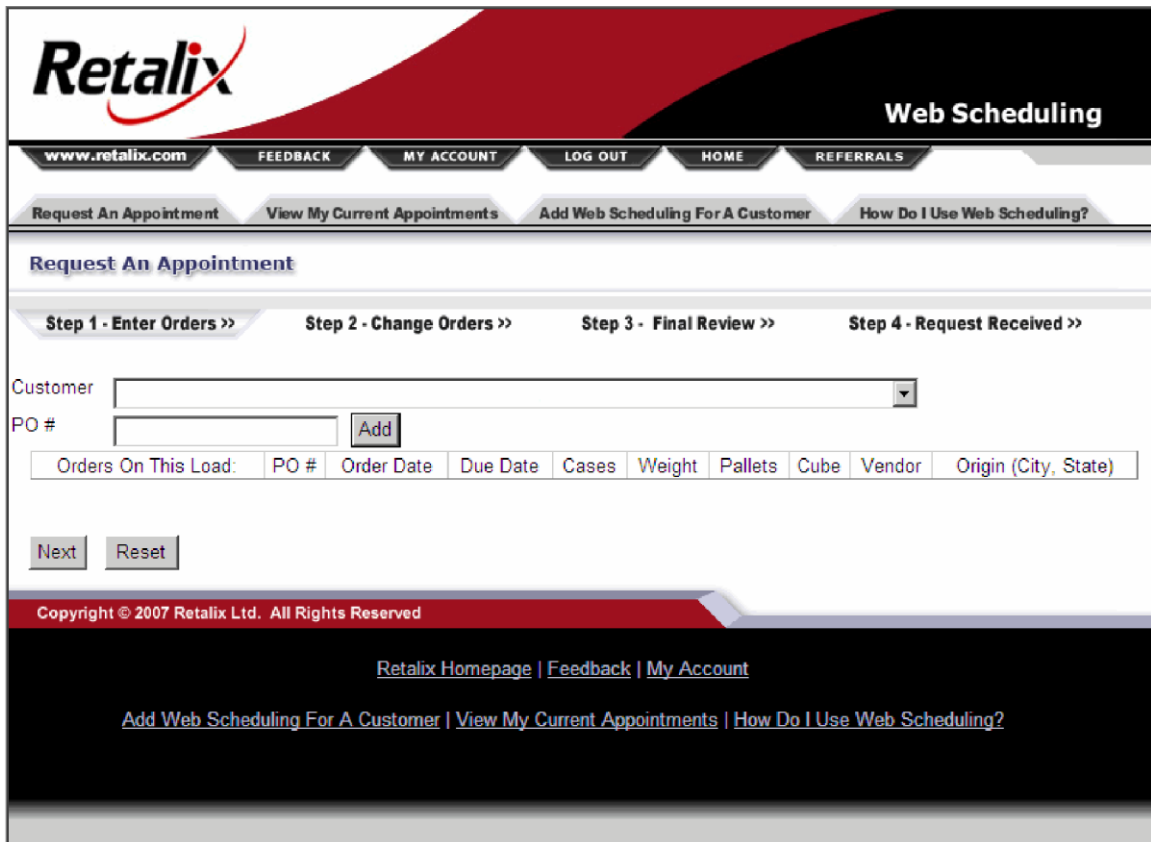
- Move the cursor over [Click here](#) found below the Enter button
 - When the cursor arrow changes into a hand, click the left mouse button
 - Enter your email address in the LOGIN: field
 - Select the Reset button.
 - Your new password will be sent in an email to the entered email address.
- The following screen appears:





The screenshot shows the Retalix website home page. At the top left is the Retalix logo. To the right, it says "Web Scheduling" and "Web Tendering". Below this is a navigation bar with links for "www.retalix.com", "FEEDBACK", "MY ACCOUNT", "LOG OUT", "HOME", and "REFERRALS". Underneath is a "My Services" section with links for "Web Tendering" and "Web Scheduling". At the bottom, there is a copyright notice: "Copyright © 2007 Retalix Ltd. All Rights Reserved" and a footer with links for "Retalix Homepage", "Feedback", and "My Account".

. Select the Web Scheduling option. The following screen appears:

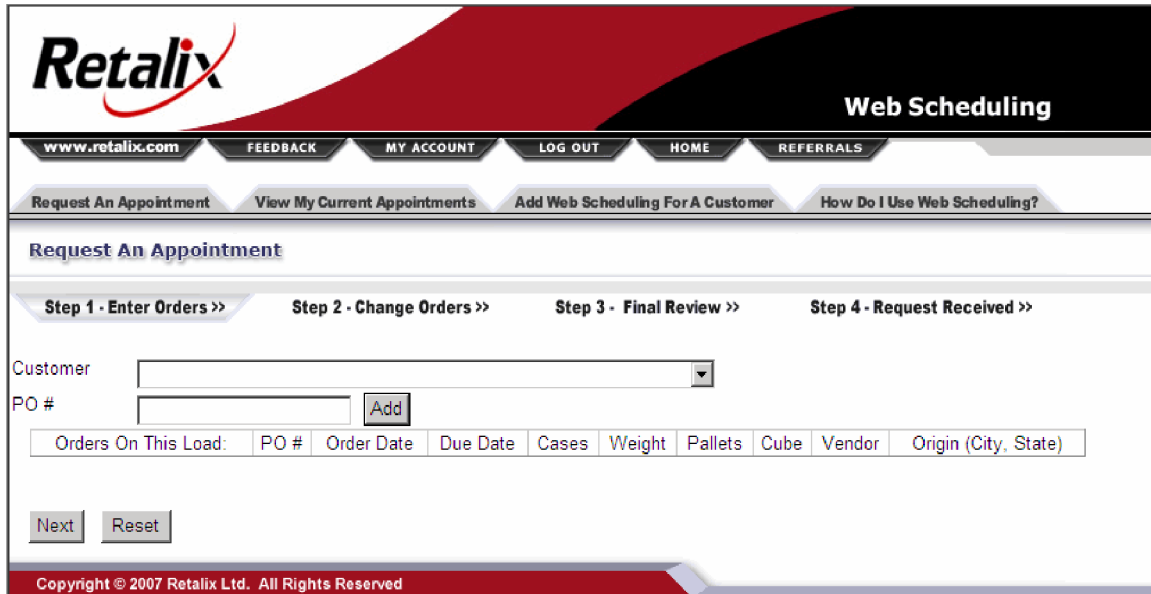


The screenshot shows the "Web Scheduling" page on the Retalix website. The top navigation bar is the same as the home page. Below it, there are four tabs: "Request An Appointment", "View My Current Appointments", "Add Web Scheduling For A Customer", and "How Do I Use Web Scheduling?". The "Request An Appointment" tab is selected. Below the tabs, there is a progress bar with four steps: "Step 1 - Enter Orders >>", "Step 2 - Change Orders >>", "Step 3 - Final Review >>", and "Step 4 - Request Received >>". The "Step 1 - Enter Orders >>" step is active. Below the progress bar, there is a "Customer" dropdown menu and a "PO #" input field with an "Add" button. Below these is a table with columns: "Orders On This Load:", "PO #", "Order Date", "Due Date", "Cases", "Weight", "Pallets", "Cube", "Vendor", and "Origin (City, State)". At the bottom of the form area, there are "Next" and "Reset" buttons. The footer is the same as the home page, but with an additional link: "Add Web Scheduling For A Customer".

Making a Web Appointment or Appointment Request

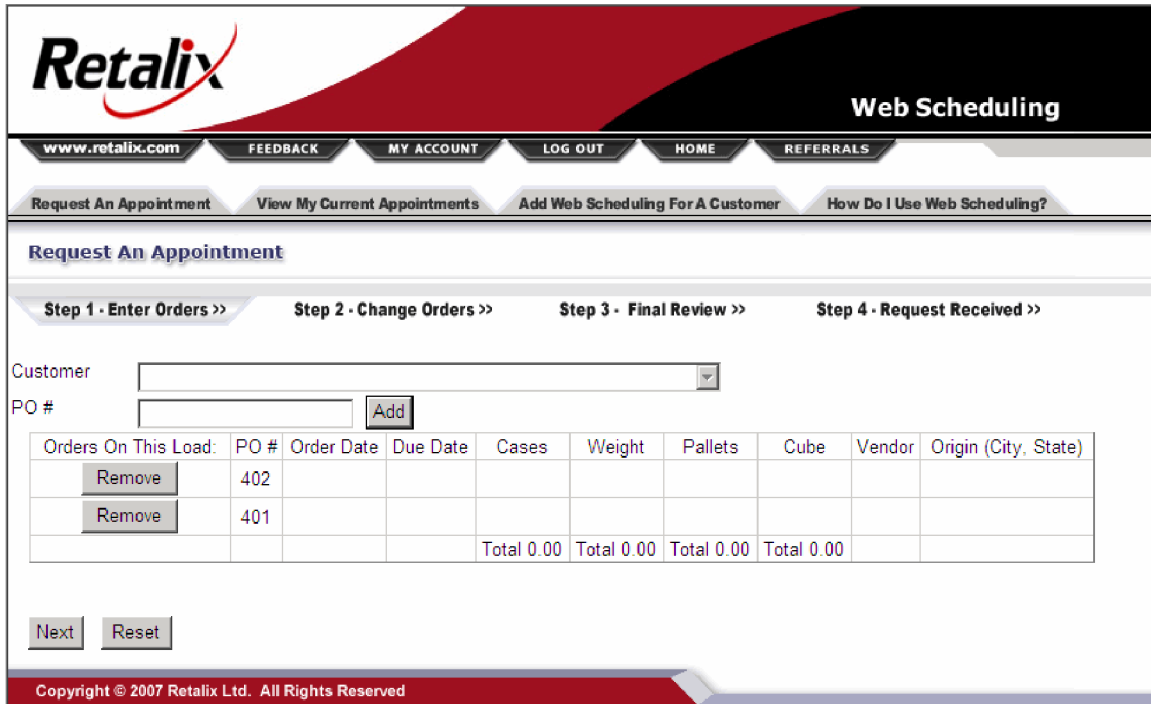
Follow these 4 steps to make a 'Web Appointment' or a 'Web Appointment Request'

Step 1 - Enter Orders: From the 'Request an Appointment' screen enter data for the following:



The screenshot shows the Retalix Web Scheduling interface. At the top left is the Retalix logo. To the right, it says 'Web Scheduling'. Below the logo is a navigation bar with links: www.retalix.com, FEEDBACK, MY ACCOUNT, LOG OUT, HOME, and REFERRALS. Underneath is another navigation bar with links: Request An Appointment, View My Current Appointments, Add Web Scheduling For A Customer, and How Do I Use Web Scheduling?. The main heading is 'Request An Appointment'. Below this are four steps: Step 1 - Enter Orders >>, Step 2 - Change Orders >>, Step 3 - Final Review >>, and Step 4 - Request Received >>. The 'Step 1 - Enter Orders >>' step is active. It contains a 'Customer' dropdown menu, a 'PO #' input field with an 'Add' button, and a table with columns: Orders On This Load, PO #, Order Date, Due Date, Cases, Weight, Pallets, Cube, Vendor, and Origin (City, State). At the bottom of the form are 'Next' and 'Reset' buttons. A footer at the very bottom reads 'Copyright © 2007 Retalix Ltd. All Rights Reserved'.

- **Customer:** Use the combo box to select your delivery company.
- PO #:** Enter the purchase order number of the first order you will be delivering. Select the Add button or use the Enter key to move the order to the Orders On This Load group.



Retalix Web Scheduling

www.retalix.com FEEDBACK MY ACCOUNT LOG OUT HOME REFERRALS

Request An Appointment View My Current Appointments Add Web Scheduling For A Customer How Do I Use Web Scheduling?

Request An Appointment

Step 1 - Enter Orders >> Step 2 - Change Orders >> Step 3 - Final Review >> Step 4 - Request Received >>

Customer:

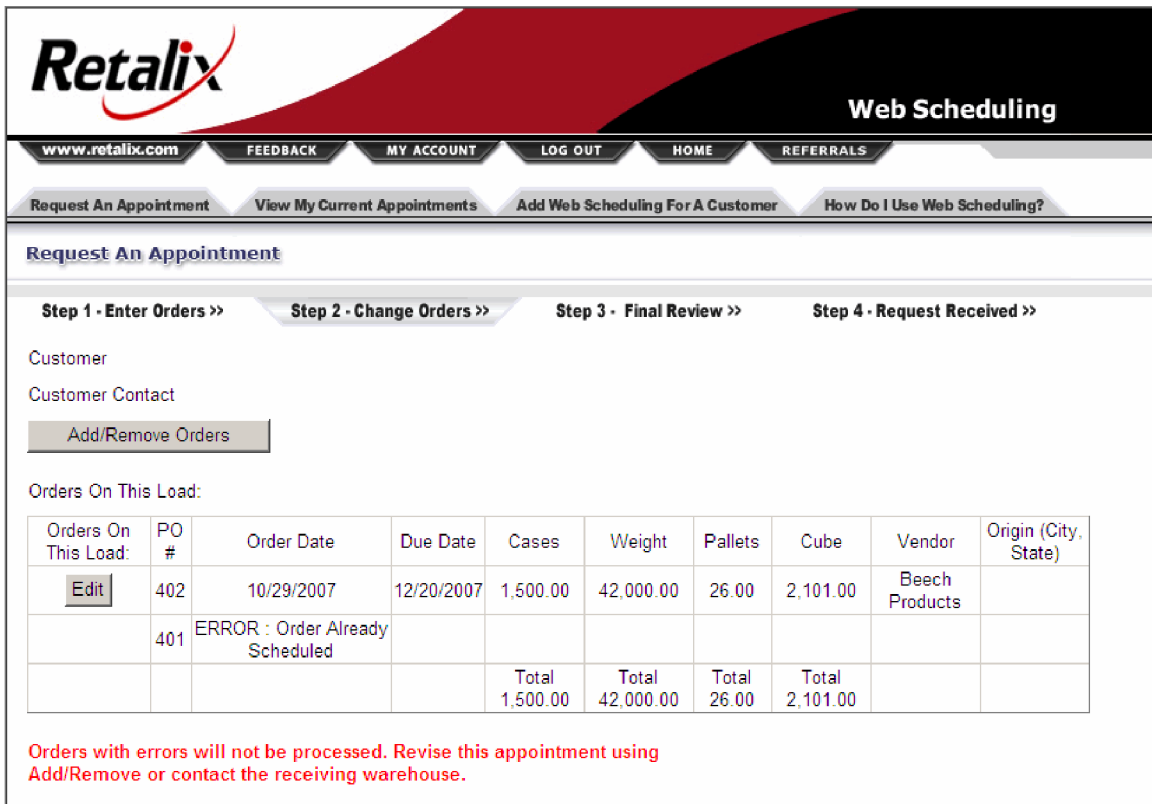
PO #:

Orders On This Load:	PO #	Order Date	Due Date	Cases	Weight	Pallets	Cube	Vendor	Origin (City, State)
<input type="button" value="Remove"/>	402								
<input type="button" value="Remove"/>	401								
				Total 0.00	Total 0.00	Total 0.00	Total 0.00		

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Repeat the above process for each order you will be delivering. When all orders have been entered, select the Next button found at the bottom of the screen. Selecting this option takes you to Step 2.

Step 2 - Change Orders: The current status of each entered order in the Dock Scheduling database of the delivery customer is shown on this screen.



Retalix Web Scheduling

www.retalix.com FEEDBACK MY ACCOUNT LOG OUT HOME REFERRALS

Request An Appointment View My Current Appointments Add Web Scheduling For A Customer How Do I Use Web Scheduling?

Request An Appointment

Step 1 - Enter Orders >> Step 2 - Change Orders >> Step 3 - Final Review >> Step 4 - Request Received >>

Customer
Customer Contact
Add/Remove Orders

Orders On This Load:

Orders On This Load:	PO #	Order Date	Due Date	Cases	Weight	Pallets	Cube	Vendor	Origin (City, State)
Edit	402	10/29/2007	12/20/2007	1,500.00	42,000.00	26.00	2,101.00	Beech Products	
	401	ERROR : Order Already Scheduled							
				Total 1,500.00	Total 42,000.00	Total 26.00	Total 2,101.00		

Orders with errors will not be processed. Revise this appointment using Add/Remove or contact the receiving warehouse.

An order will be rejected from web scheduling and you will not be able to request a web appointment for an order if any of the following conditions exist:

- The order number is not found
- There are multiple unscheduled instances of the order number
- The order's delivery customer does not match your entered delivery customer
- The order is already scheduled

If any of the above conditions exist you will need to call your delivery company to make the appointment.

You can do any of the following from the top portion if this screen.

- **Add/Remove Orders:** Returns you to the Step 1 - Enter Orders screen where you can add or remove orders.
- **Edit:** By selecting the edit button you can edit cases, weight, pallets, cube and the origin city and state. After editing the desired fields, select the Save button.
- **Unloading Requested?** The screen defaults to 'NO'. Please click 'YES' if the load will require other than driver unloading.
- **Delivery Type?** The screen defaults to 'Live Unload'. Please click 'DROP' (drop appointments can only be made with carriers and vendors with existing Drop Trailer Agreements with C&S or its designee) if the load is a Drop Load. Then select the Expected Arrival Date and the Expected Arrival Time. Please populate the Trailer ID if known at the time of making the Drop Appointment.

- **Drop Appointment** – click the ‘Reserve this appointment’ button on the lower left side to make a Drop Appointment. The Confirmation page will then display.
 - **Drop Request** – click the ‘Request Appointment’ button on the lower right side to make a Drop Request. The ‘Final Review’ page will display; please review the request and click on the ‘Request Appointment’ button on the bottom of this page. The request will be submitted for review; no changes can be made while a request is being reviewed. Once the Drop Request is Approved, an email notification is sent with the Confirmation Number.
-
- **Edit:** By selecting the edit button you can edit cases, weight, pallets, cube and the origin city and state, and the pallet type. After editing the desired fields, select the Save button.

At this point, you may be **REQUIRED** to enter the **Load Origin** and/or the **Pallet Type**. The field required is denoted by a **red** star. Follow these steps:

1. Click on the “Edit” button.
2. Enter the origin city and state in the box labeled “Origin (City, State)” for each of the orders on the load.
3. Select the pallet type from the drop down arrow for each of the orders on the load.
4. Click the “Save” button.

Select or Request a Live Unload Appointment:

From the bottom portion of the screen you can do the following:

Make an appointment now: *Applicable only if not grayed out***** View the screen that will permit you to make a web appointment.

Make an appointment now

Available Appointment Date

5:00 AM

6:00 AM

7:00 AM

Note: Available appointments are time sensitive. Avoiding delays once you have reached this step will ensure the best chance of reservation of your preferred appointment.


Use the combo button to select the available date you want to make an appointment on. The available times for that date will appear in the box directly below the date. Click on the time you want for the appointment.

To confirm chose the Reserve this appointment button. You will be taken to Step 4: Request Received.

An Appointment the screen. Additionally an email will be sent to you with all the appointment details and a confirmation number.

- Submit a request for review:** Select the Requested Delivery Date: Use the calendar icon to select the desired date. Select the Requested Summary will appear on Delivery Time. Your four options for Request Delivery Time are: Anytime, Before Noon, Noon - 6PM and After 6PM.

Submit a request for review

Requested Delivery Date 

Requested Delivery Time

Anytime

Before Noon

Noon - 6pm

After 6pm

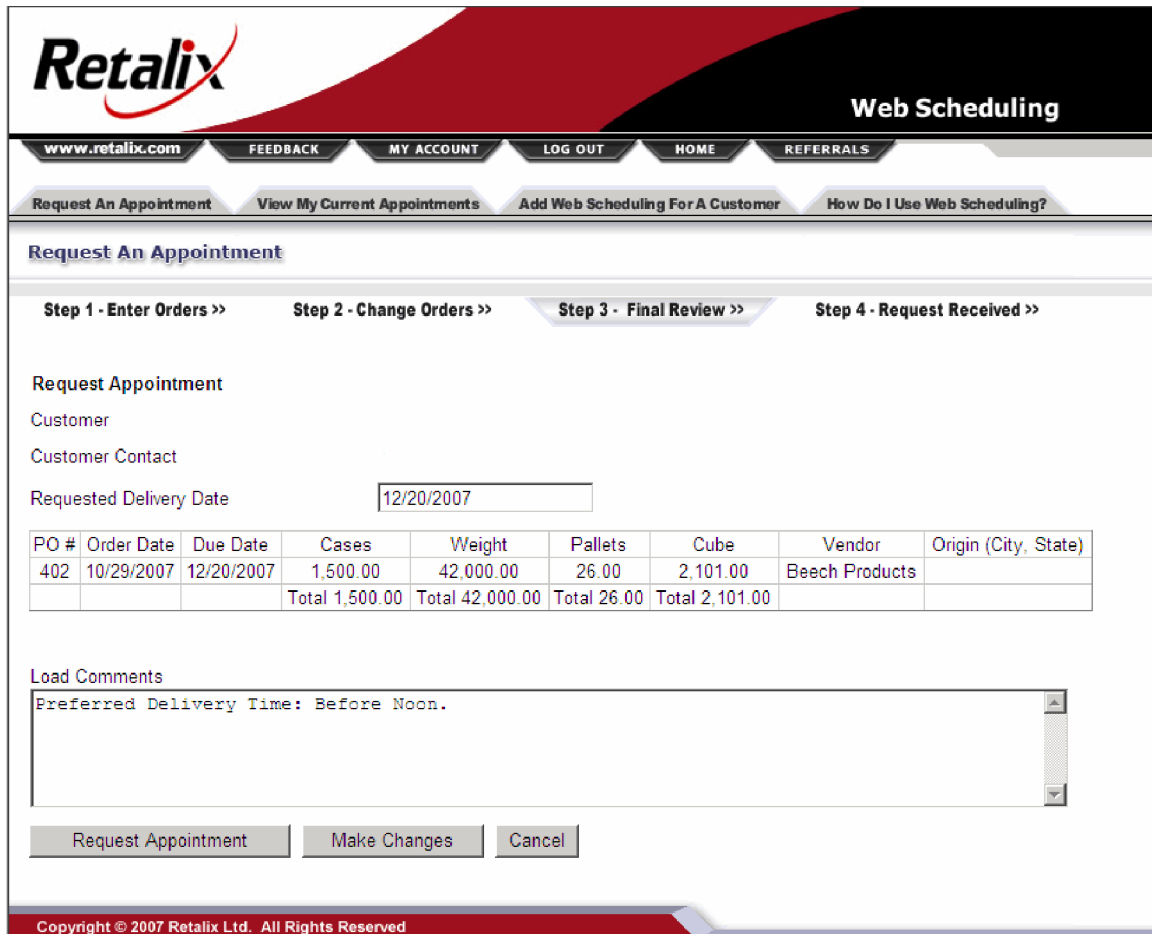
Note: Your request will be placed in the appointment queue. Once your appointment has been scheduled, you will be notified by email of the appointment time.

To send the request, select the Request Appointment button. When the appointment has been made you will be notified by the Dock Scheduling user as to the date and time.

Repeat the above process for each order you will be delivering. When all orders have been entered, select the Next button found at the bottom of the screen. Selecting this option takes you to Step 2.

- **Comments:** You can enter any comments you would like to share with the person making the actual appointment.

Step 3 - Final Review: This step is used only when the Submitting a request for appointment, as opposed to ‘making an appointment now’. From this screen you can review the Appointment request and do the following using the buttons at the bottom of the screen:



The screenshot shows the 'Request An Appointment' screen in the Retalix Web Scheduling system. The page title is 'Request An Appointment' and it is part of a four-step process. Step 3, 'Final Review', is currently active. The screen displays the following information:

- Request Appointment**
- Customer
- Customer Contact
- Requested Delivery Date: 12/20/2007

PO #	Order Date	Due Date	Cases	Weight	Pallets	Cube	Vendor	Origin (City, State)
402	10/29/2007	12/20/2007	1,500.00	42,000.00	26.00	2,101.00	Beech Products	
			Total 1,500.00	Total 42,000.00	Total 26.00	Total 2,101.00		

Load Comments

Preferred Delivery Time: Before Noon.

Buttons at the bottom: Request Appointment, Make Changes, Cancel.

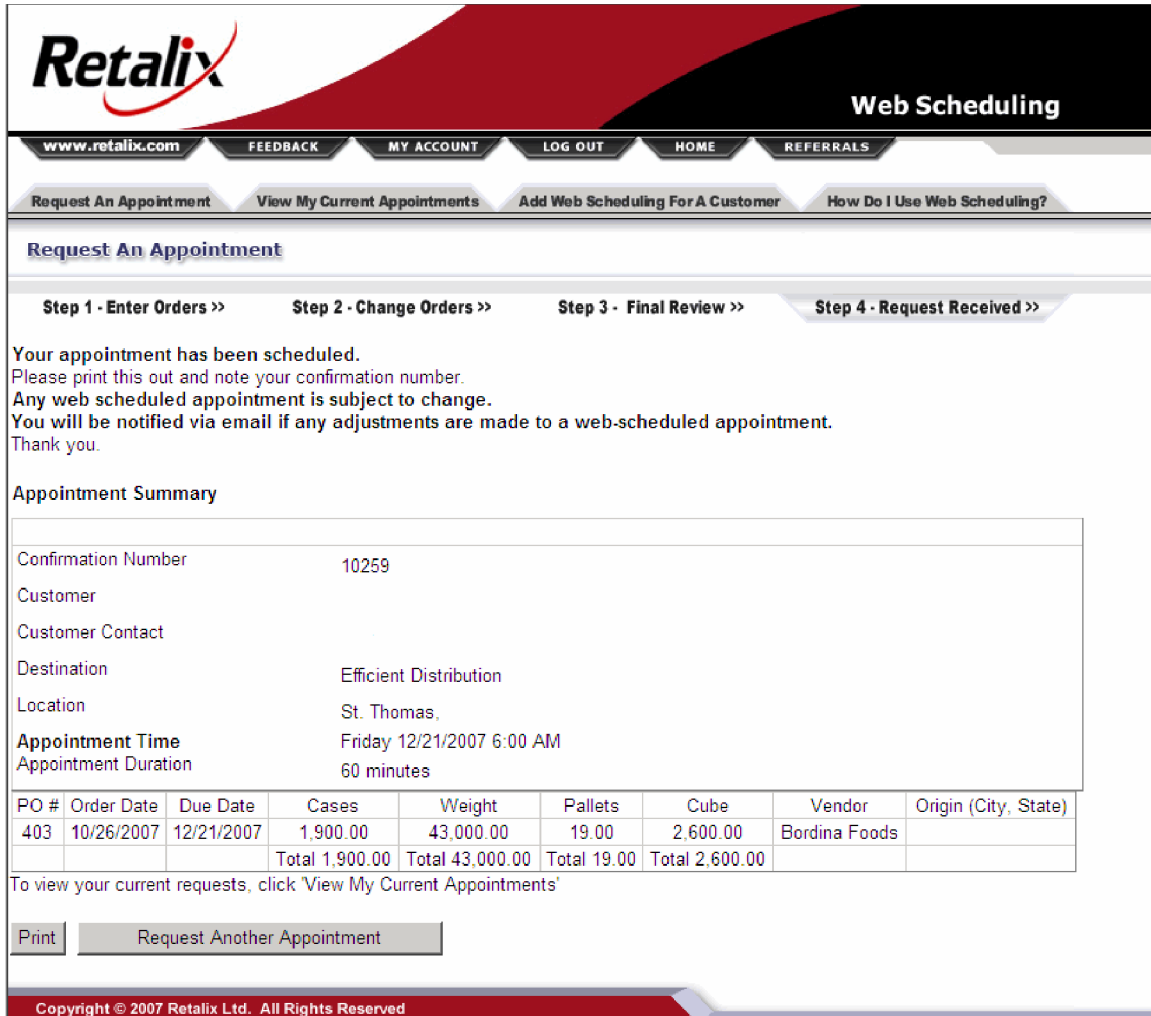
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- **Request Appointment:** Submits the request. Select this option to go to Step 4.
- **Make Changes:** Returns you to the Step 2 - Change Orders screen where you can make changes.

Cancel: Select to cancel your appointment request.

Step 4 - Request Received: When you are on Step 4 your appointment has been accepted. An Appointment Summary will appear on the screen. Additionally an email will be sent to you with all the appointment details and a confirmation number.

From this screen you can do the following:



Retalix Web Scheduling

www.retalix.com FEEDBACK MY ACCOUNT LOG OUT HOME REFERRALS

Request An Appointment View My Current Appointments Add Web Scheduling For A Customer How Do I Use Web Scheduling?

Request An Appointment

Step 1 - Enter Orders >> Step 2 - Change Orders >> Step 3 - Final Review >> **Step 4 - Request Received >>**

Your appointment has been scheduled.
Please print this out and note your confirmation number.
Any web scheduled appointment is subject to change.
You will be notified via email if any adjustments are made to a web-scheduled appointment.
Thank you.

Appointment Summary

Confirmation Number	10259						
Customer							
Customer Contact							
Destination	Efficient Distribution						
Location	St. Thomas						
Appointment Time	Friday 12/21/2007 6:00 AM						
Appointment Duration	60 minutes						

PO #	Order Date	Due Date	Cases	Weight	Pallets	Cube	Vendor	Origin (City, State)
403	10/26/2007	12/21/2007	1,900.00	43,000.00	19.00	2,600.00	Bordina Foods	
			Total 1,900.00	Total 43,000.00	Total 19.00	Total 2,600.00		

To view your current requests, click 'View My Current Appointments'

Print Request Another Appointment

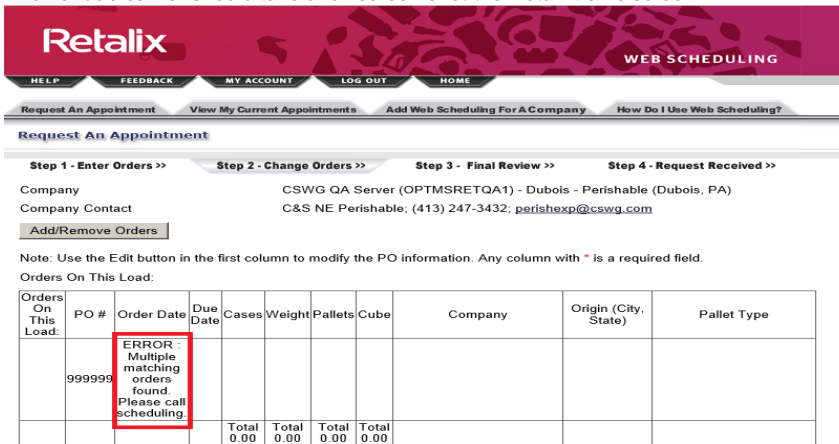
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Print: Select to print the screen.

Request Another Appointment: Select to return to the Enter Orders screen.

Scheduling of Duplicate Orders/ Multiple Possibilities

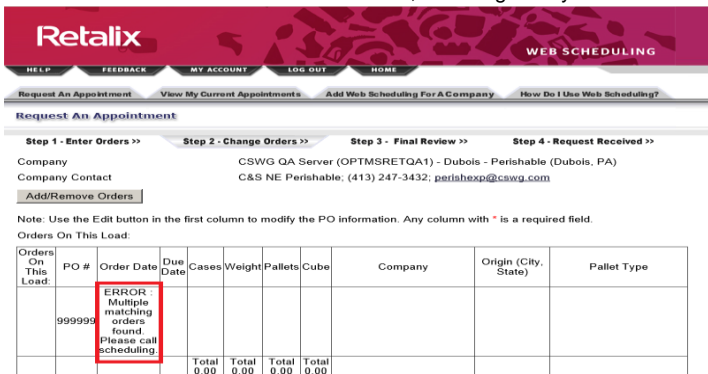
2. The vendor/ carrier will log into www.retalixtraffic.com to request their delivery appointment.
3. Upon entering the PO into the request and receiving the following error message that reads **ERROR: Multiple Matching Orders Found** The vendor/ carrier should take a full screen shot the Retailixtraffic screen.



The screenshot shows the Retailix Web Scheduling interface. At the top, there is a navigation bar with 'HELP', 'FEEDBACK', 'MY ACCOUNT', 'LOG OUT', and 'HOME'. Below this is a sub-navigation bar with 'Request An Appointment', 'View My Current Appointments', 'Add Web Scheduling For A Company', and 'How Do I Use Web Scheduling?'. The main content area is titled 'Request An Appointment' and shows a progress bar with four steps: 'Step 1 - Enter Orders >>', 'Step 2 - Change Orders >>', 'Step 3 - Final Review >>', and 'Step 4 - Request Received >>'. The 'Company' field is set to 'CSWG QA Server (OPTMSRETQA1) - Dubois - Perishable (Dubois, PA)' and the 'Company Contact' is 'C&S NE Perishable; (413) 247-3432; perishexp@cswg.com'. There is a button for 'Add/Remove Orders'. A note states: 'Note: Use the Edit button in the first column to modify the PO information. Any column with * is a required field. Orders On This Load:'. Below this is a table with columns: 'Orders On This Load', 'PO #', 'Order Date', 'Due Date', 'Cases', 'Weight', 'Pallets', 'Cube', 'Company', 'Origin (City, State)', and 'Pallet Type'. The first row contains the PO number '999999' and an error message: 'ERROR: Multiple matching orders found. Please call scheduling.' The bottom row of the table shows totals for 'Cases', 'Weight', 'Pallets', and 'Cube', all set to '0.00'.

Orders with errors will not be processed. Revise this appointment using Add/Remove Orders button above or contact the warehouse. Or using Cancel button below to request a new appointment.
Appointment orders could not be validated.

4. The vendor/ carrier will then e-mail the following information to Perishable Expediting at perishexp@cswg.com:
 - a. The full Retailixtraffic screen shot, including facility and error message



This screenshot is identical to the one above, showing the Retailix Web Scheduling interface with the error message for PO 999999: 'ERROR: Multiple matching orders found. Please call scheduling.'

Orders with errors will not be processed. Revise this appointment using Add/Remove Orders button above or contact the warehouse. Or using Cancel button below to request a new appointment.
Appointment orders could not be validated.

- b. The carrier name delivering the load
 - c. A contact name and telephone at the carrier
 - d. The date they are looking to deliver
 - i. Please note the due date and the date you are looking to deliver must match in order to receive a receiving appointment
 - e. The time they are looking to deliver
5. C&S Logistics will review the request and manually appoint the PO to the schedule based on facility capacity and available appointment times.
 - a. Please note if an appointment that is manually set in the system is missed by the carrier they will need to contact perishexp@cswg.com in order to request that the load be re-appointed for the next available appointment. Vendors/ Carriers are not able to request an appointment change on a manually schedule load.



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GROCERY LOCATIONS			
Baldwin, FL 15500 West Beaver St Baldwin, FL 32234 Contact: (904) 266-1663/1626/1662	Brattleboro, VT 47 Old Ferry Rd. P.O. Box 821 Brattleboro, VT 05301 Contact: (802) 251-4371 x6449/6403	Dubois, PA 851 Beaver Drive Dubois, PA, 15801 Contact: (814) 375-3686/3696	Hammond, LA 3925 Hwy 190 West Hammond, LA 70401 Contact: (985) 549-6813/6815
Kapolei, HI 91-315 Hanua St Kapolei, HI 96707 Contact: (808) 682-3350	Lancaster, NY 5873 Genesee St Lancaster, NY 14086 Contact: (716) 515-2203	Miami, FL 3300 NW 123rd St. Miami, FL 33167 Contact: (305) 769-6660/6664	Oakland, CA (Unicold) 555 Maritime Street, Building D-516 Oakland, Ca. 94607 Contact: (510) 834-9212
Plant City, FL 1802 Jim Johnson Rd. Plant City, FL 33566 Contact: (813) 707-2793	Richie Road GDC 15515 Woodham Dr. Houston, TX 77073 Contact: (603) 389-6329	Robesonia, PA 300-336 Penn Ave. Robesonia, PA 19551 Contact: (610) 693-1476	Stockton, CA 4199 Gibraltar Court Stockton, CA 95206 Contact: (209) 234-4633/4634
South Hatfield, MA 142 Elm St Hatfield, MA 01038 Contact: (413) 247-8330	Suffield, CT 1120 Harvey Lane Suffield, CT 06078 Contact: (860) 627-2560	Troutdale, OR 2503 NW Sundial Rd. Troutdale, OR 97060 Contact: (503) 475-2216/2157	Vernon, CA (Unicold) 4339 Fruitland Avenue Vernon, Ca 90058 Contact: (323) 585-5111
Windsor Locks, CT 100 King Spring Rd Windsor Locks, CT., 06096 Contact: (860) 627-2388	York, PA 4875 Susquehanna Trail York, PA 17402 Contact: (717) 268-1600		

FROZEN LOCATIONS			
Aberdeen, MD 1000 Old Philadelphia Rd Aberdeen, MD 21001 Contact: (410) 498-5829/5833/5830	Baldwin, FL 15500 West Beaver St Baldwin, FL 32234 Contact: (904) 266-1612/1657	Brattleboro, VT 47 Old Ferry Rd. P.O. Box 821 Brattleboro, VT 05301 Contact: (802) 251-6562	Dallas/Coppel, TX 777 Freeport Parkway Coppel, TX 75019 (832) 783-7890
Dubois, PA 851 Beaver Drive Dubois, PA 15801 Contact: (814) 375-2912/2932	GS Frozen 3100 East Holcombe Blvd. Houston, TX 77021 Contact: (713) 746-5649	Hammond, LA 3925 Hwy 190 West Hammond, LA 70401 Contact: (985) 549-6816/6721	Honolulu, HI 3140 Ualena Street Honolulu, HI. 96819 Contact: (808) 836-2931
Harrington, DE 111 Reese Avenue Harrington, DE 19952 Contact: (302) 398-5093	Milwaukie, OR 6433 SE Lake Rd Milwaukie, OR 97222 Contact: TBD	Miami, FL 3300 NW 123rd St. Miami, FL 33167 Contact: (305) 769-6614	Oakland, CA (Unicold) 555 Maritime Street, Building D-516 Oakland, Ca. 94607 Contact: (510) 834-9212
Plant City, FL 1802 Jim Johnson Rd. Plant City, FL 33566 Contact: (813) 707-2752	Robesonia, PA 300-336 Penn Ave. Robesonia, PA 19551 Contact: 610-693-1476	Stockton, CA 4199 Gibraltar Court Stockton, CA 95206 Contact: (209) 234-6019/1689/1691	Vernon, CA (Unicold) 4339 Fruitland Avenue Vernon, Ca 90058 Contact: 323-585-5111
Westfield, MA 53 Summit Lock Rd Westfield, MA 01085 Contact: (413) 564-2023 x2179	West Seneca, NY 5000 North America Dr. West Seneca, NY 14224 Contact: (716) 712-2530	York, PA 4875 Susquehanna Trail York, PA 17402 Contact: (717) 268-1446/1420	

GM/HBC LOCATIONS			
Bethlehem IV 125 North Commerce Way Bethlehem, PA 18020 Contact: (610) 419-9541/9543	Jacksonville, FL 5050 Edgewood Ct. Jacksonville, FL 32254 Contact: (904) 695-5104/5142	Richie Road GMD 15515 Woodham Dr. Houston, TX 77073 Contact: (603) 389-6329	Sacramento, CA 8301 Fruitridge Rd Sacramento, CA 95826 Contact: (916) 381-9259
York GMD 600 Arsenal Rd. York, PA 17402 Contact: (717) 403-9014/9017			

PERISHABLE LOCATIONS			
Baldwin, FL 15500 West Beaver St Baldwin, FL 32234 Contact: (904) 266-1601	Chester 14 Elizabeth Dr Chester, NY 10918 Contact: (845) 469-7606 x2006	Dallas/Coppel, TX 777 Freeport Parkway Coppel, TX 75019 (832) 783-7890	Dubois, PA 851 Beaver Drive Dubois, PA 15801 Contact: (814) 375-2912/2932
GS Perishable 3100 East Holcombe Blvd. Houston, TX 77021 Contact: (713) 746-5649	GS Produce 3100 East Holcombe Blvd. Houston, TX 77021 Contact: (713) 865-5262	Hammond, LA 3925 Hwy 190 West Hammond, LA 70401 Contact: (985) 549-6743/6721	Kapolei, HI 91-315 Hanua St Kapolei, HI 96707 Contact: (808) 682-3350
Lancaster, NY 5873 Genesee St Lancaster, NY 14086 Contact: (716) 515-2304	Miami, FL 3300 NW 123rd St. Miami, FL 33167 Contact: (305)-769-6630/6631	North Hatfield, MA 95 North Hatfield Rd Hatfield, MA 01038 Contact: (413) 247-8227 x3534/3535/3537	Oakland, CA (Unicold) 555 Maritime Street, Building D-516 Oakland, Ca. 94607 Contact: (510) 834-9212
Plant City, FL 1802 Jim Johnson Rd. Plant City, FL 33566 Contact: (813) 707-2752	Robesonia, PA 300-336 Penn Ave. Robesonia, PA 19551 Contact: 610-693-1476	Stockton, CA 4199 Gibraltar Court Stockton, CA 95206 Contact: (209) 234-6019/1689/1691	Troutdale, OR 2503 NW Sundial Rd. Troutdale, OR 97060 Contact: (503) 475-2216/2157
Vernon, CA (Unicold) 4339 Fruitland Avenue Vernon, Ca 90058 Contact: (323) 585-5111	North East Maryland, MD 100 Lums Rd. North East Maryland, MD 20774 Contact: (410) 287-1725		



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Exhibit C

856 Ship Notice/Manifest - Version 4010UCS

FUNCTIONAL GROUP ID=SH VERSION/RELEASE=4010UCS

Header:

Pos.	Seg.	Req.	Loop	Notes and	
<u>No.</u>	<u>ID</u>	<u>Des.</u>	<u>Max Use</u>	<u>Repeat</u>	<u>Comments</u>
010	ST	Transaction Set Header	M	1	
020	BSN	Beginning Segment for Ship Notice	M	1	

Detail - Shipment:

LOOP ID - HL				200000
010	HL	Hierarchical Level/Place Holder	M	1
060	PO4	Item Physical Details	O	1
110	TD1	Carrier Details (Quantity & Weight)	O	20
120	TD5	Carrier Details (Routing Seq & Transit Time)	O	12
130	TD3	Carrier Details (Equipment)	O	12
150	REF	Reference Identification	M	>1
200	DTM	Date/Time Reference	O	10
LOOP ID - HL/N1				200
220	N1	Name	M	1
240	N3	Address	O	2
250	N4	Geographic Location	O	1

Detail - Order:

LOOP ID - HL				200000
010	HL	Hierarchical Level/Place Holder	M	1
050	PRF	Purchase Order Reference	M	1
110	TD1	Carrier Details (Quantity & Weight)	O	20
120	TD5	Carrier Details (Routing Seq & Transit Time)	O	12

Detail - Tare:

LOOP ID - HL				200000
010	HL	Hierarchical Level/Place Holder	M	1
190	MAN	Marks and Numbers	M	>1
215	PAL	Pallet Information	O	1

Detail - Pack:

LOOP ID - HL					200000
010	HL	Hierarchical Level/Place Holder	M	1	
020	LIN	Item Identification	M	1	
030	SN1	Item Detail (Shipment)	M	1	
190	MAN	Marks and Numbers	M	>1	
200	DTM	Date/Time Reference	M	10	

Detail - Item:

LOOP ID - HL					200000
010	HL	Hierarchical Level/Place Holder	M	1	
020	LIN	Item Identification	M	1	
030	SN1	Item Detail (Shipment)	O	1	
060	PO4	Item Physical Details	O	1	
070	PID	Products/Item Description	O	200	

Summary:

010	CTT	Transaction Totals	O	1	
020	SE	Transaction Set Trailer	M	1	

1. HEADER

Segment:	ST Transaction Set Header	*MANDATORY
SEGMENT*		
Position:	010	Level: Header Usage: Mandatory Max. Use: 1 Loop:
<i>Example: ST*856*130001</i>		
DATA ELEMENT SUMMARY		
Ref.	Data	
<u>Des.</u>	<u>Element</u>	<u>Name</u>
ST01	143	Transaction Set Identifier Code
		<i>856 = Ship Notice/Manifest</i>
ST02	329	Transaction Set Control Number
		<i>Number used for Transaction Reference</i>
		M ID 3/3
		M AN 4/9

Segment:	BSN Beginning Segment for Ship Notice	*MANDATORY
SEGMENT*		
Position:	020	Level: Header Usage: Mandatory Max. Use: 1 Loop:

(i) **Example: BSN*00*0002248221*20060224*1100*0001**

DATA ELEMENT SUMMARY			
Ref.	Data		
<u>Des.</u>	<u>Element</u>	<u>Name</u>	<u>Attributes</u>
BSN01	353	Transaction Set Purpose Code	M ID 2/2
		00 = Original	
BSN02	396	Shipment Identification	M AN 2/30
		Shipment Number	
BSN03	373	Date	M DT 8/8
		Date Transaction Set is created	
BSN04	337	Time	O TM 4/8
		Time Transaction Set is created	
BSN05	1005	Hierarchy Structure Code	O ID 4/4
		0001 = Ship, Order, Tare, Item	

SHIPMENT

Segment:	HL Hierarchical Level					*MANDATORY					
SEGMENT*											
Position:	010	Level:	Shipment	Usage:	Mandatory	Max. Use:	1	Loop:	HL	Repeat:	
200000											
(B) Example: HL*00001**S											
DATA ELEMENT SUMMARY											
Ref.	Data										
<u>Des.</u>	<u>Element</u>	<u>Name</u>	<u>Attributes</u>								
HL01	628	Hierarchical ID Number	M AN 1/12								
The HL01 value for this level (shipment) is 1. It identifies the occurrence of the HL segment within the transaction set. It is a unique number, which starts with 1 for the first HL segment and is incremented by one for every HL segment.											
2.	HL02	734	Hierarchical Parent ID Number	O AN 1/12							
	HL03	735	Hierarchical Level Code	M ID 1/2							
S = Shipment											
	HL04	736	Hierarchical Level Code	O ID 1/1							

Segment:	PO4 Item Physical Details										
Position:	060	Level:	Shipment	Usage:	Optional	Max. Use:	1	Loop:			
HL											
Notes: This segment, at the shipment level, is only used to specify the volume (cube) of the entire shipment.											
Example: PO4*****3130*CF											
DATA ELEMENT SUMMARY											
Ref.	Data										



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<u>Des.</u>	<u>Element</u>	<u>Name</u>	<u>Attributes</u>
PO408	385	Gross Volume per Pack	O R2 1/9
		Shipment Volume	
PO409	355	Unit or Basis for Measurement Code	O ID 2/2
		CF = Cubic Feet	

Segment:		TD1 Carrier Details (Quantity and Weight)			
HL	Position:	110	Level: Shipment	Usage: Optional	Max. Use: 20 Loop:
Notes: This segment is used to specify total containers and gross weight of the shipment.					
Example: TD1*PLT*28****G*42970*LB					
DATA ELEMENT SUMMARY					
Ref.	Data				
<u>Des.</u>	<u>Element</u>	<u>Name</u>	<u>Attributes</u>		
TD101	103	Packaging Code	O AN 3/5		
		PLT = Pallet			
TD102	80	Lading Quantity	O N0 1/7		
		Total Number of Cases in Shipment			
TD106	187	Weight Qualifier	O ID 1/2		
		G = Gross Weight			
TD107	81	Weight	O R2 1/10		
		Weight of Shipment			
TD108	355	Unit or Basis for Measurement Code	O ID 2/2		

Segment:		TD5 Carrier Details (Routing Sequence/Transit Time)			
HL	Position:	120	Level: Shipment	Usage: Optional	Max. Use: 12 Loop:
Example: TD5*B*2*SEVD*T*SERVICECRAFT DISTRIBUTION					
DATA ELEMENT SUMMARY					
Ref.	Data				



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	<u>Des.</u>	<u>Element</u>	<u>Name</u>	<u>Attributes</u>
3.	TD501	133	Routing Sequence Code	O ID 1/2
			B = Origin/Delivery Carrier (Any Mode)	
4.	TD502	66	Identification Code Qualifier	O ID 1/2
			2 = Standard Carrier Alpha Code (SCAC)	
5.	TD503	67	Identification Code	O AN 2/80
	5.1.		Carrier SCAC	
6.	TD504	91	Transportation Method/Type Code	O ID 1/2
			H = Customer Pickup T = Shipper Option	
7.	TD505	387	Routing	O AN 1/35
			Originating Carrier	
8.	TD506	368	Shipment/Order Status Code	O ID 2/2

Segment:		TD3 Carrier Details (Equipment)			
HL	Position:	130	Level: Shipment	Usage: Optional	Max. Use: 12 Loop:
	Notes:	This segment is used to specify the trailer number for a truckload shipment.			
(a)	Example:	TD3*TL*20024732			
DATA ELEMENT SUMMARY					
	Ref.	Data			
	<u>Des.</u>	<u>Element</u>	<u>Name</u>	<u>Attributes</u>	
	TD301	40	Equipment Description Code	O ID 2/2	
			TL = Trailer		
9.	TD302	206	Equipment Initial	O AN 1/4	
			Alpha Part of Equipment Unit Identifying Number		
		(1)	TD303 207 Equipment Number	O AN 1/10	
			Serial Part of Equipment Unit Identifying Number		

Segment:		REF Reference Identification		*MANDATORY	
SEGMENT*					
HL	Position:	150	Level: Shipment	Usage: Mandatory	Max. Use: >1 Loop:



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*Example: REF*BM*20024732*

10. DATA ELEMENT SUMMARY

Ref.	Data		
<u>Des.</u>	<u>Element</u>	<u>Name</u>	<u>Attributes</u>
REF01	128	Reference Identification Qualifier	M ID 2/3
		BM = Bill of Lading Number	
		CN = Carrier's Reference Number (PO/Inv Number)	
REF02	127	Reference Number	O AN 1/30
		Number Identified in REF01	

Segment: **DTM** Date/Time Reference

HL Position: 200 Level: Shipment Usage: Optional Max. Use: 10 Loop:

*Example: DTM*011*200360224*

DATA ELEMENT SUMMARY

Ref.	Data		
<u>Des.</u>	<u>Element</u>	<u>Name</u>	<u>Attributes</u>
DTM01	374	Date/Time Qualifier	M ID 3/3
		011 = Shipped	
		067 = Current Schedule Delivery	
DTM02	373	Date	O DT 8/8
		Date Referenced in DTM01	
DTM03	337	Time	O TM 4/8

N1 LOOP

Segment: **N1** Name ***MANDATORY**

SEGMENT*

200 Position: 220 Level: Detail Usage: Mandatory Max. Use: 1 Loop: HL/N1 Repeat:

*Example: N1*ST*C&S Wholesale Grocers*9*0018424670001*

DATA ELEMENT SUMMARY

Ref.	Data		
<u>Des.</u>	<u>Element</u>	<u>Name</u>	<u>Attributes</u>

N101	98	Entity Identifier Code	M	ID	2/3
		SF = Ship From			
		ST = Ship To			
N102	93	Name	O	AN	1/60
N103	66	Identification Code Qualifier	O	ID	1/2
		9 = Duns #			
N104	67	Identification Code	O	AN	2/80
		Duns # + 4 Suffix			

Segment:	N3 Address Information				
Position:	240	Level:	Detail	Usage:	Optional
				Max. Use:	2
				Loop:	HL /N1
<i>Example: N3*47 Old Ferry Road</i>					
11.	DATA ELEMENT SUMMARY				
Ref.	Data				
Des.	Element	Name	Attributes		
N301	166	Address Information	M	AN	1/55
N302	166	Address Information	O	AN	1/55

Segment:	N4 Geographic Location				
Position:	250	Level:	Detail	Usage:	Optional
				Max. Use:	1
				Loop:	HL /N1

(i) **Example: N4*BRATTLEBORO*VT*05302**

12.	DATA ELEMENT SUMMARY				
Ref.	Data				
Des.	Element	Name	Attributes		
N401	19	City Name	O	AN	2/30
N402	156	State or Province Code	O	ID	2/2
N403	116	Postal Code	O	ID	3/15

ORDER

Segment:	HL Hierarchical Level		*MANDATORY		
SEGMENT*					
Position:	010	Level:	Order	Usage:	Mandatory
200000		Max. Use:	1	Loop:	HL Repeat:
<i>Example: HL*0002*0001*O</i>					
DATA ELEMENT SUMMARY					
<u>Ref.</u>	<u>Data</u>				
<u>Des.</u>	<u>Element</u>	<u>Name</u>	<u>Attributes</u>		
HL01	628	Hierarchical ID Number	M AN 1/12		
Identifies the occurrence of the HL segment within the transaction set.					
HL02	734	Hierarchical Parent ID	O AN 1/12		
Identifies the Hierarchical ID of the HL segment to which it is subordinate to (child of).					
HL03	735	Hierarchical Level Code	M ID 1/2		
<i>O = Order</i>					
HL04	736	Hierarchical Child Code	O ID 1/1		



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Segment:	PRF Purchase Order Reference	*MANDATORY
SEGMENT*		
Position:	050	Level: Order Usage: Mandatory Max. Use: 1 Loop: HL
<i>Example: PRF*149912***20060224</i>		
DATA ELEMENT SUMMARY		
Ref.	Data	
Des.	Element	Name Attributes
PRF01	324	Purchase Order Number M AN 1/22
		Customer's Purchase Order Number
PRF02	328	Release Number O AN 1/30
PRF04	373	Purchase Order Date O DT 8/8
		Date Purchased Order Was Placed

Segment:	TD1 Carrier Details (Quantity and Weight)
Position:	110 Level: Order Usage: Optional Max. Use: 20 Loop: HL
Notes: This segment, at order level, is only used to indicate total cartons for each order, when there are multiple orders in the shipment.	
<i>Example: TD1*CTN*3206</i>	
DATA ELEMENT SUMMARY	
Ref.	Data
Des.	Element Name Attributes
TD101	103 Packaging Code O AN 3/5
	CTN = Carton
TD102	80 Lading Quantity O NO 1/7
	Total Number of Cases in Order

Segment:	TD5 Carrier Details (Routing Sequence/Transit Time)
Position:	120 Level: Order Usage: Optional Max. Use: 12 Loop: HL

(i) **Example: TD5*****CC**

DATA ELEMENT SUMMARY

Ref.	Data		Attributes
<u>Des.</u>	<u>Element</u>	<u>Name</u>	
TD506	368	Shipment/Order Status Code	O ID 2/2
CC = Shipment Complete on (Date)			

2. TARE

Segment:	HL Hierarchical Level	*MANDATORY SEGMENT*			
Position:	010	Level: Tare	Usage: Mandatory	Max. Use: 1	Loop: HL Repeat:
200000					
Notes: This segment is only used when tare level information is being sent.					
Example: HL*0003*0002*T					
DATA ELEMENT SUMMARY					
Ref.	Data		Attributes		
<u>Des.</u>	<u>Element</u>	<u>Name</u>			
HL01	628	Hierarchical ID Number	M AN 1/12	Identifies the occurrence of the HL segment within the transaction set	
HL02	734	Hierarchical Parent ID	O AN 1/12	Identifies the Hierarchical ID of the HL segment to which it is subordinate to (child of).	
HL03	735	Hierarchical Level Code	M ID 1/2	<i>T = Tare</i>	
HL04	736	Hierarchical Child Code	O ID 1/1		

Segment:	MAN Marks and Numbers	*MANDATORY			
SEGMENT*					
Position:	190	Level: Tare	Usage: Mandatory	Max. Use: >1	Loop: HL
Notes: This segment, at the tare level, is used to specify the identification number for the pallet.					
Example: MAN*GM*001001600054900009562					
MAN*UC*103304000000871					
DATA ELEMENT SUMMARY					
Ref.	Data		Attributes		
<u>Des.</u>	<u>Element</u>	<u>Name</u>			
MAN01	88	Marks and Numbers Qualifier	M ID 1/2	GM = UCC/128 Serial Shipping Container Code Format (SSCC)	

		UC = UPC Shipping Container Code if Pallet		
MAN02	87	Marks and Numbers	M	AN 1/48
		Pallet Tag ID (for GM qualifier)		
		14 digit container code 1-2-5-5-1 format (for UC qualifier)		

Segment:	PAL Pallet Information				
Position:	215	Level: Tare	Usage: Optional	Max. Use: 1	Loop: HL
<i>Example: PAL*6*8*12*96*****50.9*IN*816*LB*940.5*CF</i>					
13.	DATA ELEMENT SUMMARY				
<u>Ref.</u>	<u>Data</u>				
<u>Des.</u>	<u>Element</u>	<u>Name</u>		<u>Attributes</u>	
PAL01	883	Pallet Type Code		O ID 1/2	
		6 = Wood			
		7 = Slip Sheet			
PAL02	884	Pallet Tiers		O NO 1/3	
		Layers per Pallet			
PAL03	885	Pallet Blocks		O NO 1/3	
		Cases per Layer			
PAL04	356	Pack		O NO 1/6	
		Cases per Pallet			
PAL09	65	Height		O R2 1/8	
		Height of Pallet			
PAL10	355	Unit or Basis for Measurement Co		O ID 2/2	
		IN = Inch			
PAL11	384	Gross Weight per Pack		O R2 1/9	
		Weight of Pallet			
PAL12	355	Unit or Basis for Measurement Co		O ID 2/2	
		LB = Pounds			
PAL13	385	Gross Volume per Pack		O R2 1/9	
		Volume of Pallet			
PAL14	355	Unit or Basis for Measurement Co		O ID 2/2	
		CF = Cubic Feet			
PAL15	399	Pallet Exchange Code		O ID 1/1	
		5 = Third-Party Pallet Exchange (Sent only if CHEP pallets)			

PACK

Segment:	HL Hierarchical Level					*MANDATORY
SEGMENT*						
Position:	010	Level:	Pack	Usage:	Mandatory	Max. Use: 1
200000		Loop:	HL	Repeat:		
Notes: This segment is only used when pack level information is being sent.						
Example: HL*00004*00003*P						
DATA ELEMENT SUMMARY						
<u>Ref.</u>	<u>Data</u>					
<u>Des.</u>	<u>Element</u>	<u>Name</u>			<u>Attributes</u>	
HL01	628	Hierarchical ID Number			M AN 1/12	
Identifies the occurrence of the HL segment within the transaction set						
HL02	734	Hierarchical Parent ID			O AN 1/12	
Identifies the Hierarchical ID of the HL segment to which it is subordinate to (child of).						
HL03	735	Hierarchical Level Code			M ID 1/2	
<i>P = Pack</i>						
HL04	736	Hierarchical Child Code			O ID 1/1	

Segment:	LIN Item Identification					*MANDATORY
SEGMENT*						
Position:	020	Level:	Pack	Usage:	Optional	Max. Use: 1
		Loop:	HL			
Example: LIN**UA*030400000874						
DATA ELEMENT SUMMARY						
<u>Ref.</u>	<u>Data</u>					
<u>Des.</u>	<u>Element</u>	<u>Name</u>			<u>Attributes</u>	
LIN02	235	Product/Service ID Qualifier			M ID 2/2	
UA = UPC/EAN Case Code (2-5-5)						
LIN03	234	Product/Service ID			M AN 1/48	
UPC 12 Digit Case Code						

Segment:	SN1 Item Detail (Shipment)					*MANDATORY
SEGMENT*						



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Position: 030	Level: Pack	Usage: Mandatory	Max. Use: 1	Loop: HL
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(i) **Example: SN1**110*CA**

DATA ELEMENT SUMMARY			
Ref.	Data		
<u>Des.</u>	<u>Element</u>	<u>Name</u>	<u>Attributes</u>
SN102	382	Number of Units Shipped	M R0 1/10
Total Cases (or Pallets) Shipped			
SN103	355	Unit of Basis for Measurement Code	M ID 2/2
CA = Cases			
PL = Pallet			

Segment:	MAN Marks and Numbers	*MANDATORY	
SEGMENT*			
Position: 190	Level: Pack	Usage: Optional	
Max. Use: >1	Loop: HL		
Notes: This segment, at the pack level, is used to specify the identification of the carton.			
Example: MAN*UC*10030400000871			
14. DATA ELEMENT SUMMARY			
Ref.	Data		
<u>Des.</u>	<u>Element</u>	<u>Name</u>	<u>Attributes</u>
MAN01	88	Marks and Numbers Qualifier	M ID 1/2
UC = UPC Shipping Container Code			
MAN02	87	Marks and Numbers	M AN 1/48
UPC Ship Container Code (Interleaved 2 of 5)			

Segment:	DTM Date/Time Reference	*MANDATORY	
SEGMENT*			
Position: 200	Level: Pack	Usage: Optional	
Max. Use: 10	Loop: HL		
Example: DTM*036*20070324			
DATA ELEMENT SUMMARY			
Ref.	Data		
<u>Des.</u>	<u>Element</u>	<u>Name</u>	<u>Attributes</u>

DTM01	374	Date/Time Qualifier	M	ID	3/3
(A)		036 = Expiration			
		405 = Production			
		511 = Shelf Life Expiration			
DTM02	373	Date	O	DT	8/8
DTM03	337	Time	O	TM	4/8

- 1.
2. ITEM

Segment:	HL Hierarchical Level					*MANDATORY
SEGMENT*						
Position:	010	Level:	Item	Usage:	Mandatory	Max. Use: 1
200000		Loop:	HL	Repeat:		
Notes: This segment is only used when tare level information is being sent.						
Example: HL*00005*00004*1						
DATA ELEMENT SUMMARY						
Ref.	Data					
<u>Des.</u>	<u>Element</u>	<u>Name</u>				<u>Attributes</u>
HL01	628	Hierarchical ID Number				M AN 1/12
Identifies the occurrence of the HL segment within the transaction set.						
HL02	734	Hierarchical Parent ID				O AN 1/12
Identifies the Hierarchical ID of the HL segment to which it is subordinate to (child of).						
HL03	735	Hierarchical Level Code				M ID 1/2
<i>I = Item</i>						
HL04	736	Hierarchical Child Code				O ID 1/1

Segment:	LIN Item Identification					*MANDATORY
SEGMENT*						



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Position:	020	Level:	Item	Usage:	Mandatory	Max. Use:	1	Loop:	HL
<i>Example: LIN**UP*030400000874</i>									
DATA ELEMENT SUMMARY									
Ref.	Data								
<u>Des.</u>	<u>Element</u>	<u>Name</u>					<u>Attributes</u>		
LIN02	235	Product/Service ID Qualifier					M	ID	2/2
UP = UPC Consumer Pkg Code (1-5-5-1)									
LIN03	234	Product/Service ID					M	AN	1/48
UPC Pkg Code with check digit									

Segment:	SN1 Item Detail (Shipment)								
Position:	030	Level:	Item	Usage:	Optional	Max. Use:	1	Loop:	HL
<i>Example: SN1**1728*EA</i>									
DATA ELEMENT SUMMARY									
Ref.	Data								
<u>Des.</u>	<u>Element</u>	<u>Name</u>					<u>Attributes</u>		
SN102	382	Number of Units Shipped					M	R0	1/10
Number of Packages Shipped									
SN103	355	Unit of Basis for Measurement Code					M	ID	2/2
EA = Eaches									

Segment:	PO4 Item Physical Details								
Position:	060	Level:	Item	Usage:	Optional	Max. Use:	1	Loop:	HL
Notes: PO405, PO406, AND PO407 are primarily used for perishable products.									
<i>Example: PO4*24*12.500*OZ</i>									
DATA ELEMENT SUMMARY									

Ref.	Data		
<u>Des.</u>	<u>Element</u>	<u>Name</u>	<u>Attributes</u>
PO401	356	Pack	O NO 1/6
		Packages per Case	
PO402	357	Size	O R3 1/8
		Package Size	
PO403	355	Unit or Basis for Measurement Co	O ID 2/2
		OZ = Ounces	
PO405	187	Weight Qualifier	O ID 1/2
PO406	384	Gross Weight per Pack	O R2 1/9
PO407	355	Unit or Basis for Measurement Co	O ID 2/2
PO408	385	Gross Volume per Pack	O R2 1/9
PO409	355	Unit or Basis for Measurement Co	O ID 2/2

Segment: **PID** Product/Item Description

Position: 070 **Level:** Item **Usage:** Optional **Max. Use:** 200 **Loop:** HL

Notes: This PID segment is used to provide product/item descriptions in text format.

(i) **Example: PID*F*****GRAN BAR-LF CHEWY CHOCOLATE SHIP**

DATA ELEMENT SUMMARY

Ref.	Data		
<u>Des.</u>	<u>Element</u>	<u>Name</u>	<u>Attributes</u>
PID01	349	Item Description Type	M ID 1/1
		F = Free Form	
PID05	352	Description	O AN 1/80
		Product Description	

SUMMARY

Segment:	CTT Transaction Totals								
Position:	010	Level:	Summary	Usage:	Optional	Max. Use:	1	Loop:	

(ii) **Example: CTT*50**

DATA ELEMENT SUMMARY			
Ref.	Data		
<u>Des.</u>	<u>Element</u>	<u>Name</u>	<u>Attributes</u>
CTT01	354	Number of Line Items	M NO 1/6
Contains the number of HL segments present in the transaction set.			

Segment:	SE Transaction Set Trailer		*MANDATORY						
SEGMENT*									
Position:	801	Level:	Summary	Usage:	Mandatory	Max. Use:	1	Loop:	
Notes: To indicate the end of the transaction set and provide a count of the transmitted segments (including (ST) and (SE) segments).									
(B) Example: SE*97*130001									
15.	DATA ELEMENT SUMMARY								
16.	Ref.	Data							
	<u>Des.</u>	<u>Element</u>	<u>Name</u>	<u>Attributes</u>					
	SE01	96	Number of Included Segments	M NO 1/10					
Total number of segments included in a transaction set including ST and SE segments.									
	SE02	329	Transaction Set Control Number	M AN 1/9					

Exhibit D

C&S Wholesale Grocers Trailer Pull Procedure

- When the driver is assigned a door, the trailer is backed into the dock and the trailer air brake hose is disconnected.
- Driver will be required to disconnect from the trailer after backing into the door (where applicable).
- The driver delivers paperwork (BOL, packing list) to the transportation/receiving office.
- The trailer is unloaded and the dock door is closed.
- The transportation/receiving office gives the driver exit paperwork – only after the trailer is completely unloaded and the dock door closed.
- Only after receiving his/her exit paperwork is the driver permitted to reconnect the air hose and pull the trailer from the dock.
- The driver is cleared by security to exit.

*****Failure to follow these procedures will result in the driver being permanently barred from delivering to any C&S distribution center*****

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Exhibit E

Pallet Loading Diagrams

Please note – sideways pallets are **ONLY** acceptable when shipping CHEP, PECO, or IGPS 4-way pallets.

White wood pallets must be shipped either straight or pinwheeled.

1	2
3	4
5	6
7	8
9	10
11	12
13	14
15	16
17	18
19	20
21	22
23	24

PINWHEELED

1	2
3	4
5	6
7	8
9	10
11	12
13	14
15	16
17	18
19	20
21	22

STRAIGHT

1	2
3	4
5	6
7	8
9	10
11	12
13	14
15	16
17	18
19	20
21	22
23	24
25	26

**SIDEWAYS ONLY
CHEP / PECO / IGPS**

Compliance Program

C&S Inbound Safety & Quality requirements are separated into 5 High Level categories:

- Improper Paperwork
- Improper Palletization
- Product Issues
- Carrier Issues
- Bad Pallets

Under each of the High Level categories there are a number of sub-categories which further identify the required area of expected compliance. Associated chargeback's of \$150 are assessed at the High Level. If more than one sub-category violation is noted within a high level on a particular delivery, only one \$150 chargeback will be assessed.

For the low level issues Carrier No Show, Late Arrival > 30 Minutes, and No Appointment Scheduled, the associated chargeback will be \$200.

Please note that:

- Chargebacks for non-complying pallets will be assessed at a rate of \$20 per pallet.
- The chargeback for inbound damage is \$20 per PO.
- Chargebacks for closed coded product, for not scheduling appointments via Retailer and for shipments arriving without an ASN (EDI 856) will be assessed at \$150 per shipment
- C&S will be implementing an increase in the charges associated with "Carrier Issues - Late Arrival > 30 Minutes", "Carrier Issues – Carrier No Shows", and "Carrier Issues – No Appointment Scheduled" for all manufacturers in the two (2) weeks leading up to as well as the week of New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. During these weeks, the low level issues Carrier No Show, Late Arrival > 30 Minutes, and No Appointment Scheduled will have a \$300 chargeback (instead of \$200).

Davidson non-compliance issues will be managed by the Davidson team.



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Exhibit F Delivery Condition Report and Exit Pass

PO NUMBER _____ Shift _____ Location _____ Door Number _____ Receiver _____
 Vendor _____ Buyer/Vendor # _____ AP Vend # _____ CARRIER: _____

Improper Palletization	Improper Palletization	Product Issues	Carrier Issues
MISNG CAS PO NUMBER	MULTI ITEM ON PALLET W/O SLP SHIT	SHORT DATED PROD. REFUSED Y/N	CARRIER NO SHOW
MISNG # OF CARTONS SHIP		UPC	NO APPOINTMENT SCHEDULED
MISNG CARRIER NAME	EXCESS PRODUCT OVERHANG	FREEIGHT SHIPPED	LATE ARRIVAL > 30 MINS
	UPC	PRODUCT COUNT DOES NOT MATCH	SUBSTANDARD TRAILER COND
MISNG SEAL # ON BOL	MIXED CODE DATES - 1 PLT	UPC	IMPROPER TEMP
	UPC	SUBSTANDARD PACKAGING	EXCESS UNLOAD TIME
MISNG TALLY SHEET (RANDOM WGT)	SOE/AYS PALLETS	UPC	TRAILER NOT SEALED / PRODUCT INSPECTED
		NO UPC ON CASES	
MISNG PACKING SLPS	IMPROPER BLOCK	CLOSED CODE DATED PRODUCT:	TAMPENING FOUND
MULTIPLE POS ON 1 BOL	MULTIPLE POS MIMED ON PALLET	_____ JUVENILE ENCRYPED _____ PROD _____ NONE	REFUSED LOAD
SEAL NOT MATCHING PL SEAL#	PRODUCT TUMBLED THROUGH TRAILER	UPC _____	
	CROSS CONTAM DUE TO OUNGLING	UPC _____	

***** DRIVER MUST LEAVE TRAILER DOORS OPEN FOR INSPECTION BY SECURITY GUARD *****

RECEIVER COMMENT: _____
 DRIVER COMMENT: _____
 DRIVER'S NAME: _____ DRIVER SIGNATURE _____ EXIT CODE _____