



## TRANSPORTATION ROUTING GUIDE (For all commodities)

This Transportation Routing Guide (this “**Guide**”) is issued by Retail Business Services LLC (“**RBS**”), which provides various supply chain support services to the brands and other US affiliates of Ahold Delhaize USA, Inc. (each individually, a “**Brand**” and collectively, the “**Brands**”). The instructions set forth in this Guide, along with those appearing in applicable Purchase Orders issued by RBS or a Brand (“**POs**”), apply to all merchandise shipped to facilities of RBS and the Brands. This Guide supersedes all previously issued routing instructions from Ahold U.S.A., Inc. and Delhaize America, LLC and their respective US affiliates, and will continue in effect until canceled or modified in writing by RBS or a Brand. For purposes of this Guide, RBS and each Brand shall be referred to individually and collectively as the “**Company**,” and your company shall be referred to as “**Vendor**.” *Some exceptions to certain requirements in this Guide for (i) refrigerated and frozen meat, seafood, produce, deli, floral and bakery items are specified in Addendum 3, and, (ii) Private Label Goods are specified in Addendum 4, attached to this Guide.*

Compliance with this Guide and the terms and conditions in Company POs is mandatory. Any deviation from the shipping instructions contained herein may result in the refusal of a shipment at a Company dock and/or a chargeback being taken against the price of the merchandise reflecting full transportation charges plus an administration fee, or as is otherwise provided for herein.

### **I. PURCHASE ORDERS**

All POs specify the “Deliver to” address to which the shipment is to be made.

### **II. PACKAGING REQUIREMENTS**

All packaging and unitization must meet standards set by Company.

Packaging and unitization must conform to freight carrier requirements and be able to withstand the normal hazards of transportation, both inbound and for subsequent distribution.

***VENDOR NOTE:** Claims and costs resulting from poorly packaged or unitized merchandise may be charged back to Vendor along with administrative fees.*

Packaging must withstand normal warehouse receipt, storage and shipping conditions.

***VENDOR NOTE:** Warehouse damages and associated costs resulting from poorly packaged merchandise may be charged back to Vendor along with administrative fees.*

Ship full cartons only.

Flavors and sizes must be shipped exactly as ordered.

Two (2) packing slips containing an itemized list of all merchandise shipped must be included with each shipment and must include at least the following information:

- Company Purchase Order number
- Company item code number
- Item description to include pack and size

- UPC, Vendor item code, or PLU code
- Quantity shipped by item
- Weight sheets ( Net Weight )
- Sell by dates or expiration dates
- Random item weights must be accompanied by a tally sheet showing case weight for each case shipped.

Both 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, i.e., 2 cartons and 2 packing slips.

***VENDOR NOTE:** Failure to provide packing slips in the above described manner may result in load refusals and/or chargebacks to Vendor to cover additional costs and administrative fees.*

Multiple PO information on one bill of lading is not permitted. Each PO must have a separate bill of lading or freight receipt.

When shipping via parcel carrier, Vendor's name and Company's PO number must appear on the tracking label.

***VENDOR NOTE:** Failure to provide packing slips in the above described manner may result in shipment refusal and/or a chargeback to Vendor, to cover additional costs and administrative fees.*

### **III. MARKING REQUIREMENTS**

Easy identification of Vendor's products upon their arrival at delivery location is very important to the receiving and distribution of Vendor's product. All markings on cases must be bold, clear and legible. Shipping cartons must be identified with at least the following information.

- Complete item description as it appears on the PO including pack and size
- Case pack and size
- UPC or Vendor Item Code Number
- "Sell by", "Expires on" or "Best if used by" dates
- Sell by date markings for open coded merchandise must be consistent on both the inside and outside of the shipping carton. (Note: "Sell by Date" information must be easily readable by dock personnel, and must include the words "sell by date" or "pack date".)
- Any codes other than "open" should be accompanied by back-up documentation for interpretation of closed code.
- Net weight in pounds and open coded sell or pack dates must be prominently displayed in 3/4" block print on two sides of each shipping carton.
- Vendor name
- UCCEAN0128 Bar Codes
- Company Item Code Number must be prominently displayed in 3/4" block print on two sides of each shipping carton. (This requirement is for Private Label Product only).



- When shipping samples: (1) the notation “SAMPLES” must be prominently displayed in 3/4" block print on two sides of each shipping carton and (2) the name of the person to whom the samples are being shipped must be prominently displayed.
- Required country of origin information.

The mixing of code dates on any pallet is strictly forbidden other than for fresh meat shipments. However, if a fresh meat pallet does contain multiple code dates, Vendor must load each pallet as follows:

- With no more than two (2) different code dates
- By placing the product with the newer pack date below the product with the older pack date
- With the differential between the two (2) code dates not to exceed: three (3) days for beef, three (3) days for pork or one (1) day for poultry

***VENDOR NOTE:*** Vendor’s goal in regard to case marking should be to assure expedited item identification by Company receiving personnel at the time Vendor’s product arrives at the Company warehouse. Items marked in a manner that hinders the receiving process may result in refusal of the shipment or a chargeback to Vendor to cover associated costs and administrative fees.

#### **IV. BILL OF LADING/FREIGHT RECEIPT REQUIREMENTS**

Describe all merchandise fully and accurately so as to ensure the lowest possible transportation costs.

The following must appear in the body of the bill of lading or freight receipt in addition to any other information specified elsewhere in this Guide:

- Gross and Net weights
- Company Purchase Order number
- Number of cartons shipped and number of cases such cartons contain if using master cartons
- “Delivery appointment required”
- Trailer pre-cooling temperature  °F (for refrigerated and frozen products)
- Temperature of product at loading  °F (for refrigerated and frozen products)
- Driver/Carrier required to unload
- Notification of multiple sell by dates for any single product line
- Driver Name and Driver number
- Carrier Name
- Shipper Number or Load Number
- Trailer Number
- Pick-up date
- Seal number(s)
- “Delivery Appointment Required”
- Piece count or Pallet count ( as applicable )

- When shipping samples, the notation “SAMPLES” must be included in the body of the bill. Also the name of the person to whom the samples are being shipped must be included in the body of the bill.
- Any special requirements
- Product country of origin where required
- “Carrier: Do not cut shrinkage, do not break down pallet until advised to do so by consignee upon delivery.”
- “Merchandise tendered in a sorted and segregated manner.”
- Time of departure from consigner warehouse (seafood HACCP regulated items).

**Only original bills of lading or freight receipts are acceptable.** Company will not accept reproductions.

Vendor is required to list the correct trailer pre-cooling and set temperature for frozen and refrigerated loads on the bill of lading or freight receipt. Failure to provide this information may result in load refusals and/or chargebacks to Vendor to cover additional costs and administrative fees. Product spoilage due to incorrect temperature settings will result in a chargeback to Vendor for the cost of goods and the additional expense associated with the disposal of the product.

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

***VENDOR NOTE: Import Shipments. Import shipments must be accompanied with the proper documentation including but not limited to all documents required by any government agency, import declarations, and/or other customs clearance documentation so as to enable timely receiving of the product. Import shipments that hold up receiving production due to improper documentation will result in charge backs against Vendor for lost dock time, lost sales and administrative fees.***

## **V. COUNTRY OF ORIGIN LABELING REQUIREMENTS**

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

<http://www.ams.usda.gov/AMSV1.0/getfile?dDocName=STELPRDC5070926>.

The Country of Origin must be declared on all covered products that Vendor supplies to Company 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, freight receipts 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 or freight receipt, it must appear on the bill of lading or freight receipt. (Please note that the existing requirements for “wild” or “farmed” designation for seafood items is still in effect).

All covered products Vendor ships to Company 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 and/or a chargeback may be issued against Vendor for expenses incurred by Company plus administrative fees.

It is Vendor’s sole responsibility to be familiar and comply with all requirements set forth in the regulation, and Company will not be liable for any non-compliance by Vendor.

## **VI. SHIPMENT TIME REQUIREMENTS**

Shipments must be tendered to carriers with sufficient time to assure arrival on the delivery date specified in the PO and the specific delivery time scheduled by Vendor or its carrier with the appropriate scheduling department for the destination designated on the PO (without violation of USDOT hours-of-service regulations).

***VENDOR NOTE:** Any shipment arriving more than thirty (30) minutes past its scheduled appointment time is considered late and may be refused and/or may result in chargebacks against Vendor’s account. Refused shipments will require a new delivery appointment be made with the appropriate scheduling department.*

Company does not accept freight before its appointed delivery date and time. Any detention, freight claims, storage or other charges resulting from early shipment will be the sole responsibility of Vendor and may be charged back to Vendor if paid by Company.

Once a PO has been received, it is closed. Backorders will not be accepted unless a new PO has been obtained from Company prior to the shipment’s arrival at Company.

## **VII. SHIPMENT REQUIREMENTS**

### **A. Routing Instructions for all Company facilities.**

All POs are to be shipped complete, accurately, and on-time. 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 Company facility via carriers who will not adhere to Company’s inbound procedures, as are set forth herein and as otherwise provided. Orders shipped via carriers who do not adhere to Company’s procedures may be refused at Company’s dock and/or Vendor will be responsible for all carrier charges and/or additional costs to Company sales and administrative fees.

Please note that UPS Ground, FedEx Ground or any other parcel shipment carriers and courier services are accepted only for shipments of fifteen (15) master cases or less. Parcel shipments must have the POs clearly printed on each carton’s shipping label, and multiple POs cannot be shipped in a single master carton. Each individual shipping label must be numbered



based on the quantity shipped, e.g., carton 3 of 5. In addition, master cases cannot be banded together.

Product samples of any kind being sent to Company must be shipped freight prepaid FOB Destination and must include the name of the person who is meant to receive the product. Samples shipped freight collect may be refused by Company and/or may result in a chargeback to Vendor to cover associated costs and administrative fees.

Precautions must be taken by Vendor and its carrier to assure the safety, quality and wholesomeness of products delivered to Company. 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 Company are appropriately segregated to prevent commingling and/or cross contamination:

- Always:
  - o palletize food products over nonfood products
  - o palletize ready-to-eat food products over raw food products
  - o palletize dry produce over wet/iced produce
  - o palletize frozen foods ONLY with frozen foods
- Never:
  - o ship caustic chemicals over food products or human care products.
  - o ship seafood over other food products without barrier protection/shrouding.
  - o ship inorganic commodities on top of organic commodities.
  - o 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 to Company. Vendor and Company requirements to assure product quality and integrity, including, without limitation, temperature requirements, must be maintained during loading and throughout transit. Product showing signs of thawing or re-freezing will be rejected.





Do not interline. If Vendor's carrier does not service Company directly from a shipping location, contact RBS Inbound Logistics for alternate routing.

Prepaid shipments must be shipped on a Freight Prepaid/F.O.B. Destination basis and will not knowingly be accepted on a freight collect basis. Any freight charges resulting from goods shipped under incorrect freight terms are Vendor's sole responsibility and may result in a chargeback to Vendor for full freight cost and administrative fees should Company 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 Vendor. Vendor will also be responsible to file all freight claims with the carrier.

Less-than-truckload shipments should be routed via Old Dominion Freight Lines, and if they do not service Vendor's shipping point via Estes Express Lines.

***VENDOR NOTE:*** *Any freight charges resulting from goods shipped under incorrect terms may result in a chargeback to Vendor for full freight costs and administrative fees should Company have to make payment to the carrier.*

## **B. Unloading Requirements**

Shipments to all facilities, except for drop trailers agreed to in advance by Company, are to be delivered on a carrier unload basis. Vendor is responsible for compensating or reimbursing its delivering carriers for any unloading services they provide or arrange for on prepaid shipments.

Carriers will be allowed two (2) hours to unload, sort, segregate and break down product into Company warehouse pallet configurations in all product categories. Failure to meet these timeframes may cause chargebacks for lost dock time and productivity, lost sales and administrative fees.

Vendor's carriers must provide Company with a picture ID prior to their unloading trailer and prior to being allowed use of Company's manual equipment.

Vendor's carrier, directly or through its driver, may request to use Company powered industrial equipment to assist in unloading freight. Company may supply such equipment at its sole discretion. All equipment supplied by Company 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 Company 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 Company. Drivers unable to produce the certification documentation will be prohibited from using powered industrial equipment. Vendor 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, OSHA and other applicable safety standards. Drivers are required to wear steel-toed shoes while unloading at all locations.



Vendor's carriers are required to have chocks and to ensure trailers are properly chocked prior to unloading. Vendor's carriers who choose to utilize an unloading service must also mechanically disconnect the "glad hand" to lock out the air line to the trailer's brakes.

Where a carrier fails or refuses to meet all of the applicable requirements for unloading freight at a 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 where the requirements for powered industrial equipment are not met, or (c) hire unloading assistance at the facility, if available.

Vendor acknowledges that in the event that a carrier or its driver chooses to utilize a freight unloading service, it does so at its own and sole risk and understands that Company has no responsibility, liability or oversight of such services and is not a party to carrier's relationship with any such service provider. Company allows such services on its premises for the benefit of delivering carriers, but is not a warrantor or guarantor of their services or in any manner involved in pricing or the collection of charges. Vendor is solely responsible for compensating or reimbursing carriers for unloading services on Prepaid shipments.

Vendor and its carriers will be responsible for damage to Company's or others property including, without limitation, for fuel spills or damage due to collision.

#### **C. Mis-Routed Shipments (for all Company facilities)**

Costs and claims, including freight claims, derived from Vendor's misrouting freight will result in a chargeback to Vendor for additional costs and administrative fees. Vendor will also be responsible to file all freight claims with the carrier on misrouted shipments, regardless of F.O.B. terms.

Any accessorial charges or surcharges (i.e., detention, sort and segregate, inside delivery, after hours delivery and notification charges) derived from misrouted shipments are the responsibility of Vendor and may result in a chargeback to Vendor for additional costs and administrative fees if paid by Company.

#### **D. Shipping Instructions**

1. All product must be shipped on standard 48" x 40" Grade A GMA hardwood, CHEP or PECO or IGPS shrink-wrapped pallets with no product overhang on any side of the pallet. Company does not accept floor loads. In addition the following should be noted in the body of the bill of lading or freight receipt: "Carrier: do not cut shrink-wrap, do not break down pallet".

Any pallet with broken top or bottom boards, broken stringers, with more than one (1) repaired stringer or which is unable to bear the weight of the product will be considered substandard. Shipments received on substandard pallets may result in product refusals by Company and/or chargebacks to Vendor for additional costs and expenses.

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

Display and shipper pallets that are palletized on non-standard pallets should be placed on a 4-way, 40" x 48" Grade A, GMA hardwood, CHEP or PECO pallets.



**VENDOR NOTE:** *If the freight is not tendered to the carrier on 48" x 40" GMA, Grade A, (hardwood pallets), CHEP, PECO or IGPS pallets as specified herein, the carrier will be responsible for transferring the freight onto Company-supplied pallets at Vendor's expense, and Vendor may receive chargebacks to account for excessive dock time.*

2. When loading freight for delivery to Company, do not pin-wheel or turn pallets sideways unless authorized by Company to do so.

**VENDOR NOTE:** *In the event that Vendor ships product on pin-wheeled or sideways pallets without Company's authorization, Vendor's carrier may be required to unload the trailer in a reasonable amount of time so as not to slow down the productivity of Company's receiving dock. Vendors whose shipments negatively impact Company's dock productivity due to unauthorized pin-wheeled or sideways pallets may receive chargebacks for additional costs, and administrative fees. Any accessorial charges (i.e., detention, sort and segregate derived from a Vendor's shipping unpalletized or incorrectly palletized freight) may result in a chargeback to the Vendor's account, plus administrative fees.*

3. All products must be shipped to Company's "TI-HI" (Block & Tier) specifications, and there should be no product overhanging on any side of the pallet. If Vendor does not know what the TI-Hi specifications are for its products, Vendor should request TI-Hi information from Company's purchasing agent.

**VENDOR NOTE:** *If Vendor's shipments negatively impact Company's dock productivity due to product shipped at the wrong TI-HI, Vendor may receive chargebacks for additional costs, and administrative fees.*

4. All shipments containing hazardous materials must comply with United States Department of Transportation and other applicable governmental 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 Vendor for additional costs and administrative fees

5. All products must be shipped in case quantities and case packs as specified in the PO. Do not ship in master cases.

**VENDOR NOTE:** *Product shipped in wrong case quantities, case pack or master cases may result in refusal of the product at Company's dock and/or chargebacks to Vendor to cover additional costs and administrative fees.*

6. All cases must have tops and sides or have shrink wrap securely covering the product, and 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 Vendor, and may lead to product refusal and/or chargebacks to Vendor for additional costs and administrative fees.

7. Any product not ordered by Company may be refused back to the carrier for shipment back to Vendor on a FOB Company, Freight Collect basis and may result in chargebacks to Vendor to cover additional costs and administrative fees.

8. All product purchased by Company must be delivered with sufficient shelf life to allow for normal distribution and retail activities to occur in selling that product at retail.

***VENDOR NOTE:** Any product delivered to Company without sufficient shelf life to allow for these activities may result in refusal of the goods at Company's dock and/or a chargeback to Vendor for additional costs and administrative fees.*

9. Product should not be mixed throughout the trailer, but should be loaded together by PO.

10. All shipments must be tendered to the carriers in a sorted and segregated manner and the notation "merchandise tendered in a sorted and segregated manner" must also appear in the body of the Bill of Lading.

***VENDOR NOTE:** Shippers whose Carriers cause lost dock production in regard to delayed or lengthy product unloading (in excess of 2 hours) may incur charge backs associated with the lost dock time as well as sales and administrative fees.*

11. Whenever possible Company will purchase product in full pallet or tier quantities.

12. Each item shipped to Company must be shipped on its own pallet. Do not ship multiple items on a single pallet.

***VENDOR NOTE:** Failure to adhere to the above rule may result in the goods being refused at Company's dock and/or a chargeback against Vendor for additional costs, sales and administrative fees.*

13. When shipping any PO to Company, that the PO must be delivered complete. If a PO does not fit on a trailer, please notify the Company Buyer. Attempted delivery of a single purchase order on more than one vehicle may result in some or all of the shipment being refused.

14. When shipping multiple POs on a single day, each PO must be delivered by the carrier on a separate delivery receipt, but tendered by Vendor to the carrier on a master bill of lading or freight receipt, and in a sorted and segregated manner. Two (2) or more POs cannot be mixed on one pallet, and product must be shipped in such a way that the POs are clearly, readily individually identifiable.

***VENDOR NOTE:** Failure to ship in accordance with these specifications may result in refusal of the shipment at Company's dock and/or chargebacks to Vendor for additional costs, and administrative fees.*

#### **E. Quality Assurance**

1. All product delivered to Company must be free of any infestations and/or contaminants. Any product that would be deemed as adulterated or contaminated under Company or manufacturer, specifications or United States Food and Drug Administration ("FDA") or

United States Department of Agriculture (“**USDA**”) regulations, shall be deemed damaged and unsalvageable, and may be refused at Company’s dock. Due to the nature of pest infestation, it may not be discoverable at the time of product receipt without breaking down and inspecting every case on every pallet. Therefore, Vendor 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.

***VENDOR NOTE:*** *Goods refused at Company’s dock in this regard may result in chargebacks against Vendor for additional costs, and administrative fees.*

2. Vendor’s carriers must not utilize equipment for hauling Company products which has been used to transport any hazardous materials, refuse, or non-food products, as described in United States Department of Transportation (“**USDOT**”), United Environmental Protection Agency, FDA and/or USDA regulations, including, without limitation, the Solid Waste Disposal Act, 42 U.S.C. § 6903, et. seq., the Sanitary Food Transportation Act, 49 U.S.C. § 5701 et. seq., and/or the Food Safety Modernization Act (“**FSMA**”).

All shipments of products covered by the FSMA rule on the Safe Transportation of Human and Animal Food (the “Rule”) must be shipped in strict compliance with the Rule and Company shall be responsible for any non-compliance by its employees, agents and/or contractors, including, without limitation, warehouses, carriers and brokers.

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

3. All product shipped to Company must conform to all local, state and federal food code regulations, including, without limitation, HACCP certification. Any product that does not conform to the above mentioned codes and/or regulations will be refused at Company’s dock.

***VENDOR NOTE:*** *Goods refused at Company’s dock in this regard may result in chargebacks against Vendor for additional costs, lost sales and administrative fees.*

4. All frozen seafood requiring HACCP Certification must not exceed 0° F. Shipments not meeting this requirement will be refused at Company’s dock.

***VENDOR NOTE:*** *Shipment refusals may result in chargebacks against Vendor for additional costs, and administrative fees.*

5. Vendor must use temperature recorders on all perishable shipments delivering to Company distribution centers. Shipments without temperature recorders showing evidence of temperature related distress will be immediately refused at Company’s dock. Where temperature recorders have been employed, evidence obtained from the temperature recorder will be used in determining quality of the shipment and whether a shipment should be refused or received.

***See Addendum 2, attached hereto, for additional Temperature Monitoring requirements.***

***VENDOR NOTE:*** *Shipment refusals related to temperature distress may result in chargebacks against Vendor for additional costs, lost sale and administrative fees.*

## **VIII. SCHEDULING**

Vendor or its selected carrier is required to schedule delivery appointments for all Freight Prepaid shipments, including less-than-truckload shipments. Changes to delivery appointments should be requested through the scheduling departments for the delivery location.

A delivery appointment is required for all POs on a shipment. This includes all LTL shipments. Shipments arriving without an appointment may be refused, and any costs will be borne solely by Vendor, either directly from the carrier and/or via chargeback from Company. Any shipment arriving after its scheduled appointment time is deemed a late delivery.

Vendors will be held directly responsible for any delivery appointments missed by their carriers. Carrier failure in this regard may lead to a chargeback to the vendor for all related costs.

Delivery appointments must be made by Vendor or the delivering carrier with the scheduling personnel for the destination designated on the bill of lading or freight receipt.

## **IX. ADVANCE SHIP NOTICE (“ASN”)**

A complete and accurate ASN must be provided to the receiving DC for each pending shipment. The ASN may be sent in an EDI or XML format and will include, at a minimum, the following information:

- Shipping date
- Item description and count
- Shipment weight and/or density
- Carton and/or pallet count
- Description of packaging/unitization
- Mode and carrier information

Failure to provide the receiving facility with a full and accurate ASN prior to shipment delivery may result in refusal of the freight and/or chargebacks to Vendor for additional costs, lost sales and administrative fees.

***VENDOR NOTE:** Failure to adhere to the above could result in refusal of the freight at Company’s dock and/or chargebacks to Vendor for additional costs, lost sales and administrative fees.*

## **X. FORCE MAJEURE**

Vendor is responsible for its and its employees, agents or contractors failure to comply with all terms and conditions of this Routing Guide, as from time-to-time revised, except if any non-compliance is solely a result of any cause not reasonably within Vendor’s control, including acts of God, fire, flood, earthquake, natural disaster, acts of war, civil disturbances, terrorism, riots, strikes, ordinances, laws, applicable government orders or court orders (each, a “**Force Majeure Event**”), so long as Vendor has utilized reasonable



commercial efforts to expeditiously provide a reasonable work-around plan to eliminate or minimize the effects of the Force Majeure Event.

#### **XI. APPLICABILITY**

These requirements are applicable to all Company 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 this Guide and the terms and conditions of a PO, this Guide shall govern. This Guide shall remain in effect until cancelled or modified in writing by a Company authorized representative.

Company may modify this Guide at any time without notice. It is Vendor's responsibility to assure it has in its possession the then-current version of this Guide in effect at the time of shipment. In addition, it is Vendor's responsibility to assure that the brokers and carriers Vendor and such brokers select to deliver to Company understand and adhere to the processes and procedures set forth in this Guide and any other relevant Company requirements.

#### **XII. ACKNOWLEDGEMENT**

Upon receipt of this Guide, Vendor must please complete the attached Guide Receipt and return it to RBS Inbound Logistics.

Should you have any questions regarding this Guide please contact RBS Inbound Logistics at [appointments@foodlion.com](mailto:appointments@foodlion.com), tel: 207-885-2206.

RBS greatly appreciates your assistance. Thank you.



## **ADDENDUM 1 TO TRANSPORTATION ROUTING GUIDE**

### **“Brands” of Ahold Delhaize USA, Inc.**

**The Stop & Shop Supermarket Company LLC (“Stop & Shop”)**  
**Giant Food Stores, LLC (“Giant/Martin’s”)**  
**Giant of Maryland LLC (“Giant Landover”)**  
**Hannaford Bros. Co, LLC (“Hannaford”)**  
**Food Lion, LLC (“Food Lion”)**



## ADDENDUM 2 TO TRANSPORTATION ROUTING GUIDE

### Temperature Monitoring Policy

#### 1. For all Brands except Hannaford and Food Lion

Company has selected Sensitech's TempTale GEO solution to monitor the shipment temperatures of Vendor's products in-transit. Company requires the use of the TempTale GEO on each shipment. Company will not reimburse Vendor for the cost of a temperature recorder other than the TempTale GEO.

Failure to ship in accordance with these specifications could result in chargebacks to Vendor for additional costs, lost sales and administrative fees.

If Vendor does not currently utilize the TempTale GEO solution and needs training support for Vendor's personnel, please contact Sensitech directly at one of the numbers listed below. Sensitech will provide training and support for the program. TempTale GEO units may be purchased from Sensitech Inc. for a price of \$40.00 per unit.

#### **Sensitech Contact Phone Numbers:**

Below are contact phone numbers to order TempTale GEO units or request support from Sensitech.

USA East Coast	1-800-843-8367 1-978-927 7033
USA West Coast Fresno CA	1-800-344-7111 1-559-251-5061
USA West Coast Upland CA	1-800-283-8033 1-909-946-4441

#### 2. For Hannaford and Food Lion Only

All Fresh shipments must include one of the following temperature recorders:

Cargo Data – Select Digital, RF Select, Quality Blue, or Blue Wedge

Sensitech – Black, Yellow, TempTale RF, GEO or GEO Eagle

**ADDENDUM 3 TO TRANSPORTATION ROUTING GUIDE  
(for refrigerated and frozen meat, seafood, deli, produce, floral, and bakery (“Fresh”)  
shipments only)**

1. When shipping Fresh, the following shall replace the provisions found elsewhere in the Guide on similar subject matter:
  - a. Section III (Marking Requirements)
    - i. Net weight in pounds and open coded sell or pack dates must be prominently displayed.
    - ii. Company Item Code Number must be prominently displayed.
    - iii. When shipping samples, the name of the person to whom the samples are being shipped must be prominently displayed.
  - b. Section VI (Shipment Time Requirements). Produce, Floral, and Seafood deliveries are not subject to the 30 minute on time window found in Section VI, however, late deliveries will be handled based on dock availability at the Brands discretion and the Vendor shall be solely responsible for all accessorial charges and surcharges related to such lateness.
  - c. The following portions of Section VII are inapplicable to Fresh shipments:
    - i. LTL carrier selection criteria,
    - ii. the “Vendor Note” found at the end of sub-Section (D)(3),
    - iii. the prohibition on the use of open top cases found in sub-Section (D)(6) will not apply to Fresh packaging designed to be open topped for airflow or temperature reasons,
    - iv. The requirement that each item must be shipped on a single pallet and that multiple items found shall not be shipped on a single pallet found in sub-Section (D)(12) will not apply,
    - v. the requirements as to shipping multiple PO’s and mixing PO’s in sub-Section (D)(14) for shipments from Fresh consolidators.
  - d. The ASN requirement found in Section IX will not apply to Fresh shipments except as otherwise required by a Brand.
2. All requirements of the Guide not amended in this Addendum 3 shall remain in full force and effect.



## **ADDENDUM 4 TO TRANSPORTATION ROUTING GUIDE**

### **(For Private Label products only)**

1. When shipping Private Label products, the following shall replace the provisions found elsewhere in the Guide on similar subject matter:
  - a. Section 3 (Marking Requirements)
    - i. Company Item Code Number is not required on each shipping carton.
    - ii.  $\frac{3}{4}$ " block print is not required.
    - iii. Mixed code dates are allowed.
2. All requirements of the Guide not amended in this Addendum 4 shall remain in full force and effect.