



Receiving Policy and Guidelines Reinhart of Boston

Delivery appointments

RFS requires at least 48 hours to schedule and confirm a delivery appointment. We do fill up quickly so we recommend scheduling 72 hours or more in advance if possible

Scheduling:

All PO scheduling is done online via email.

Warehouse contact #: 508-821-2060

Email: ids emails to be added to RFS group: for forward from theirs

Allbosreceiving@rfsdelivers.com

Hours of operation for receiving:

Sunday through Friday 6:00am to 12:00pm EST.

RFS policy on late, rescheduled and work in appointments is as follows:

This "Policy" is included in all Receiving Communications with our Company.

VENDOR DELIVERED LOADS

Late Fee: Greater than One Hour over scheduled appointment	\$200	MAX
Re-Schedule Fee: (Day of Delivery Reschedule)	\$300	MAX
No Show Fee: (No call no show)	\$300	MAX

MANAGED LOADS

Late Fee: Greater than One Hour over scheduled appointment	\$100	MAX
Re-Schedule Fee: (Day of Delivery Reschedule)	\$150	MAX
No Show Fee: (No call no show)	\$150	MAX

- Weather related, break-downs, and proper notification will be held in consideration of dismissal of fees. Consideration of waivers will be made by RFS Management or RFS Merchandising team
- Charges will be at the discretion of the Division and RFS Management
- For managed loads, recovery carriers will be considered for the waiver of rescheduling and late fees
- In the event of any RFS approved off day receiving, additional fees may be assessed and charged as determined based off of facility usage and labor.
- No charges allowed on the dock
- If you are late for your scheduled appointment, you may be subject to a work-in status

It is your responsibility to make sure everyone involved with the delivery is aware of this policy.

- All drivers unloading their own trucks must wear safety shoes to enter the Unloading Areas & safety vest provided at check in (color denoting driver unload), secure trailer with GLAD HAND LOCK, if a jack is required for the driver to unload they will need to bring necessary equipment (manual jacks only).
- Driver must be able (and willing) to unload-and-breakdown the entire load within 2 hours.
- If the driver cannot meet these requirements they must hire a lumper provided by Innovative Distribution Services (IDS).
- If a scheduled truck is late and arrives after (time 12:00) and RFS agree to receive, IDS will be hired by the Driver/Vendor to unload. NO EXCEPTIONS.