

The Meijer logo features the word "meijer" in a bold, red, lowercase sans-serif font. Above the "i" and "j" are two blue dots, one above each. A registered trademark symbol (®) is located at the bottom right of the word.

meijer®

Carrier

Handbook

Version: December 2012

Meijer is a member of the SmartWay Transport Partnership. SmartWay is an innovative collaboration between the EPA and our industry to maximize energy efficiency while reducing greenhouse gases and air pollution. Many of our transportation partners are currently members. If your company is not a member, we encourage you to go to <http://www.epa.gov/smartway/> to explore membership.

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Section 1: Carrier Review (All Carriers)

Expectations and Requirements (All Loads)

Carriers must adhere to all policies and procedures outlined in the transportation agreement and carrier handbook. If also handling Produce loads, please read the additional expectations and requirements specific to Produce on page 5.

LeanLogistics: User(s) must be familiar with LeanLogistics, www.leanlogistics.com, and complete the required training. Each user operating in Lean is required to have their own user id and password. Users must have the required Lean Advisors setup up in order to receive notifications for load tenders, modifications, spotmarket postings and load notes entered by Meijer. A "Customer Support" function is available in Lean to troubleshoot issues and request Customer Support assistance. Carriers must subscribe to the following Lean Advisors:

- Load modified, load tendered, load withdrawn, tender modified, shipper accepted tender, tender accepted, tender expiration 10-30 minutes, tender expired, tender voided, tender withdrawn, spotmarket offer auto-tender, spotmarket new load offer, spotmarket offer lost, spotmarket tender offer accepted, spotmarket tender expired, spotmarket posting removed, appt modified, appt confirmed, appt confirmed, appt denied, appt reschedule, all load notes, rat change request approved, rate change request denied, rate change request updated.

Communication: All communication on load updates and issues must be communicated in LeanLogistics by creating a load note. Once a load note is entered, a follow-up email or phone call can be made if needed.

Load Tenders: All load tenders (except produce) must be accepted or rejected within one hour of being tendered. Produce load tenders must be accepted or rejected within 30 minutes.

Carriers must send load notes if there are multiple loads routed for the same pickup date that can be combined to ship together. Meijer will then combine these loads into one load in Lean.

No Brokering Policy: At no time should carriers broker Meijer shipments unless approved to do so.

Load Rejections: Please ensure no loads are rejected after initially accepting a load. If under certain circumstances you are unable to meet our delivery needs for a given load you accepted, please cancel all pick and delivery appointments and reject the load in Lean.

Scheduling Pickup Appointment: Carriers are required to contact vendors as early as possible to schedule pickup appointments and at no time later than 24 hours before the planned ship date. When requesting a pickup appointment, ensure all purchase orders are scheduled and verify the weight, cube, cases and trailer equipment needed.

- Carriers have the ability to choose when a load will be picked up as long as:
 - The order will deliver on the planned arrival date.
 - The vendor can accommodate carrier's requested pickup appointment.
 - A load note must be entered to inform Meijer that a load will be picked up on a date different from what is listed as the planned ship date in Lean.

Carriers are responsible for ensuring all orders and product is accounted for when making a pickup.

Scheduling Delivery Appointment: Delivery appointments must be requested on the Meijer VendorNet, www.meijervendornet.com. Appointment requests should be made to meet our planned arrival date. Please ensure all orders are scheduled and a confirmation load id will be presented once the appointment is scheduled.

- If purchase orders are added to your load, please make sure those purchase orders are added to your delivery appointment.

Trailer Equipment and Seals: Clean and sanitary trailer equipment must be used for Meijer shipments at all times. Carriers are responsible for ensuring all loads are sealed and secured properly. A trailer seal with an identifier (alpha-numeric) must be placed on the back of the trailer (right outside door latch). When using a padlock, it must have an identification or serial number. This number must also be marked on the Bill of Lading with the driver's initials. Once the trailer arrives at the Meijer Distribution Facility, Loss Prevention will inspect the seal to ensure it's intact. If the seal is not intact, the load may be rejected and the carrier will be held responsible for the load.

- If handling a multi pick load, the trailer seal must reflect the last stop that was made while in transit.
- If the load is delivering to multiple Meijer DF's the carrier must re-seal the trailer and ensure its secure while in transit.
- If a load must be inspected while en-route, the driver may break the seal, but must reseal it following the inspection. The new seal information must be documented on the Bill of Lading and the driver must have documentation supporting the inspection.
- If product is damaged or shows to be tampered with and the seal was broken while en-route, the carrier will be held accountable for lost sales and product.



On Time Delivery: All loads must be delivered on the planned arrival date at the appointment time given. Any issues that could potentially impact the ability to deliver on time must be communicated to Meijer via a Lean load note in real time. This would include but is not limited to:

- Vendor issues (No product available, vendor not responding, no appointments available, etc.)
- In transit delays (Weather, truck breakdown, driver out of hours, etc.)

Updating/Closing Lean Loads: The following Lean fields must be updated in real time. These fields must be present in order to close a load and receive payment. All loads must be closed within 24 hours of delivery.

- Pick and delivery appointment dates/times
- Actual pick and arrival dates/times
- Carrier Pro#
- Appointment Load Id for Pick and Delivery

Invoicing and Carrier Payment: All invoicing is handled electronically in LeanLogistics via Websettle. At no time will Meijer accept any paper invoices. Meijer will debit carriers \$25 for every paper invoice we receive.

Accessorials: All accessorials and rate change requests must be requested in Lean and Meijer will review each request and respond as soon as possible. Please refer to the Accessorial Charges section.

Spotmarket: The Spotmarket is used as a way to give our carrier's visibility to available loads. Carriers are expected to actively participate in the Lean Spotmarket and follow the Meijer Spotmarket Policy as follows:

- Spotmarket bids should reflect fair market pricing at all times. If a bid is made above fair market pricing, a comment should be entered when submitting the bid that explains why the rate is above market pricing.
 - Ex: 250 deadhead miles involved.

Fresh Foods/Produce Expectations and Requirements (in addition to “Expectations and Requirements for All Loads”)

Meijer Produce Logistics Contact Information: produce@meijer.com

Hours of Operations: Monday – Friday 8:00AM - 5:00PM
 Saturday 8:30AM - 12:30PM
 Sunday 8:30AM - 10:30AM

Trailer Equipment: All trailers used for pick-up must be a minimum 53’ x 102’ refrigerated trailer.

Meijer will not receive any loads with foreign objects on the trailer other than the product that was ordered. This is a violation of food safety standards and is a very serious problem if it occurs.

If a rejection occurs due to a tire or any other foreign object on the trailer, a claim will be filed for the loss of the product, freight cost, plus an additional \$2,000 penalty. The carrier will be placed on hold from receiving any loads from Meijer for a period of one month. A written corrective action plan must be submitted by the carrier prior to reinstatement.

Any additional occurrences after reinstatement will result in contract cancellation.

Truck Availability: Carrier truck availability must be loaded on a daily basis into LeanLogistics.

Scheduling Pickup Appointment: Produce loads must ship on the planned pick date and deliver on the planned arrival date. There are no exceptions to this rule without the approval from the Meijer Inbound Logistics Department.

- Secure a pickup appointment and ensure all Po’s are scheduled and verify product will be available on the planned pick date. If the vendor indicates the product is not available, you must notify Meijer Inbound Produce Logistics.
- Determine the location (s) for pick up and hours of operation to ensure you can make all the pickups on the scheduled pick up date.
 - The pickup order is not determined by the sequence in Lean, it is determined by the order you need to pick up the load based on hours and location. Inform logistics if the order of the pickups needs to be changed to meet the actual pick up order.

Loading: Carriers have the responsibility to ensure all Po’s on the Lean load are picked up. Meijer will not reimburse the carrier for additional costs involved with picking up missed orders.

- The driver is required to verify the number of cases and items noted in Lean. If there is a discrepancy, enter a load note and follow up with a phone call or email to produce@meijer.com before leaving the vendor.
 - A case recount must be performed before leaving the vendor if there is a case count discrepancy between the driver’s count and the shipper’s paperwork.
- It is the carriers’ responsibility to ensure the trailer reefer unit is functioning properly and is set at the proper temperature. If the unit is malfunctioning, dispatch must be notified and another working trailer shall be brought in to be loaded.
- The shipper will note product temperature and/or trailer running temperature on the Bill of Lading. It is the responsibility of the carrier to verify this information prior to leaving the shipper and report any concerns to Meijer Logistics.
- Trailer temp must also be monitored periodically while in transit. Failure to monitor the trailer temperature may result in a refusal and claim for loss of product.
- Ensure loads are properly blocked and braced at the vendor to ensure a safe transit. Blocking and bracing must also be ensured on loads that are split between multiple Meijer DF’s. After one DF is unloaded, the driver must ensure the remainder of the product is properly blocked and braced.
- Ensure the product has been pre-cooled to the correct temperature specified. The correct temperature must also be monitored and maintained throughout loading, transit and delivery.

Fill Item: Some loads will have a designated “fill item” used to balance or fill out the trailer to ensure trailer space is maximized. The vendor that contains the fill item must be your last pickup.

- Below is an example, on the carrier load report in Lean, the comments section will specify which Po has the fill item? Typically the fill item is broccoli, celery, head lettuce, or cauliflower.

Origin	DARRIGO - YUMA, AZ US	Weight	17,760 lb	Payable	
Destination	MEIJER DC85 - LANSING, MI US	Volume	1,605 cu ft	Order Group	PRODUCE
Details		Density	--	Customer	Not Assigned
		Pieces	696	Supplier	Not Assigned
		Pallets	--	Order Type	PURCHASE ORDER
		Linear Space	--	Comments	FILL PO - BYR 330 ARRIVAL 12/08/11
		Pallet Exchange	No	Shipping Status Code	--
		Ship-With Ref #(s)	330113004026		
		Weight	Volume	Pieces	Lading Description
		8,400 lb	514 cu ft	336	0 - Pallet BROCCOLI EA
		9,360 lb	1,091 cu ft	360	0 - Pallet HEAD LETTUCE EA

Vendor Delays: When there is a delay at the vendor, whether it's the shipper not having product ready or just being delayed, a load note must be entered in Lean and a **call should be made to the buyer immediately**. A listing of the buyers and the product they purchase will be provided by Produce Logistics.

- All lean notes must be entered in real time to give Meijer the ability to react early and get issues resolved as quickly as possible.
- If a delay occurs after 10:00 P.M. E.S.T. do not call the buyer, the truck needs to wait until morning. Place a message in Lean right away and the issue will be addressed the next morning.

Providing ETA's: For loads that have not arrived by 9:00AM EST for delivery, a load note with an ETA must be entered by 9:00AM EST. This includes providing ETA's for loads delivering over the weekend and holidays.

- ETA's must include the current location of the truck, and miles to destination with an accurate eta. The eta must include the time it will take for the driver to arrive at our bullpen and check in with loss prevention by your eta cutoff time. If your truck has not checked in by the eta provided, the truck will be deemed late and a load note with an updated ETA must be entered.

Penalties:

- All loads that do not have an eta in Lean before 09:00 A.M. EST will automatically be debited \$100.00 per occurrence.
- If a carrier or vendor truck fails to show for an appointment, or is late for an appointment and Meijer has to reschedule the appointment, Meijer reserves the right to debit your account a minimum of \$500 for the missed delivery.
- If the carrier or vendor truck causes Meijer to run out of stock which results in Meijer having to purchase product from a local vendor, the carrier or vendor will be debited for the difference in cost to purchase this product, or will be debited for the lost profit due to out of stocks.
- If a rejection occurs due to a tire or any other object on the trailer, a claim will be filed for the loss of the product, freight cost, plus an additional \$2,000 penalty.

Carrier Service Failures

A service failure is any incident that could potentially affect timely pickup or deliver of Meijer freight. Listed below are the reasons a carrier will receive a service failure.

Operating in Lean

- Operating in Lean under someone else's user id.

Pickup

- Allowed a load to expire by not accepting or rejecting it within the desired timeframe given.
- Failure to contact the vendor to schedule a pickup appointment 24 hours before the planned pick date.
- Failure to ensure all Po's are schedule and verify the weight, cube, pieces and trailer equipment needed. Failure to ensure all Po's and product quantities are loaded and accounted for will also result in a service failure.
- Rejecting a load within 24 hours of the planned pick date.
- Leaving a pick location without authorization from Meijer when the vendor advises that product isn't ready.

Communication

- Failure to communicate issues (Via Lean Load Note) that could impact on time pickup and on time arrival. (Vendor not responding to pickup request, product not available, driver breakdown, etc.)
- Rescheduling a delivery appointment for issues other than from the supplier or Meijer.
- Failure to provide ETA's by 9:00am for Produce loads each day including weekends and holidays.

Delivery

- Failure to schedule delivery appointment by 2:00PM on the day before the planned arrival date.
- Failed to deliver on time or as scheduled.
- Failed to provide DF with Bill of Lading.
- Failed to update and close load within 24 hours of delivery.
- At the time of delivery, the carrier will receive a service failure if the product is rejected by Meijer due to temperature issues or product shifting while in transit.

Truckload/Intermodal Carrier Performance Scorecard

Carriers are measured each period on the following performance categories. The Meijer fiscal periods occur every four weeks at which time a performance scorecard is generated. Following each period, the scorecard will be emailed to each individual carrier.

Meijer expects all carriers to meet a 99% or above score each period. Performance factors into how many loads each carrier will be awarded so it's important to succeed in each area. If performance doesn't meet our expected service level, a meeting will be scheduled to discuss ways for improvement.

All Freight Claims Settled Over 60 Days **(5% Weighted Factor)**

Each carrier is expected to resolve any outstanding freight claims with Meijer within 60 days.

Carrier Service Failures **(19% Weighted Factor)**

A service failure is any incident that could affect timely pick up or delivery of Meijer freight. Carrier service failures are measured on the following scale:

- Below 74.00%=0.00%
- 75.00%-80.00%=20.00%,
- 81.00%-85.00%=40.00%
- 86.00%-90.00%=60.00%,
- 91.00%-95.00%=80.00%
- 96.00%-100.00%=100.00%

Carrier Tender Expire **(8% Weighted Factor)**

Carriers are given a certain time-frame per load to accept or reject the shipment before it expires. For produce, this time-frame is 30 minutes and for all other loads the time-frame is one hour.

Completion of Loads in LeanLogistics **(8% Weighted Factor)**

Carriers must complete each load within 24 hours following delivery. This is to ensure timely payment and ensure all information is updated in real time.

LeanLogistics Compliance **(5% Weighted Factor)**

Compliance in LeanLogistics consists of timely entering of required data. The required data is:

- Pick and Delivery appointment date/time
- Actual Pick and Delivery date/time
- Carrier PRO#
- Meijer DF appointment Load ID

On Time Delivery **(40% Weighted Factor)**

On time delivery is measured by comparing the scheduled delivery appointment to the actual arrival at the destination.

On Time Pick Up **(15% Weighted Factor)**

On time pickup is measured by comparing the scheduled pickup appointment to the actual arrival at the pick location.

Vendor Requirements

The following are generic shipping instructions that have been issued to all Meijer vendors. These instructions are contained in the Meijer Vendor Requirements & Reference Guide located on the www.meijervendor.net website.

Bill of Lading: All shipments to Meijer must be accompanied by a Bill of Lading. It serves as the document and/or contract used to record and transfer detailed information pertaining to a unique shipment. The objective of this document is to guarantee the shipper, carrier and the customer (the consignee) are all getting the information they need for the processing of goods through the supply chain. The Bill of Lading must have the following information listed:

- “Ship To” address, including the building number, as shown on the Purchase Order.
- The Meijer Po number.
 - All Meijer Po’s must be clearly referenced on the master bill of lading. If there is not a space provided, the Po must be entered in the comments or special instructions section.
- Bill of Lading Number – Unique number assigned by the shipper in creating the bill of lading.
 - If shipping more than one Po on a single bill of lading, each Po and the corresponding piece quantity must be clearly reference on the bill of lading.
 - Separate bill of ladings are required for each Meijer destination.
- The bill of lading must specify that the goods were tendered to the carrier in a sorted and segregated manner.
- Special instructions such as protect from freezing/heat and hazmat must be indicated on the bill of lading noting the specifics.
- Time stamp information including the scheduled appointment date/time, arrival date/time and departure date/time of carrier.

Loading: The driver is required to verify the Purchase Order numbers and carton count unless the bill of lading is signed “Shipper Load and Count”. Only clean trailers will be loaded and Meijer will accept only clean trailers.

Meijer VendorNet Appointment Scheduling

Carriers are required to join the Meijer VendorNet (www.meijervendor.net) and request delivery appointments for all inbound loads. While on the VendorNet, click on “Join Now” and fill out the required information to receive your sign on and password. On the form, your contact at Meijer is “Meijer Logistics” and the Meijer Business Contact Email is appointments@meijer.com. Once registered, your user id and password will be emailed within 24 hours. If you don’t receive this information send an email to meijervendor@meijer.com.

Once a user id and password are obtained:

- Go to www.meijervendor.net and enter your user id and password. Select the “Shipping and Delivery” tab followed by “Appointment Scheduling”.
- Review the related documents that gives complete instructions on how to schedule delivery appointments. These instructions include how to schedule consolidation loads, multi-stop deliveries and how to modify current appointments. There is also a document that includes common Questions and Answers.

Delivery appointments must be requested to meet our planned arrival date. Appointments must be requested no later than at 2:00PM on the day before the planned arrival date. Loads delivering over the weekend and Monday must be requested by 2:00PM Friday afternoon. For visibility purposes, Meijer would like appointments requested as early as possible.

Please ensure all Purchase Orders are included in your delivery request. Once a delivery appointment is requested, a confirmation will be emailed within four business hours. The confirmation will include the appointment date/time, Po numbers and load id.

If you experience complications with scheduling a delivery appointment or are given a delivery appointment on a day other than what was requested, please enter a load note immediately.

Direct Store Deliveries

1. Delivery Appointments - are not required at the stores.
2. Store Delivery Hours – 8A.M. to 5P.M.

Pharmacy Distribution Area (PDA Deliveries)

1. All appointments for PDA deliveries should be scheduled through the Meijer VendorNet as “**Live Unloads.**” At no time should PDA deliveries be dropped or left unattended in a lot.

Distribution Facility Policies

1. Smoking is permitted in designated areas only.
2. Drivers must remain in designated areas when Meijer Team Members are on break or lunch.
3. Separate break/waiting areas are provided for drivers.
4. Sanitation is everyone's responsibility.
5. Weapons of any type are not permitted at any time. A knife with a blade in excess of two inches or a total open length of five inches would be considered a weapon.
6. Meijer has a zero tolerance policy regarding drugs and alcohol. Possession of these items on Meijer property is strictly prohibited.
7. Drivers are not permitted to offer or give anything of value to any Meijer Team Member for the performing, promise to perform or as an incentive to perform unloading services or any other services.
8. Drivers shall follow all verbal and written directions of Meijer DF Management, Auditors, or Checkers.
9. Meijer reserves the right to not allow any individual to perform duties on the distribution complex for any reason at any time.
10. Eating, drinking, smoking, and chewing tobacco is not permitted in the receiving area.
11. No one under the age of 18 is permitted on the dock or inside the trailer during the receiving process.
12. Two trailer wheels must be chocked on all deliveries. Drivers failing to follow OSHA safety regulations may be banned from delivering to Meijer Distribution Facilities.

Live Deliveries: The following are expectations drivers must follow for live unloading. When the driver arrives at the Meijer distribution complex, they should proceed to the designated trailer parking area, or bullpen. Drivers should not attempt to enter the distribution complex.

The driver should take their paperwork and proceed to the Loss Prevention building to check their trailer in. The driver must know their purchase order number, destination building, appointment time and Load ID number. The driver will be directed by Meijer Loss Prevention to either wait in the bullpen or proceed to an assigned dock door.

At the point the driver enters the distribution complex; the trailer's seal information will be recorded by Meijer Loss Prevention. The condition and numbers of all seals will be recorded. At this point, Meijer Loss Prevention will cut the seal and record the seal number and condition at the time of arrival. The driver will then be permitted to proceed to their dock door.

Upon arriving at the correct Distribution Facility, the driver should open the trailer doors, back the trailer to the dock, and securely chock two rear tires. The driver can then proceed to the receiving dock and check-in with the receiving coordinator. A receiving checker will be assigned to work with the driver to "check-in" the purchase orders.

Collect Unloading: All Meijer Distribution Facilities are driver unload facilities. Meijer has contracted with professional unloading services to unload freight collect shipments and LTL carriers under contract with Meijer. The driver will not be charged for these unloading services.

Prepaid Unloading: The unloading of prepaid freight is the responsibility of the carrier/vendor. Delivering drivers have the option to utilize Meijer's unloading services or they can perform these services themselves. However, if the Meijer unloading service is used, the prepaid vendor will be charged for these unloading services.

Driver Unload Process: (If the driver decides to unload his or her own trailer)

- The delivering driver is required to unload product onto the Meijer dock in the manner required.
- Unloading requirements may include sorting and segregating by product, palletizing the product to our Ti-Hi, and staging the unloaded product on our receiving dock directly adjacent to the trailer.
- Drivers using powered industrial walkie-stackers upon request must present proof to Meijer management that they are licensed to safely operate that equipment.
- If the carrier or vendor makes a delivery with unacceptable pallets, they will be required to re-stack the product onto acceptable pallets and a fee will be assessed to the vendor.

- The average time to unload prepaid deliveries should not exceed two hours. A debit will be generated to the vendor for loads that take longer than two hours to unload.

Upon conclusion of the unloading process, the driver and checker will review the paperwork to ensure that they are both in agreement as to the count and condition of the merchandise. The driver's bills will be signed out by the receiving coordinator and a copy returned to the driver. The driver at this point may return to his tractor, and upon receiving a green light, pull their trailer from the dock. The trailer doors should remain open until the driver has passed final inspection by Meijer Loss Prevention at the outbound gate.

Note: Please see *OS&D Freight Receiving Procedures* later in this handbook for detailed information on the receiving process.

Drop Trailer Policy

If you elect to utilize an unloading service to unload your deliveries to a Meijer Distribution Facility, drop trailers may be an option. Dropping of trailers at a distribution complex is a privilege. For carriers to drop trailers they must be on the Authorized Drop List. A separate Authorized Drop List is kept for each complex. Please send an email to routing@meijer.com if you have any questions regarding drop trailers.

Trailers can be dropped 24 hours a day 365 days of the year. As the carrier, you continue to be responsible for the load's condition, count, and timely delivery. Dropping a trailer does not constitute delivery. Your unloading agent must assume the responsibility to have the trailer to the distribution facility for its delivery appointment.

Dropped trailers exist as a convenience to you, our carrier. If an unloading service, acting as your agent, delivers the trailer to the distribution complex, they will be responsible for following the same procedures as that of a live delivery.

The trailer must be at the Meijer DF receiving Complex for the Meijer VendorNet appointed scheduled date and time. If a trailer is dropped after the appointed time, the product will not be received until a new appointment has been made and Meijer will hold the carrier or vendor responsible for any late fees that may be incurred.

Meijer distribution facilities commit to the timely return of transportation documents to your unloading agent. All signed delivery records are to be returned to the unloading agent at the completion of unloading. At this time any delivery exceptions will be communicated to the unloading agent and the unloading agent will be required to attest to the accuracy and sign all OS&D documents. It is the responsibility of the unloading agent to communicate delivery exceptions and delivery receipts to the carrier.

Upon completion of unloading, a switcher will place all empty trailers in a bullpen area. The carrier shall be responsible for pulling all empty trailers from Meijer's bullpen areas within 48 hours after delivery. If you are not able to pull your trailer within 48 hours, please make arrangements with an unloading service to pull your trailers. It is preferred that trailers remain in the bullpen for only 24 hours. However, due to the variations in ad and replenishment cycles, we recognize that this is not always possible. In order to ensure safety and avoid congestion, your adherence to the policy is required.

Carriers that have drop trailer privileges are exempt from any detention accessorial request on straight one stop loads. For 2 stop loads the carrier is exempt from any detention request for the second stop DF delivery. On 2 stop loads the carrier is required to identify in the message field of the Meijer Vendor Net Appointment Scheduling System that it is a 2 stop load and the first stop will be a "Live" delivery.

Meijer OS&D Freight Receiving Procedures

- Except for “Shipper’s Load & Count” shipments, the carrier shall first, count each shipping unit that is designated on the Bill of Lading and sign for such units at origin; and second, make sure the Bill of Lading accurately reflects the driver’s actual count of the product placed on the carrier’s trailer. Carrier shall advise Meijer of any discrepancies and request that the Bill of Lading be modified accordingly.
- The carrier is responsible for the security of the load from the point of pick up to the actual delivery and receiving of the product, on Meijer’s dock, by authorized Meijer receiving personnel. This includes deliveries to multiple Meijer locations. Meijer will record inbound seal numbers and note if the seals are intact on incoming trailers. The seals will be verified on first delivery, re-sealed for second delivery, and verified at the second location.
- For shipments from a consolidator, the consolidator shall be responsible for any damage that is not the result of the driver’s or carrier’s act or omission. The representative of the carrier or driver is responsible to notify the consolidator of any damage claims within 48 hours after the load is received.
- Each carrier has the opportunity to count product as it is off-loaded from the trailer. The carrier shall work with its driver or unloading representative to develop a system of counting product as it is removed from the trailer. Carrier agrees that if it does not use this opportunity to count its product, the carrier has waived its right to a count. The building will note that the carrier waived its right to a count.
- Meijer will endeavor to promptly note shortages and overages on the Bill of Lading, Manifest, or Freight Bill, on Meijer’s receiving stamp, and fill out a Meijer OS&D form. Meijer requires management approval of all OS&Ds. Copies of OS&D’s may be given to either the carrier’s driver or its unloading representative after unloading. It is their responsibility to notify the carrier of the OS&D.
- Any unresolved discrepancy between the carrier’s count after the product is off-loaded from the trailer and the Meijer auditor’s count must immediately be brought to the attention of the Dock Supervisor by the carrier for immediate resolution of the discrepancy. Failure to bring any discrepancy to the immediate attention of the Dock Supervisor shall constitute a waiver of the carrier’s count. Meijer will take reasonable steps to resolve any discrepancy between the carrier’s dock count and the Meijer receiving count.
- For each claim that carrier receives from Meijer, the carrier shall acknowledge the claim in writing within thirty (30) days after receipt thereof. Carrier shall pay, refuse payment, or make a firm compromise offer within sixty (60) days after receipt of the claim. If the claim cannot be settled, carrier shall notify Meijer in writing of the reason for such failure. If, after ninety (90) days from the receipt of the claim, the claim has been acknowledged but not paid or settled and the reason for lack of settlement or payment has not been given to Meijer in writing, the carrier shall be deemed to recognize the validity of the claim as filed by Meijer. Further, carrier hereby authorizes Meijer to deduct the unpaid freight claim from payment for transportation services owed to carrier. Meijer agrees to not process deductions without written notification of the pending deduction to the carrier.

Refused Freight

Not Meijer Freight: Product delivered to Meijer but not ordered.

- Product will be refused by the DF and put back on the delivering carrier's trailer. The only exception being dedicated equipment, product will **not** be put back on these trailers.
- DF will contact Inbound Logistics.
- Logistics will notify the carrier of the refused freight.
- Carrier will move the trailer from the Meijer complex.

Damaged Freight: Dry Vans and Refrigerated Trailers

- Product that has been damaged prior to receiving will be documented and processed on the appropriate OS&D form. OS&D will also be noted on the carrier's freight bills and will indicate the quantity short or damaged.
- Product may be refused by the DF and put back on the carrier's trailer, or disposed of by the DF. The only exception being dedicated equipment, product will **not** be put back on these trailers.
- If product is refused to the carrier's trailer, carrier will be instructed to move the trailer off of the complex and dispose of the product.
- Produce that is damaged by the carrier will be loaded back on the trailer and becomes the carrier's responsibility.
- Produce that is rejected for poor quality will be loaded back on the carrier trailer, the carrier needs to call the vendor to determine what the vendor wants to do with the goods. The carrier will work out a transportation rate to move the goods and bill the vendor accordingly.

Meijer Freight Delivered to the Wrong DF

- Does not include split loads
- Product will be refused by the DF and put back on the delivering carrier's trailer. The only exception being dedicated equipment, product will **not** be put back on these trailers.
- DF will fill out a refusal notice and put paperwork on the rear of the trailer.
- Carrier will be responsible to move product to the correct destination on their equipment, or will be instructed to take product to a LTL terminal.

Freight Claims

Freight claims represent an unnecessary cost in the Meijer Supply Chain. There is no value added service in the filing, processing, and payment of freight claims. Both Meijer and our contracted carriers have a vested interest in reducing or eliminating freight claims. Freight claims simply increase the cost of doing business. At Meijer, this cost manifests itself through merchandise out of stocks, increased administrative cost, and higher freight expense.

The Meijer policies published as OS&D Freight Receiving Procedures are published in this handbook and represent Meijer's commitment to accuracy in the receiving process. Meijer expects the carrier to strictly follow these procedures.

An OS&D report is simply a statement of what was received or not received. There is an old cliché regarding bills of lading that simply states: "If you signed for it, you bought it." Unfortunately, this cliché becomes the basis for many delivery dispute denials by our vendors.

From a supply chain management perspective, Meijer is prepared to shift the focus on freight claim reduction from our distribution facilities to our vendor's shipping locations. This can be accomplished through our contract carriers, our eyes and ears to the vendor's operations. It's important that all freight is counted accurately. If you are not able to verify counts, then the vendor must permit a 'shipper load and count' notation or a pallet count with a 'said to contain' notation. If you are not able to verify the count, or sign the bill of lading noting your inability to count, Meijer Inbound Logistics must be contacted while your driver is still at the shipper's location. Meijer will intervene to ensure shipping accuracy.

If it becomes necessary to file a freight claim, please send all correspondence for freight claims to:

Meijer, Inc. 2929 Walker, NW
Grand Rapids, MI 49544
(OR)

Email to:
Accounts Payable, Freight Claims
gloria.finkbeiner@meijer.com
Telephone: (616) 791-3980
Fax: (616) 735-7839

Payment of freight claims should be directed to:
Meijer, Inc.
Cash Office 985/4th floor
2929 Walker NW
Grand Rapids, MI 49544

Please include the Meijer claim number (at the upper right-hand corner of the freight claim form and in the body of the freight claim form) on the remittance.

All freight claims should be acknowledged upon receipt, either by email to gloria.finkbeiner@meijer.com or by letter through the United States Postal Service, noting the Meijer claim number received and the carrier's corresponding claim number. The carrier has an opportunity to dispute a claim up to 90 days after the date of the claim. If after 90 days it is determined through the dispute process that the claim issued is valid as written and Meijer has not received payment for the claim, the invoice is converted to a debit memo and deducted from the next payment for transportation services owed to the carrier.

Once the claim has been deducted as a debit memo from the carrier, the carrier has the opportunity to dispute the deduction an additional 90 days. To dispute the deduction the carrier must use the vendor Claims Management System (CMS). All carriers are **required** to use www.meijervendornet.com to submit dispute claims. Allow a **minimum** of 30 days from the submission date for a response. CMS was designed to simplify the claims process for the Vendor and Meijer. The system will eliminate the need to send paper/faxes back and forth for disputed claims. It's easy to use, allows the attachment of documents; is more efficient and allows more visibility to claims, allows more timely notifications from Meijer, eliminate unnecessary phone calls, and will be beneficial for both the Vendor and Meijer. Instructions regarding how to file a claim in CMS can be found at our website www.meijervendornet.com Go to the Tab "Orders & payments" then to AP Query".

Truckload Fuel Surcharge Table (Dry Product)

Carrier transportation rates shall be adjusted based upon the following fuel surcharge provision (the “Surcharge”). The Surcharge is applicable to the linehaul charges only and shall not apply to accessorial charges. The Surcharge shall be shown as a separate line entry on the Carrier’s freight bill and will apply to shipments tendered Tuesday through the following Monday.

The Surcharge as outlined below will be based on the Department of Energy (“DOE”) national average price of fuel as reported each Monday. All DOE prices include taxes. The DOE national average price is available Mondays after 4pm by calling 202-586-6966 or online at www.eia.doe.gov. Should the cost per gallon exceed the amount shown below, the fuel surcharge will increase at the rate of one cent for each six cents (US \$0.06) per gallon.

DRY PRODUCT

Price of Diesel	Surcharge	Price of Diesel	Surcharge	Price of Diesel	Surcharge
0.000 - 0.909	(0.04) USD per mile	2.590 - 2.649	0.25 USD per mile	4.330 - 4.389	0.54 USD per mile
0.910 - 0.969	(0.03) USD per mile	2.650 - 2.709	0.26 USD per mile	4.390 - 4.449	0.55 USD per mile
0.970 - 1.029	(0.02) USD per mile	2.710 - 2.769	0.27 USD per mile	4.450 - 4.509	0.56 USD per mile
1.030 - 1.089	(0.01) USD per mile	2.770 - 2.829	0.28 USD per mile	4.510 - 4.569	0.57 USD per mile
1.090 - 1.149	0.00 USD per mile	2.830 - 2.889	0.29 USD per mile	4.570 - 4.629	0.58 USD per mile
1.150 - 1.209	0.01 USD per mile	2.890 - 2.949	0.30 USD per mile	4.630 - 4.689	0.59 USD per mile
1.210 - 1.269	0.02 USD per mile	2.950 - 3.009	0.31 USD per mile	4.690 - 4.749	0.60 USD per mile
1.270 - 1.329	0.03 USD per mile	3.010 - 3.069	0.32 USD per mile	4.750 - 4.809	0.61 USD per mile
1.330 - 1.389	0.04 USD per mile	3.070 - 3.129	0.33 USD per mile	4.810 - 4.869	0.62 USD per mile
1.390 - 1.449	0.05 USD per mile	3.130 - 3.189	0.34 USD per mile	4.870 - 4.929	0.63 USD per mile
1.450 - 1.509	0.06 USD per mile	3.190 - 3.249	0.35 USD per mile	4.930 - 4.989	0.64 USD per mile
1.510 - 1.569	0.07 USD per mile	3.250 - 3.309	0.36 USD per mile	4.990 - 5.049	0.65 USD per mile
1.570 - 1.629	0.08 USD per mile	3.310 - 3.369	0.37 USD per mile	5.050 - 5.109	0.66 USD per mile
1.630 - 1.689	0.09 USD per mile	3.370 - 3.429	0.38 USD per mile	5.110 - 5.169	0.67 USD per mile
1.690 - 1.749	0.10 USD per mile	3.430 - 3.489	0.39 USD per mile	5.170 - 5.229	0.68 USD per mile
1.750 - 1.809	0.11 USD per mile	3.490 - 3.549	0.40 USD per mile	5.230 - 5.289	0.69 USD per mile
1.810 - 1.869	0.12 USD per mile	3.550 - 3.609	0.41 USD per mile	5.290 - 5.349	0.70 USD per mile
1.870 - 1.929	0.13 USD per mile	3.610 - 3.669	0.42 USD per mile	5.350 - 5.409	0.71 USD per mile
1.930 - 1.989	0.14 USD per mile	3.670 - 3.729	0.43 USD per mile	5.410 - 5.469	0.72 USD per mile
1.990 - 2.049	0.15 USD per mile	3.730 - 3.789	0.44 USD per mile	5.470 - 5.529	0.73 USD per mile
2.050 - 2.109	0.16 USD per mile	3.790 - 3.849	0.45 USD per mile	5.530 - 5.589	0.74 USD per mile
2.110 - 2.169	0.17 USD per mile	3.850 - 3.909	0.46 USD per mile	5.590 - 5.649	0.75 USD per mile
2.170 - 2.229	0.18 USD per mile	3.910 - 3.969	0.47 USD per mile	5.650 - 5.709	0.76 USD per mile
2.230 - 2.289	0.19 USD per mile	3.970 - 4.029	0.48 USD per mile	5.710 - 5.769	0.77 USD per mile
2.290 - 2.349	0.20 USD per mile	4.030 - 4.089	0.49 USD per mile	5.770 - 5.829	0.78 USD per mile
2.350 - 2.409	0.21 USD per mile	4.090 - 4.149	0.50 USD per mile	5.830 - 5.889	0.79 USD per mile
2.410 - 2.469	0.22 USD per mile	4.150 - 4.209	0.51 USD per mile	5.890 - 5.949	0.80 USD per mile
2.470 - 2.529	0.23 USD per mile	4.210 - 4.269	0.52 USD per mile	5.950 - 6.009	0.81 USD per mile
2.530 - 2.589	0.24 USD per mile	4.270 - 4.329	0.53 USD per mile	6.010 - 6.069	0.82 USD per mile

Truckload Refrigerated Fuel Surcharge Table (Produce):

Should the cost per gallon exceed the amount shown below, the fuel surcharge will increase at the rate of one cent for each six cents (US \$0.05) per gallon.

Price of Diesel	Surcharge	Price of Diesel	Surcharge	Price of Diesel	Surcharge
0.900 - 0.949	(0.04) USD per mile	2.700 - 2.749	0.32 USD per mile	4.500 - 4.549	0.68 USD per mile
0.950 - 0.999	(0.03) USD per mile	2.750 - 2.799	0.33 USD per mile	4.550 - 4.599	0.69 USD per mile
1.000 - 1.049	(0.02) USD per mile	2.800 - 2.849	0.34 USD per mile	4.600 - 4.649	0.70 USD per mile
1.050 - 1.099	(0.01) USD per mile	2.850 - 2.899	0.35 USD per mile	4.650 - 4.699	0.71 USD per mile
1.100 - 1.149	0.00 USD per mile	2.900 - 2.949	0.36 USD per mile	4.700 - 4.749	0.72 USD per mile
1.150 - 1.199	0.01 USD per mile	2.950 - 2.999	0.37 USD per mile	4.750 - 4.799	0.73 USD per mile
1.200 - 1.249	0.02 USD per mile	3.000 - 3.049	0.38 USD per mile	4.800 - 4.849	0.74 USD per mile
1.250 - 1.299	0.03 USD per mile	3.050 - 3.099	0.39 USD per mile	4.850 - 4.899	0.75 USD per mile
1.300 - 1.349	0.04 USD per mile	3.100 - 3.149	0.40 USD per mile	4.900 - 4.949	0.76 USD per mile
1.350 - 1.399	0.05 USD per mile	3.150 - 3.199	0.41 USD per mile	4.950 - 4.999	0.77 USD per mile
1.400 - 1.449	0.06 USD per mile	3.200 - 3.249	0.42 USD per mile	5.000 - 5.049	0.78 USD per mile
1.450 - 1.499	0.07 USD per mile	3.250 - 3.299	0.43 USD per mile	5.050 - 5.099	0.79 USD per mile
1.500 - 1.549	0.08 USD per mile	3.300 - 3.349	0.44 USD per mile	5.100 - 5.149	0.80 USD per mile
1.550 - 1.599	0.09 USD per mile	3.350 - 3.399	0.45 USD per mile	5.150 - 5.199	0.81 USD per mile
1.600 - 1.649	0.10 USD per mile	3.400 - 3.449	0.46 USD per mile	5.200 - 5.249	0.82 USD per mile
1.650 - 1.699	0.11 USD per mile	3.450 - 3.499	0.47 USD per mile	5.250 - 5.299	0.83 USD per mile
1.700 - 1.749	0.12 USD per mile	3.500 - 3.549	0.48 USD per mile	5.300 - 5.349	0.84 USD per mile
1.750 - 1.799	0.13 USD per mile	3.550 - 3.599	0.49 USD per mile	5.350 - 5.399	0.85 USD per mile
1.800 - 1.849	0.14 USD per mile	3.600 - 3.649	0.50 USD per mile	5.400 - 5.449	0.86 USD per mile
1.850 - 1.899	0.15 USD per mile	3.650 - 3.699	0.51 USD per mile	5.450 - 5.499	0.87 USD per mile
1.900 - 1.949	0.16 USD per mile	3.700 - 3.749	0.52 USD per mile	5.500 - 5.549	0.88 USD per mile
1.950 - 1.999	0.17 USD per mile	3.750 - 3.799	0.53 USD per mile	5.550 - 5.599	0.89 USD per mile
2.000 - 2.049	0.18 USD per mile	3.800 - 3.849	0.54 USD per mile	5.600 - 5.649	0.90 USD per mile
2.050 - 2.099	0.19 USD per mile	3.850 - 3.899	0.55 USD per mile	5.650 - 5.699	0.91 USD per mile
2.100 - 2.149	0.20 USD per mile	3.900 - 3.949	0.56 USD per mile	5.700 - 5.749	0.92 USD per mile
2.150 - 2.199	0.21 USD per mile	3.950 - 3.999	0.57 USD per mile	5.750 - 5.799	0.93 USD per mile
2.200 - 2.249	0.22 USD per mile	4.000 - 4.049	0.58 USD per mile	5.800 - 5.849	0.94 USD per mile
2.250 - 2.299	0.23 USD per mile	4.050 - 4.099	0.59 USD per mile	5.850 - 5.899	0.95 USD per mile
2.300 - 2.349	0.24 USD per mile	4.100 - 4.149	0.60 USD per mile	5.900 - 5.949	0.96 USD per mile
2.350 - 2.399	0.25 USD per mile	4.150 - 4.199	0.61 USD per mile	5.950 - 5.999	0.97 USD per mile
2.400 - 2.449	0.26 USD per mile	4.200 - 4.249	0.62 USD per mile	6.000 - 6.049	0.98 USD per mile
2.450 - 2.499	0.27 USD per mile	4.250 - 4.299	0.63 USD per mile	6.050 - 6.099	0.99 USD per mile
2.500 - 2.549	0.28 USD per mile	4.300 - 4.349	0.64 USD per mile	6.100 - 6.149	1.00 USD per mile
2.550 - 2.599	0.29 USD per mile	4.350 - 4.399	0.65 USD per mile	6.150 - 6.199	1.01 USD per mile
2.600 - 2.649	0.30 USD per mile	4.400 - 4.449	0.66 USD per mile	6.200 - 6.249	1.02 USD per mile
2.650 - 2.699	0.31 USD per mile	4.450 - 4.499	0.67 USD per mile	6.250 - 6.299	1.03 USD per mile

Intermodal Fuel Surcharge Table

Should the cost per gallon exceed the amount shown below, the fuel surcharge will increase at the rate of .50% for each four cents (US \$0.04) per gallon.

Price of Diesel	Surcharge	Price of Diesel	Surcharge	Price of Diesel	Surcharge
0.000 - 1.239	0.00%	2.640 - 2.679	18.50%	4.080 - 4.119	36.50%
1.240 - 1.279	1.00%	2.680 - 2.719	19.00%	4.120 - 4.159	37.00%
1.280 - 1.319	1.50%	2.720 - 2.759	19.50%	4.160 - 4.199	37.50%
1.320 - 1.359	2.00%	2.760 - 2.799	20.00%	4.200 - 4.239	38.00%
1.360 - 1.399	2.50%	2.800 - 2.839	20.50%	4.240 - 4.279	38.50%
1.400 - 1.439	3.00%	2.840 - 2.879	21.00%	4.280 - 4.319	39.00%
1.440 - 1.479	3.50%	2.880 - 2.919	21.50%	4.320 - 4.359	39.50%
1.480 - 1.519	4.00%	2.920 - 2.959	22.00%	4.360 - 4.399	40.00%
1.520 - 1.559	4.50%	2.960 - 2.999	22.50%	4.400 - 4.439	40.50%
1.560 - 1.599	5.00%	3.000 - 3.039	23.00%	4.440 - 4.479	41.00%
1.600 - 1.639	5.50%	3.040 - 3.079	23.50%	4.480 - 4.519	41.50%
1.640 - 1.679	6.00%	3.080 - 3.119	24.00%	4.520 - 4.559	42.00%
1.680 - 1.719	6.50%	3.120 - 3.159	24.50%	4.560 - 4.599	42.50%
1.720 - 1.759	7.00%	3.160 - 3.199	25.00%	4.600 - 4.639	43.00%
1.760 - 1.799	7.50%	3.200 - 3.239	25.50%	4.640 - 4.679	43.50%
1.800 - 1.839	8.00%	3.240 - 3.279	26.00%	4.680 - 4.719	44.00%
1.840 - 1.879	8.50%	3.280 - 3.319	26.50%	4.720 - 4.759	44.50%
1.880 - 1.919	9.00%	3.320 - 3.359	27.00%	4.760 - 4.799	45.00%
1.920 - 1.959	9.50%	3.360 - 3.399	27.50%	4.800 - 4.839	45.50%
1.960 - 1.999	10.00%	3.400 - 3.439	28.00%	4.840 - 4.879	46.00%
2.000 - 2.039	10.50%	3.440 - 3.479	28.50%	4.880 - 4.919	46.50%
2.040 - 2.079	11.00%	3.480 - 3.519	29.00%	4.920 - 4.959	47.00%
2.080 - 2.119	11.50%	3.520 - 3.559	29.50%	4.960 - 4.999	47.50%
2.120 - 2.159	12.00%	3.560 - 3.599	30.00%	5.000 - 5.039	48.00%
2.160 - 2.199	12.50%	3.600 - 3.639	30.50%	5.040 - 5.079	48.50%
2.200 - 2.239	13.00%	3.640 - 3.679	31.00%	5.080 - 5.119	49.00%
2.240 - 2.279	13.50%	3.680 - 3.719	31.50%	5.120 - 5.159	49.50%
2.280 - 2.319	14.00%	3.720 - 3.759	32.00%	5.160 - 5.199	50.00%
2.320 - 2.359	14.50%	3.760 - 3.799	32.50%	5.200 - 5.239	50.50%
2.360 - 2.399	15.00%	3.800 - 3.839	33.00%	5.240 - 5.279	51.00%
2.400 - 2.439	15.50%	3.840 - 3.879	33.50%	5.280 - 5.319	51.50%
2.440 - 2.479	16.00%	3.880 - 3.919	34.00%	5.320 - 5.359	52.00%
2.480 - 2.519	16.50%	3.920 - 3.959	34.50%	5.360 - 5.399	52.50%
2.520 - 2.559	17.00%	3.960 - 3.999	35.00%	5.400 - 5.439	53.00%
2.560 - 2.599	17.50%	4.000 - 4.039	35.50%	5.440 - 5.479	53.50%
2.600 - 2.639	18.00%	4.040 - 4.079	36.00%	5.480 - 5.519	54.00%

Accessorial Process (All Carriers)

All accessorials must be requested in Lean through the rate change request process, at least two business days before the delivery date with the exception of:

- Layovers at the destination, truck detention at the destination, order re-consignment and add on destination. These four accessorials must be requested in Lean within two business days after the delivery date.

LeanLogistics has functionality that allows carriers to upload Bill of Ladings/Supporting Documentation to a given load. Meijer will use this documentation to verify if a given accessorial is valid. The Bill of Lading must be present in Lean at the time an accessorial is requested. The Bill of Lading must clearly state the name, city, state and zip code of each pickup location as well as the scheduled appointment date/time, arrival date/time and departure date/time. This information should also be present in Lean for each given load. Carriers will now be required to upload this documentation whenever the following accessorials are requested.

- Add on Destination – Identifies additional picks/deliveries where extra out of zip code range miles were incurred.
- Layover at Pick Location – Date/times of appointment, arrival, departure and wait times.
- Load Detention – Drop Trailer Not Ready – Date/times of appointment, arrival, departure and wait times.
- Truck Detention at Pick Location – Date/times of appointment, arrival, departure and wait times.
- Stop Off – Identifies additional picks/deliveries that weren't present on the Lean load.

In order for an accessorial to be approved, Meijer must determine the request is valid and it meets the criteria below where appropriate.

- Accessorial was requested within the aforementioned timeframe.
- Bill of Lading, when requests require supporting documentation was present in Lean prior to the accessorial request.
- Bill of Lading information and the load information entered in Lean match.

Dry Accessorial Charges

Based on the pricing contained in our current Transportation Agreement, Meijer, Inc. will honor charges for the types of accessorial services:

Protective Service: Rates for this service will be paid when the shipper specifically requires that product temperature be maintained above or below a certain point. A "Keep from Freezing" or "Protect from Freezing" notation does not constitute protective service. Fee: 4% higher than contract rate.

Team Service: Occasionally business needs may dictate a transit time that is not possible through the utilization of a single driver. When this occurs, Meijer will specify and pay the increased cost associated with Team Service.

Truck ordered, not used: On rare occasions a pick-up may cancel after a driver has been dispatched to make the pick-up. When this occurs, Meijer will compensate the carrier for cost incurred when the load canceled. Maximum of \$300.00 will be approved.

Loading Services: Physical labor loading must be noted by the vendor/shipper on the Bill of Lading.

Detention: Meijer will go by the industry standard of two hours of free time. After which carriers will be entitled to a maximum of \$50 per hour. Max detention allowance at Meijer DF will be \$300.

Layover: Meijer will pay a maximum of \$350 for any layovers that take place.

Stop off Charge: Meijer will pay \$50.00 per stop off for multi-vendor pickups and multi-stop deliveries. However, Meijer will not pay a stop off if the multi-stop delivery consists of multiple DF's within the same Meijer Complex.

Repositioning of Equipment: Carrier understands that any repositioning of its equipment (including trailers) necessary to render transportation services to Meijer as required by this agreement shall be conducted by the carrier at its sole risk and expense and at no cost to Meijer.

Produce Accessorial Charges

Accessorial Rates	Fee	Reason
Truck-order not used if load is cancelled within 24hrs of ship date beginning at 12:01 pm of the previous day	\$300.00	Vehicle order not used
*Team Services	5% of the base rate	Extra driver
**Detention - starts after 5 hours of loading/Unloading	\$50 per hour/Max \$350.00 per day	Truck detention
***Layover	\$350.00	Layover charges
****Additional Pick up Charge (One included in rate)	\$75.00	Stop off charge
Additional Drop Off Charge (One included in rate)	\$75.00	N/A Automated
Special Pricing		Discount
Extra Mileage		Add on Destination
Peak Shipping Premium	Fee	Reason
California/Arizona/Nevada April 29th-August 4th	.40 CPM	N/A Automated
California/Arizona/Nevada August 5th-September 8th	.20 CPM	N/A Automated
Washington October 14th-December 15th	.40 CPM	N/A Automated
Florida/Georgia April 15th-July 7th	.40 CPM	N/A Automated
Accessorial Request Guidelines		
<p>Note: All accessorial charges must be requested using the reason as stated with the exception of those noted as automated. When requesting for accessorial charges, the rate request must be put in the load edit screen with a comment and reason for the charge. Make sure the correct stop location is selected. All requests must be made in compliance with the accessorial process noted for all carriers. * For all Accessorials, the correct STOP location where the detention occurred needs to be selected. If stop location is listed as ALL the request will be denied.</p>		
<p>**Detention: The carrier is responsible to place a load note in Lean when you have determined detention may apply, the note must include the phone number, date, time, and name of the person contacted at the shipper to request getting loaded before detention begins. Actual Arrival, Departure and Appointment times and dates must be updated in Lean from each vendor. For Delivery at Meijer dc's - the truck must arrive before the beginning of the appointment time to the first dc, detention begins 5 hours after the appointment time. If the truck arrives late, detention will not apply.</p>		
<p>***Layover: This will take affect when loading began on day 1 and the truck is forced to wait until the next day to get loaded. The layover officially ends at 12PM the following day. A comment must be placed in the rate edit load section describing what happened and the time of departure. Actual arrival and departure must be updated in Lean from each vendor. If there is no note in Lean describing the situation with appropriate timestamps this will be denied. You cannot apply for detention and layover on the same day.</p>		
<p>****Additional pick up charges: This will apply if there are multiple pickup locations per purchase order. When you have determined the pick up locations inform Meijer with a lean note if they are outside of the zip code zone, (typically within 30 miles) of the pick location noted in Lean. Include the name, city, state and zip code in the load note. Meijer will calculate the difference in mileage an add on destination fee will be added to the rate. If this vendor is in the same zone you need to request this as an extra pick up only. The bill of lading for the requested extra pick up must be uploaded into Lean at the time of request or prior to request being made which should be no later than 48hrs prior to the arrival date on the load. A detailed note must be in the load stating the order and name of the picks, the appointment, arrival and departure times for each and their zipcodes. If a complete po is being picked up at a different location than what is listed in Lean please put a note in Lean stating this and the load itself will be altered to show the correct pickup location/miles and rate.</p>		
<ul style="list-style-type: none"> • TEAM CHARGE: 5% of base rate. Carriers are required to have the following information in the load before a team charge will be reviewed. <ul style="list-style-type: none"> o Delivery appointment date and time o Arrival at delivery, date and time o Departure at delivery, date and time o Produce Truckload Transit Map outlines team criteria <p style="text-align: center;">To determine when team applies to Ca, Az, Wa.</p> <ul style="list-style-type: none"> o When a split delivery load is not picked up by 1000 EST the load will require a team to arrive within 5 days o When a single delivery drop load is not picked up by 2000 EST the load will require a team to arrive within 5 days o Team may be added to a load while in transit to arrive within 5 days, and a lean note must accompany this request 		

Accessorials will be denied if the load is not Lean Logistic Compliant. Compliance in LeanLogistics consists of entering the following data in real time:

- Pick up appointment date and time

- Delivery appointment date and time
- Actual pick up date and time
- Actual arrival date and time
- Meijer DF appointment load ID

A description of the event also needs to be put in Lean as a load note at the time the accessorial occurred. Other data required is the departure dates for pickup and delivery. If you are sending EDI status updates, this can be done automatically.

SECTION 2: LTL and LTL Consolidation REQUIREMENTS (in addition to “Expectations and Requirements for All Loads”)

Procedures for LTL Carriers

Please ensure the entire carrier handbook is read in its entirety as there are sections that apply to all carriers. The expectation and requirements for all carriers is listed in the first section of the carrier handbook.

On Time Pick Up: Meijer vendors will contact the LTL carriers in order to schedule a pickup appointment.

- Carriers are required to make same day pickups as long as the vendor arranges a pickup appointment 1 ½ hours prior to the end of their shipping schedule.
- If the shipper designates a certain date the orders are to be picked up they must be picked up on the date specified.

Temperature Controlled Freight: Protect from freezing or protect from heat applies if the vendor indicates the service is needed on their BOL.

Movement of Freight: Carriers are required to follow the Meijer LTL process with regards to order visibility (CSV data to Lean) and invoicing.

- Meijer orders must move immediately through the LTL carriers network. Meijer orders are never to be “Trapped” at any terminal in an effort to build trailer capacity.
- Once orders arrive at a delivering terminal, Meijer expects those orders to be scheduled to deliver the following day.

Trailer Manifest: Each load must be accompanied by a trailer manifest.

- A copy of the trailer manifest must be dropped in the bill box at the Meijer DF. The manifest must specify the carton count. If there is more than one DF loaded on a trailer, a copy of the manifest must be dropped in each individual DF drop box.
- The closed trailer manifest must provide a complete snap shot of all freight, at Meijer P.O. level, on the trailer including quantity. This manifest will be used as a Proof of Delivery (P.O.D.) and will be faxed back to the carrier 48 hours after Meijer receiving.

Load Quality: Freight must be easily accessible and be damage free.

- Freight must be easily accessible and be damage free. Meijer expects all purchase orders to arrive as ordered.
- Double stacking should only be utilized when absolutely necessary and when it does not compromise the product that it is being stacked onto.

Drop Trailers: As a Meijer preferred LTL carrier you are authorized for drop trailer rights at all Meijer distribution facilities.

- Live delivery options are available through “Express” receiving for shipments less than 200 cartons, although dropped trailers are the preferred method.
- Trailers are to be dropped on or before the Meijer delivery appointment date and time.
- No more than two Meijer DF locations should be loaded on a drop trailer.

Split Deliveries: It's ideal to always load trailers direct to each Meijer DF with no split deliveries.

- The appointment scheduling instructions on the Meijer VendorNet must be followed.
- Freight must be segregated by location on the drop trailer.
- The freight bills for each DF must be segregated into separate envelopes. The driver is then responsible for delivering the envelopes to each appropriate DF drop box.

Meijer PDA (Pharmacy Distribution Area) DF 90: Due to the nature of freight and the extra security needed for these products, Meijer has outlined a process that it requires its carriers to follow when delivering product to 2721 Walker N.W., Grand Rapids, MI 49544.

PDA Inbound and Outbound Security Procedures

- All appointments should be scheduled through the Meijer Vendor Net as live unloads. At no time should PDA deliveries be dropped or left unattended in a lot.
- Driver stops at Loss Prevention Control Center to present badge for review and permission to enter.
- L.P. Officer directs driver to appointed dock door.
- Driver docks trailer at appointed dock door. Driver enters Plano-gram pedestrian entry door.
- Driver walks along dock to PDA pedestrian door.
- Driver signs in PDA Entry / Exit Log and rings door bell.
- PDA Team Member deactivates alarm and driver enters. Team Member re-activates door alarm.
- Team Member de-activates dock door alarm and opens door. Driver opens trailer door and removes product.
- Driver closes trailer door. Team Member closes dock door and reactivates dock door alarm.
- Team Member processes delivery manifest or bill of lading.
- Driver escorted to PDA pedestrian door. Team Member deactivates door alarm.
- Driver exits door and signs out PDA Entry / Exit Log. Team Member re-activates pedestrian door alarm.
- Driver pulls trailer from dock and stops at Loss Prevention Control Center for inspection and permission to exit.
- PDA Team Member will be in the presence of the driver at all times while the driver is within the PDA

LTL Carrier Performance

Carriers are measured each period on the following performance categories. The Meijer fiscal periods occur every four weeks at which time a performance scorecard is generated. Meijer expects all carriers to meet a 99% or above score each period.

Freight claims settled within 60 days **(5% Weighted Factor)**

Each carrier is expected to resolve any outstanding freight claims with Meijer within 60 days. This measure is a comparison of claims that were settled within 60 days to the total number of loads handled by the carrier for the previous period.

Service Failure Performance **(10% Weighted Factor)**

A service failure is any incident that could affect timely pick up or delivery of Meijer freight.

CSV File Accuracy **(20% Weighted Factor)**

The percentage of records in the CSV file that is processed by Meijer and passed on to LeanLogistics. (And not sent back to the LTL carrier). Please note that the exception **“Z - PONUM ASSIGNED TO MULTIPLE SHIPMENTS”** is not considered as an exception.

Carriers are responsible for correcting any CSV or data errors that don't match throughout the CSV and Lean invoicing process. All unsuccessful data must be reviewed by the carrier and re-submitted on the same day.

On Time Completion % **(20% Weighted Factor)**

This performance measure gives the percentage of loads completed in LeanLogistics within two business days after the load is dropped at the Meijer location.

On Time Delivery % **(45% Weighted Factor)**

This performance measure gives the percentage of loads delivered on time to Meijer. Weekends are not taken into consideration for calculating the on time delivery and on time completion.

LTL Fuel Surcharge Table

Carrier transportation rates shall be adjusted based upon the following fuel surcharge provision (the "Surcharge"). The Surcharge is applicable to the line haul charges only and shall not apply to accessorial charges. The Surcharge shall be shown as a separate line entry on the Carrier's freight bill and will apply to shipments tendered Tuesday through the following Monday.

The Surcharge as outlined below will be based on the Department of Energy ("DOE") national average price of fuel as reported each Monday. All DOE prices include taxes. The DOE national average price is available Mondays after 4pm by calling 202-586-6966 or online at www.eia.doe.gov. Should the cost per gallon exceed the amount shown below, the fuel surcharge will increase at the rate of one cent for each six cents (US \$0.06) per gallon.

BASED ON DOE WHEN THE FUEL INDEX IS:		FUEL SURCHARGE WILL BE	BASED ON THE DOE WHEN THE FUEL INDEX IS:		FUEL SURCHARGE WILL BE
AT LEAST	BUT LESS THAN		AT LEAST	BUT LESS THAN	
\$1.20	\$1.25	0.5%	\$2.50	\$2.55	11.5%
\$1.25	\$1.30	1.0%	\$2.55	\$2.60	12.0%
\$1.30	\$1.35	1.5%	\$2.60	\$2.65	12.0%
\$1.35	\$1.40	2.0%	\$2.65	\$2.70	12.5%
\$1.40	\$1.45	2.0%	\$2.70	\$2.75	13.0%
\$1.45	\$1.50	2.5%	\$2.75	\$2.80	13.5%
\$1.50	\$1.55	3.0%	\$2.80	\$2.85	14.0%
\$1.55	\$1.60	3.5%	\$2.85	\$2.90	14.5%
\$1.60	\$1.65	4.0%	\$2.90	\$2.95	15.0%
\$1.65	\$1.70	4.0%	\$2.95	\$3.00	15.0%
\$1.70	\$1.75	4.5%	\$3.00	\$3.05	15.5%
\$1.75	\$1.80	5.0%	\$3.05	\$3.10	16.0%
\$1.80	\$1.85	5.5%	\$3.10	\$3.15	16.5%
\$1.85	\$1.90	6.0%	\$3.15	\$3.20	17.0%
\$1.90	\$1.95	6.5%	\$3.20	\$3.25	17.0%
\$1.95	\$2.00	7.0%	\$3.25	\$3.30	17.5%
\$2.00	\$2.05	7.0%	\$3.30	\$3.35	18.0%
\$2.05	\$2.10	7.5%	\$3.35	\$3.40	18.5%
\$2.10	\$2.15	8.0%	\$3.40	\$3.45	19.0%
\$2.15	\$2.20	8.0%	\$3.45	\$3.50	19.0%
\$2.20	\$2.25	9.0%	\$3.50	\$3.55	19.5%
\$2.25	\$2.30	9.5%	\$3.55	\$3.60	20.0%
\$2.30	\$2.35	10.0%	\$3.60	\$3.65	20.5%
\$2.35	\$2.40	10.0%	\$3.65	\$3.70	21.0%
\$2.40	\$2.45	10.5%	\$3.70	\$3.75	21.0%
\$2.45	\$2.50	11.0%	\$3.75	\$3.80	22.0%

(*) FOR EACH 5 CENT (US \$.05) INCREMENT OVER \$3.80, INCREASE THE FUEL SURCHARGE BY 0.5%

Procedures for LTL Consolidators

- Consolidators are not to pick up orders that have not been tendered to them in Lean. If a shipper communicates to the consolidator that they have a PO for p/u that has not been tendered to the consolidator, send an email to routing@meijer.com. If a p/u already exists for that shipper, and they are requesting to add additional P.O.'s, communicate to Meijer in the form of a Lean load note.
- Lean load note communications must be utilized to address specific load related issues. When creating load notes indicate the appropriate load note type, i.e. "Product not Available", "Delay in Transit", etc. Notes must also be entered timely, when the issue occurs, in order for Meijer to action appropriately.
 - Another example and fairly common load note would be a modification where the consolidator requests to remove a PO from one load to be added to another load or vice versa.
 - Lean load note communications should also be used if the weight and cube are off by 25 % or if the load becomes truckload size rather than LTL.
- A daily integration file must be sent to Lean via FTP to update loads with actual appointment and delivery information. The file should be sent when the freight arrives at the consolidator's terminal and has been billed in their system to include shipment data from the BOL.
- Freight must be loaded onto a linehaul trailer within 24 hours or less after arriving at the consolidation terminal. The linehaul carrier must be dispatched within the 24 hours to pick up the trailer from the terminal.
 - If the 24 hour clock expires and the linehaul carrier has not picked up the trailer, a note must be sent to logistics@meijer.com
- A line-haul manifest is required for each trailer to indicate the freight that is loaded. The manifest should accompany the BOL's and other paperwork for the driver to drop upon arrival at the Meijer DF.
 - A copy of the linehaul manifest for each trailer must also be emailed to logistics@meijer.com. In the subject line indicate the trailer or number that corresponds with the manifest.
 - If a line haul trailer is less than 50% full, an email must be sent to logistics@meijer.com requesting whether the trailer should be held or shipped.
 - The email communication must include a listing of the Pos so Meijer can make the decision to hold or ship.
- The goal for LTL consolidation is to build full linehaul trailers/containers to each Meijer DF. If there is not enough freight to load to a straight DF there is a DF 93 consolidation option.
 - All DF 93 freight must be loaded on the **tail** of the trailer. Load sequences as follows: Tail DF 93, Middle DF 92, Nose DF 90.
 - Meijer DF92 and Meijer DF90 should be the only freight consolidated at Meijer DF93.
 - Freight must be segregated by location on the trailer with each DF's freight labeled by a cardboard separator.
 - A separate manifest must be created for each location and given to the linehaul driver with the set of bills.
 - Comments must also be entered on the load when scheduling a delivery appointment indicating the delivery as a "DF93 consolidation shipment."
 - All loads to DF802, (Tipp City, OH) should be built as direct linehaul loads. There is no consolidation program for linehaul shipments destined to DF 802.

LTL Consolidation Fuel Surcharge Table

Carrier transportation rates shall be adjusted based upon the following fuel surcharge provision (the "Surcharge"). The Surcharge is applicable to the line haul charges only and shall not apply to accessorial charges. The Surcharge shall be shown as a separate line entry on the Carrier's freight bill and will apply to shipments tendered Tuesday through the following Monday.

The Surcharge as outlined below will be based on the Department of Energy ("DOE") national average price of fuel as reported each Monday. All DOE prices include taxes. The DOE national average price is available Mondays after 4pm by calling 202-586-6966 or online at www.eia.doe.gov. Should the cost per gallon exceed the amount shown above, the fuel surcharge will increase at the rate of one cent for each six cents (US \$0.06) per gallon.

BASED ON THE DOE WHEN THE FUEL INDEX IS:		FUEL SURCHARGE WILL BE	BASED ON THE DOE WHEN THE FUEL INDEX IS:		FUEL SURCHARGE WILL BE
AT LEAST	BUT LESS THAN		AT LEAST	BUT LESS THAN	
\$1.201	\$1.261	0.8%	\$2.701	\$2.761	8.7%
\$1.261	\$1.321	1.2%	\$2.761	\$2.821	9.0%
\$1.321	\$1.381	1.9%	\$2.821	\$2.880	9.3%
\$1.381	\$1.441	1.9%	\$2.881	\$2.941	9.6%
\$1.441	\$1.501	2.2%	\$2.941	\$3.001	9.9%
\$1.501	\$1.561	2.5%	\$3.001	\$3.061	10.2%
\$1.561	\$1.621	2.9%	\$3.061	\$3.121	10.5%
\$1.621	\$1.681	3.2%	\$3.121	\$3.181	10.8%
\$1.681	\$1.741	3.5%	\$3.181	\$3.241	11.1%
\$1.741	\$1.801	3.9%	\$3.241	\$3.301	11.4%
\$1.801	\$1.861	4.2%	\$3.301	\$3.361	11.7%
\$1.861	\$1.921	4.5%	\$3.361	\$3.421	12.0%
\$1.921	\$1.971	4.8%	\$3.421	\$3.481	12.3%
\$1.971	\$1.981	5.0%	\$3.481	\$3.541	12.6%
\$1.981	\$2.041	5.1%	\$3.541	\$3.601	12.9%
\$2.041	\$2.101	5.4%	\$3.601	\$3.661	13.2%
\$2.101	\$2.161	5.7%	\$3.661	\$3.721	13.5%
\$2.161	\$2.221	6.0%	\$3.721	\$3.781	13.8%
\$2.221	\$2.281	6.3%	\$3.781	\$3.841	14.1%
\$2.281	\$2.341	6.6%	\$3.841	\$3.901	14.4%
\$2.341	\$2.401	6.9%	\$3.901	\$3.961	14.7%
\$2.401	\$2.461	7.2%	\$3.961	\$4.021	15.0%
\$2.461	\$2.521	7.5%	\$4.021	\$4.081	15.3%
\$2.521	\$2.581	7.8%	\$4.081	\$4.141	15.6%
\$2.581	\$2.641	8.1%	\$4.141	\$4.201	15.9%
\$2.641	\$2.701	8.4%	\$4.201	\$4.261	16.2%

(*) FOR EACH 6 CENT (US \$.06) INCREMENT OVER \$4.261, INCREASE THE FUEL SURCHARGE BY 0.3%

Meijer VendorNet Services

Accounts Payable: Provides document retrieval and querying capabilities for payment information

- Paid information by check
- Paid information by check date
- Search by individual invoice or document number
- Search by purchase order number
- View and print current statement of matched unpaid
- View and print all debit memos by date
- View and print remittance information by date

While on the Meijer VendorNet website:

- Select the Orders & Payments tab and select Payment & Claims. Select AP Query.

The screenshot shows the Meijer VendorNet website interface. The browser address bar displays the URL: `http://meijervendornetinternal.meijervendornet.com/orderspayments/paymentsclaims/Pages/default.aspx`. The page title is "Payments & Claims". The navigation menu includes "Welcome", "Orders & Payments", "Shipping & Delivery", "Product", "Sales & Merchandising", "Vendor Relations", "EDI", and "Help". The main content area is titled "Payments & Claims" and contains two sections: "Applications" and "Related Documents".

Applications

URL	Help
AP Query	?
View the status of payments from Meijer and enter claims through the Claims Management System (CMS).	
Foods DSD Cost Discrepancy	?
View cost discrepancies at time of store delivery.	

Related Documents

Document Name	Priority	Last Modified
Anticipation Offers	(2) Normal	03/17/2009
Check Remittance Schedule	(2) Normal	03/17/2009

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- Select your vendor name under the AP Query screen.

The screenshot shows the Meijer VendorNet website interface for the "Accounts Payable Query" screen. The browser address bar displays the URL: `http://meijervendornetinternal.meijervendornet.com/orderspayments/paymentsclaims/Pages/apquery.aspx`. The page title is "Accounts Payable Query". The navigation menu is the same as in the previous screenshot. The main content area is titled "Accounts Payable Query" and contains a form with the following fields:

Accounts Payable Query

Pay-to #:

Factor #:

Vendor ID:

- **Query Selections**
 - The specific document search allows the user to search for payment information by check date, check number, Po number or document number.
 - A hyperlink will be available for the user to click in order to view the document.

- **AP Query Specific Document Search**
 - Enter the invoice number or a Meijer document number such as a Debit Memo number. You can enter multiple document numbers in the query by separating each entry by a comma or space.

- **AP Query Document Retrieval**
 - The document retrieval section is designed to allow the user to view and print multiple documents from one query.

- **Debit memos Detail**
 - View or print all debit memos for a given date
 - The selected option will return all dates in the last 30 days where there were occurrences of debit memos.

- **Unpaid Statement**
 - View or print statement of matched invoices and charge backs.

Seven Promises

1. Provide our customers with the freshest product selection.
2. Provide our customers with differentiated and compelling choices every day.
3. Keep prices as low as possible for our customers in every market we serve.
4. Provide solutions that fit our customers in their communities.
5. Provide an easy shopping experience for our customers.
6. Invigorate the Meijer competitive spirit by being sales driven in all cases.
7. Be an active part of a talented team that is proud of our company and passionate about our customers.

Meijer Values



customers:

Fred Meijer always said, "Customers don't need us, we need them." At Meijer, we focus on our customers and thrive by meeting their needs and exceeding their expectations.



competition:

Retailing is a fast-paced business that demands continuous improvement. Meijer is committed to keeping our competitive spirit strong and staying nimble and flexible to win in the marketplace.



family:

Meijer is a family business. We believe in treating each other with dignity and respect. We are committed to strengthening the communities we serve.



freshness:

Meijer is known for freshness. A focus on fresh food, thinking and innovation makes us better at serving our customers.



safety & health:

Meijer provides a safe and healthy environment for our team members. We create a safe shopping experience for our customers and offer products and services to help our customers lead healthier lives.