

# **AholdUSA** American Sales Company

4201 Walden Avenue | Lancaster, NY 14086 | Phone (716) 686-7000 | [www.americansalescompany.net](http://www.americansalescompany.net)

To: Sales, Brokers, Customer Service, Transportation and Shipping Representatives

Effective Until: December 31, 2012

Reference: 2012 Mid-Year American Sales Company Shipping and Routing Instructions

Dear Supplier Representative:

American Sales Company (ASC) has partnered with CarrierStore, a consulting and technology integrator. CarrierStore will route and schedule all prepaid and collect shipments consigned to our distribution center in Lancaster, NY. Our mission is to provide suppliers, carriers and Ahold associates with a single platform and simple user process backed by experienced leaders who can assist during the shipping and routing process.

**Before you ship to our Distribution Center, you are required to:**

- **Submit the American Sales Shipping Form or Equivalent (See Appendix A)**
- **Consider your Shipping Options**
  - Prepaid Shipment fees for unloading, accessorial and administration costs are the supplier's responsibility. The fees vary from shipment to shipment (See Appendix B).
  - Collect Shipment rates and carrier selection may be offered real time with no additional costs (subject to weight & inspection and restacks). If you choose to utilize the ASC rate, the amount will be deducted off the accounts payable invoice.
- **Ship Via Required Routing Methods**
  - Small Parcel shipments are generally 150 lb or less and must be shipped via *FedEx Ground* (800) 463-3339 or *UPS Ground* (800) 742-5877.
  - Less than Truckload / Volume shipments are generally 151-7500 lb or 1-7 pallets and must be shipped via *New Penn Motor Express* (800) 285-5000, *USF Holland* (800) 456-6322, *Old Dominion Freight Lines* (800) 235-5569 or *YRC Freight* (800) 610-6500.
  - Truckload shipments are on a dedicated sealed trailer, are at least 7501 lb or 8 pallets and must be shipped via a truckload carrier unless using the LTL carriers listed above.

**On Time Delivery**

Lead Time Problems and Shipping Delays must be reported immediately to the ASC Buyer.

Small Parcel & Less than Truckload shipments will be processed by CarrierStore the same business day. Delivery must be ensured one business day before the due date.

Truckload Shipments will be processed by CarrierStore 1 – 3 business days before the shipment is ready for pickup. Delivery must be ensured on the due date at the scheduled time.

Suppliers are Responsible for Coordinating Shipment Processing according to their particular shipping process and the due date for the shipment.

**Bill of Ladings and Loading Procedures**

The CarrierStore Bill of Lading is required for collect shipments; the Suppliers Bill of Lading is used for prepaid shipments. Suppliers will load and secure the trailer. The driver will document shipper load and count (SLC), trailer number, number of skids and number of boxes that the shipment is said to contain (STC); then sign their name and date on the Bill of Lading. Supplier will sign and date after the driver. All shipments are considered FOB Destination. Take extra steps to minimize damage during loading and secure the load so that there is no shifting in transit.

### Shipment Preparation

**Palletizing and Load Stability** is important to the safety of your product and ASC's associates. Any situation which impedes safe roll off and put away into reserve will result in the product being restacked on a new pallet at the supplier's expense. The top of the product cannot exceed 60 inches on each pallet. If product height would exceed 60 inches, put overflow on a second pallet and double stack the pallets to maximize cube.

**Pallet Requirements** (See Appendix C).

**Boxes** must withstand normal hazards of transportation and warehouse storage conditions and adhere to NMFC requirements. Boxes or box labels must include the GTIN/UPC and/or ASC item code, case quantity, pack quantity, item size and if necessary precautionary markings such as "Handle with Care" and/or Expiration Date. The case pack quantity, size, color and flavor must be shipped exactly as specified in the Purchase Order.

**Pallet Labels** are attached under the shrink wrap of each pallet. Include the ASC Purchase Order, Origin and Destination Information. Display Units distributed as one retail unit must be labeled on bold color paper; "Display Unit – Ship as 1 Unit – Do Not Break Shrink-Wrap". For Samples, a ship to person is required on the pallet label.

**Packing Lists** are prepared by the supplier and attached under the shrink wrap.

**Floor Loaded Shipments** must be pre-approved at the time the delivery appointment is made.

**Group Each Item** on one pallet when shipping mixed pallets.

**Group Full Pallet Overflows** by double-stacking or loading side by side on the trailer.

**Multiple Purchase Orders** must be clearly, individually identifiable shipped on separate pallets.

**Purchase Orders Exceeding One Truck** should be reported to the ASC buyer immediately.

**Backorders Will Not Be Accepted** except for certain Private Label and Seasonal products.

**Expiration Dates** must allow 12 months for sale; notify the ASC Buyer if items expire earlier.

**Contamination** of trailer, pallet, packaging or product will result in the refusal of the entire load.

### Delivery Appointments & Arrivals

**Small Parcel and Less than Truckload Deliveries** will be scheduled by ASC's carrier and dropped in the yard up to one day prior to unloading. Please ensure arrival one business day before the due date to allow time for processing.

**Collect Truckloads** will be scheduled by ASC's carrier and dropped in the yard up to one day prior to unloading or live unloaded on the scheduled day at the scheduled time.

**Prepaid Truckloads** will be scheduled by the supplier or carrier by calling CarrierStore at (978) 298-2100. Entrance to ASC's facility is allowed up to 30 minutes before and up to 30 minutes after the delivery appointment time. No shows, late arrivals, and appointments rescheduled within 24 business hours will be rescheduled at ASC's discretion.

### Logistics Policy

This document supersedes any existing ASC Shipping and Routing Instructions and may be changed any time at the discretion of Ahold. Compliance with these instructions, Annual Policy Letter and purchase order Terms and Conditions are mandatory. Vendor Inbound Compliance fines (See Appendix D), shortages, damages, incurred charges, lost sales and additional handling costs will be deducted from the supplier's accounts payable invoice. Suppliers are responsible for accurately measuring, weighing and classifying shipments according to NMFC requirements. Hazardous materials must be handled according to Department of Transportation regulations. Returns will be shipped collect via the supplier's requested carrier; return authorization must be received within 10 business days or the product will be destroyed at supplier's expense.

Thank you for your compliance in our program. If you have questions please email [FAQ@carrierstore.com](mailto:FAQ@carrierstore.com). Ahold and CarrierStore will assist you.

**Appendix A - American Sales Company Vendor Shipping Form for CarrierStore**  
 Email completed form or equivalent to [ascplanning@carrierstore.com](mailto:ascplanning@carrierstore.com) or fax to (978) 298-2101

LTL?	TL?
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**Contact Information**

Origin Contact Name	Origin Contact Phone	Origin E-mail	Origin Fax (optional)

**Pick up Information**

Pickup Date	Pickup Ready-Close Time (hours)	ASC PO Numbers	Pick up# (if applicable)

**Origin Information**

Company Name	Address	City	State	Postal Code

**Destination Information**

Company Name	Address	City	State	Postal Code

**Shipment Information**

Line Items	Customer PO#(s)	Customer SKU/ Description	Box/Ctn Qty or Pieces	Weight	Class	NMFC #
1						
2						
3						
4						
5						
<b>Total Qty</b>				<b>**Attach Packing List for additional line items</b>		

**Anything NOT Shipping on PO? (Leave blank if N/A)**

PO#	SKU/ Description	Carton Qty	Reason

**HazMat (Leave blank if N/A)**

Type	UN#	PG	Emergency Response Phone#

**Pallet Shipping Information**

# of Pallets <i>Please list all dimensions for each pallet shipping</i>	Dimensions			Boxes or Cartons per pallet	Total Weight Including Pallet Weight
	Length	Width	Height		
1 <sup>st</sup> pallet					
2 <sup>nd</sup> pallet					
3 <sup>rd</sup> pallet					
4 <sup>th</sup> pallet					
5 <sup>th</sup> pallet					
6 <sup>th</sup> pallet					
7 <sup>th</sup> pallet					
<b>Totals</b>					

*Prepaid Vendor?		*enter your freight cost here: (voluntary- for quick reference)
	Carrier if shipping Prepaid:	

## Appendix B - Ahold American Sales Company Supplier Freight Liability & Unloading Rates

Shipment Type	Supplier Liability			Pay Unloading To		Unloading Rates		
	Shipment Freight Terms	Freight Unloading	Carrier Claims	ASC	Unloading Service	Rate	Increment	Description
<b>Small Parcel</b>								
FOB Destination Freight Prepaid	✓	✓	✓	✓	-	\$0.50	Per Case	\$5 Min
FOB Destination Freight Collect	-	-	✓	-	-	-	-	Lowest Possible Product Cost
FOB Destination Freight Collect w/ Allowance	✓	✓	✓	✓	-	Variable	-	Included in Allowance
<b>Less Than Truckload</b>								
FOB Destination Freight Prepaid	✓	✓	✓	✓	-	\$1.75	Per Hundredweight	\$50 Min \$300 Max
FOB Destination Freight Collect	-	-	✓	-	-	-	-	Lowest Possible Product Cost
FOB Destination Freight Collect w/ Allowance	✓	✓	✓	✓	-	Variable	-	Included in Allowance - Restacks \$8.00 Per Pallet
<b>Truckload</b>								
<i>Straight Pull Off / No Breakdown</i>								
*Call							Base Charge	Roll Off
*Call							One Time Per Load	Pinwheel / Blocked Pallet Handling
*Call							One Time Per Load	Double Stacked Pallet Handling
*Call							Per Pallet	Restacks
<i>Pull Off with Breakdown / Sort &amp; Segregate (1 to 26 Items)</i>								
*Call							Base Charge	1 to 26 Items
*Call							Per Layer	Charge for Breakdown / Buildup, Throughout the Load
*Call							One Time Per Load	Pinwheel / Blocked Pallet Handling
*Call							One Time Per Load	Double Stacked Pallet Handling
*Call							Per Pallet	Restacks
<i>Pull Off with Breakdown / Sort &amp; Segregate (27 or More Items)</i>								
*Call							Base Charge	27 to 40 Items
*Call							Base Charge	41 to 65 Items
*Call							Base Charge	66 to 90 Items
*Call							Base Charge	91 to 120 Items
*Call							Base Charge	121 or More Items
*Call							One Time Per Load	Pinwheel / Blocked Pallet Handling
*Call							One Time Per Load	Double Stacked Pallet Handling
*Call							Per Pallet	Restacks
<b>Floor Loads</b>								
*Call							Per Case	1 to 1000 Cases
*Call							Per Case	1001 or More Cases
FOB Destination Freight Collect	-	-	RMA	-	-	-	-	Lowest Possible Product Cost
FOB Destination Freight Collect w/ Allowance	✓	✓	RMA	✓	-	Variable	-	Included in Allowance - Restacks \$8.00 Per Pallet

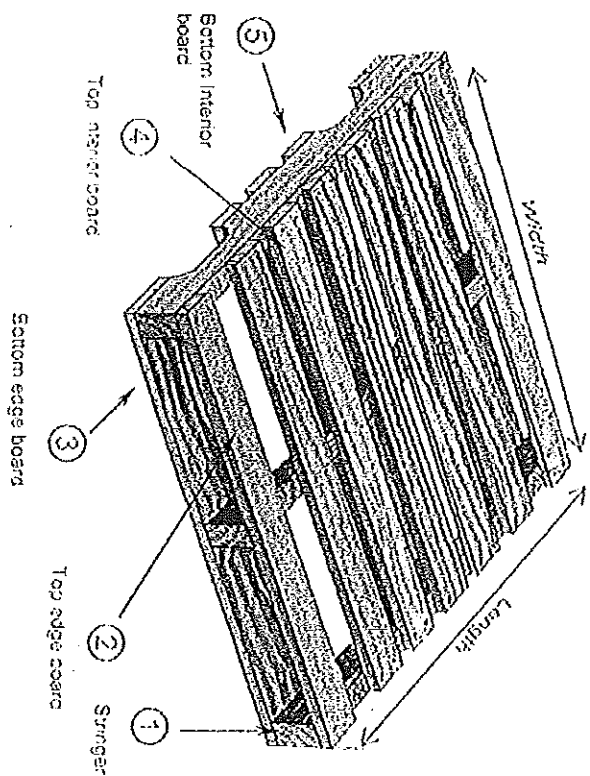
## Appendix C – Ahold American Sales Company Pallet Requirements

1. GMA Grade A or B, 4-way, Hardwood, 48" x 40" pallet.
2. All parts must be a minimum of the dimensions above.
3. Lead boards flush with end of stringer.
4. All top and bottom boards must be securely attached to all stringers.
5. All forms of stringer repair (double stringers, companion stringers, blocks and corrugates) are not acceptable.
6. Stringer that has a crack visible for three sides is not acceptable (Weathering cracks that are not visible from three sides of the stringer are acceptable).
7. No partial footings. Partial footings are when  $\frac{1}{4}$  or more of the stringer's width has been removed exposing securing nail shanks.
8. No missing boards or boards broken across the width on top or bottom.
9. No cracks on top or bottom boards greater than  $\frac{1}{8}$ " wide and 15 inches in length.
10. No tapered breaks with a depth of greater than 1 inch along a ten-inch or more run. If at the ten inch distance the depth is less than one inch, the pallet is good. If the one-inch depth runs the entire length of the board, the pallet is unacceptable.
11. No exposed splinters greater than 3 inches in length.
12. Nail heads or nail points should be hammered down into the stringer.
13. Pallets should be clean and free of contaminants.
14. No Pine boards, Spruce, Fur, or soft wood species of any kind. If the wood can easily be dented with a fingernail, it is soft wood and is unacceptable.

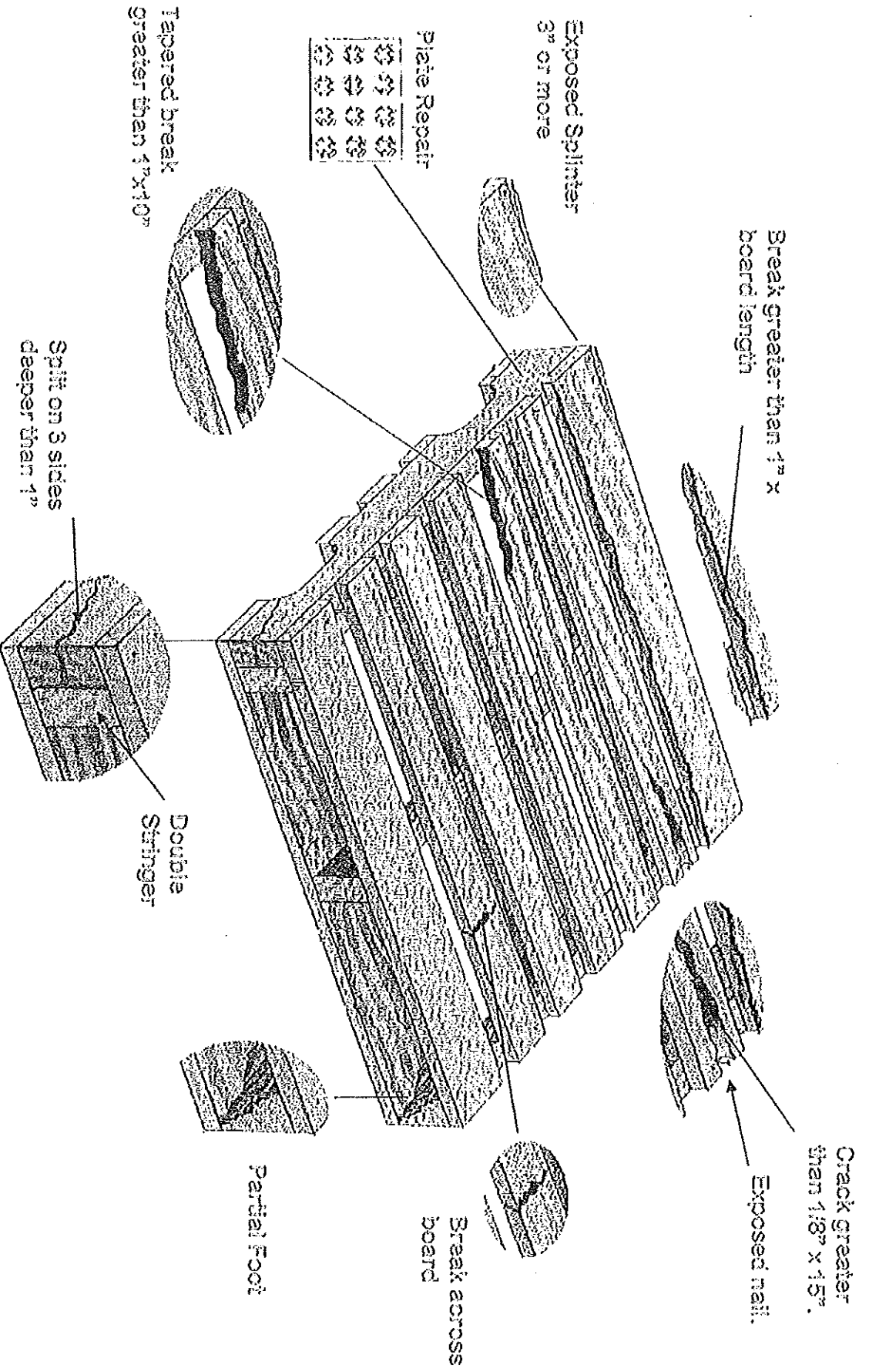
### General Description

1. 3 pieces –  $1\frac{1}{2}$ " x  $3\frac{1}{2}$ " x 48"
2. 2 pieces –  $\frac{5}{8}$ " x  $5\frac{1}{2}$ " or  $3\frac{1}{2}$ " x 40"
3. 2 pieces –  $\frac{5}{8}$ " x  $5\frac{1}{2}$ " or  $3\frac{1}{2}$ " x 40"
4. 5 pieces –  $\frac{5}{8}$ " x  $3\frac{1}{2}$ " x 40"
5. 3 pieces –  $\frac{5}{8}$ " x  $3\frac{1}{2}$ " x 40"

Note: Lead Boards can be  $3\frac{1}{2}$ " or  $5\frac{1}{2}$ ", but the spacing between top interior boards must not exceed  $3\frac{1}{2}$ "



# Substandard Pallet Examples



# Appendix D - Ahold Vendor Inbound Compliance (VIC) Chargebacks \$150 Per Violation (\$450 Max per Shipment)

Exception or Debit Memo	✓	Required Notes	Description Given in Shipping and Routing Instructions
<b>Routing (To be completed by Logistics Coordinator)</b>			
1. VIC-Failure submit shipment for routing		Not Required	Before you ship to our Distribution Center, you are required to: Submit the American Sales Shipping Form or Equivalent (See Appendix A).
<b>Paperwork / Appointment (To be completed by Receiving Clerk)</b>			
2. VIC-Inaccurate or missing BOL		Inaccurate or Missing Information	The Carrier/Store Bill of Lading is required for collect shipments; the Suppliers Bill of Lading is used for prepaid shipments.
3. VIC-Inaccurate or missing packing list		Inaccurate or Missing Information	Packing Lists are prepared by the supplier and attached under the shrink wrap.
4. VIC-Rescheduled within 24 hours		Original Appointment and Date/Time Rescheduled	
5. VIC-No show		Not Required	Entrance to ASC's facility is allowed up to 30 minutes before and up to 30 minutes after the delivery appointment time. No shows, late arrivals, and appointments rescheduled within 24 business hours will be rescheduled at ASC's discretion.
6. VIC-More than 30 minutes late		Appt Time and Time In	
<b>Palletization (To be completed by Unloader and handed to Receiver)</b>			
7. VIC-Product shipped on floor		Not Required	Floor Loaded Shipments must be pre-approved at the time the delivery appointment is made.
8. VIC-Items not grouped together		On Separate Pallets or Mixed on Pallet	Group Each Item on one pallet when shipping mixed pallets. Group Full Pallet Overflows by double-stacking or loading side by side on the trailer.
9. VIC-Multiple PO's shipped on a pallet		PO Numbers	Multiple Purchase Orders must be clearly, individually identifiable shipped on separate pallets.
10. VIC-Incorrect TI-HI or height		ASC Item and Discrepancy	Any situation which impedes safe roll off and put away into reserve will result in the product being restacked on a new pallet at the supplier's expense. The top of the product cannot exceed 60 inches on each pallet.
11. VIC-Product overhanging side of pallet		Photo	
12. VIC-Product shifted in transit		Photo	Take extra steps to minimize damage during loading and secure the load so that there is no shifting in transit.
13. VIC-Substandard pallets		Photo, PO Number, Number of Pallets	Pallet Requirements (See Appendix D).
<b>Product (To be completed by Receiver)</b>			
14. VIC-Short dated product		ASC Item and Expiration Date	Expiration dates must allow 12 months for sale; notify the ASC Buyer if items expire earlier.
15. VIC-Wrong product or case pack		ASC Item and Discrepancy	The case pack quantity, size, color and flavor must be shipped exactly as specified in the ASC Purchase Order.
16. VIC-Improperly marked cases		ASC Item and Discrepancy	Boxes or box labels must include GTIN/UJPC and/or ASC item code, case quantity, pack quantity, item size and if necessary precautionary markings such as "Handle with Care" and/or Expiration Date.
<b>PO Information and Notes</b>			
Vendor Name:		Notes:	
Associate Name:			
PO Number:			