



Vendor

# Requirements and Reference Guide

**CONFIDENTIAL**  
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## Introduction

This Vendor Requirements & Reference Guide (“*Guide*” or the “*Requirements*”) is a supplement to the Master Terms and Conditions (applicable to Merchandise Vendors<sup>1</sup> and to Indirect Procurement Suppliers<sup>2</sup>) located on the Web at

<https://vendornet.meijer.com/> and the [Ariba Meijer Supplier Information Portal](#). This Guide contains policies and information pertaining to conducting business with Meijer. These Requirements are in effect for all purchases made by Meijer except to the extent prohibited by law.

This Guide may refer to the seller of the goods or service to Meijer as the *Vendor, Manufacturer, you* or *your*, but the meaning will be the same regardless of the specific term used. The terms *goods* and *product(s)* are also used synonymously in this Guide. In addition, this Guide may refer to the buyer of the goods or service as Meijer or Buyer, but the meaning will be the same regardless of the specific term used.

Your officer or agent's signature is not required to indicate your consent to these Requirements. Your unconditional consent to these Requirements is continuously manifested by your shipment of goods to Meijer, by your acceptance of any payment for your goods from Meijer, or both.

You agree to be bound by these Requirements regardless of whether you obtain them by accessing Meijer's VendorNet, the Ariba Network, receive them as an attachment to e-mail, or receive them as a hard copy document.

Meijer reserves the right to change these Requirements at any time upon notice to you, by posting an announcement on the Welcome page of the Meijer VendorNet or on the Ariba Meijer Supplier Information Portal. You will be bound by such changes unless or until you notify Meijer otherwise within ten (10) days after your receipt of the changes.

All debits, non-compliance charges, or chargebacks specified in this Guide represent reasonable liquidated damages due Meijer for the specific instance of non-compliance as described. These are not penalties, and do not limit any other legal remedies available to Meijer. Please read through these requirements in detail; failure to meet these requirements will result in debit memos from Meijer.

Other vendor guides that may be applicable to you are available on the Web at <https://vendornet.meijer.com> or on the [Ariba Meijer Supplier Information Portal](#).

<sup>1</sup> A "Merchandise Vendor" is a supplier of goods for resale to Meijer's retail customers.

<sup>2</sup> An "Indirect Procurement Supplier" is a supplier of non-resale goods and services.

## Communication for Vendors

### VendorNet for Direct, Manufacturing and Carrier Vendors

The Meijer VendorNet is used as the primary communication tool with our direct, manufacturing, and carrier vendors. Vendors are required to obtain access to the VendorNet at <https://vendornet.meijer.com/>

Valuable information and required documentation are available on the VendorNet website, including:

- Master Terms and Conditions
- Vendor Guides
- Business Channel/Area Specific Information
  - Market Format
  - Manufacturing
  - Pharmaceutical
- Specification Documents
- Web Forms
- Accounts Payable Query
- Claim Management System
- Sales Reports
- Cost Change Form
- Forms

To gain access to the Meijer VendorNet:

1. Visit <https://vendornet.meijer.com/>
2. Click “New Vendor” tab.
3. Select your company type and click “Here” to enter company information.
4. The completed required information will be routed for Pre-Approval.
5. Upon Pre-Approval, additional information is required.
6. Through the email link, complete additional information, and click the Green Submit Button.
7. After validation, only the two Company administrators listed on the registration request will receive passwords to the Meijer VendorNet; your email is your login name.

### Ariba Network for Indirect Procurement (expense/supply) Suppliers

Meijer is utilizing the Ariba Network for our Indirect Procurement Suppliers. This portal will allow suppliers to access their purchase orders, confirm orders, provide advance ship notices, invoice Meijer and review remittance information. Suppliers will be sent an invitation to accept the Trading Relationship Request from Meijer after they have been approved and awarded to do business with Meijer. It is the responsibility of the supplier to accept the Meijer relationship and set up their own account on the Ariba Network.

#### Maintaining Portal Accounts:

Your administrators are responsible for maintaining your company’s portal accounts, including adding and deleting users. Meijer uses these administrator emails for sending out key communication, and request that they remain active users for your company’s account.

## Resale Goods: Requirements, Representations and Procedures

The following requirements, representations and procedures are in addition to those set forth in the Master Terms and Conditions.

### Product

#### Data Synchronization

If the vendor chooses to utilize a Third-Party service to provide data synchronization services, all software license fees, subscription fees, data processing costs, and telecommunications charges to enable Vendor to utilize the Third Party must be paid by Vendor without reimbursement from, or surcharge to, Meijer.

#### Cost

Vendor is responsible to verify product cost is correct. Any discrepancies should be immediately brought to the attention of the Meijer buying team. Cost changes may be submitted using the EDI 879 cost change transaction or the cost change web application available on VendorNet.

Initial pricing will be established by the parties in writing or in the VendorNet. Subject to any contractual limitation on price modifications, Vendor may request a cost increase if market conditions outside of Vendor's control cause an increase in production costs. However, no cost increase will be effective unless approved by Meijer at least sixty (60) days prior to the effective date of the increase or approved by Meijer either in writing or electronically. The higher price reflected in any invoice received prior to this notice period or without Meijer approval will be deducted from the invoice.

The price for Products includes all costs of developing, producing, packing and delivering Products to the location designated in Meijer's Order, including: (a) all duties and taxes (including excise and withholding taxes) payable in any country where production or delivery takes place; (b) any commissions to selling agents, if applicable; and (c) other incidental charges, whether or not such charges are itemized separately on invoices to Meijer. The prices stated will include all taxes except those which Vendor is required by law to collect from Meijer. Such taxes, if any, will be separately stated in Vendor's invoice and will be paid by Meijer unless an exemption is available.

#### Material or Design Change Notification

The vendor and/or factory shall inform the Meijer Product Quality and Compliance Team ([QATstRep@meijer.com](mailto:QATstRep@meijer.com)) of any change made to the product (including related to design, manufacturing process, and sourcing of component parts, etc....) that are associated with a product complaint, non-compliance, defect, or unreasonable risk of injury.

#### Tainted Claims and Recalls

If the Products, because of a condition that existed at the time of delivery (or which results from such condition) is the subject of a recall (or p u b l i c w a r n i n g , safety or advisory notice or withdrawal) initiated by Meijer, Vendor, or a government or consumer protection agency, Vendor will be responsible for all costs and expenses associated with the recall, safety notice, or withdrawal and will reimburse Meijer for all costs and expenses incurred by Meijer in recalling, withdrawing, publishing notices about, shipping or destroying the Products (and, where applicable, any goods incorporating the Products), including refunds to customers and Meijer's cost and margin of unsold Products (or any goods incorporating the Products). Vendor is responsible for fulfilling all regulatory reporting requirements related to such recalls, safety notices and withdrawals. Additionally, Vendor will conduct an investigation into root cause and implement an appropriate corrective action plan which will include effectiveness monitoring. Meijer and Vendor will assist each other in all reasonable ways to resolve any claims involving Products subject to a recall, safety notice or withdrawal. Vendor must, at its own cost and expense, change the UPC number on all Products sold to Meijer that were recalled or withdrawn for health or safety reasons or for which safety notices were issued and then sold to Meijer after the defect was corrected. Vendor must not sell such Products to Meijer until the UPC number has changed.

## Own Brand and Control Brand Product

The following terms apply to the purchase and sale of products manufactured as a Meijer-name brand (“Own Brand”) or other Meijer-exclusive brand (“Control Brand”).

### Hazard Communication

Vendor is solely responsible for all hazard communication required under any applicable United States federal, state and local hazard communication program which applies to the Products. Meijer partners with Underwriters Laboratories, Inc. (UL) to provide regulatory product classification services for products which Meijer sells, places into commerce, or uses internally. UL’s WERCSmart platform is used to collect product data, including product attributes, compliance criteria, and safety data sheets (SDS). Vendor shall adhere to the UL’s WERCSmart product registration for applicable products. Subscription fees may be required. Vendor must defend, indemnify, and hold Meijer and its related entities harmless from and against all liability, loss, claims, demands, suits, costs, fees, and expenses arising out of Vendor’s failure to comply with these requirements.

### Meijer Audits

Meijer and its employee, agent or contractor has the right to inspect and audit Vendor’s production and storage facilities at any time with prior notice and during normal business hours and will be permitted access to facilities used to produce Products for Meijer.

### Third Party Audits and Certifications

Vendor must, at intervals determined by Meijer based on Product and facility risk and at Vendor’s cost and expense, conduct third-party audits of all production facilities and cause the auditor to promptly furnish to Meijer a report including corrective action and, where applicable, the associated quality scheme certificate. A list of Meijer-approved third-party auditors and auditing and frequency requirements are located on Meijer’s VendorNet. Meijer’s quality team may request additional data supporting the corrective action plan and may request a subsequent Meijer-commissioned facility audit. Meijer also reserves the right to accept other third-party certifications in its sole discretion.

### Samples

Upon Meijer’s request, production samples of all Products must be selected by Vendor at the beginning, middle and end of each Product run, dated with the date of production, and forwarded with postal or shipping costs paid by Vendor to the following address for testing:

#### **Food Samples:**

Meijer Quality Assurance  
Hendrik Meijer Office  
2727 Walker Avenue NW  
Grand Rapids, MI 49544-1307

#### **Drugstore and GM Samples:**

Your Owned Brand Lead  
2350 3 Mile Rd N.W.  
Grand Rapids, MI 49544

Meijer requires pre-shipment samples (from the Production of the first Purchase Order) of all new items and new suppliers. Vendor will pay for all samples of Products submitted to Meijer. The samples will be identified with a date code, or batch or lot number and accompanied by corresponding batch reports. Meijer’s inspection or failure to inspect any Product sample or batch report, or failure to conduct testing of any Product, has no effect whatsoever upon the rights and obligations of the parties. Meijer has the right to change its testing procedure with or without notification to Vendor.

## Quality Management Programs

Minimally, all facility quality management programs must include the following elements:

- Management responsibility
- Personnel training and qualification requirements
- Documentation control, data management and record retention
- Facility management and maintenance
- Inspection, measurement, test, and production equipment, use and maintenance.
- Design control
- Incoming raw material, packaging and labeling procurement, acceptance, storage and use controls.
- Product identification and traceability
- Production and process controls, including validation and change management.
- Product acceptance and quality.
- Product holding and distribution.
- Nonconforming product control, including corrective and preventive action.
- Internal audit
- Complaint handling

## Food Standards and Notice Requirements

Food facilities must submit a Global Food Safety Initiative (GFSI) audit report conducted under an acceptable scheme less than one year prior to first production for Meijer. Refer to the GFSI website for additional information including the most current list of acceptable schemes <http://www.mygfsi.com/about-gfsi/gfsi-recognised-schemes.html>. These facilities must also maintain their facility registration as required by the Food Safety Modernization Act.

## Notice Requirements

Food vendors shall notify Meijer within 24 hours of being provided notice of a licensure/registration suspension or revocation or any food safety compliance action by a governmental entity, whether federal, state, tribal or local. "Compliance actions" include warning letters, hearings, and repeated inspections for the same serious violations. In every case, a food vendor must notify Meijer within 24 hours when a governmental agency has notified the food vendor of the presence of pathogens in the food operation, including, but not limited to, the following: *Salmonella*, *Listeria Monocytogenes*, and *Shiga-toxin producing E. Coli*. These requirements apply to all food vendor subcontracted suppliers as well.

## Produce Standards

Certification to one of the above GFSI schemes is preferred for produce. However, the minimum standard is USDA GAP Certification. Both the farm and the packing shed must be certified. Additionally, Meijer's produce standard includes produce produced from non-GMO/Bioengineered seed and/or plant material and produce which has not been irradiated. Vendor must adhere to the requirements of the Food Safety Modernization Act. Notwithstanding the foregoing, Vendor shall meet or exceed Meijer's internal produce quality standards regardless of whether supplied produce meets GFSI scheme or USDA GAP Certification. Repeated failure to meet Meijer's internal produce quality standards shall give Meijer the right in its sole discretion to discontinue ordering produce for a period of time or terminate any agreement between the Meijer and Vendor without Meijer incurring any further financial obligation.

## Pet Food Standards

Pet food facilities are expected to comply with the requirements of the Food Safety Modernization Act. These facilities must submit an acceptable third-party facility quality assessment report conducted less than one year prior to first production for Meijer. This report should cover all applicable elements as listed above under [Quality Management Programs](#).

## Softline's, Home Textiles, Hardlines and Home, Consumables, Drug Store and HBC Standards

*Softline's, Home Textiles, Hardlines and Home, Consumables, Drug Store and Health and Beauty Care (HBC)* facilities must submit an acceptable third-party facility quality assessment report conducted less than one year prior to first production for Meijer. This report should cover all applicable elements as listed above under [Quality Management Programs](#).

Drug store and HBC facilities must demonstrate compliance with the applicable Good Manufacturing Practices (cGMPs)



as defined by 21 Code of Federal Regulations (CFR). Drug store and medical device facilities must maintain their facility registration under the Federal Food, Drug and Cosmetic Act (FD&C Act). Facilities producing products which must comply with the Consumer Product Safety Improvement Act (CPSIA) will be obligated to sign a Factory CPSC Acknowledgement Statement prior to producing product for Meijer. Facilities producing pesticide products and pesticide devices must comply with the Federal Insecticide Fungicide and Rodenticide Act (FIFRA) including facility registration.

## Subcontracting

Meijer prohibits the use of manufacturing subcontractors without prior written notification and approval by Meijer. Vendor should provide commercial best efforts to discover any unauthorized subcontracting and any conditions that violate a Meijer product, regulatory, or social compliance standard or any other standard promulgated by local, international, or U.S. law.

## Product Approval

Vendors are obligated to provide safe, compliant products meeting Meijer quality standards. These standards will be communicated at the onset of each project via a product requirements matrix. Each matrix will specifically outline the facility, product, packaging, and labeling requirements, expected substantiation and review requirements. Third party inline/during production inspections and final inspections may be required based on product and business risk. These inspections will occur in the factory during or following production.

Testing requirements will vary depending on the product type. All regulatory testing requirements must be met including those required to substantiate product claims. All testing must be conducted in a certified lab unless prior arrangements have been made and approved by Meijer's quality and regulatory team. Testing is to be arranged by the Vendor using approved third-party auditors. The Consumer Product Safety Commission (CPSC) required certificate of compliance (COC) may be requested at any time for products for which this certificate is required. For Meijer branded products as well as those directly imported, an additional CPSC compliance statement will be required.

## Product Concerns

Vendors are obligated to conduct an investigation at the request of Meijer's quality and regulatory team for all product concerns which may suggest a potential quality defect or regulatory irregularity. Corrective action plans will be required for all defects posing a potential safety or health risk or a regulatory irregularity. Corrective action plans may also be required in other situations at the discretion of the quality and regulatory team. Meijer will fulfill its regulatory agency reporting obligations in the event a Vendor is unwilling to submit reporting on incidents requiring reporting.

Meijer is committed to conducting business in an honest, responsible, and ethical manner and we expect our vendor partners and their manufacturing facilities to do the same. The documents that are supplied to us to support business, compliance and regulatory processes or functions shall not be modified from those issued by the original service provider and/or issuer of the document. To protect Meijer's business from the harm of fraudulent documentation, including, but not limited to fraudulent product testing reports, whether the fraud originated from the vendor or the vendor's manufacturing facility, Meijer may assess the following sanctions:

- Liquidated damages payable to Meijer in the amount of up to \$7500 (USD) per fraudulent document that is submitted to Meijer. Liquidated damages are an estimate of the direct costs Meijer incurs for responding to and remedying the impact of fraudulent documents.
- Documents found to be fraudulent will require vendor to conduct new 3rd party laboratory testing on those products at vendor's sole cost.
- In addition to the liquidated damages assessment set forth above, actions available to Meijer include, but are not limited to, banning the vendor from future business with Meijer, placing a stop order on existing vendor purchase orders, or prohibiting the vendor from future participation in test proposal waiver eligibility.

## Product Withdrawals & Recalls

Vendor must comply with all U.S. laws and regulations related to product safety and recalls. Packaging and Labels Initial Artwork Meijer, at its sole discretion, will either: (1) supply Vendor with such artwork, at Vendor's expense, as is reasonably required by Vendor for Vendor to develop, at its sole cost, labels, and packaging for the Product, or (2) require Vendor to design and develop, at Vendor's expense, labels, and packaging for the Product. In either case, Vendor will bear the cost of obtaining printing plates or cylinders, and Meijer will have all ownership rights in the plates and cylinders without charge.

## Packaging or Label Redesigns

The cost of preparing all modifications to artwork and printing materials for labels and packaging for the Product will be at Buyer's expense unless such modifications are required by Buyer as a result of changes in Manufacturer's production process, changes in law or government regulations, changes in religious certification or other endorsement, or changes required because of a recall or withdrawal, in which case Manufacturer will bear the cost of the modifications. In addition, at Buyer's request, Manufacturer will pay for new artwork, color separations and printing plates to revise the Product packaging or labels so that the redesigned package and/or label-modified Product will be on Buyer's shelves every two (2) years during the term of the Agreement between Buyer and Vendor. Such two (2) year term will start on the date of Buyer's first scanned sale of the initial Product (or the package and/or label-modified Product) to its retail customers. Should any modification to Product labels or packaging result in an inventory of obsolete Product labels or packaging, Manufacturer will not delay the manufacture of Products bearing the new labels or packaging until such inventory is exhausted. Rather, if the modification is as requested or as required by Buyer, Buyer will purchase Manufacturer's obsolete Product labels or packaging in an amount equal to an average ninety (90) day inventory, which will be determined by calculating the amount of movement of each Product Item (whose packaging or label is being revised) for the twelve (12) months immediately preceding the finalization of the revisions and dividing this amount by four (4). If the modification is as requested or as required by Manufacturer, then Manufacturer will absorb the costs of the obsolete packaging and continue the manufacture of the Products bearing the new labels or packaging without delay.

### Compliance with Laws and Regulations

Manufacturer will advise Buyer of all information which any applicable State and/or Federal laws and regulations require upon the Product labels and packaging and will ensure that all Product labels and packaging comply in all respects with such laws and regulations. Manufacturer will also advise Buyer of all information and documentation required for any religious certification, health claim labeling (i.e., Gluten Free, etc.) or other endorsement of the Product. Manufacturer will ensure that the Product, including the Product labels and packaging, complies with all such requirements and that any documentation required for the lawful religious certification, health claim labeling, or other endorsement of the Product has been executed by the appropriate entities.

### Gluten-Free, Kosher, or Organic Certifications

With respect to Own Brand goods sold to Meijer in which Vendor has entered in to any Certification Agreement, including but not limited to Gluten-Free, Kosher, or Organic, and Meijer, Vendor and Certifying Agency enter into a Private Label Agreement, Vendor agrees to defend, indemnify and hold Meijer and its related entities harmless from and against any and all liability, loss, claims, damages, demands, suits, costs, fees and expenses, which may be imposed upon, incurred by or asserted against Meijer or its Related Parties arising out of Vendor's violation of the existing Third Party Certification Agreement. Vendor's indemnity obligation hereunder shall extend to Meijer's or its Related Parties' loss of Product and unused Product packaging and labels and shall include any additional penalties levied against Meijer by the Certifying Agency, but in no case shall extend to any consequential damages or lost profits of Meijer or its Related Parties.

### Approval and Use of Labels and Packaging

Manufacturer will deliver color-keyed proofs of the labels and packaging for the Product to Buyer within a reasonable time after the date of this Agreement or notice of requested revision. Manufacturer must receive Buyer's approval of such proofs and samples of the labels and packaging as printed before Manufacturer commences any actual production run of packaging or labels for the Product. Manufacturer will ensure that all graphics, copy, colors, and alignment of colors on Buyer's labels and packaging remain consistent with the proofs and samples approved by Buyer.

Manufacturer will pay for and use Buyer-approved labels and/or packaging only on the Product purchased by buyer. No changes will be made to any Product label, container, or packaging or to the physical composition of any Product Item itself without Buyer's prior written approval. Violation of any of these provisions will be considered a material breach of the Agreement.

### Universal Product Codes

Vendor must have all Product labels or packaging (as applicable) imprinted in an accurately scannable manner with the Universal Product Code (UPC) provided by Meijer. Whenever possible, Manufacturer agrees to mark the Product, for

items which are individually packaged, with either a date code or, at Manufacturer's option, a lot number which enables Manufacturer at any time to identify the Product from a specific production run or batch of the Product.

## Own Brand Orders

After the first order, vendor agrees to fully fill and deliver each order within the time specified in Meijer's Orders. Unless the parties agree upon a new arrival date prior to the shipment of any Product, Meijer has the right to refuse Product which does not arrive on the date specified in the Meijer Purchase Order.

## Adverse Event Reporting; Document Retention Requirements

Meijer will notify and direct to Vendor all reports of serious and non-serious adverse events related to Food and Drugstore Products promptly upon Meijer's receipt of such reports. In accordance with all applicable laws, Vendor must then timely file the appropriate serious adverse event reports with the appropriate government agency. Vendor understands and agrees that it is the party solely responsible for the timely filing of all such serious adverse event reports as well as any medical information updates to previously filed serious adverse event reports. Vendor must maintain all documentation pertaining to serious and non-serious adverse events related to the Food or Drugstore Products sold in accordance with applicable laws, codes, rules, regulations, court decisions and administrative decisions. In addition, Vendor must grant access to government employees or officers showing appropriate credentials immediately upon their request. Vendor agrees to defend, indemnify, and hold Meijer harmless from and against all actions, claims, fines, and penalties resulting from Vendor's failure to comply with these requirements.

## Notification of Customer Complaints Alleging Product Defect

In the event that Vendor is notified by Meijer's customer of a defect in any Product purchased, Vendor must notify Meijer within twenty-four (24) hours of such defect. Vendor must also: (1) sign a statement acknowledging that Vendor understands its reporting obligations under the CPSC which is generated by Meijer, and (2) for Own-Brand and Control-Brand Products, document a corrective action plan (CAP) on all quality/workmanship and regulatory defects.

## Discontinuance of Specific Products by Vendor

Vendor must give Meijer at least ninety (90) days prior written notice to discontinue the production of any specific Own Brand or Control Brand Product. Upon Vendor's discontinuance of Product manufacture and supply for any reason, Vendor will provide all reasonable transition assistance to Meijer at no charge, including, but not limited to, providing copies of all related records.

## Buy-Back Obligations

Meijer has no obligation to purchase Finished Product and Product Materials upon its termination of the Master Terms and Conditions or Purchase Order(s) unless established by mutual agreement in the VendorNet. "Finished Product" is defined as a saleable and Meijer Product Standards-compliant finished Product (which Vendor prepared specifically for sale to Meijer and which Vendor could not reasonably sell, without repackaging, to another buyer in the ordinary course of Vendor's business). "Product Materials" means Product labels and empty Product packages prepared specifically for Meijer's Own or Control Brand Products and containing Meijer's name or logo, or Control Brand Name or logo. The price to Meijer of these materials must not exceed an amount equal to Vendor's actual and verifiable net cost incurred in either preparing the materials or purchasing them from any third-party supplier. Meijer is not responsible to purchase any quantity of Product labels and empty Product packages which are not in use on the date of termination of the Agreement. If Meijer terminates the Master Terms and Conditions or cancels a Purchase Order for cause, Meijer will have no buyback obligations.

## Unauthorized Sale or Transfer of Product

Vendor warrants that it will not, without Meijer's prior written consent, permit any finished Product or Product packaging or labels containing Meijer's name or artwork, whether damaged or undamaged, specification-compliant, or non-compliant, to be bartered, sold, or transferred to any other party. Further, Vendor must not, under any circumstances, sell any finished Product, packaging or labels in Vendor's factory outlet store, surplus store, or sample store. Any such unauthorized barter, sale or transfer of finished Product or Product packaging or labels are a material breach, and Vendor is liable to Meijer for all damages incurred by Meijer, including loss of goodwill in the trade name or trademark on the Product or Product packaging or labels disposed without such authorization. Notwithstanding the foregoing, Vendor may barter, sell or transfer Product which does not meet Meijer's Quality Standards and for that reason has been rejected

by Meijer or other party (on Meijer's behalf) if the Product is repackaged and all Product packaging or labels bearing Meijer's name, logo, or artwork are destroyed.

### Alternate Sourcing of Products

With respect to goods sold to Meijer which are not manufactured by Vendor as the original manufacturer, Vendor represents and warrants: (1) that the goods sold to Meijer will be clean, fresh, first quality goods that are authorized by the manufacturer for re-sale in the USA; (2) the trade dress on the Products will be identical to the trade dress on the Products normally sold by the manufacturer either directly to USA consumers or to such consumers through authorized USA distributors; (3) the Products sold to Meijer will be in consumer packaging, in English language, and without markings that indicate restricted sale, such as "for export only," "sample," or "for professional use" and that the packaging of the goods will contain USA true net weights, ingredients, measures, contents, size, labels, lot numbers, date codes, and product codes; (4) none of these markings will be defaced, covered or otherwise obscured; (5) the goods sold to Meijer will not be adulterated, contaminated or misbranded in any way and will be in full compliance with all federal, state, and local laws and regulations; (6) Vendor has not obtained the goods as a result of fraud or misrepresentation; and (7) all manufacturer warranties applicable to the Products will remain in full force and effect for the end users of the Products.

### Vendor Source Tagging

If Vendor participates in Meijer's Source Tagging Program, based on Buyer discretion, Vendor is bound by the provisions of the Source Tagging Vendor Handbook available on Meijer's VendorNet>Product>Floor Ready>Related Documents (<https://www.meijervendornet.com>) and will contact ADT/Sensor Matic at 561-939- 3162 for label procurement and additional information.

### Food Safety Compliance and LogicGate

The Master Terms and Conditions obligate all vendors of food ingredients and food contract packaging materials, as well as vendors of Meijer Branded finished, retail ready goods to submit compliance-related documentation. This documentation includes, but is not limited to, audit documentation, testing and sampling data, safety records, recall histories, corrective action reports, and other compliance materials – related to compliance under the Food Drug and Cosmetic Act, including but not limited to FSMA. To facilitate the collection and retention of such documentation, Meijer uses a third-party cloud-based platform called LogicGate. Vendors supplying retail ready, finished Meijer Branded foods or ingredients and food contact packaging to Meijer Manufacturing operations are required to upload all requested documentation into LogicGate's online repository.

## Additional Notes: Goods and Services Purchased for Resale

### Business Terms in VendorNet

Pricing, shipping and payment terms, non-saleable Product disposition methods, allowances, and all other variable business terms ("Business Terms") are established through the VendorNet. After information has been properly loaded and accepted by Meijer, the terms will contractually bind the parties as a supplement to the Master Terms and Conditions. The parties may amend the Business Terms only by updating the information in the VendorNet and electronically agreeing to the changes. Once the new terms have been properly updated and accepted by Meijer, the new terms will contractually bind the parties and supersede any prior terms that conflict with the new terms.

### Cash Terms

The Meijer standard cash terms are 2% 30, Net 90 (or better) for domestic and Net 90 for all import Meijer purchase orders, or as established through the VendorNet and approved by all parties. Cash discounts are based on Meijer's discretion, on the better of the date that the Goods are physically received at the facility designated by Meijer for receipt of Goods, the Vendor's Invoice date or the date the vessel sail date. Cash discounts are not available to vendors that elect to be paid by letter of credit. Cash Discounts are discounts offered for early payment of an invoice or incentives for merchandise procurement. The total discount amount is calculated based on the better of the "net" or "gross" cost of the invoice.

### Freight Terms

These are terms for delivery of Meijer product and include Freight term for the party responsible for freight charges, Freight on Board (FOB), where freight title transfers and Ship VIA, for the method of shipping. Vendors that select collect with a freight allowance, and percentage agreed to in a separate trade agreement, the freight allowance percentage will be subject to adjustments upward or downward based on the Department of Energy Fuel Index.

### Non-Saleable Product

The following is information regarding how to manage non-Saleable product disposition and compensation. Meijer's goal is to reduce and simplify disposition and compensation for Non-Saleable Product for Meijer customers, stores, and vendors by use of Meijer's automated Non-Saleable Products control system. The selections made in the Non-Saleable Agreement are automatically programmed into Meijer's Non-Saleable Products control system so that the selections will be automatically implemented each time Meijer has Non-Saleable Product.

Return of Non-Saleable products will be shipped FOB: Origin and Freight charges will be billed collect. Meijer will have the right, in its sole discretion, to dispose of Non-Saleable Products that Meijer has not received a return authorization for within thirty (30) days of the invoice date. If Vendor selects the "Dispose" option, Meijer will have the right to dispose of Non-Saleable Products in a manner determined by Meijer without any further obligation to Vendor with respect to such Products.

If Vendor selects the "Product Returned to Vendor" option and Product cannot be returned to the Vendor due to Product damage, the Product will be disposed of by Meijer through another disposition method of Meijer's choosing, and the Vendor shall credit Meijer the value of the Product as if it had been returned to the Vendor.

If Vendor selects the "Donate" option, Meijer may donate any of the Non-Saleable Products that are not required to be returned to the Vendor to a non-profit organization selected by Meijer in the exercise of its sole discretion. If Meijer receives a tax credit for such donation, Vendor will have no rights to such credit and Meijer will have no obligation to provide Vendor any detail of the donation.

Visit <https://vendornet.meijer.com> under Orders & Payments>Returns>Reverse Logistics Vendor Guide for additional information.

## Vendor Deals - Allowance

Allowance calculations relating to invoices and receipts are based on the gross amount of the invoice or receipt. Billing types based on rate and scan will be charged a 4% handling fee. Estimated value will be used by Meijer to track realized value of funding versus estimate.

For vendors that select to submit an invoice for a vendor deal, inbound checks are to be sent to:

Meijer Corporate  
P.O. Box 74008449  
Chicago, IL 60674-8449

# Ordering

## Purchase Orders

Meijer generates the following different types of purchase orders based on our systems:

1. **Food or General Merchandise DSD (Direct Store Delivery).** These orders are created at each store from an authorized list of products and are shipped to each store individually for receiving and payment.
2. **Slotted / Single Location.** This method of ordering is used when product will be shipped to a Distribution Facility ("DF").
3. **Store Direct / Multi Drop.** This method is used when shipping directly to multiple store locations. DFs cannot be added to this type of Purchase Order. DF's will not be able to receive this type of PO.
4. **Cross Dock.** The vendor ships to the DF and packing and labeling the orders by Store.
5. **Dropship / Flow Through.** The vendor ships the product to the DF.
6. **Indirect Procurement Purchase Orders.** These orders are for non-resale products or services and are processed through the Ariba Network

## P-Card Purchases

P-Card Purchases made by P-card (credit card) must have all freight charges added to the original credit card transaction at the time of purchase. Additional transactions for freight or tax are not allowed. Shipments against a P-card purchase are not to be sent collect. No alternate billing method will be accepted. Restrictions and dollars limits apply. Transactions may not be divided or split for any reason; all charges must be complete on the original transaction.

## Transmission of Order Information

With the growth of electronic commerce, direct to store delivery (DSD) shipping and corporate brands purchasing, Meijer vendors may not receive a paper Meijer Purchase Order. Vendors may instead receive Meijer purchase order information through one or more of the following ways:

1. **Electronic Data Interchange (EDI/AS2 for Direct, EDI or cXML for Indirect)** The basis for Meijer's purchase of goods via EDI is specified in the EDI provisions of this Guide.
2. **Online.** Vendors may elect to utilize the online portals, VendorNet for Direct, Ariba Network for Indirect.
3. **DSD Shipments.** The basis of Meijer's purchase of goods delivered directly to Meijer stores is a store or office generated Purchase Order.

Meijer Merchandising Vendors that receive orders from the corporate office must notify Meijer when sites are closed due to holidays, shut down schedules etc. This notification must be submitted to Meijer 8 weeks prior to the scheduled closure by entering the dates their site(s) will be closed in the Meijer VendorNet >Shipping & Delivery>

VendorNet Shutdown Schedule Application that will then adjust their order and shipping days accordingly. Vendors that fail to notify Meijer that a site is closed may be subject to fines or penalties.

### **Terms and Conditions Apply**

Although Vendor may not receive a copy of any terms and conditions with the above Purchase Order information, Vendor agrees that the Master Terms and Conditions applies to all goods Meijer purchases from Vendor for resale and to all non-resale goods and services purchased from Vendor. These terms and conditions are in effect for all purchases made by Meijer except to the extent prohibited by law and are located on the Web at <https://vendornet.meijer.com>.

## Order Cancellation

Meijer has the right to cancel an Order for a domestic national brand Product without penalty by notice to Vendor at any time before shipment. Meijer's Order cancellation does not constitute a termination of the Master Terms and Conditions.



# Receiving of Merchandising Purchase Orders

## EDI/AS2

All vendors are required to exchange business documents (i.e., purchase orders, invoices, etc.) using either EDI or Web Forms or a combination of both. Set up will be managed by the Meijer Vendor Management Team.

Our preferred method is AS2, one of the current specifications developed by EDIINT for transporting data between organizations via the Internet. AS2 sends secure messages over the Internet using S/MIME encryption with HTTP or HTTPS. EDIINT is required to exchange EDI, if not capable of direct AS2 communication Vendor may use a third-party provider.

### EDI Transactions Supported

- VICS: 810, 820, 830, 850, 852, 856, 894, 997
- X-12: 214, 310, 315,850
- UCS: 820, 875, 879, 880, 997

### EDI Versions Supported

- 4050VICS/UCS and 5010 VICS/UCS

For EDI Vendors we require the Purchase Order, Invoice and Advance Shipment Notice for corporate purchase orders For WEB Vendors we require the Purchase Order and Invoice.

## EDI Terms and Conditions

Meijer and EDI Vendors agree that the following terms and conditions will govern each EDI transaction:

1. Meijer and its EDI Vendor (each of which may be referred to as a “partner”) will transact EDI through the electronic data clearinghouse(s) specified by Meijer.
2. Each partner will adopt as its signature an electronic identification consisting of a symbol or code which is to be affixed to or contained in each document transmitted by that partner. Each partner agrees that its signature contained in any transmitted document will be sufficient to verify that such partner originated that document. Neither partner will disclose the other’s signature to any unauthorized person.
3. No document will be considered received for any purpose until the partner sending it receives a functional acknowledgment from the partner receiving it. A functional acknowledgment is a transaction set which confirms that receipt of a document has occurred and that all required portions of the document have been received and are syntactically correct but otherwise does not confirm or agree with the content of the document. If the sender does not receive a functional acknowledgment from the receiver by midnight of the next business day following the transmission, the sender will assume that the document was not received and initiate an investigation.
4. If a document requires a receiving partner’s acceptance in order to be legally binding, a document will be deemed accepted by the receiver/partner if, within a reasonable time after receipt (or within the time period, if any, stated in the document) the partner either (a) transmits a written acceptance of the document to the sending partner; or (b) engages in any other conduct which manifests acceptance of the document.
5. Each partner will be responsible for all its own fees and expenses for transmitting a document to the other partner or to that partner’s electronic data clearinghouse.

## ASN (Advance Ship Notice)

Meijer may utilize the ASN to update purchase orders, below are potential issues that could cause errors with the utilization of the ASN. Failure to correct these issues could result in debits.

- ASN must arrive prior to the delivery of the product to the Meijer location.
- Invalid Labeling Information
  - Missing UCC-128 labels, multiple pallet level UCC-128 labels, inaccurate information on label, labels that will not scan
- Missing stores from cross dock ASN's that are not sent with PR status in the TD506.
- Invalid Ship To Locations
- Invalid UPC's causing zero posting for product being shipped.
- Split shipments (sending partial ASN's with CC status)

## Web Forms available at Meijer VendorNet.com

A tool has been developed to assist our small to medium sized, non-EDI vendors with electronic transmissions of purchase orders and invoices using web technology.

This program will greatly reduce the time and expense associated with faxing and mailing purchase orders. It will also reduce handling and mailing costs for our vendors as well as reduce the number of errors and phone calls associated with inaccurate invoicing.

If Vendor is a merchandising vendor and is receiving faxed or mailed purchase orders from Meijer, Vendor is a potential webform candidate. Contact the Meijer Vendor Management team to connect to this program.

## Packaging and Labeling

Product configuration definitions to aid in determine proper labeling requirements.

Pallet			Used to consolidate for shipping purposes
	Carton		Used for receiving
		Inner Carton	Used to distribute to stores if applicable
			Product Package
			Used to scan at retail if applicable
			Product Label
			Used to scan at retail

**Carton Markings/Shipping Label\*** – placed on pallet/carton/case that is used to receive product into the Meijer Ship to location (DF/Store), Purchase Order Number, ship from location, quantity, UPC or SSCC-18 barcode\*.

\*For additional information and requirements related to carton, labeling, refer to the Pallet and Packaging (Store Ready) Specifications on the Meijer VendorNet >Vendor Documents>Guides>Pallet, Packaging and Store Ready Display Specifications located on the web at <https://vendornet.meijer.com/>.

**Pallet Label-** If label applies to all product on pallet.

**Case Label** - This includes basic product information, but not tied to a PO or shipping location. If carton contains one UPC, then UPC must be reflected on carton to aid in identifying product inside carton. Recommended in both human readable and barcode format.

**Inner Carton** – such as poly bags, that hold multiple products inside a case - based on how product will flow through the Meijer facilities – can or cannot have a unique number.

Inners that will be separated at the Distribution Facilities for distribution to individual stores, must remain together throughout the transportation process. Banding must not interfere with product UPC label or leave residue on product.

**Packaging Label** - Packaging product comes in and used to scan for sale (ex. Outer box that contains a product) – UPC label.

**Product Label-** on product itself/UPC Label - GTIN 12

## Product Label Compliance

Product UPC Symbols should properly scan 100% of the time at the store. If a UPC symbol does not properly scan at the store, Meijer may, at its option, charge the Vendor \$5,000 for each UPC error and \$2,500 for coupon UPC errors. These charges, which approximate Meijer's increased overhead in having to manage and sell the goods (or coupons) with this defect, are issued as debit memos. The amounts can be avoided by taking the necessary steps recommended in the GS1 General Specifications manuals on providing a quality, scannable UPC symbol.

For more information on product labels refer to information under VendorNet>Product> on the web at <https://vendornet.meijer.com>.

If Vendor offers written warranty on products sold to Meijer, Vendor will provide on the label of that product language necessary for Meijer to comply with its warranty obligations under warranty laws and regulations, including without limitation 16 CFR Part 702.

## Pallet Procedures and Requirements

Pallet requirements and Distribution Facility Guidelines for pallet specifics are in the Pallet, Packaging and Store Ready Displays Specifications on the web at <https://vendornet.meijer.com>.

# Safety and Security Instructions

## Hazardous Materials

The regulations of the U.S. Department of Transportation (US DOT) (Code of Federal Regulations, Title 49, Part 170-179) applicable to handling hazardous articles require that hazardous freight be properly packaged and labeled before it is offered for shipment.

Meijer is subject to the US DOT Regulations when transporting goods from a Meijer Distribution Center to our stores. Therefore, a vendor who sells goods to Meijer that is subject to US DOT Regulations must advise Buyer that the product is US DOT Regulated, and Vendor must provide US DOT Hazardous Data Information as prescribed in the following format.

If Vendor product is identified as a hazardous material as defined by the US DOT Regulations, these Regulations apply to the materials during their transportation by Meijer to its stores and distribution centers. For Meijer to comply with the Regulations as a shipper of these hazardous materials, we request the following information for each hazardous material we purchase from Vendor:

1. UPC number and product name.
2. Hazardous Materials Description and proper shipping names, technical name for "NOS" entered in parenthesis ().
3. Hazardous class or division.
4. Identification number.
5. Packing group (in Roman numerals).
6. Label(s) required (if not accepted).
7. Quantity by weight when subject to placarding (placards required - 454 kgs. / 1,001 lbs. gross weight).
8. Vendor twenty-four-hour emergency response telephone number.

The foregoing information must be in full compliance with the Regulations as prescribed in Docket HM-181 issued on December 21, 1990. Meijer needs current information on all products defined as "hazardous" by applicable law or regulations. Please provide the above information on all regulated products to:

**Meijer**  
**2350 3 Mile Rd**  
**Grand Rapids, MI 49544 Attn: Inbound Logistics**

Not all truckload carriers are registered to transport hazardous materials. Please verify that the carrier picking up the shipment is certified to handle hazardous freight. If Vendor has any questions, please contact Meijer Inbound Logistics at [routing@meijer.com](mailto:routing@meijer.com). For hazardous shipments from Meijer consolidation regions in the Northeast, Chicago, Los Angeles, and Seattle, please ship direct to Meijer via the LTL carrier assigned to this region.

Vendors will be liable for any accessorial charges that a non-hazmat certified carrier may bill directly to Meijer. These charges include but are not limited to a truck ordered and not used.

## Food Safety

Under prepaid freight terms, Meijer vendors will be required to follow all requirements outlined in the Sanitary Transportation of Human and Animal Food rules of the Food Safety Modernization Act and the Sanitary Transportation Act of 2005 ("Food Safety Requirements"). These rules are effective April 6, 2017, and apply to both temperature-controlled food products and packaging items that have direct contact with food products. These requirements include:

- Transportation equipment must be able to hold product at the temperature defined on the bill of lading. Equipment must be able to be cleaned to shippers desired sanitation levels.

- Vendor shall ensure that its carrier maintains the Food Safety Requirements during the transportation of fresh foods, including but not limited to the following requirements:
  - Adequate temperature controls per the bill of lading
  - Prevention of ready to eat food from directly touching raw food
  - Protection of food product from contamination by non-food items
  - Protection of food from cross contact with known food allergens
- Vendors shall ensure that their carriers maintain temperature records for the shipment for up to one year following the delivery date and to provide the documentation to the FDA upon request.
- Vendors shall ensure that their carriers have documentation evidencing the extent and frequency of trailer cleaning and have written procedures regarding the cleaning, sanitation, and inspection of trailer condition.
- Vendors shall ensure that their carriers provide training to their operations personnel on the Food Safety Requirements. Carrier must maintain training records including dates, type of training, and personnel trained. All drivers must have completed Food Safety Requirements training prior to handling Meijer shipments.
- Vendors shall ensure that adulterated food produce do not enter the commerce when items are refused due to a Food Safety Requirements violation. Vendor's carrier or broker will be required to properly dispose of all products rejected due to Food Safety Requirements violations in a manner to prevent the item from entering the commercial supply chain.
- Vendor carriers and their agents or employees are prohibited from tampering or disabling temperature recording devices that have been placed on Meijer shipments.

## Real Time Temperature Monitoring

*Please read carefully as Meijer is requiring real time temperature visibility for Fresh Produce shipments requiring temperature control.*

Meijer requires the use of either the Sensitech TempTale GEO LTE, Copeland GO Real-Time 4G/5G Tracker, or Tive Solo 5G real-time temperature monitors for inbound produce shipments requiring temperature control, regardless of freight terms. Ambient temperature shipments will be exempt from this requirement. Meijer suppliers can use any of these three suppliers of the real time temperature monitors based on preference or relationship with these service providers.

- Only these three models are approved to be used for Meijer shipments.
- Only one monitoring device is required per truckload.

As a shipper, if in doubt as to whether a monitor has been placed on a multi pick load, please place a unit on shipment to ensure visibility to temperatures in transit.

Real time temperature monitoring is **NOT** optional and is required under Master Terms and Conditions. Failure to comply with these requirements can result in a \$250 debit against the final PO loaded onto the truck. Many vendors are using these monitoring solutions already, but if any training is required please reach out to: Sensitech at [support@sensitech.com](mailto:support@sensitech.com) or Copeland at [ColdChain.CustomerSuccess@copeland.com](mailto:ColdChain.CustomerSuccess@copeland.com), or Tive at [support@tive.com](mailto:support@tive.com). These service providers will assist your team members and those at the various sheds/shipping locations in obtaining the necessary training and support to ensure that the program works effectively to the benefit of Meijer as well as our vendors and ultimately our retail consumer.

Any additional questions can be directed to [produce@meijer.com](mailto:produce@meijer.com).

## Trailer Equipment

All trailers used for delivery must be able to hold product at the temperature defined on the bill of lading. Only clean and sanitary equipment should be loaded. Equipment must be able to be cleaned to Meijer's desired sanitation levels. If a trailer does not meet Meijer sanitation requirements, the trailer will be rejected. Meijer reserves the right to reject any load with any foreign object(s) in the trailer. (Tires have been the most common example of foreign objects.) Any item, other than the ordered product, could be a foreign object. Vendors need to seal inbound truckload shipments to limit risk of contamination in transit. For freight collect shipments, these same requirements are placed upon Meijer as the 'shipper.'

## Trailer Security

Meijer is committed to fresh product for the safety of its employees and customers. Clean and sanitary trailer equipment must always be used for Meijer shipments. Vendors are responsible for taking the necessary precautions and ensuring trailers are sealed and secured when delivering to Meijer distribution facilities.

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 vendor and/or 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 in-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 vendor and/or carrier will be held accountable for lost sales and product.
- The carrier is responsible for making sure that the reefer unit is working properly, and the product is kept at the temperature specified to ensure quality.
- If a rejection occurs due to a tire or any other object on the trailer, a claim will be filed for the loss of product, freight cost, plus an additional \$2,000 penalty.

### Examples of Seals:



### Location to seal:



### Shipment Tender and Count

Shipments must be tendered to the carrier in a sorted and segregated manner. The carrier must have the opportunity to accurately count all cases prior to signing the Bill of Lading. Vendors may tender freight as "Shipper's Load and Count," or tender pallet quantities as "XX Pallets Said to Contain XXXX pieces," if shipping operations do not allow for the accurate counting of freight. All expectations of vendor performance equally apply to vendors' third-party logistic service provider.

# Shipment Preparation Instructions

## Packing Slip

Information on product being delivered needs to have the following information included on the packing slip.

1. "Ship To" address, including the building number, as shown on the Purchase Order.
2. The Meijer Purchase Order number.
3. Item's UPC\*
4. Items' Description - Should be the same as what is in the Meijer system.
5. Shipped Amount
6. Unit of measure must match what is listed on the Purchase Order
  - a. Eaches
  - b. Case Pack
  - c. Pallet Qty

\*\*Note: If cartons are pick & pack with multiple UPC's slip should reflect production information that is being shipped.

## 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 detail information pertaining to a unique shipment. The objective of this document is to guarantee that the shipper, the carrier, and the customer (the consignee) are all getting the information they need for the processing of goods through the supply chain.

1. "Ship To" address, including the building number, as shown on the Purchase Order.
2. The Meijer Purchase Order number.
  - All Meijer Purchase Order numbers must be clearly referenced on the master Bill of Lading. If there is not a space provided, the Purchase Order number must be entered in the comments or special instructions section.
  - For shipments to Meijer distribution facilities, the Meijer Purchase Order number is not hyphenated.
  - Failure to properly reference the Purchase Order could result in receiving delays and a [debit](#), receipts applied against incorrect Purchase Orders, and invoice payment delays.
3. Bill of Lading Number: The unique number assigned by the shipper in creating the Bill of Lading, which identifies the unique shipment.
  - If Vendor is shipping more than one Purchase Order on a single Bill of Lading, each Purchase Order number and the corresponding piece quantity must be clearly referenced on the Bill of Lading. Vendor is not required to have a separate Bill of Lading for each shipment to Meijer. However, *Vendor is required to have a separate Bill of Lading for each Meijer destination.* For example, do not combine shipments to Meijer DF 93 and Meijer DF 92 on the same Bill of Lading.
4. The Bill of Lading must specify that the goods were tendered to the carrier in a sorted and segregated manner.
  - The way a carrier signs the Bill of Lading determines the liability for loss. If a carrier is permitted to sign the Bill of Lading based on pallet count, Meijer will not accept responsibility for case count shortages. Preprinted notations on a Bill of Lading are superseded by the notation that a carrier is allowed to make on the Bill of Lading. For example, a 24-case shipment, with a notation on a preprinted bill that all shipments are driver count, becomes a one pallet shipment, if the carrier is allowed to sign the Bill of Lading, 1 SWS, or (1 shrink wrapped skid). The uniform straight Bill of Lading contains language similar to the following: "Property described above is received in good order, except as noted." Permitting a carrier to sign for pallet count, insert a shipper load and count notation, or shrink-wrapped skids notation places the responsibility for case count shortages with the vendor or the carrier and not Meijer.



5. For all shipments of food products, the vendor is required to clearly indicate on the carrier's Bill of Lading the word "foodstuff". Initials or acronyms are not acceptable.
6. If foodstuffs need to be Protected from Freezing, Protected from Heat or be Temperature Controlled it must be indicated on the carrier Bill of Lading noting the specifics.
7. Time stamp information including the scheduled appointment date/time, arrival date/time and departure date/time of carrier.

The Bill of Lading has become a primary source of information and is used for the scheduling and recording of shipments as well as input to carrier EDI transactions. The standard Bill of Lading document and related VICS Guidelines condense processing time and improve the accuracy of the Bill of Lading.

### (Domestic Imports) DDP Ocean Container Seal Validation Process

"Domestic Imports" happen when the vendor is responsible to deliver the product from overseas to our distribution facility and clear the goods through US Customs. Although the goods arrive in an ocean container and there is no physical distinction, Meijer is not the importer of record. **It is Meijer's policy to quarantine all containers that have seal discrepancies, no data found in the Meijer system, or a non-high security seal.**

Since Meijer is not the importer of record, a domestic import would not go through Meijer's import processes, and we would not have any information on file for a domestic import container. Therefore, when a domestic import container arrives at our facility it would be placed in the quarantine area.

For these types of shipments where Meijer is not the importer of record and the vendor is coordinating the importation of the product all the way to the Meijer distribution facility, Meijer requires vendors to supply Customs Compliance and Inbound Logistics with a packing list and bill of lading prior to arrival. Please send to [customs.compliance@meijer.com](mailto:customs.compliance@meijer.com) and [logistics.logistics@meijer.com](mailto:logistics.logistics@meijer.com).

Customs Compliance will then validate the seal information and communicate with Meijer Asset Protection the release of these containers from the quarantine area.

### Ultimate Consignee

Meijer does not allow vendors to place Meijer as the Ultimate Consignee on any documents related to the purchase, shipment, or importation of the goods. If the vendor or the vendor's Freight Forwarder or Customs Broker places Meijer on any documents related to the purchase, shipment, or importation of the goods, Vendor will immediately notify Meijer Customs Compliance at [customs.compliance@meijer.com](mailto:customs.compliance@meijer.com). Vendor may be subject to a penalty of \$500 or three times the liquidated damages associated with the goods entered in this manner, whichever is **greater**.

### Meijer Internal DF Consolidation Guidelines

For Collect pre-approved vendors, Meijer utilizes internal consolidation to create additional efficiencies by allowing PO's for multiple locations (DF's) to be loaded onto one trailer and processed through a centralized Meijer site.

**All vendors must receive formal written approval** to participate in the Meijer Internal DF Consolidation Program.

Vendors participating in consolidation program must adhere to requirements as outlined. Failure to adhere will result in removal from program.

1. \_\_\_\_\_ **ALL Pallets** must be clearly labeled as seen below

**DATE:** \_\_\_\_\_

**DF:** \_\_\_\_\_

**P.O.:** \_\_\_\_\_

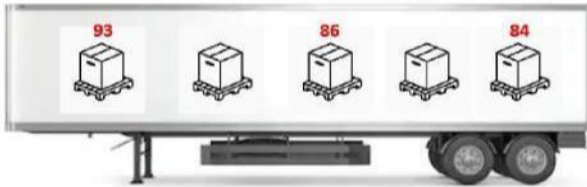
**PALLET** \_\_\_\_\_ **OF** \_\_\_\_\_

Pallets must adhere to requirements defined in the [Pallet Procedures and Requirements](#) section.

2. Drivers will be required to only count pallets and not **individual** cartons. The carrier will sign the Bill of Ladings “\_ pallets, said to contain pieces.”
3. The Bill of Ladings must state number of pieces shipped to create an accurate piece count manifest for receiving purposes at the Meijer DF.
4. Each DF will need two copies of the bills. The DF signs one copy for the driver and the other copy is kept for the Meijer Receiving process.
5. Appointments must be scheduled in adhering to the appointment scheduling guidelines.
6. Trailers must be loaded in sequential order below based on the building to which the product is destined.

**\*\*Note:** DF 807 and 805 should be in the same location on the trailer as they will deliver to the same address.

**DF 84 (Lansing) Consolidation**

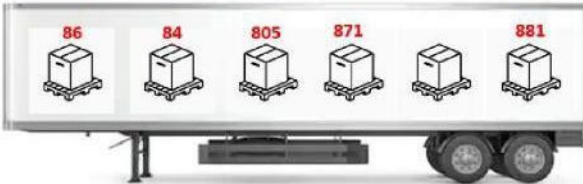


There must be a PO for DC84 for it to be received by 84.

**DF 805 (Tipp City) Consolidation**



**DF 881 (Newport) Consolidation**



**DF 93 (Lansing) Consolidation**



**DF 802 (Tipp City) Consolidation**



## Appointment Scheduling for consolidation loads:

Instructions for using the appointment scheduling system can be found on <https://vendornet.meijer.com>. *Scheduling consolidation loads in accordance with the following directions is critical. Failure to schedule as outlined could result in lost and refused product.*

- Complete appointment request for all POs that have a final destination of selected site.
- Use the following statement in the comments/message field for remaining consolidated orders:
- ++ PO#<insert PO>; DF <insert DF>; <insert case count for PO>; DATE<insert date>

**Example:** Destination is 805

- ++PO# 208400253: DF871 / 551CS, 11/24/2017
- ++PO# 208400255: DF881 / 121CS, 11/25/2017
- ++PO# 208400256: DF881 / 502CS, 11/25/2017

## DF 84 Bull Pen

Due to space constraints, carrier shall utilize DF 84 Bull Pen only for idling immediately prior to proceeding to gate for check in. Additional Bull Pen space is available across the street. Driver shall utilize the Meijer Driver Self Check-In Web application and will be alerted once a door is available and shall proceed to Asset Protection Load Control Center at DF 84 for seal verification.

## Meijer Shipper Load and Count Requirements

*These requirements are for Vendors that ship product through internal and external consolidation points, in addition to shipment preparation instructions.*

### Summary

Continuing to drive supply chain efficiency is a primary function of Meijer Logistics. In our quarterly meetings with our strategic business partners, two themes have been consistent across all partners: (1) driver productivity must be improved, and (2) drivers need to be removed from non-valued added activities. Additionally, the recent changes to the Federal Motor Carrier Safety Administration's Hours of Service regulations have added additional constraints to driver capacity. To ensure our supply chain can properly react to the changes, Meijer has a requirement that all shipments through our consolidation programs are expected to be on pallets and drivers will be only required to count pallets and not individual cartons.

### Requirements

All FOB Origin, Freight Collect Purchase Orders shipping through Meijer consolidation points are expected to follow these requirements.

- All shipments must be ready to ship on time to meet the Meijer designated arrival date.
- The Meijer designated carrier will contact shipper to coordinate the pick-up of the merchandise.
- All shipments are required to be palletized based on the Meijer destination distribution facility and meet the pallet requirements defined in the [Pallet Procedures and Requirements](#) section.
- Pallets must clearly be labeled with the Meijer Destination, Meijer Purchase Order Number, and Pallet Number (for example 1 of 5).
- The carrier will only be responsible for pallet count. The carrier will not be responsible for piece count discrepancies. All shortage issues must be resolved between Meijer and the vendor.
- The carrier will sign all Bills of Lading as “\_\_\_\_\_ pallets, said to contain pieces.”

- The Bill of Lading must continue to state the number of pieces shipped to create an accurate piece count manifest
  - for receiving purposes at the Meijer DF.
  - Meijer will be required to notify the shipper of any piece count discrepancies within 48 hours of receiving at the Meijer destination.

## Loading at Vendor Facility

For all truckloads, except for produce, carriers are allowed two hours of wait time at the loading facility. If a carrier's wait time exceeds the two-hour limit, detention charges will be debited back to the Vendor. Only clean trailers will be loaded, and Meijer will accept only clean trailers. Meijer will reject trailers arriving dirty or infested.

Split Loads - All truckloads must be loaded by DF destination, then by PO #. The first stop must be loaded in the tail and appointed for the first stop.

All Produce carriers are allowed 5 hours of wait time at the loading facility. If a carrier's wait time exceeds the five-hour limit, detention charges will be debited back to the Vendor. Only clean trailers will be loaded, and Meijer will accept only clean trailers. Meijer will reject trailers arriving dirty or infested.

### **Loading Foods/Produce Temperature Controlled Loads at Vendor Facility**

Trailers must be pre-cooled prior to arrival at the ship location to the specified running temperature the trailer will need to maintain while in transit. If the trailer set temperature is not known prior to arrival for loading, please request this information from the shipper when scheduling the pickup appointment.

Trailer temperature 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.

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.

## Expediting Number

Meijer requires the use of a control number for all expedited service types and modes of transportation on shipments going freight collect to all Meijer locations.

To obtain a control number email [Logistics@Meijer.com](mailto:Logistics@Meijer.com). In the subject line, put "Expediting Control Number". The Meijer purchase order number will be needed as well as merchandising approval for expedited shipping. A response will be sent with the control number and any other specific instructions pertaining to the shipment.

See the [Shipping: Compliance and Debits](#) section regarding chargebacks associated with failure to reference an expediting control number.

## Dropped Trailers/Containers

1. If Vendor elects to utilize an unloading service to unload 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. Trailers are to only be dropped inside the security gate. Please send an [email to routing@meijer.com](mailto:email_to_routing@meijer.com) with questions regarding drop trailers.
2. Vendor is responsible for the load's condition, count, and timely delivery. Dropping a trailer does not constitute delivery. Vendor's unloading agent must assume the responsibility of having the trailer at the distribution facility for its delivery appointment.
3. Carriers that have drop trailer rights have the privilege to drop a trailer at the Meijer Distribution Facility. The trailer must be at the Meijer DF receiving Complex for the Meijer VendorNet appointed date and time.
4. Meijer distribution facilities commit to the timely return of transportation documents to the delivering carrier. All signed delivery records are to be returned to the carrier on the completion of unloading. At this time, any delivery exceptions will be communicated to the delivering carrier, and the unloading agent will be required to verify accuracy and sign all O.S. &D. documents. It is the responsibility of the carrier to communicate delivery exceptions and delivery receipts.
5. Upon completion of unloading, a switcher will place all empty trailers in a bullpen area. (Switching fee will be debited). The carrier will be responsible for pulling all empty trailers from Meijer's bullpen areas within 48 hours after unloading. For example, trailers emptied on Saturday must be pulled on Monday, and Monday trailers pulled on Wednesday, etc. To ensure safety and avoid congestion, your adherence to the policy is required. **Vendor's who fail to remove their empty equipment within 48 hours after unloading will be subject to a fine and removal from the authorized drop trailer list. There are no exceptions to this policy. A \$50/day fine will be imposed on any Vendor that has not picked up their drop trailer/container within 7 business days of the trailer unloading date.**
6. Carriers that have drop trailer privileges are exempt from any detention accessorial request on straight one stop loads. For two stop loads, the carrier is exempt from any detention request for the second stop DF delivery. On two stop loads the carrier is required to identify in the message field of the Meijer Vendor Net Appointment Scheduling System that it is a two-stop load, and the first stop will be a "Live" delivery.

7.

## Unloading

All Meijer freight is unloaded by our contracted professional unloading service.

- Drivers that deliver collect shipments and shipments arriving with Meijer preferred LTL carriers will not be charged for these unloading services.
- Drivers delivering prepaid freight must utilize Meijer's unloading service, The prepaid vendor will be charged for these unloading services.
- If the freight arrives with unacceptable pallets the freight will be stacked on acceptable pallets and a fee will be assessed to the vendor.
- Upon the completion of unloading, drivers are responsible for inspecting their trailer and reapplying any locks, braces and straps they deem are needed for securing the product prior to leaving the Meijer complex. If the driver is hauling a split load and determines any remaining product on the trailer needs to be adjusted, they are to ask the unloading provider to rearrange the product. This must be done immediately after pulling the trailer forward and before closing the trailer doors.

## 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.

# Shipment Arrangement Instructions

## Arrival Date

The arrival date of merchandise is determined between the vendor and the Meijer Buying Analyst at the time of placing the order. On occasion, the delivery location and amount of product delivered to each DF may be changed while truck is enroute. Delivery dates must not be pushed out. The load must arrive on the arrival date. Failure to meet the requested arrival date will result in chargebacks to the vendor. Requests to change an appointment date must be requested through the Buyer/Analyst for approval.

If orders are LTL size, regardless if Collect or Prepaid, it is the vendor's responsibility to contact the Meijer Preferred LTL carrier and arrange for the pickup of the merchandise in time to arrive on the Meijer PO arrival date. For a listing of preferred carriers and contact information, please refer to the List of Preferred LTL Carriers.

## Pick Up Date

If the vendor determines that they do not have product to ship to Meijer on the ship date, they must contact the buyer immediately. Meijer will need to know why the load is not shipping, as we are counting on this product being loaded and delivered on the arrival date to maintain in stock conditions at store level.

If Meijer is responsible for freight payment and the orders are truckload, Meijer Inbound Logistics is responsible for the transportation arrangements. Meijer will arrange for these pickups to be performed by our carriers to pick up at the shipper and to arrive on the Meijer PO arrival date. Meijer will determine the transit on these orders. The pickup date by the carrier may or may not be the PO ship date as transmitted to the shipper. The carrier will contact shipper 24 hours prior to pick up if possible.

## Specific to Produce Routing

### **Late Delivery**

When a delay is encountered that will cause the load to arrive after 10:00AM, the vendor must notify the buyer immediately. Every attempt must be made to deliver within the load on time. Produce loads are needed on the delivery date or Meijer will run out of stock. Please see the [Shipping: Compliance and Debits](#) section for late deliveries.

If Meijer accepts any product delivered to them seven or more days before or after any specified delivery date, the vendor will, upon Meijer's request, pay Meijer a fee of 5% of the vendor's invoice cost of the product.

### **Refused Product**

If product is rejected/refused due to poor quality, temperature, damage, etc., the product will be placed back on the truck. The vendor and carrier will be responsible for disposition.

## Meijer Delivering Facilities

### Lansing, MI Facilities:

DF	Address	City	State	Zip	Phone
84	6622 Central Circle Drive	Lansing	MI	48917	517-322-7309
85	3303 S. Creyts Road	Lansing	MI	48917-8508	517-322-7094
86	3405 S. Creyts Road	Lansing	MI	48917-8505	517-322-7017
89	3307 S. Creyts Road	Lansing	MI	48917-8508	517-322-7064
92	3301 S. Creyts Road	Lansing	MI	48917-8508	517-322-7038
93	2501 S. Creyts Road	Lansing	MI	48917-8544	517-322-7056

### Tipp City, OH Facilities:

DF	Address	City	State	Zip	Phone
801	4200 S. County Road 25A	Tipp City	OH	45371-2950	937-667-9625
802	4220 S. County Road 25A	Tipp City	OH	45371-2950	937-667-9721
804	4240 S. County Road 25A	Tipp City	OH	45371-2950	937-667-9745
805	4250 S. County Road 25A	Tipp City	OH	45371-2950	937-669-9192
807	4250 S. County Road 25A	Tipp City	OH	45371-2950	

### Newport, MI Facilities:

DF	Address	City	State	Zip	Phone
881	8857 Swan Creek Road	Newport	MI	48166-9275	734-586-7909
882	8857 Swan Creek Road	Newport	MI	48166-9275	734-586-7839
883	8857 Swan Creek Road	Newport	MI	48166-9275	734-586-7955

### Grand Rapids, MI Facilities:

DF	Address	City	State	Zip	Phone
90	2725 Walker Avenue, NW	Grand Rapids	MI	49544-1307	616-791-3805
90 (PDA)	2721 Walker Avenue, NW	Grand Rapids	MI	49544	616-791-3805
Grid 70	70 Ionia Avenue, SW	Grand Rapids	MI	49503	616-791-3151

### Pleasant Prairie, WI Facilities:

DF	Address	City	State	Zip	Phone
871	8900 Green Bay Road	Pleasant Prairie	WI	53158	262-612-2243
872	8900 Green Bay Road	Pleasant Prairie	WI	53158	262-612-2239
879	8900 Green Bay Road	Pleasant Prairie	WI	53158	262-612-2295

### Middlebury, IN Facilities:

DF	Address	City	State	Zip	Phone
860	536 N. Main Street	Middlebury	IN	46540-8974	574-825-6875
862	536 N. Main Street	Middlebury	IN	46540-8974	574-825-6800
863	536 N. Main Street	Middlebury	IN	46540-8974	574-825-6800

### Grandville, MI Facility:

816 Grand River Pkg	3040 Remico Street, SW	Grandville	MI	49418	616-249-6002
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<b>Ft. Wayne, IN Facility:</b>					
DF	Address	City	State	Zip	Phone
463 Pharmacy Central Fill	1515 Profit Drive	Fort Wayne	IN	46808	260-310-6422
<b>Livonia, MI Facility:</b>					
DF	Address	City	State	Zip	Phone
460 Pharmacy Central Fill	8455 Haggerty Road	Belleville	MI	48111	734-391-2310
464 Pharmacy Central Fill	41255 Coca Cola Drive	Belleville	MI	48111	734-391-2300
<b>Holland, MI Facility:</b>					
DF	Address	City	State	Zip	Phone
810 Purple Cow	234 Charles Street	Holland	MI	49424	616-494-1233

Store map and store listings are available on the [Meijer VendorNet](#) on the Home page.

## General Routing Instructions

1. Meijer utilizes load optimization software to build truckload shipments and minimize freight cost. Truckload shipments are defined by the [weight break table](#) contained within this guide. These weights and cubes outline what Meijer considers as a full truckload. In rare instances, different types of freight may not conform to the exact standards provided in this guideline. If this should occur, please email [routing@meijer.com](mailto:routing@meijer.com) to confirm proper shipment routing. Please list the PO numbers, weight, cube, number of pallets and if stackable, and pick/delivery locations in the email.
2. All less than truckload (LTL) shipments (orders greater than FedEx size and less than the truckload size) must ship via the preferred LTL carriers. If a preferred carrier is not utilized, the vendor will be subject to charges and deductions. Any exceptions must be granted in writing, please email [routing@meijer.com](mailto:routing@meijer.com) with questions.
3. For freight collect volume and truckload shipments, if not contacted by Meijer's carrier 24 hours prior to the ship date, please send an e-mail to [routing@meijer.com](mailto:routing@meijer.com)
4. For freight prepaid truckload shipments only, the vendor may use the carrier of their choice.

## Collect Routing Instructions

Meijer Logistics will automatically route orders within 3 business days of the ship date (this may fluctuate depending on the routing region). If not contacted by a carrier representative within one business day before the scheduled ship date, please email [routing@meijer.com](mailto:routing@meijer.com). The email must contain the Meijer PO number, carton count, weight, cube, pallet count and confirm if the pallets are stackable or not. Someone will review and reply back. Please send details within the email body rather than attachments. If there is a large group of purchase orders, please ensure all applicable POs are referenced in the communication and only send one email.

## Shipment Method Instructions

### Small Parcel

FedEx Ground must be used for small parcel shipments to Meijer, **regardless if prepaid or collect**. Small parcel shipments are classified as orders 20 cartons or less or 300 lbs. or less. If the shipment exceeds either 20 cartons or 300 pounds, an LTL carrier must be used. Your shipment may incur fees in addition to its base rate depending on its characteristics. It's the vendor's responsibility to review the FedEx Service Guide ([www.fedex.com/serviceguide](http://www.fedex.com/serviceguide)) to determine if additional handling, dimensional weight, oversize, and other fees may apply. Vendors will be liable for additional charges assessed by FedEx. Please note the FedEx Service Guide is subject to change. If orders are oversized and shipping within an LTL consolidation region, email [routing@meijer.com](mailto:routing@meijer.com). Meijer does not give out our account number as it is not needed. Vendors need to set up an account with FedEx Ground. Once setup, Meijer will automatically be charged for collect shipments if the BOL is marked collect.

*Call FedEx at 800-231-9219 to set up an account with FedEx.*

Meijer requires the electronic transmission of the Meijer Purchase Order number for all parcels, **prepaid or collect**. The Meijer Purchase Order number must be entered into the Purchase Order Reference Field on the FedEx automated shipping system (FedEx Ship Manager, FedEx Ship Manager at [www.fedex.com](http://www.fedex.com), or a FedEx compatible shipping system). Only the Meijer Purchase Order number should be entered into this field.

For store direct shipments or shipments to Meijer fuel stations, the Meijer Store number must appear in the "Ship to Name" field. The desired format is Meijer Store 216 or Meijer Store 050. For two-digit store numbers, a leading zero should be used. Do not use four-character fields for store numbers. For shipments not originating directly from a vendor's location (example, a logistics service provider or a drop ship location), Meijer requires the vendor's name from the Meijer Purchase Order be shown in a Reference Field.

Please refer to the section for [Shipping: Compliance and Debits](#) regarding chargebacks associated with failure to reference the Meijer Purchase Order Number or comply with the requirement to electronically transmit Meijer parcel shipping information.

## FedEx Restricted Products

Certain products are subject to governmental restrictions and may require contractual agreements or specific licenses for transport. Please contact Meijer Inbound Logistics prior to any shipment of the following goods:

1. Hazardous materials, including ORM-D, as defined by the DOT Title 49, Code of Federal Regulations.
2. Firearms and ammunition.
3. Alcoholic beverages

## LTL

All less than truckload (LTL) shipments (orders greater than FedEx size and less than the truckload size) must ship palletized and with one of the preferred LTL carriers. If a preferred carrier is not utilized, the vendor will be subject to charges and deductions. Any exceptions must be granted in writing; please [email\\_routing@meijer.com](mailto:email_routing@meijer.com) with questions.

**List of Preferred Carriers** - Meijer requires the utilization of the following LTL carriers. These carriers have contractual agreements with Meijer that promote supply chain efficiency. Please reference [Collect Shipment - Required Carrier Routing](#) for the preferred carrier by state.

Estes Express Lines	<a href="http://www.estes-express.com">www.estes-express.com</a>	(866) 378 - 3748
Pitt Ohio	<a href="http://www.pittohio.com">www.pittohio.com</a>	(800) 366 - 7488
Dayton Freight	<a href="http://www.daytonfreight.com">www.daytonfreight.com</a>	(800) 860 - 5102
ABF Freight	<a href="http://www.arcb.com">www.arcb.com</a>	(800) 610 - 5544

*A vendor debit of \$500 plus any accessorial charges will be issued for each Purchase Order that is shipped via a non-preferred LTL carrier. Vendors will also be charged the full cost of the freight.*

For Collect Expense (PO # 0500...) LTL shipments, please use Navisphere 2.0 for order entry. To set up a Navisphere 2.0 account please contact [MeijerFFE@chrobinson.com](mailto:MeijerFFE@chrobinson.com). All orders entered in Navisphere are required to have a 72-business hour lead time for the pickup date from the date the order is entered. Any order with less than 72-business hours lead time, without prior approval from a Meijer team member, will be subject to potential charge backs to the supplier. Meijer and CH Robinson use lead time to confirm capacity with carriers and avoid unnecessary transportation cost. Rush orders should be confirmed with Meijer buying teams prior to orders being entered to avoid chargebacks.

For all collect and prepaid shipments, whether Direct or Indirect Procurement LTL orders, it is the responsibility of the shipper to contact the carrier and schedule a pickup appointment within 48 hours of the PO ship date. All POs shipping on the same day from one location to one Meijer destination must be combined onto a Master Bill of Lading. Failure to do so will result in a chargeback for the full transportation cost of the multiple shipments.

Meijer recognizes that traditionally, prepaid freight terms have meant that the vendor pays the freight expense, and the vendor could select whatever carrier that they would like. In today's era of total supply chain management, Meijer needs to maintain visibility of all inbound merchandise to our stores and distribution facilities.

Examples of non-preferred carriers would include SAIA, Vitran Express, UPS Freight, FedEx Freight, FedEx National, Conway, Central Express (CCX), R & L Transfer, Old Dominion Freight Line, PJAX, and any other carrier not in the preferred list.

Meijer preferred carriers must be used for the following reasons:

1. Non-preferred carriers "trap" our freight. Due to delivery appointment requirements and limited volume, non-preferred carriers frequently make only one delivery per week to our distribution facilities. It is likely that a shipment that arrives at a non-preferred carrier's terminal on Thursday would not be delivered until the following Friday. The elimination of such supply chain inefficiency is critical to ensuring in-stock conditions for Meijer customers.
2. Non-preferred carriers do not transmit EDI-214 (shipment status) notices. Without such notices, Meijer does not

have visibility to shipments in-transit and cannot forecast a shipment's arrival.

3. For merchandise that is controlled by our continuous replenishment systems, Meijer does not maintain back-up inventory. In-transit inventory is the only inventory that can get a store back into stock.
4. The vendor will be responsible for unloading charges when LTL freight arrives with a non-preferred carrier.
5. Vendors will be responsible for any accessorial and special charges that are not approved by Meijer. This would include but is not limited to lift gate services and expedited services

### **Required Carrier Routing Tables**

Ship State is where product is coming from. If orders meet consolidator requirements from your location, please disregard the LTL columns. LTL from a Michigan vendor going to a Michigan DC facility Logistics will route to the Meijer private fleet. LTL from a Michigan vendor to OH or WI facilities should ship via the preferred LTL carrier.

### **Collect Shipment - Required Carrier Routing**

- All Collect Small Parcel must ship via FedEx Ground
- Expense POs for LTL and Truckload shipments must ship via CH Robinson
- Collect Truckload (non-Expense POs) will be routed by Meijer.
- Consolidator and LTL (non-Expense POs) - utilize the below matrix to determine appropriate routing between modes and state-to-state assignment.

**Collect Shipment - Required Carrier Routing**

EXLA = ESTES EXPRESS, PITD = PITT OHIO, DAFG = DAYTON FREIGHT, ABFS = ABF FREIGHT

**\*ALL SHIPMENTS TO GRAND RAPIDS, MI (DF 90) MUST UTILIZE EXLA AS THE LTL CARRIER**

Ship State	Consolidator	LTL via Destination States				
		IL	IN	MI*	OH	WI
Alabama	N/A	EXLA	EXLA	EXLA	EXLA	EXLA
Arizona	N/A	EXLA	EXLA	EXLA	ABFS	EXLA
Arkansas	N/A	EXLA	EXLA	EXLA	EXLA	EXLA
California - (90000-93199)	Gilbert	EXLA	EXLA	ABFS	ABFS	EXLA
California - (All Other Zips)	N/A	EXLA	EXLA	ABFS	ABFS	EXLA
Colorado	N/A	EXLA	EXLA	EXLA	EXLA	EXLA
Connecticut	Dynamic	EXLA	EXLA	EXLA	EXLA	EXLA
Delaware	Dynamic	EXLA	EXLA	PITD	PITD	EXLA
Florida	N/A	EXLA	EXLA	ABFS	ABFS	EXLA
Georgia	N/A	EXLA	EXLA	EXLA	EXLA	EXLA
Idaho	N/A	EXLA	EXLA	EXLA	EXLA	EXLA
Illinois - (60000-61199, 61350,61866)	UNIS	EXLA	EXLA	EXLA	DAFG	EXLA
Illinois - (All Other Zips)	N/A	EXLA	EXLA	EXLA	DAFG	EXLA
Indiana* see below	UNIS	EXLA	PITD	PITD	DAFG	EXLA
Indiana (All other Zips)	N/A	EXLA	PITD	PITD	DAFG	EXLA
Iowa	N/A	EXLA	EXLA	ABFS	DAFG	ABFS
Kansas	N/A	EXLA	EXLA	ABFS	DAFG	EXLA
Kentucky	N/A	EXLA	ABFS	DAFG	DAFG	EXLA
Louisiana	N/A	EXLA	EXLA	EXLA	EXLA	EXLA
Maine	Dynamic	EXLA	EXLA	EXLA	EXLA	EXLA
Maryland	Dynamic	EXLA	EXLA	PITD	PITD	EXLA
Massachusetts	Dynamic	EXLA	EXLA	EXLA	EXLA	EXLA
Michigan	N/A	EXLA	PITD	PITD	DAFG	EXLA
Minnesota	N/A	EXLA	EXLA	ABFS	DAFG	EXLA
Mississippi	N/A	EXLA	EXLA	EXLA	EXLA	EXLA
Missouri	N/A	EXLA	EXLA	EXLA	DAFG	EXLA
Montana	N/A	EXLA	EXLA	EXLA	ABFS	EXLA
Nebraska	N/A	EXLA	EXLA	EXLA	DAFG	EXLA
Nevada	N/A	EXLA	ABFS	ABFS	ABFS	EXLA
New Hampshire	Dynamic	EXLA	EXLA	EXLA	EXLA	EXLA
New Jersey	Dynamic	EXLA	PITD	EXLA	PITD	EXLA
New Mexico	N/A	EXLA	EXLA	ABFS	ABFS	EXLA
New York - (10000-13999)	Dynamic	EXLA	PITD	PITD	PITD	EXLA
New York - (All Other Zips)	N/A	EXLA	PITD	PITD	PITD	EXLA
North Carolina	N/A	ABFS	EXLA	EXLA	EXLA	EXLA
North Dakota	N/A	EXLA	EXLA	EXLA	EXLA	EXLA
Ohio	N/A	EXLA	PITD	PITD	DAFG	ABFS
Oklahoma	N/A	ABFS	ABFS	ABFS	ABFS	ABFS
Oregon	N/A	EXLA	EXLA	ABFS	EXLA	EXLA
Pennsylvania - (17000-19999)	Dynamic	EXLA	EXLA	PITD	PITD	EXLA
Pennsylvania - (All Other Zips)	N/A	EXLA	EXLA	PITD	PITD	EXLA
Rhode Island	Dynamic	EXLA	EXLA	EXLA	EXLA	EXLA
South Carolina	N/A	EXLA	ABFS	EXLA	EXLA	EXLA
South Dakota	N/A	EXLA	EXLA	EXLA	EXLA	EXLA
Tennessee	N/A	EXLA	EXLA	EXLA	DAFG	EXLA
Texas	N/A	EXLA	EXLA	EXLA	EXLA	EXLA
Utah	N/A	EXLA	EXLA	EXLA	EXLA	EXLA
Vermont	Dynamic	EXLA	EXLA	EXLA	EXLA	EXLA
Virginia	N/A	EXLA	EXLA	PITD	PITD	EXLA
Washington - (980,981,983,984)	Mitco	EXLA	EXLA	EXLA	EXLA	EXLA
Washington - (All Other Zips)	N/A	EXLA	EXLA	EXLA	EXLA	EXLA
West Virginia	N/A	EXLA	EXLA	PITD	PITD	EXLA
Wisconsin - (53000 - 53546)	UNIS	ABFS	ABFS	ABFS	DAFG	EXLA
Wisconsin - (All Other Zips)	N/A	ABFS	ABFS	ABFS	DAFG	EXLA
Wyoming	N/A	EXLA	EXLA	EXLA	EXLA	EXLA

\*Indiana Consolidation zip codes - 46040, 46041,46052, 46060, 46072, 46131,46158, 46168, 46225, 46231, 46278, 47201,47832

## Prepaid Shipment - Required Carrier Routing

Ship State	Small Parcel	LTL	Expense LTL	Truckload
Alabama	FedEx Ground	EXLA, ABFS,	Estes	Vendor Routed
Arizona	FedEx Ground	EXLA, ABFS	Estes	Vendor Routed
Arkansas	FedEx Ground	EXLA, ABFS	Estes	Vendor Routed
California - (90000-93199)	FedEx Ground	EXLA, ABFS	Estes	Vendor Routed
California - (All Other Zips)	FedEx Ground	EXLA, ABFS	Estes	Vendor Routed
Colorado	FedEx Ground	EXLA, ABFS	Estes	Vendor Routed
Connecticut	FedEx Ground	EXLA, ABFS, PITD	Estes	Vendor Routed
Delaware	FedEx Ground	EXLA, ABFS, PITD	Estes	Vendor Routed
Florida	FedEx Ground	EXLA, ABFS	Estes	Vendor Routed
Georgia	FedEx Ground	EXLA, ABFS	Estes	Vendor Routed
Idaho	FedEx Ground	EXLA, ABFS	Estes	Vendor Routed
Illinois - (60000-61199)	FedEx Ground	EXLA, ABFS, DAFG, PITD	Estes	Vendor Routed
Illinois - (All Other Zips)	FedEx Ground	EXLA, ABFS, DAFG, PITD	Estes	Vendor Routed
Indiana	FedEx Ground	EXLA, ABFS, DAFG, PITD	Estes	Vendor Routed
Iowa	FedEx Ground	EXLA, ABFS, DAFG	Estes	Vendor Routed
Kansas	FedEx Ground	EXLA, ABFS, DAFG	Estes	Vendor Routed
Kentucky	FedEx Ground	EXLA, ABFS, DAFG	Estes	Vendor Routed
Louisiana	FedEx Ground	EXLA, ABFS	Estes	Vendor Routed
Maine	FedEx Ground	EXLA, ABFS	Estes	Vendor Routed
Maryland	FedEx Ground	EXLA, PITD, ABFS	Estes	Vendor Routed
Massachusetts	FedEx Ground	EXLA, PITD, ABFS	Estes	Vendor Routed
Michigan	FedEx Ground	EXLA, ABFS, DAFG, PITD	Estes	Vendor Routed
Minnesota	FedEx Ground	EXLA, DAFG, ABFS	Estes	Vendor Routed
Mississippi	FedEx Ground	EXLA, ABFS	Estes	Vendor Routed
Missouri	FedEx Ground	EXLA, DAFG, ABFS	Estes	Vendor Routed
Montana	FedEx Ground	EXLA, ABFS	Estes	Vendor Routed
Nebraska	FedEx Ground	EXLA, ABFS, DAFG	Estes	Vendor Routed
Nevada	FedEx Ground	EXLA, ABFS	Estes	Vendor Routed
New Hampshire	FedEx Ground	EXLA, ABFS	Estes	Vendor Routed
New Jersey	FedEx Ground	EXLA, ABFS	Estes	Vendor Routed
New Mexico	FedEx Ground	EXLA, ABFS	Estes	Vendor Routed
New York - (10000-13999)	FedEx Ground	PITD, EXLA, ABFS	Estes	Vendor Routed
New York - (All Other Zips)	FedEx Ground	PITD, EXLA, ABFS	Estes	Vendor Routed
North Carolina	FedEx Ground	EXLA, ABFS	Estes	Vendor Routed
North Dakota	FedEx Ground	EXLA, ABFS	Estes	Vendor Routed
Ohio	FedEx Ground	EXLA, ABFS, DAFG, PITD	Estes	Vendor Routed
Oklahoma	FedEx Ground	EXLA, ABFS	Estes	Vendor Routed
Oregon	FedEx Ground	EXLA, ABFS	Estes	Vendor Routed
Pennsylvania - (17000- 19999)	FedEx Ground	PITD, EXLA, ABFS	Estes	Vendor Routed
Pennsylvania - (All Other Zips)	FedEx Ground	EXLA, ABFS, PITD	Estes	Vendor Routed
Rhode Island	FedEx Ground	EXLA, ABFS, PITD	Estes	Vendor Routed
South Carolina	FedEx Ground	EXLA, ABFS	Estes	Vendor Routed
South Dakota	FedEx Ground	EXLA, ABFS	Estes	Vendor Routed
Tennessee	FedEx Ground	EXLA, ABFS, DAFG	Estes	Vendor Routed
Texas	FedEx Ground	EXLA, ABFS	Estes	Vendor Routed
Utah	FedEx Ground	EXLA, ABFS	Estes	Vendor Routed
Vermont	FedEx Ground	EXLA, ABFS	Estes	Vendor Routed
Virginia	FedEx Ground	PITD, EXLA, ABFS	Estes	Vendor Routed
Washington - (980,981,983,984)	FedEx Ground	EXLA, ABFS	Estes	Vendor Routed
Washington - (All Other Zips)	FedEx Ground	EXLA, ABFS	Estes	Vendor Routed
West Virginia	FedEx Ground	EXLA, ABFS, PITD	Estes	Vendor Routed
Wisconsin - (53000 - 53546)	FedEx Ground	EXLA, ABFS, DAFG	Estes	Vendor Routed
Wisconsin - (All Other Zips)	FedEx Ground	EXLA, ABFS, DAFG	Estes	Vendor Routed
Wyoming	FedEx Ground	EXLA, ABFS	Estes	Vendor Routed

## LTL Consolidation

Meijer LTL consolidation points and carriers (Regions 1, 2, 3, and 4) are used to consolidate orders destined for Meijer Distribution Facilities only. Meijer will route these loads to the appropriate carrier. If not contacted by a representative within 24 hours of the ship date, please [email\\_routing@meijer.com](mailto:email_routing@meijer.com). Please list the PO numbers, weight, cube, number of pallets and if stackable, and pick/delivery locations in the email. Hazardous shipments that require placarding cannot be routed via Meijer consolidation programs. All hazardous material shipments must move via LTL or truckload carrier. If shipping Grocery orders out of Mitco (Region 4), or Gilbert (Region 3), a Meijer preferred LTL carrier must be utilized.

*Consolidation services are not available for prepaid shipments.*

### **Region 1 (Dynamic)**

Dynamic will consolidate both General Merchandise and Grocery orders within the states & zips identified on page 37 (East Coast Region). Orders combined for any DF that are over 20 cartons or over 300 lbs. and are 11 pallet positions or less will be routed to Dynamic. Vendors are to contact Dynamic at least 48 hours before pick-up date to schedule an appointment. Vendors must schedule appointments using their website platform.

Appointment Scheduling Website: [www.dynamiconline.com](http://www.dynamiconline.com); click on Client Login

### **Region 2 (UNIS)**

UNIS will consolidate both General Merchandise and Grocery orders within IL zip code range of 60000 – 61199 and IN zip codes 46040, 46041, 46052, 46060, 46072, 46131, 46158, 46168, 46225, 46231, 46278, 47201, & 47832. UNIS will also consolidate Grocery only orders within WI zip code range of 53000 – 53546. Orders combined for any DF that are over 20 cartons or over 300 lbs and are 7 or less pallet positions will be routed to UNIS. Please refer to the Meijer Consolidation Requirements for Vendors in the UNIS Region section for more information.

### **Region 3 (Gilbert)**

Gilbert will consolidate General Merchandise orders within CA zip code range 90000 - 93199. Orders combined for any GM DF that are over 20 cartons or over 300 lbs. and are 14 pallet positions or less will be routed to Gilbert. A Meijer preferred LTL carrier must be utilized for Grocery orders.

### **Region 4 (Mitco)**

Mitco Limited will consolidate General Merchandise orders within WA zip code range of 98000 – 98199, 98271, & 98300 - 98499. Orders combined for any GM DF that are over 20 cartons or over 300 lbs. and are 14 pallet positions or less will be routed to Mitco. A Meijer preferred LTL carrier must be utilized for Grocery orders.

## Truckload

Please refer to our [truckload weight break table](#) which identifies the breaks for shipping truckload vs. less than truckload. These weights and cubes outline what Meijer considers as a full truckload. If shipping orders that are Truckload, and the vendor has not heard from a carrier by 24 hrs. before the ship date email [routing@meijer.com](mailto:routing@meijer.com).

*Prepaid vendors may select the carrier of their choice for truckload deliveries.* Please ensure that the selected carrier can deliver on time to the Meijer PO arrival date.

For Collect Expense (PO # 0500...) truckload shipments, please use Navisphere 2.0 for order entry. To set up a Navisphere 2.0 account please contact [MeijerFFE@chrobinson.com](mailto:MeijerFFE@chrobinson.com). For all other Expense PO related questions, please contact [ExpenseRtg.ExpenseRtg@meijer.com](mailto:ExpenseRtg.ExpenseRtg@meijer.com).

## Truckload Weight Breaks

**\*\*Loads greater than or equal to the weights below should be shipped full truckload\*\***

State	Weight Break	State	Weight Break
Alabama	13,000 lbs	Nebraska	7,000 lbs
Arizona	20,000 lbs	Nevada	19,000 lbs
Arkansas	10000 lbs	New Hampshire	8,000 lbs
California	25,000 lbs in Consol Region, 14,000 lbs out of Consol Region	New Jersey	11,000 lbs
Colorado	11,000 lbs	New Mexico	14,000 lbs
Connecticut	7,000 lbs	New York	7,000 lbs
Delaware	6,000 lbs	North Carolina	12,000 lbs
Florida	12,000 lbs	North Dakota	7,000 lbs
Georgia	13,000 lbs	Ohio	8,000 lbs
Idaho	12,000 lbs	Oklahoma	12,000 lbs
Illinois	10,000 lbs	Oregon	25,000 lbs
Indiana	8,000 lbs	Pennsylvania	6,000 lbs
Iowa	9,000 lbs	Rhode Island	10,000 lbs
Kansas	10,000 lbs	South Carolina	16,000 lbs
Kentucky	8,000 lbs	South Dakota	6,000 lbs
Louisiana	12,000 lbs	Tennessee	14,000 lbs
Maine	8,000 lbs	Texas	11,000 lbs
Maryland	6,000 lbs	Utah	19,000 lbs
Massachusetts	11,000 lbs	Vermont	7,000 lbs
Michigan	8,000 lbs	Virginia	7,000 lbs
Minnesota	7,000 lbs	Washington	19,000 lbs
Mississippi	18,000 lbs	West Virginia	6,000 lbs
Missouri	11,000 lbs	Wisconsin	8,000 lbs
Montana	18,000 lbs	Wyoming	10,000 lbs

If there are orders with the same arrival date that are destined to one Meijer DF and are over 700 cube or the amounts listed in the above table or 8 or more standard pallet positions, Meijer will route as a truckload. Reference page 32 for consolidation requirements.

If a vendor routes LTL and the PO meets the requirements to route truckload, the vendor will be debited for the full cost of the freight.



## General Merchandise Routing Instructions - Canada

### Collect Shipments:

FOB Origin - Freight Collect purchase orders are imports into the United States. Please refer to the separate *Meijer International Logistics Vendor Guide* on [www.meijervendor.net](http://www.meijervendor.net) for shipping and documentation requirements.

### Prepaid Shipments:

#### LTL

Please use a Meijer preferred LTL carrier from the provided list. If a preferred carrier is not utilized, the vendor may be subject to charges and deductions.

#### Preferred for region:

Estes Express Lines	<a href="http://www.estes-express.com">www.estes-express.com</a>	(804) 353-1911
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### Truckload

Select the carrier of your choice for truckload deliveries. Please ensure that the selected carrier can pick-up on the scheduled date and make a delivery appointment in accordance with the instructions provided in this guideline. The vendor will be responsible for Meijer DF unloading charges for prepaid loads.

## Instructions on Using FedEx Compliance Requirements

On FedEx shipments, Meijer requires the electronic transmission of the Meijer Purchase Order number for all parcels. The Meijer Purchase Order number must be entered into the Purchase Order Reference Field on the FedEx automated shipping system (FedEx Ship Manager, FedEx Ship Manager at [FedEx.com](https://www.fedex.com) or a FedEx compatible shipping system). Only the Meijer PO number should be entered into this field. Designations of the Meijer Buyer or Merchandising Key number, or utilization of PO or other designations, will result in non-compliance. Meijer will charge Vendor \$25 per package for failure to comply. For store direct and fuel station shipments, the three-digit Meijer Store number must also be included in the “Ship to Name” information.

## To Ship a FedEx Ground, Collect Package on FedEx Ship Manager

Follow this simple process with FedEx Ship Manager for Shipments using the FedEx Ground COLLECT option. To ship a FedEx Ground, collect package on your FedEx Ship Manager system, contact FedEx technical support at 1-800- GOFEDEx to enable this function.

**1 Recipient Information:** Complete the recipient information. If shipping to this address again, click “Save in/Update my address book” for faster access in the future. Please include the three digits of the Meijer Store or Fuel Station Number if required.

**2 Sender Information:** Confirm the sender information or change if necessary.

**3 Package and shipment details:** Select FedEx Ground® as the service type; then select the package type to be used for your shipment.

**4 Billing details:** Select “COLLECT” in the drop-down menu. Only use the COLLECT option when instructed by the recipient. A FedEx account number for FedEx Ground COLLECT shipments is not required. Enter the reference or Purchase Order numbers in the appropriate fields. Meijer Purchase Orders and Meijer vendor names are required.

**5 Ship:** Click “Ship.” Print your shipping label and affix it to your shipment.

1. Click on ‘Ship’ button.
2. Select ‘Recipient’ or if this is a new address type in the recipient’s address.
3. Enter all information, include three-digit Meijer store number, if required.
4. If shipping from somewhere other than the vendor’s location, include Meijer Vendor Name in a reference field.
5. For further questions on using FedEx Ship Manager, please contact FedEx’s technical support at 888-670-8981.

## To Ship a FedEx Ground, Collect Package via the Internet:

Shipper will need Internet access, an inkjet or laser printer, and a FedEx account number. Call 1-800-GOFEDEX or go to [www.fedex.com](http://www.fedex.com) to set up an account.

1. Login to <http://www.fedex.com>.
2. Click the “Ship” tab.

1

**From:** Verify the sender information

2

**To:** Enter the recipient information, including three-digit Meijer Store Number, if needed. If shipping to this address again, check the “Save new recipient in address book” box for faster access in the future. Select “Perform details address check” to avoid incurring address correction fees.

3

**Package & Shipment Details:** Select FedEx Ground® as the service type; then select the package type for your shipment

4

**Billing Details:** Select “Collect Authorized Ground Accounts only” in the “bill transportation to” field. Only use COLLECT option when instructed by the recipient.

A FedEx Account number for FedEx Ground COLLECT shipments is not required

Enter your required reference information, Meijer Purchase Order number and Meijer Vendor Name, in the “your reference” field, and if additional reference fields are required, click “More reference fields.”

Select optional services, such as: find a drop-off location, schedule a

5

**Complete Shipment:** Save the changes to your shipment profile or add the new contact to your shipment profiles by checking the “Save in/update my address book” selection and click “Ship.” At the next screen, confirm your shipment details, and click “Ship.”

3. Log on or register as a new user.
4. Enter all information, including three-digit Meijer Store Number, if required.

- In the “Purchase Order Reference” field, enter the Meijer Purchase Order number. For assistance with meeting the Meijer requirements for electronic transmission of the Meijer Purchase Order, please contact your locally based FedEx Computer Integration Consultant.

If shipping from somewhere other than the vendor’s location, include Meijer Vendor Name in a reference field.

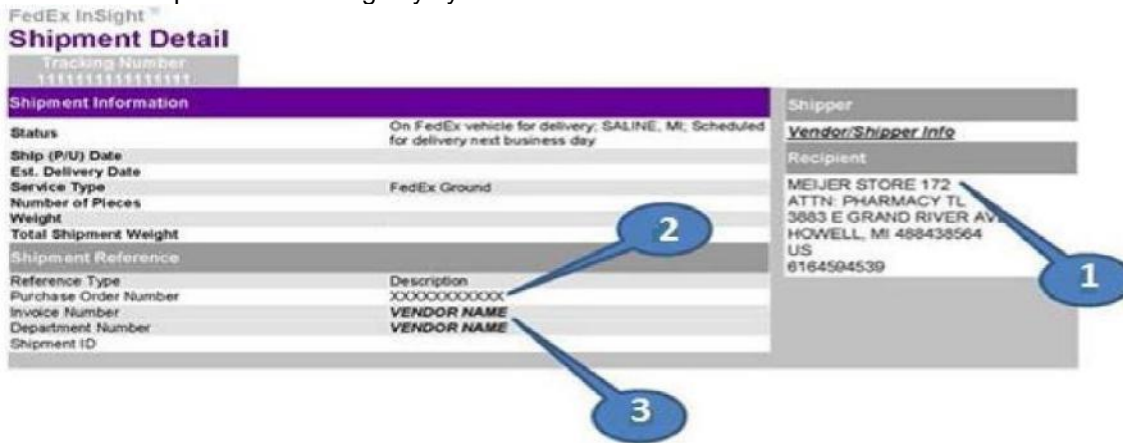
- When complete entering all shipment information, click the “Continue” button to print the shipping label.
- For further assistance please contact the FedEx Ship Manager at [fedex.com](http://fedex.com) or call FedEx’s technical support at 1-800- GOFEDEx.

### Tracking FedEx Packages:

- FedEx packages can be tracked on the Internet at [www.fedex.com](http://www.fedex.com) and click the “Track” tab.
- Visit <http://www.fedex.com/us/fcl/pckgenvlp/insight/> to learn more about proactive tracking of packages using FedEx InSight.
- FedEx packages can be tracked using the tracking number or Purchase Order reference number.

### FedEx InSight

Meijer requests that all vendors establish FedEx InSight accounts. The FedEx InSight application enhances shipment visibility. The use of FedEx InSight will allow the vendor to ensure compliance with providing Meijer the Purchase Order number in the correct format and validate that transmission of electronic package level detail is processed correctly. Ensuring Purchase Order information is present in FedEx InSight will help avoid chargebacks for not providing the Meijer Purchase Order number. FedEx InSight would also be a beneficial tool to ensure that data transmissions are still correct following any enhancements to order processing and shipping systems. Meijer requests the validation of the Purchase Order transmission process following any system modifications.



The four fields to validate are:

- Meijer Ship-To Name format:** If the delivery is to a Meijer Store or Fuel Store validate that the Store Number is in the first line of the Recipient Address and that Store Number is formatted correctly to Meijer specifications.
- Meijer Purchase Order format:** PO number is in Reference Field titled “Purchase Order Number” and that the PO Number is formatted correctly to Meijer specifications.
- Ship from Information . Meijer Vendor Name in Reference Field:** For shipments not originating directly from a vendor’s location (e.g., a logistics service provider or a drop ship location), validate that Vendor’s name (as appears on Meijer PO) is in one of the miscellaneous reference fields.

**\*\*Note:** The title of the reference field may not indicate the field is populated with the Vendor name (in the sample below it states "Invoice Number"). This is acceptable as Meijer only references the field data and not the title of the field.

4. Collect purchase orders ship via "FedEx Ground Collect."

Meijer requires all Vendors shipping Small Parcels FedEx Ground to complete a self-validation upon the first shipment to Meijer following:

1. Becoming a new Vendor to Meijer
2. Changes to Vendor hardware, software, systems, or procedures related to the Vendors shipping to Meijer via FedEx Ground.

## E2Open SIM Inbound Portal for Vendors

Vendors who utilize the E2openTMS SIM Portal must follow the outlined instructions. Utilizing the SIM Portal is a privilege that will be revoked if the procedures are not followed correctly.

All requests for routing must be entered into the portal at least 48 hours before the planned ship date. If the business does not allow 48 hours, then orders must be entered before noon (EST Time) on the business day before the planned ship date.

If at any time there are missing POs (PO cannot be found), email [routing@meijer.com](mailto:routing@meijer.com) immediately to inform Meijer Logistics of the POs that cannot be found so that they can be downloaded.

The comments for each truck must include the number of POs on that given truck so Logistics knows which orders to combine. As an example, if there are two truckload shipments with the first truck containing six POs and the second truck containing 5 POs, the comments should state the following for each order:

**Truck1, 6 POs**

**Truck 2, 5 POs**

## E2Open Logistics Advisory Notices

Meijer may set up E2openTMS advisor notices for any vendor that wishes to receive them. TMS advisor notices are automatic emails which are generated on orders routed for your company. Advisor notifications list the carrier's name, Meijer purchase orders, pick and drop locations, along with the date's orders are routed for pick and drop. Please email [logistics@meijer.com](mailto:logistics@meijer.com) and provide them with the vendor's name, ship location, and email address of who wishes to receive these notices.

# Delivery Appointments

## Distribution Facilities Delivery Appointments

1. Meijer requires delivery appointments at all our Distribution Facilities. All carriers and vendor private fleet trucks must have a delivery appointment and an appointment Load ID.
2. LTL shipments via common carriers: our preferred carriers will schedule the delivery appointment at the Meijer facility. Do not request "Notification Prior to Arrival" on your LTL Bill of Lading.
3. Vendors should not schedule a delivery appointment unless the shipment is being transported by a private fleet. To prevent duplication of appointments by a vendor and a carrier, only the carrier should request an appointment.
4. Although delivery appointments can be made up to 1:30 PM for the following day's business, we encourage making appointments much earlier. Truckload carriers can request for a delivery appointment at time of pickup for any given load.

## VendorNet Appointment Scheduling

1. Delivery appointments at Meijer Distribution Facilities are scheduled by going to <https://vendornet.meijer.com> under Shipping & Delivery > Appointment Scheduling
2. Instructions for using the Appointment Scheduling System can be found by clicking on "Help" in the upper left corner on the screen of the application.
3. Your carrier or your company truck is required to have a current valid Standard Carrier Alpha Code (SCAC). Information on how to acquire a SCAC is found by navigating to Shipping & Delivery > Domestic > Appointment Scheduling > Appointment Scheduling Help Document.
4. Appointment times will be communicated within 4 business hours. Business hours are from 6AM to 2PM, Monday thru Friday.
5. Upon submission of the appointment, an email reply from [Scheduler@Meijer.com](mailto:Scheduler@Meijer.com) with your appointment information will be sent. The confirmation will include appointment date, time and appointment Load ID will be emailed back to the carrier.

The delivery appointment must be scheduled by the date of pick-up to reduce the changes that may occur to scheduled loads. Loads that deliver Saturday through Monday must be scheduled by Friday 2:00 PM. If carrier is unable to make a scheduled appointment, carrier is required to notify Meijer by 2:00 PM on the business day before the scheduled date for delivery. Carriers who disregard or continually violate this policy will be removed from routing.

*Appointments are not required at store locations.*

## Pleasant Prairie Distribution Delivery Instructions

All carriers, suppliers, & contractors destined to the Meijer DF Complex in Pleasant Prairie, WI are required to utilize the following route for deliveries and upon leaving the complex.

### ***Delivery Routing***

Interstate 94 to Exit 347... East on Route 165 (104th Street) to... Route 31 North (Green Bay Rd)

***Main Complex Entrance is located at:***  
8900 Green Bay Rd.

## Pharmacy Distribution Area (PDA Deliveries)

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

## Pharmacy Central Fill Appointment Scheduling

### **Central Fill Fort Wayne, IN**

- Delivery appointments are scheduled by directly contacting the facility via phone at (260) 310-6422
- Receiving Hours are from 11:00 AM - 5:00 PM, Sunday through Thursday

### **Central Fill Livonia, MI**

- Delivery appointments are scheduled by calling (734) 391-2300
- General deliveries are taken from 8:00 AM to 5:00 PM
- 

## Meijer Produce Delivery Scheduling

All split loads scheduled to deliver at two DFs on the same day will be scheduled for the earliest available at the first DF. When scheduling delivery appointments for split loads, please make sure it is notated in the comments of your request. The truck will have to keep in touch with the first DF to get unloaded timely and then drive directly to the next DF. The truck must arrive to the second DF before 10:00 AM to get unloaded on the same day.

Requests to make the delivery one day early must be made by contacting the buyer to get approval. Some examples of reasons of why we cannot accept the delivery a day early are:

1. The buildings have excessive inbound loads.
2. The DF is too full of inventory on this item and has no space currently.
3. Meijer routed trucks have the unloading provided at no cost to the carrier.
4. The vendor will be debited the unloading costs for vendor routed trucks.

## Requesting a Standard Carrier Alpha Code (SCAC)

When a new SCAC code is requested from the National Motor Freight Traffic Association (NMFTA) using the application from the web site, it takes approximately a week and a half to process the request and generate the certificate to be mailed back to the requestor. If after that time the applicant does not receive the certificate, the NMFTA can fax a copy of the certificate providing the assignment has been made and is already enroute to the applicant via US Mail.

The NMFTA sends out reminders for renewal for carriers that already have obtained a SCAC. The NMFTA website is <http://www.nmfta.org/>. A copy of the request form and instructions can be obtained from this site.



# Shipping: Compliance and Debits

## Shipment Planning Debits

Vendor disputes for shipment planning debits will be denied. Vendor adherence is required.

### ***Shipping Paperwork / Bill of Lading***

If a shipper does not include the Meijer Purchase Order Number on the bill of lading or PRO, Meijer reserves the right to debit for freight charges incurred, or a \$100 minimum per shipment.

### ***Incorrect Ship-To Address***

If a shipper does not reference the correct delivery address from the Meijer Purchase Order on their shipping documents, Meijer reserves the right to debit \$100.00 for each occurrence. Please ensure that your order processing files have been updated to reflect the correct addresses of Meijer stores and distribution facility locations.

### ***Appointment Scheduling***

Failure to make an appointment by 2:00PM the day before the arrival date may result in a \$25 administration fee.

### ***DF No Call No Shows***

If your carrier or your vendor truck fails to show for the appointment or is late for an appointment and does not make Meijer aware prior to the appointment time, Meijer reserves the right to debit your account a minimum of \$500 or 5% (whichever is greater) of the invoice for the missed delivery.

If the carrier or vendor truck causes Meijer to run out of stock and it is necessary to purchase from a local vendor, the carrier or vendor may be debited for the difference in cost to purchase this product or may be debited for the lost profit due to out of stocks.

### ***Not Scanning Bills at the Load Control Center***

If your driver fails to scan their bills at the kiosk at the load control center, there will be \$25 administration fee.

### ***Switching Charges***

Prepaid Vendors will receive a debit for switching at each DF of \$35 per trailer. This will be for vendors or vendor's carriers who have elected to participate in the drop trailer program.

### ***Vendor Retrieval for POD/OS&D reports***

Meijer's Unloading Providers are no longer sending out POD/OS&D reports. POD/O&D reports can be retrieved from mFolio. mFolio can also send automatic e-mails for POD/OS&D reports. It is the vendor's responsibility to provide updated POD/OS&D contact information. Failure to do so could result in not receiving the reports. Any request to retrieve POD/OS&D paperwork, due to not having correct contact information in place, will be subject to a \$25 admin fee. Please send an e-mail to the appropriate logistics operations team for updated changes.

grocery: [grocerylogistics@meijer.com](mailto:grocerylogistics@meijer.com); produce: [produce@meijer.com](mailto:produce@meijer.com); perishables: [perishables@meijer.com](mailto:perishables@meijer.com); general merchandise: [logistics@meijer.com](mailto:logistics@meijer.com)

## Load Efficiency Debits

Vendor disputes for load efficiency debits will be denied. Vendor adherence is required.

### ***Unacceptable Pallet Quality***

Pallets found to be outside of the Meijer pallet specifications resulting in the need for product to be restacked onto a good pallet will incur a **\$50.00** charge per pallet. If product arrives on a bad pallet and Meijer determines it cannot be moved safely through our distribution system, the **\$50.00** charge per pallet will also apply.

### ***Product Loaded on the Floor or on Slip Sheets***

Vendor will be charged **\$50.00** per built pallet. Imports are excluded from this charge.

### ***Product Overhang, Overweight Pallets***

Pallets that are required to be restacked due to product damage, leaning product, product overhanging the pallet or pallets exceeding weight requirements will be debited **\$250.00** per Purchase Order.

### ***Packaging Issues***

Carton packaging that is not labeled per Meijer carton requirements, trays or flaps that are not securely glued, and product in open cases that require additional handling will incur a charge of **\$250.00** per Purchase Order.

### ***Mixed Product***

Product ordered in full pallet or layer quantities that are mixed throughout the pallet or trailer will incur a **\$250.00** charge per Order. Product ordered in layers must be organized horizontally on the pallet in full layer quantities.

### ***Consolidation or Split Loads Sequential Order***

Internal DF Consolidation loads, or split loads not loaded in the sequential order outlined in the Meijer Internal DF Consolidation Guidelines in the VRRG will be subject to a \$250 penalty per load.

## Carrier Compliance Debits

Vendor disputes for carrier compliance debits will be denied. Vendor adherence is required.

### ***Non-Preferred LTL Carrier***

A vendor debit of \$500 will be issued for each Purchase Order that is shipped via a non-preferred LTL carrier. If a non-preferred carrier is utilized, Meijer will debit the Vendor \$500 in addition to any accessorial charges that a non-preferred carrier may bill directly to Meijer. These charges would include notification, driver detention, single shipment fees, inside delivery, sorting, and segregation fees, etc.

### ***Orders Shipped Via LTL Instead of Small Parcel***

FedEx Ground must be used for individual package shipments to Meijer locations if the aggregate weight of the shipment is both less than 300 pounds and less than or equal to 20 cartons. Failure to do so will result in a chargeback for the full transportation cost.

### ***FedEx Shipments***

On FedEx shipments, Meijer requires the electronic transmission of the Meijer Purchase Order number for all parcels. The Meijer Purchase Order number must be entered into the purchase order reference field on the FedEx automated shipping system (FedEx Ship Manager, FedEx Ship Manager at [FedEx.com](https://www.fedex.com) or a FedEx compatible shipping system). Only the Meijer PO number should be entered into this field. Meijer will charge vendor \$25 per package for failure to comply.

### ***Failure to Consolidate Same Day Shipments***

All POs shipping on the same day from one location to one Meijer destination must be combined onto a Master Bill of Lading. Failure to combine multiple-same day shipments from the same location onto a single Bill of Lading will result in a chargeback for the full transportation cost of the multiple shipments.

### ***Detention and Layovers***

Meijer is increasingly concerned about the assessment of detention and layover charges imposed by our carriers. Most of these charges result from the shipper's failure to provide the product when our carrier arrives. To avoid delays resulting from product unavailability or backups at the point of origin, Meijer encourages all our shippers to communicate with our carriers, schedule appointments, and immediately notify Meijer and the carrier if delays occur.

If a detention or layover charge is assessed against Meijer, and such charge results from product unavailability, backups, or delays at the loading location/point of origin, Meijer will debit Vendor with the amount of the charge.

For all truckloads, with the exception of produce, carriers are allowed two hours of "free time" before detention charges will be assessed. The detention charge will be \$50 per hour with a maximum charge of \$350.00 per 24-hour period and each day thereafter. Detention/layover charges will be debited back to the Vendor.

Produce Carriers will be allowed five hours of "free time" before detention charges will be assessed. The detention or layover charge will be \$50 per hour with a maximum charge of **\$350.00** per 24-hour period and each day thereafter.

The "free time" period (and subsequent detention or layover charges) for carriers that arrive early for an appointment will not commence until the pre-approved appointment time, and the "free time" period and such charges for carriers that arrive late for a pre-approved appointment will not commence until the carriers' actual arrival time.

"Layover" occurs when they cannot start or complete loading at the pre-approved appointment time because of product unavailability, backups or delays, and as a result, the carriers must stay at the origin point until the next day.

## Receiving Product

### Standard Receiving

Meijer facility detail checks in the quantity of each product, utilizing the carton or product label information. EDI ASN data can be utilized to update the Purchase Order quantity, based on buyer and business direction. Product is received by UPC.

Meijer reserves the right to debit a vendor for late/inaccurate ASN data, or if the label is does not provide the correct data for receiving to occur.

### UCC128 Pick & Pack

Meijer utilizes the GS1-128 Pick & Pack Carton label to receiving in product. Other industry terms for this process are "quick response" or "license plate" receiving. Product is packed by store and vendor must have EDI capability for the ASN transaction as well as the technology to produce GS1-128 labels. Vendor must have completed the necessary EDI testing and achieved audited receipt status. Purchase Orders will be transmitted with store specific requirements.

Vendors are responsible to transmit PO quantities to Meijer via the EDI 856/ASN transaction. The ASN must be received by Meijer prior to product arrival at Meijer facility.

- At the time of delivery, receiving personnel scans the SSCCC-18 barcode on the GS1 128 label. The ASN data associated with barcode contains the case or pallet detail necessary to complete the receiving transaction.
- Random audits are systematically generated and performed against the ASN.
- Audit selection rotates among the stores and performed as deliveries are received at store.

Please check with your Buyer or the Meijer Supply Chain Planning department to learn more about converting to UCC128 receiving.

*Note: The ASN/Audited Receipt results, applied in terms of products and quantities, overrides any/all Proof of Delivery, Invoices, or Bills of Lading (BOLs) signed by the receiver at the time of delivery.*

### Direct Store Delivery (DSD)

Direct Store Delivery Vendors agree to handle all functions of store returns, including collection, centralized processing and paperwork, loading, and return delivery. If Meijer incurs additional costs because the vendor did not handle damages accordingly, the vendor will be charged.

Visit <https://vendornet.meijer.com> under Vendor Documents>Receiving>Meijer DSD Vendor Guidelines for additional Vendor Requirements.

**Receiver Scan** detailed check in process is performed by the Meijer Receiver. \

**Vendor Scan** - The vendor scans their order at the store which creates a PO. Random audit (systematically generated) is performed by Meijer Receiver.

**NEX** - Vendor creates store specific order at their facility and sends a NEX transaction that reflects the product on that order. The NEX transaction is received at Meijer prior to the shipment arriving at the store. When the product arrives at the store, the Meijer Receiver enters the PO, and an audit is performed on a systematically generated audit (every load at every store is audited). The rest of the load is automatically received based on the NEX transaction data. Standard Receiving or ASN/Audited Receipt methods can also be used for DSD vendors.

## Scan Based Trading (SBT)

Scanned Based Trading (SBT) is a supply chain program in which Meijer pays a vendor for the number of goods scanned through the checkout registers, rather than the number of goods received. SBT vendors deliver product to Meijer under the Master Terms and Conditions. SBT transactions are characterized by the following:

- If product is delivering to the store, no receiving is performed at the backdoor, and no paperwork (i.e., invoices, delivery receipts) is processed. If product is delivering to the distribution facility, proper paperwork is required, see Shipping Preparation Section for additional information.
- Vendor owns the inventory until the time it is sold to a customer.
- If the product supplied by a vendor for resale is also consumed for store use, a process is in place to ensure that the vendor is properly paid for those goods.
- 

## Delivery and Inventory Management

Vendor must deliver the Products in the Meijer-specified allowable quantities to Meijer's designated locations, freight prepaid, or as agreed upon with the buyer. Vendor must maintain the proper product mix, fill to planogram, and adhere to the zero tolerance out of stock policy. SBT vendors can deliver product to the stores 24 hours a day, 7 days per week. Delivery of SBT product must be done through the back-receiving doors. Any exceptions resulting from special business requirements must be approved by Meijer Corporate Operations staff. For deliveries to the DF, product must be scheduled for delivery.

Outbound product must also go through the back receiving doors. To protect the assets of both Meijer and the vendor, the manager in charge or designated receiving clerk must inspect carts/boxes before they are removed from the store. There is no need to prepare credits for outbound product (vendor returns). For product that is shipped into the Meijer location, disposition will follow the agreed upon method per the non-Saleable terms.

Meijer has the right to check the integrity of the Uniform Product Code ("UPC") on each item that is delivered. Products having UPCs which do not scan, or which scan incorrectly may be treated, in Meijer's sole discretion, as either (1) Non-Conforming Products as defined in Vendor Requirements and Reference Guide or, (2) unscannable Products subject to all remedies available by law, equity and contract for breach of warranty. All Vendor agents or employees present on the premises of a Meijer store or other facility must follow the Vendor Code of Conduct, which can be accessed at <https://www.meijervendor.net.com>.

## Loss or Damage to Products by Casualty or Act of God

Title and risk of loss to the Products will remain with Vendor until the Products are sold by Meijer in the regular course of business, subject only to any casualty-sharing arrangement, if any, established in the VendorNet SBT Addendum for losses caused by vandalism, theft, pilferage, or unexplained loss on Meijer's premises (collectively referred to as "Shrink"). If Meijer agrees in the VendorNet SBT Addendum to share in Shrink losses of SBT Product, Vendor must adequately document its perpetual inventory to support all loss resulting from Shrink and report same to Meijer on a quarterly basis. Shrink is calculated over all Meijer locations participating in scan-based trading on an aggregate, grand total basis. The parties must decide, based on that quarterly report, the dollar amount, if any, of Meijer's share of Shrink, and Vendor must invoice Meijer for such amount with payment terms of net 45 days from receipt of invoice. If for any reason (except Meijer's fault or neglect) Vendor does not submit its invoice to Meijer for its share of Shrink on or before 3 months, Vendor will have unconditionally waived its right to any Shrink reimbursement from Meijer for such quarter.

## Accounting

The weekly SBT transaction cycle is established in the VendorNet SBT Addendum. Based on (i) this statement (which will be considered accurate and legally binding on Vendor unless Vendor advises Meijer otherwise within 7 days of receipt); (ii) the previously agreed cost of the Products to Meijer (subject to any markdowns agreed between Meijer and Vendor); and (iii) the payment terms set forth in the Master Terms and Conditions, Meijer must remit the cost of the Products to Vendor.

## Possession and Inventory

Meijer has no obligation to advertise or identify the SBT Products as belonging to Vendor or advise Meijer's customers of such ownership. Meijer has the right to possess the Products for sale to its customers. Vendor, at its expense, has the right to audit the accuracy of the scan-based trading of the Products by taking a physical inventory of the Products at each of Meijer's retail stores where the Products are available for purchase. Any such inventory must be conducted with prior written notice to Meijer and in coordination with Meijer store management so as not to interfere with Meijer's normal operations. Vendor must disclose the results of all such audits to Meijer. Vendor should have the ability to provide the Meijer buying team with a report of Store/UPC inventory on an as needed basis.

## Performance: Compliance and Debits

Vendor Performance is critical to monitoring and improving the effectiveness of our joint supply chain. An increased emphasis on supply chain performance through better measurement and tracking will improve product flow to ensure proper in-stock positions in our stores.

The objective is to encourage vendors to comply with the standards that will drive efficiencies for both Meijer and our vendor community. The associated chargeback policy is intended to recover incremental costs incurred due to non-compliance. Meijer utilizes advanced forecasting, replenishment, and distribution systems, the order quantity on the Purchase Order is the quantity required to meet demand. Deviations from this quantity, both overages and shortages, result in inefficiencies in the supply chain and out of stocks on the shelf.

### On Time

Meijer Purchase Orders reflect Arrival date to the Meijer Facility. If there is a situation that would prevent an order from arriving on the specified date, an email must be sent to the Meijer Buyer or Replenisher and Meijer Inbound Logistics 48 hours in advance of the ship date to coordinate further arrangements. Also include the general inboxes.

Orders that flow through the Distribution Facilities will use Gate-In time stamp compared to PO Expected/Extended Arrival Date for On Time Calculation

- Orders Arriving on or before arrival date are considered on time.
- Promotional PO's are allowed 2 additional days after arrival date

### Collect Orders

The vendor is responsible to ship product to arrive on the order arrival date, as specified on the Meijer purchase order.

### Prepaid Orders

The vendor is responsible to ensure that product is delivered on the Arrival Date, as specified on the Meijer purchase order. There is not an "arrival window".

- Shipments will be debited \$100 per PO or 3% of PO Cost for Purchase Orders, whichever is greater, for PO's that do not arrive On Time

### DSD (Direct Store Delivery)

Arrival time prior to 12 pm to Expected/Extended Arrival Date

### In Full/Fill Rate

Meijer Purchase Orders reflect the quantity needed to meet demand. If there is a situation that would prevent an order from being shipped in full, and email must be sent to the Meijer Buyer or Replenisher in advance to coordinate further arrangements.

- Full Rate is measured for each line item on the PO.
- Threshold for compliance is 94%
- Fill rate on any given line of the PO will be capped at 100% (overage shipments will be received as non-Conforming)
- Fill Rate will be measured against the Original Order Quantity

Purchase order lines that fail to meet the above criteria will be debited 3% of the cost of the shorted goods received compared to the quantity on the PO at the time of receipt.

## On Shelf Availability

Meijer is focused on our customers by providing a high level of On-Shelf Availability (OSA). As a vendor, your company is vitally important in helping us fulfill our corporate goal of 95.5%.

### How is it measured?

- Meijer calculates OSA based on actual customer experience at the shelf through digital transactions and customer feedback; for every digital transaction (at the product level), Meijer receives real-time feedback on whether or not the product was able to be fulfilled.
  - Meijer has thousands of digital transactions daily
    - Data includes: Shipt, Meijer Home Delivery, [Meijer.com](https://www.meijer.com), etc.
- An item will display an OSA metric if it was sold through one of our digital channels, if not the metric will be blank.

### How is it calculated?

- OSA:  $\text{Fulfilled Items} / (\text{Fulfilled Items} + \text{OOS Items})$
- Fulfilled Items: The number of digital items that were purchased.
- OOS (Out-of-Stock) Items: The number of digital items that were not able to be purchased.

## Non-Conforming

Vendor shipments that do not conform to a Purchase Order, including, but not limited to, a closed Purchase Order, an item not on the Purchase Order (or not set up in the Meijer system), item overages, damaged Product, and incorrectly packed items, are “Non-Conforming Shipments.” If, in Meijer’s sole judgment, Vendor makes a Non-Conforming Shipment, Meijer will handle the product in a manner that most efficiently removes the product from the Meijer Location according to Meijer’s internal protocols. The Vendor is responsible for ensuring product is shipped to the Meijer Locations in accordance with what is on the Meijer Purchase Order; any deviation from the Purchase Order that requires additional research and handling by Meijer may be considered a “Non-Conforming Shipment”, and debits may be incurred.

- **Overage:** If over shipment quantities are received, they will be received in at zero cost.

## Re-Pack Compliance

Product that is shipped to Meijer distribution facilities with incorrect inner packs may, at Meijer’s option, be re-packed at the vendor’s expense. Meijer will charge one dollar (\$1) per Meijer Pack (inner pack) plus \$50 administrative fee for nonconforming Product. Meijer reserves the right to debit your account the cost incurred for the use of a re-pack service for correction of wrong pack or UPC issues plus a minimum charge of \$250, (administrative fee).

- **Wrong Pack Size:** Product arrives in the wrong vendor pack size and/or inner pack size according to the Meijer purchase order.
- **UPC Issue:** Product is labeled with the wrong UPC as indicated on the Meijer purchase order, or Product is shipped with no UPC label. The UPC Standards associated with non-scanning UPC’s at the stores still applies as stated in this guide.
- **Mis-Shipment:** Meijer product is delivered to the wrong destination according to the Meijer purchase order, or non-Meijer product is delivered to a Meijer destination (other retailer’s product or non-Meijer SKU).



## Quality Concerns

When a customer in good faith advises Meijer of a quality concern related to the goods and the issue is within the Vendor's control, Meijer may at its option take the following steps:

Debit the Vendor the amount of \$100 for each store where Meijer elects to remove the Vendor's goods from the sales floor because of the quality concern. If the quality concern rises to the level of a documented health risk or other hazard, Meijer will debit the Vendor the amount of \$200 for each store where the goods are removed for that reason.

# Invoicing and Payments

## General Requirements

Every Meijer Purchase Order received by Vendor is governed by the **Master Terms and Conditions** located at <https://vendornet.meijer.com> on the Home Page, or under Vendor Documents.

### **Payment Terms**

Terms of payment will commence on the later of: (1) the date the Products or Service are received at Meijer's designated location, or (2) the date stated on Vendor's invoice to Meijer for the Products, or (3) for based on negotiations for import when product leaves the port. For indirect, Ariba allows up to 3 days backdating for invoicing, and terms will apply to invoice date.

1. Invoices must be submitted by either EDI or Web Invoice on the Meijer VendorNet (<https://vendornet.meijer.com>) under Orders & Payments>Invoices for direct or on the Ariba Network for Indirect
2. Vendor will invoice Meijer for the Products no later than 180 days after the date the Goods were received or the Services were rendered, provided that the failure to issue an invoice was not caused by Meijer's act or omission.
3. A complete and correct purchase order number, ship-to address (including Meijer location number), and remit-to address must be included on your invoice(s). Invoices without a purchase order number will be returned unpaid.

**NOTE: Meijer may charge an administrative fee of up to \$75 per invoice for paper invoices.**

4. Meijer has a centralized Accounts Payable Department. Please do not leave invoices at a receiving location or mail invoices to those locations. Invoices left at a receiving location will cause delay of payment.
5. Please verify the cost and quantity listed on the purchase order is correct prior to fulfilling the order. Any additional costs / quantities listed on your invoice but not listed on the purchase order are not authorized by Meijer and will not be paid.
6. For tax assistance, please call our staff tax accountant at 616-791-3823. Purchase Orders do not contain a tax message. If a purchase is tax exempt, the purchase order will be sent with an exemption certificate specific to that PO.
7. Invoices are per shipment per Purchase Order
  - WEB - Only one invoice per location is allowed.
  - EDI - The invoices should be transmitted to Meijer based only on the N1 segment of the ship-to location, not the pick-for location.
  - **Direct Store Delivery, Corporate Purchase Orders:**  
**One Invoice per Location per Purchase Order, for example:** PO number 123456 for store 19, 20, 21, and 22. Each store does its own receiving. This means Accounts Payable requires (in this example) four invoices referencing stores 19, 20, 21, and 22 in the ship-to address. For EDI invoicing vendors, please send one invoice per SDQ.
  - **Direct Store Delivery (DSD), Vendor/Receiver Scanned:**  
For Vendor to be paid in a timely manner, we require that Vendor email an electronic weekly statement (preferred excel) from your company within 7 days from the last delivery date (Saturday). This statement should be emailed to [dsdstmt@meijer.com](mailto:dsdstmt@meijer.com).
8. Meijer preferred method of payments is ACH/EFT. Electronic payments are process M-F (non-holiday's) while

paper checks are processed on Wednesdays only. Moving to an electronic payment, a 5-day grace period is added to the timing of the payment. This is not adjusted by terms.

9. Vendors shall comply with Meijer's Check Fraud Affidavit Compliance Policy located on the VendorNet.

### Debit dispute, Unpaid or short paid Requests

For direct disputes, all challenges must be submitted on the Claims Management System (CMS) within 90 days from receiving our check. Our normal turnaround time for payment or explanation is approximately 60 - 90 days.

For inquiries regarding unpaid invoices and or deductions on received checks, use the Vendor Claims Management System (CMS). Allow a minimum of 30 days from the submission date for a response. Instructions regarding how to file a claim in CMS can be found at <https://vendornet.meijer.com> under "**View Claim Submission Instructions**" link in the Accounts Payable Query.

For indirect payment information, please go to the Ariba Network.

### ***Invoicing Compliance***

Vendor will be debited \$75 for our time to research correspondence which is not submitted on the VendorNet in CMS. Please carefully follow the VendorNet instructions on how to submit your inquiries.

### ***Freight Terms***

If the purchase order is collected and Vendor chooses to prepay and chargeback the freight on the invoice, Meijer will deduct the full amount of your freight chargeback as a freight term violation.

For accounts payable assistance or questions regarding a debit memo or status of payment, Vendor must contact the Meijer Vendor Services Helpline at 616-791-3933 or e-mail address at [vendserv@meijer.com](mailto:vendserv@meijer.com).

Meijer Accounts Payable mailing address:

**Meijer  
P.O. Box 1610  
Grand Rapids, MI 49501**

## Post Audit Guidelines

This section is an overview of Post Audit Guidelines that will be used by Meijer, with the intent to create a consistent review policy and provide the merchants and vendor community with Meijer's expectations. Outside audit firms contracted by Meijer will also follow the guidelines established in this document.

### General

#### Audit Timing

- Meijer strives to complete audits in a timely manner, and claims will typically be issued within two years of the transaction's year end close (in accordance with FMI guidelines).

#### Current Marketing Funds

- Allocation of current or future vendor promotional funds is not to be impacted by the resolution of post audit claims.

#### Disputes of Deducted Claims

- We require our vendors to submit all disputes through the Claim Management System (CMS) in the AP Query Application within 90 days following the date of the deduction.
- Instructions regarding how to file a claim in CMS can be found at our website <https://vendornet.meijer.com> under "View Claim Submission Instructions" link in the Accounts Payable Query Application
- Vendor account will be assessed an administrative fee of \$75.00 for not submitting claims through CMS.
- Claims that are older than 90 days from the original deduction date will not be researched and will be automatically denied.
- Allow 45-60 days from the date received for a response.
- Inquiries concerning chargebacks or claims be reviewed through the Accounts Payable Query or contact Vendor Services Help Line at 616-791-3933. To submit a request for contact complete the form [Accounts Payable Contact Form](#)

## Claim Processing

### Claims less than \$10,000.

- If the total claim amount is less than \$10,000, the claim will be auto deducted.
- If the total claim amount exceeds \$10,000 but there was a trade agreement in place, proof of performance, and no termination trade agreement in place, the claim will be auto deducted.

### Claims greater than or equal to \$10,000.

- Vendors will be sent claims electronically (e-mail, claim repository, portal, etc.). These claims will include all relevant documentation and will also include a response deadline.
- The auditors are responsible for following up with the vendor to ensure that they received the documents and offer to discuss the issue(s).
- Any claims not responded within 30 days, will be auto deducted.
- If the vendor seems to be reviewing these issues in good faith, requests for extensions may be granted, with approval from Deals & Post Audit Manager.

### Claim Types

**Scan / Billback Allowances** - Meijer will reconcile scan promotions to ensure that all products sold during the promotion at the promotional retail was billed to the vendor. Possible claim types generated include, but are not limited to the following:

- Promotion not billed – missed allowance during promotion based on contract, planner, promotional history, or other supporting documentation.
- Quantity billed short during promotion (may be due to a variety of reasons, including incorrect stores or incorrect dates on the Trade Agreement)
- Wrong scan rate billed.
- Missed “like item” – all flavors, colors, etc. (family of items) of the same product should qualify for the same funding during promotional events.
- CM Promo – missed billing or underbilled based on basket sales.

### Off-Invoice Allowances

- Missed EDLP allowance – Meijer generally expects EDLP allowances to be received for the full year. Claims may be written for gaps in EDLP allowance timeframes.
- Missed promotional off-invoice allowance during contract dates – any order placed or received within the deal dates will receive all allowances unless otherwise specified.
- “Shoulder” allowances - large orders, shipments, and received goods in promotional quantities just before or after the contract dates should qualify for the deal allowance.
- Shipper / Pallet allowance – the net unit cost paid for items on a shipper/pallet should not exceed the net unit cost paid for the same items when purchased as open stock.

### Pricing

- “Like Item” Pricing – all flavors, colors, etc. (family of items) of the same product should be included in pricing events.
- Shipper / Pallet Pricing – the net unit cost paid for items on a shipper/pallet should not exceed the net unit

cost paid for the same items when purchased as open stock.

- Price protection – Product purchased prior to a cost increase is owned in inventory at the higher cost and should be protected down to the new, lower cost. This is calculated as [(Old Cost – New Cost) \* On Hand Inventory], unless otherwise negotiated between the buyer and vendor.
- Same day pricing – merchandise shipped or invoiced on the same day should receive the same net costing. The lowest valid price for an item should be paid by Meijer.
- Late notice of cost increases: Meijer should be given 60 days' notice of cost increases. If a cost increase notification is sent to Meijer less than 60 days prior to the effective date, Meijer is not responsible to pay the higher cost for the 60-day time period.

#### **New Item Introductory / Slotting Allowances**

- Slotting allowance amounts listed on an agreement between the vendor and Meijer will be billed. If no agreement is available, the amount being claimed will be based on historical trends for similar items.

#### **Rebates / Volume**

- Unless otherwise negotiated, rebates will be calculated based on gross purchases within the calendar year.

#### **Damaged / Defective Allowance**

- Meijer should be compensated with a defective allowance for vendors with a non-saleable agreement that indicates a compensation method (billback or off-invoice). If a compensation agreement is not available, historical agreements will be used to determine the amount due to Meijer.

#### **Advertising Fees**

- Co-marketing advertising blocks . the typical cost for an ad block on a co-marketing ad page is \$25,000.
- Flat ad fees . Ad fee amounts listed on an agreement, planner, or other supporting documentation will be billed. If no agreement is available, historical trends may be used to determine the funding due to Meijer.

#### **New Store / Remodel Allowance**

- An allowance may be agreed upon between Meijer and the vendor to support the opening of new / remodeled stores. This allowance is typically a fixed amount to be collected for each new opening.

#### **Cash Discount**

- Cash discount will be calculated on the gross item cost, prior to any allowances or discounts, unless an alternative cash discount has been negotiated between the buying department and vendor.

#### **Excessive Defectives**

- If the actual value of the defective merchandise destroyed exceeds the defective allowance received by Meijer, the difference will be claimed.

#### **Miscellaneous negotiated funding for discussion**

- Price increase within deal period: costs should not increase on promotional items during a deal period.
- Promotional purchases did not cover the full promotion: if sale totals during the promotion are greater than purchase totals at the deal cost, the promotional deal cost will be applied to prior orders.

This is not an all-inclusive list of audit procedures. Meijer reserves the right to audit other areas of purchasing business.

## Contact Information

Meijer recommends that you log into to Meijer VendorNet a minimum of monthly to review announcements that are posted to the Welcome Page. For indirect suppliers, updates are posted to the Supplier Information Portal on the Ariba Network.

For questions related to sections within this document, please contact the appropriate area:

**Appointment Scheduling** - [contact appointments@meijer.com](mailto:appointments@meijer.com)

**General Routing** (including Hazardous shipments) - [contact routing@meijer.com](mailto:routing@meijer.com)

**Dry Grocery and Drug Store Routing** - [contact grocerylogistics@meijer.com](mailto:grocerylogistics@meijer.com)

**General Merchandise Shipments** - [logistics.logistics@meijer.com](mailto:logistics.logistics@meijer.com)

**Perishables Shipments** - [contact perishables@meijer.com](mailto:perishables@meijer.com)

**Produce and Real Time Temperature Monitoring** - [contact produce@meijer.com](mailto:produce@meijer.com)

**Import Ultimate Consignee** - [customs.compliance@meijer.com](mailto:customs.compliance@meijer.com)

**Reverse Logistics regarding product returns, recalls, non-damage returns** - [contact reverse@meijer.com](mailto:reverse@meijer.com)

**DSD Statements** - [dsdstmt@meijer.com](mailto:dsdstmt@meijer.com)

**General Questions** - [contact meijervendor@meijer.com](mailto:meijervendor@meijer.com)