



STANDARD OPERATING PROCEDURES

Vendors and Carriers

Version: 4.10

November 2020

Disclaimer: It is our expectation that all vendors and carriers of Loblaws Inc comply with the guidelines set forth in this document to assure our partnerships remain efficient and cost effective. Furthermore, the vendor and carrier shall realize that all products delivered in accordance with Loblaws Inc orders must be in compliance with all applicable Federal, Provincial and State laws and regulations. This includes, but is not limited to packaging, labeling and safety requirements. Any resulting *costs* that are incurred by Loblaws Inc due to negligence of the vendor or carrier in this regard shall be fully reimbursed to Loblaws Inc.

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2.2.3 SOCN Process

2.2.3.1 Functionality of the SOCN Tool

2.2.3.2 SOCN Form

5.4 Transportation of Dangerous Goods

Appendix E – E.8 Cornwall (Automated)

Appendix F – DUNs Numbers

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1. Introduction

This Vendor Standard Operating Procedures document is intended for vendors and carriers that fill orders directly to Loblaw's Inc distribution centres. It sets the expectations Loblaw Companies Limited (Loblaw's Inc) has of you as a trading partner.

Please ensure that you review all sections and share this package with anyone in your company that may need this information.

Questions of clarification on the Standard Operating Procedures should be directed to:
vendorstandards@loblaw.ca

1.1 Related Documents

As a supplier to Loblaw's Inc, you likely have multiple contact points with our organization across several functions. You should be familiar with other documents from Loblaw's Inc as appropriate for your relationship. These other documents include:

Supplier Terms and Conditions: Agreement executed by Loblaw's Inc and the Supplier describing the terms of our business relationship. This is required to be executed for all supplying Loblaw vendors including General Merchandise, Apparel, Food, Produce, and Loblaw Brands Limited. *Contact: Category Manager.*

Supplier Code of Conduct: Describes ethical and sustainability standards in the design, manufacture, handling, delivery and shipment of merchandise. *Contact: Category Manager.*

Standard Operating Procedures – Offshore: Sets the expectations Loblaw's Inc has of offshore suppliers. *Contact: Supply Chain Manager or Assistant Supply Chain Manager.*

Vendor Compliance Program Notices: Describe key performance indicators, expected performance levels, and implications for non-compliance. Letters communicating our Vendor Compliance program are being distributed as the program is implemented across our DC network. *Contact: Vendor Compliance Team (vendorstandards@loblaw.ca).*

Vendor Pick Up Agreement: Agreement executed by Loblaw's Inc and the Supplier describing the terms of pickup of Loblaw merchandise orders into our distribution network. This is required to be executed for all supplying Loblaw vendors where we arrange transport. *Contact:*
backhaulrequests@loblaw.ca

1.2 Minimum Computer and Software Requirements

As of August 19th, 2012, we require all suppliers to meet the minimum computer and software requirements in order to process any Loblaw forms.

1.2.1 Minimum Computer System Requirements

Component	Requirement
Computer and processor	500 megahertz (MHz) processor or higher
Memory	256-megabyte (MB) RAM or higher
Hard disk	1.5 gigabyte (GB); a portion of this disk space will be freed after installation if the original download package is removed from the hard drive
Operating system	Microsoft Windows XP with Service Pack (SP) 2, Windows Server 2003 h SP1, or later operating system

When upgrading from Microsoft Office 2003 to the 2007 release you should not need to upgrade your hardware, although you might need to upgrade to a supported operating system.

When upgrading from Microsoft Office 2000 or Office XP to the 2007 release you will have to make sure that your hardware and operating system meet the minimum 2007 Microsoft Office system requirements.

1.2.2 Minimum Software Requirements

Microsoft Office Standard 2007 (On certain Loblaw forms there may be extensive macros added and some of these 2007 macros are not compatible with 2003 version.)

1.3 Vendor and Carrier Standard Operating Procedures (SOP)

Please refer to the Vendor and Carrier Standard Operating Procedures (SOP) for information about Loblaw's requirements for a smooth and efficient supply chain. Current copy of this SOP can be located in the Loblaw Vendor Portal, also note that the Loblaw Vendor & Carrier Standard Operating Procedures gets updated regularly.

2. Order Management**2.1 E-Commerce Standards**

Loblaw Companies Limited (Loblaws Inc) utilizes electronic data interchange (EDI) for day-to-day business transactions with its trading partners. EDI has many benefits including enhanced data integrity and automation of otherwise time-consuming and error prone manual processes (i.e. faxbased ordering and invoicing).

General information on EDI and related industry standards can be obtained from GS1 Canada (info@gs1ca.org). GS1 Canada is a not-for-profit, industry-led association that develops, promotes and maintains global standards for the identification of goods, services, locations and related ecommerce communication.

2.1.1 EDI Transaction Set

Loblaw Companies believes that the ability to conduct business electronically on these and future documents is critical to operating effectively with your firm. The documents required are:

Vendors:

- 850 Purchase Order (Stand Alone or Multipoint)
- 810 Invoice
- 812 Debit
- 830 26 Week Rolling Planned Order Schedule
- 864 Text Message
- 852 Product Activity Data (Approved SBT Suppliers Only) •
- 812 Credit
- 820 Payment Order/Remittance Advice
- 856 (Cross-dock, Direct to Store delivery)
- 856 ASN (Warehouse orders)

Carriers

- 204 Motor Carrier Shipment Information
- 210 Motor Carrier Freight Details and Invoice
- 990 Response to a Load Tender
- 864 Text Message

2.1.2 Certification Provider

Loblaw Companies Limited has entered into a partnership with SPS Commerce for all new vendors/carriers EDI enablement and certification.

SPS Commerce has built an efficient trading process with Loblaw Companies Limited by successfully implementing electronic solutions for all types of vendors/carriers and will work to enable or continue your EDI relationship with Loblaw Companies Limited.

If you are a new vendor/carrier to Loblaw Companies Limited, please ensure your company selects one of the appropriate solutions enabled or certified by SPS Commerce to ensure successful connectivity with our systems.

Loblaw Companies Limited and SPS Commerce have built an Internet portal site to make it easier for you to access program information including mapping specifications, requisite paperwork, connectivity options and company information.

To obtain EDI and other pertinent documents, please visit the link below

<https://community.spscommerce.com/loblaws/>.

2.1.3 New Vendors – Getting Started with Loblaw Companies Limited EDI

Loblaw Companies Limited (LCL) has partnered with SPS Commerce to build a more effective communication process between LCL, SDM and our suppliers. SPS Commerce offers several custom solutions to enable you to comply with LCL and SDM's EDI requirements, even if you do not have an EDI system of your own.

To complete all the required steps in a timely manner, you are required to provide the contact information below and select an appropriate solution for your business to receive and send electronic documents.

What are your Options?

All vendors/carriers are required to temporarily use the SPS Commerce Fulfillment solutions in order to expedite time to market for your products.

If you have EDI capability through your in-house solutions or other EDI third party service, you may coordinate with SPS Commerce to initiate the EDI certification process. Once certification is complete, EDI direct connection with LCL/SDM will be established and SPS Commerce Web fulfillment account may be cancelled.

OPTION 1: EDI Certification (Suppliers that use EDI or existing EDI Service Provider)

Test and validate that your existing EDI system can send and receive EDI documents from LCL and SDM through the SPS testing platform.

*** Note, testing compatibility with SPS Commerce will incur a fee of \$500 USD for one order management model. There is no option to test directly with LCL.*

If you select Option 1, you should visit the SPS Commerce microsite to download LCL/SDM EDI specifications <https://community.spscommerce.com/loblaws/>

OPTION 2: EDI Enabling (Suppliers that do not use EDI)

Receive electronic documents through the SPS Fulfillment service. This pre-built service offers full EDI capability, allowing you to receive order and send the necessary return transactions all within the platform. There are varying levels of system automation within this service. It can operate independent of, or completely connected to your system of record.

Note, there are monthly fees associated with this service.

How do I get started?

Required Contact Information

IMPORTANT: Immediately following your confirmation as a new vendor to LCL/SDM, it is critical that the following information be provided to SPS Commerce.

Vendor Name	Your company name
Vendor #	Vendor number provided by LCL
Name	Your company's EDI contact person
Address	Your company's address

Phone	Your company's EDI contact phone number
Fax	Your company's EDI contact fax number
Email	Your company's EDI contact email

Please fill in the above information by logging onto the following link:

Vendors: <https://spsreferrals.com/loblaws-inc-2/>

Transport carriers: <https://spsreferrals.com/loblaws-carrier-program/>

Once this information is provided, SPS Commerce will contact you in order to discuss the options available, timeframes, and costs associated with this EDI initiative. SPS Commerce can be reached at: 1-866-245-8100, or via email at community@spscommerce.com.

A delay in completing this step will delay the timing of the first order for your product.

We feel that the above options are consistent with industry standard practices, and SPS Commerce is available to assist your firm in selecting an option which is appropriate and supports your business needs. If you have any questions, please contact SPS Commerce directly.

To summarize, your focus must be on the following tasks:

1. Provide timely and accurate contact and item data to Loblaws Inc and SPS Commerce
2. Sign a contract with SPS Commerce
3. Test and certify successfully

2.1.4 Existing Vendors – Testing & Certifying with SPS Commerce

As an existing vendor doing business with LCL, you will interact with SPS Commerce as new EDI documents are implemented and version upgrade.

You will be notified as new documents are identified and SPS Commerce will work directly with your organization to Certify you on the new documents and version upgrade.

If you already use a third-party EDI provider, you are not required to change to SPS Commerce services. However, your provider will be required to Certify through SPS Commerce on new LCL and SDM documents.

2.1.5 EDI Standards

To align Loblaw Companies Limited with the GS1 adopted EDI standards, Loblaws Companies Limited is using version 5010 VICS following the 'Canadian Food & Drug Retail Implementation Guidelines for EDI'.

Our mappings follow the guidelines identified by GS1, with a few exceptions as required to meet our application needs. Our EDI Specifications and implementation guides can be obtained from <https://community.spscommerce.com/loblaws/>

Our general EDI standards are:

1. All business documents must be exchanged with LCL via EDI (Electronic Data Interchange)

2. For every transmission sent to LCL, you need to validate against the detailed Functional Acknowledgement (997) and Text Message (864) from your EDI department or EDI Service Provider
3. A detailed 997 is the indicator of the communication between the trading partner’s translators. This refers to EDI Integrity and Syntax’s rules.
4. An 864 is a Text Administration Message that handles application errors only. This document is created when a trading partner sends an invoice or ASN that does not pass business validation (e.g. invalid Purchase Order Number, invalid tax calculation, missing tax or invalid tax registration number, etc.) The 997 indicates whether the invoices were accepted by LCL
5. Invoices and ASN’s can be rejected or accepted by LCL. The 997 indicates if the data was accepted or rejected. Invoices must be transmitted within 6 days of delivery of products. If not, a fee will be applied. ASN’s must be transmitted as soon as the truck’s door is closed.
6. Your company must review these documents daily. If your company is missing a functional acknowledgement (997) for a given batch of invoices or ASN’s, please contact LCL EDI department to confirm the receipt of invoices.
7. If a document was rejected by LCL your company is responsible for correcting the problem and re-transmitting the document. LCL will not process any manual invoices due to rejections.
8. Before mailing outstanding invoices, ensure that invoices are accepted by LCL Review the 997 report. Do not forward any invoices that were rejected by LCL.
9. Do not inquire on invoices that are not overdue.
10. Due to the volume of transactions and number of vendors LCL deals with we are unable to accept faxed inquiries.
11. Incomplete ‘Outstanding Invoice Packages’ will be returned to suppliers.

997/864 Interpretation

As an EDI trading partner, part of your responsibility is to confirm the receipt and acceptance of the invoices that you transmit. Every transmission you send in both test and production will be followed by a detailed 997 which explicitly states if there are any EDI content errors. In order to become a production trading partner, it is required that your business person is able to read, interpret and act upon the information sent to your company. If you do not receive a 997 for any of your company’s transmissions, please contact the LCL EDI Group.

2.1.6 EDI Contacts

EDI PERSONNEL
SPS Commerce
Customer Support 1-888-739-3232 customersupport@spscommerce.com
Loblaw Companies Ltd.
Loblaw EDI Support Team edigrp@loblaw.ca

2.1.7 Planned Order Schedule and Promotional Information

This document includes both regular demand and promotional increases for all banners and is given as a weekly total by DC so that suppliers may anticipate the total volume Loblaw's Inc will order in each of the next 26 weeks. This schedule will be sent weekly and will be revised based on current inventories and information and will be updated to include actual quantities as promotional plans are made (usually 3 to 4 weeks in advance of ad break). Suppliers are expected to plan to this schedule and to protect both the supply and the shelf life of the product that Loblaw's Inc requires. It is required that suppliers receive this document, as Loblaw's Inc will operate under the assumption that "silence is approval", meaning that we assume that suppliers have reviewed the schedule and will be able to fill our orders unless we are informed otherwise. Loblaw's Inc also expects that suppliers will review the planned order schedule and communicate and collaborate with their Supply Chain Analyst if any aspect of the schedule appears to be questionable.

2.1.8 iTradeNetwork for Produce Suppliers

Loblaw's Inc has selected iTradeNetwork (ITN) (www.itradenetwork.com) as our Produce Replenishment Solution Provider. ITN's value adding services will help streamline the entire procurement process from more efficient pricing communication to more accurate invoicing to reduced unauthorized deductions.

As a produce supplier, you will be asked to contract with ITN as we deploy the solution across our operating regions. We strongly believe the benefits you will gain from the system will far outweigh any associated costs.

If you are not yet a member of the iTradeNetwork vendor community, or would like more information about our program, please contact ITN directly. ITN will be pleased to review your options regarding implementation of the Loblaw/ITN solution.

If you are a current ITN subscriber, your Loblaw SCA can advise you as to when your company will be enabled on ITN.

ITN Contacts
925-447-9950 sales@itradenetwork.com

2.2 Purchase Orders

Purchase Orders are sent via the EDI 850 document. Confirmation of Purchase Order receipt must be sent for each Purchase Order received from Loblaw. All information on the Purchase Order must be reviewed; any incorrect listings such as price or quantity discrepancies must be communicated to the Loblaw Supply Chain Analyst and your Category Manager for correction. Please refer to *Section 9. Listing Item Change Policy* for further information on listing/item change requirements.

The Purchase Order will specify:

1. The Loblaw's Inc Purchase Order number, this is a 10-digit number (i.e. 4800012345).
2. Purchase Order Date
3. Full address for 'Ship To' and 'Bill To' locations
4. 14-digit case UPC code
5. Listing pack size
6. Quantity
7. Unit Costs
8. Appointment Date and Time
9. Pick up date – Backhaul
10. Delivery Type I.e. Prepaid or Collect

You must deliver the items on the Purchase Order on the appointment date and time indicated on the

Purchase Order. If no appointment time is indicated on the Purchase Order contact the Supply Chain Analyst as the vendor is expected to deliver on the due date. For collect orders, you must deliver (have the shipment ready for pick-up) on the pick-up date indicated on the Purchase Order. Inability to fulfill the requirements of any given Purchase Order must be communicated to the Loblaw Supply Chain Analyst. Any Purchase Order change request must be communicated by the end of the next business day after transmission of the Purchase Order, otherwise the Purchase Order will be automatically considered accepted. Product ordered under one Purchase Order cannot be received against a different Purchase Order.

If an item on the PO cannot be corrected, please ensure that the incorrect item on the PO is also transmitted on the ASN. Do not wait until the ASN is generated to have the PO corrected. All items requested to ship MUST be on the ASN.

Loblaw policy is to always order with the case global trade index number (GTIN)—the 14-digit UPC. It is imperative the case GTIN on the PO is what is shipped and is on the ASN. If the GTIN is incorrect, please contact the SCA to have this corrected immediately upon receipt of the order. An incorrect UPC must be corrected by zeroing out the quantity on the PO. A new PO will be generated with the correct UPC.

One Purchase Order cannot exceed one full trailer. Please call the Supply Chain Analyst if you receive a Purchase Order greater than one trailer. A new Purchase Order will be created for the balance.

Please contact your Loblaw's Inc Supply Chain Analyst to inform of shorts and to get new Purchase Orders created. Purchase orders are closed on receipt of load, backorders cannot be shipped using the initial purchase order number. Overages shipped by vendors are not accepted and will be returned at the expense of the vendor.

Any challenges with vendor supply chain and/or lead time revisions must be communicated to the Loblaw's Inc Supply Chain Analyst when they become evident. The vendor is responsible for maintaining accurate lead times and should communicate any revision in lead times to Loblaw's Inc.

Figure 2.2: Sample Purchase Order

850 DC PURCHASE ORDER
SAMPLE TRANSMITTABLE DOCUMENT #1

ST*850*949001
 BEG*00*SA*1234567890**CCYMMDD
 FOB*PP
 DTM*002*CCYMMDD*HHMM
 N9*AH*1234567890
 MTX**TEXT MESSAGE
 N1*Z7* WESTON BAKERIES*9*0003028017
 N3*Address
 N4*City*Province*H0H 0H0*Country
 N1*MF*WESTON BAKERIES*9*1234567891234
 N3*Address
 N4*City*Province*H0H 0H0*Country
 N1*BT* LOBLAWS INC*9*2471916380099
 N3*1 PRESIDENT'S CHOICE CIRCLE
 N4*BRAMPTON*ON*L6Y 5S5*CA
 N1*ST* LCE MAPLE GROVE WAREHOUSE *9*2471916380003-LCL Duns # &
 Branch #

 N3*1105 FOUNTAIN STREET NORTH
 N4*CAMBRIDGE*ON*N3E 1A2*CA
 P01**12*CA***UK*0099999999999999 -Element 07= Case
 Code

 CTP***34.4
 PID*F****ITEM DESCRIPTION
 P04*12
 P01**24*CA***UK*009999999999999999 -Element 07= Case
 Code

 CTP***34.4
 PID*F****ITEM DESCRIPTION
 P04*6
 CTT*2
 SE*26*949001

850 Direct Store PURCHASE ORDER
SAMPLE TRANSMITTABLE DOCUMENT #2

ST*850*2430002 BEG*00*SA*1234567890***20120602
 REF*IT*12345 Number = Store Customer # i.e. 12345 DTM*002*20120603*1200 Delivery Date
 & Time
 N9*AH*1234567890
 MTX**09188F Confirmation Number
 N1*Z7* WESTON BAKERIES*9*0001028017
 N3*Address N4*City*Province*H0H 0H0*Country

N1*BT*LOBLAWS INC.*9*2471916380099 N3*1 PRESIDENT'S CHOICE CIRCLE N4*
BRAMPTON*ON*L6Y 5S5*CA N1*ST*DEWE'S YIG 473*92*00473 N3*400 DUNDAS STREET E
N4*BELLEVILLE*ON*K8N1E8*CA PO1**1*CA***UK*00012345111110
CTP***41.80 Unit Price
PID*F****TRUTASTE 2% MILK PO4*6 PO1**24*CA***UK*00012345222220 CTP**UCP*25.21
PID*F****18 PER CREAMER PO4*6 PO1**24*CA***UK*00012345333330 CTP**UCP*41.80
PID*F****MILK 2 GO STRAWBERRY PO4*6 CTT*3 SE*26*2430002

**850 Variable / Catch weight Warehouse Purchase Order
SAMPLE TRANSMITTABLE DOCUMENT #3 Order
Unit of Measure = CA**

ST*850*258690001 BEG*00*SA*1234567890**20180130 FOB*CC DTM*118*20180130
DTM*002*20180130 N9*AH*1234567890 MTX**ZH01
MTX**Text Message N1*Z7*ABC Supplier*9*999999999 N3*1 North Pole Road
N4*Cambridge*ON*N1L T0P*CA N1*ST*D003 Maple Grove Main SLoc*9*2471916380003
N3*1105 Fountain Street North N4*Cambridge*ON*N3E 1A2*CA N1*MF*ABC
Supplier*9*123456789
N1*BT*LOBLAW INC.*9*2471916380099 N3*1 PRESIDENTS CHOICE CIRCLE
N4*BRAMPTON*ON*L6Y 5S5*CA
PO1*00010*5*CA***UK*12345678901234
CTP**UCP*4.61
PID*F****PORK CHOP

850 Variable / Catch weight DSD

Purchase Order

Sample# 4

Sample# 5

Order Unit of Measure = KG Order Unit of Measure = CA ***Typically used for seafood ***

ST*850*42170001 BEG*00*SA*1234567890**20180118 REF*DP*62 REF*IT*1511 DTM*002*20180120 N9*AH*1234567890 MTX**ZH01 MTX**Text Message N1*Z7*ABC Supplier*9*999999999 N3*1 North Pole Road N4*Delta*BC*H1L TOP*CA N1*ST*SS Winnipeg Sargent*92*01511 N3*1385 Sargent Ave N4*Winnipeg*MB*R3E 3P8*CA N1*BT*LOBLAW INC.*9*2471916380099 N3*1 PRESIDENTS CHOICE CIRCLE N4*BRAMPTON*ON*L6Y 5S5*CA PO1*00010*10*KG***UK*12345678901234 CTP**UCP*10.54	ST*850*257120001 BEG*00*SA*1234567890**20180129 REF*DP*62 REF*IT*0760 DTM*002*20180130 N9*AH*1234567890 MTX**ZH01 MTX**ZH02 MTX**Text Message N1*Z7*ABC Supplier*9*999999999 N3*400 Winter road N4*Calgary*AB*H0H 0H0*CA N1*ST*Mike & Lori's NF Brighton*92*00760 N3*155 Elizabeth St RR 3 PO Box 220 N4*Brighton*ON*K0K 1H0*CA N1*BT*LOBLAW INC.*9*2471916380099 N3*1 PRESIDENTS CHOICE CIRCLE N4*BRAMPTON*ON*L6Y 5S5*CA
PID*F****TILAPIA FILLETS PO4*1 N9*DP*62 PO1*00020*12.6*KG***UK*23456789012345 CTP**UCP*16.98 PID*F****BNLSS COD FILLETS PO4*1 N9*DP*62 CTT*2 SE*34*42170001	PO1*00010*23*CA***UK*12345678901234 CTP**UCP*25 PID*F****MEAT PO4*10 N9*DP*62 CTT*1 SE*25*257120001

2.2.1 Purchase Order Changes (Home Vendors)

Effective October 1st, 2008, all module/seasonal purchase order changes must be initiated through the completion of the vendor Summary Of Change Notice form which is shown below. This process/form will not be applied to inline purchase order changes.

The following process has been implemented to manage the flow of information and changes between the vendor community and the JM&A/Loblaw development team.

Although changes to the listing document or purchase order are not desired, they may be accepted in certain circumstances.

Any changes to either the module listing form or the purchase order must be submitted to the product developer only through the SOCN form.

Once the SOCN is submitted, the product developer will advise whether the requested change is accepted or not. If accepted, you will be advised by the product developer and the necessary change will be made in the Loblaw system.

The SOCN template can be obtained through the product developer and directions on how to complete the SOCN are included on the first tab of the worksheet. Please contact the product developer directly if you have any questions.

2.2.2 Purchase Order Changes (Leisure & Floral/Garden Vendors)

Effective October 13th, 2008, all module/seasonal purchase order changes must be initiated through the completion of the vendor SOCN form which is shown below. This process/form will not be applied to inline purchase order changes.

The following process has been implemented to manage the flow of information and changes between the vendor community and Loblaw Companies Limited.

Although changes to the listing document or purchase order are not desired, they may be accepted in certain circumstances.

Any changes to either the module listing form or the purchase order must be submitted to the Category Manager only through the SOCN form.

Once the SOCN is submitted, the Category Manager will advise whether the requested change is accepted or not. If accepted, you will be advised by the Category Manager and the necessary change will be made in the Loblaw system.

The SOCN template can be obtained through the Category Manager and directions on how to complete the SOCN are included on the first tab of the worksheet. Please contact the Category Manager directly if you have any questions.

2.2.3 SOCN Process

We have built a new automated SOCN tool for managing SOCNs. And the tool is scheduled to go live on 27th July 2020.

This tool will help streamline our collective activities and benefit you in getting a timely response with respect to the raised SOCN.

This is some new minor requirement needed from your side to facilitate this tool rollout.

- Must send the filled SOCN template to:
- SOCN_gm@loblaw.ca mail ID (CC your respective SC and CAT contacts)
- Subject of email must begin with "Create New SOCN" (Note: The subject line format is mandatory otherwise the SOCN will not be processed)

2.2.3.1 Functionality of the SOCN Tool

- Vendors must send the filled SOCN template to
 - SOCN_gm@loblaw.ca mail ID &
- Subject of email as "Create New SOCN" (Note: The subject line format is mandatory for the BOT to identify the SOCN and process)
- The SOCN Bot will then gather the information from the SOCN template and will notify about same to the SC
- On action of SC, CAT team then may either Reject or Accept the SOCN and same will be notified to the vendors and SOCN will be processed accordingly

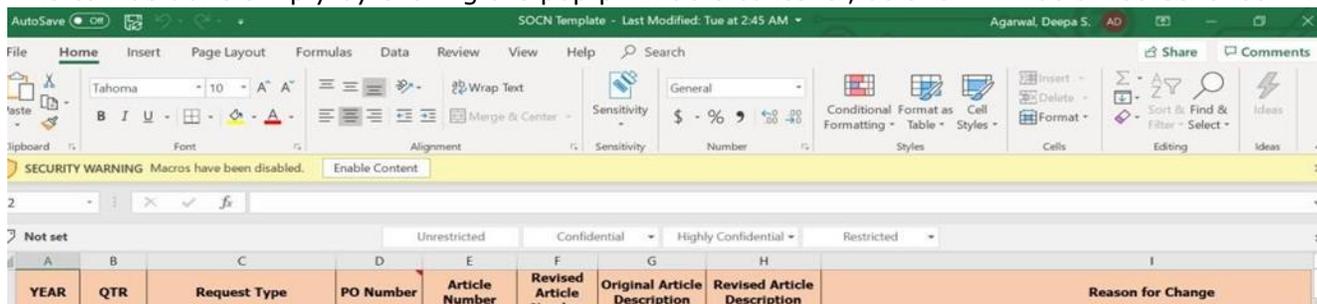
2.2.3.2 SOCN Form

- Vendor's must fill the SOCN template in the required format (detailed instructions provided on tab1 of the attached template)



SOCN_Template_User
manual.xlsxm

The template is an Excel Macro Sheet; hence the User needs to enable the macro before using it. This can be done simply by clicking the pop up "Enable content", as shown in below screenshot.

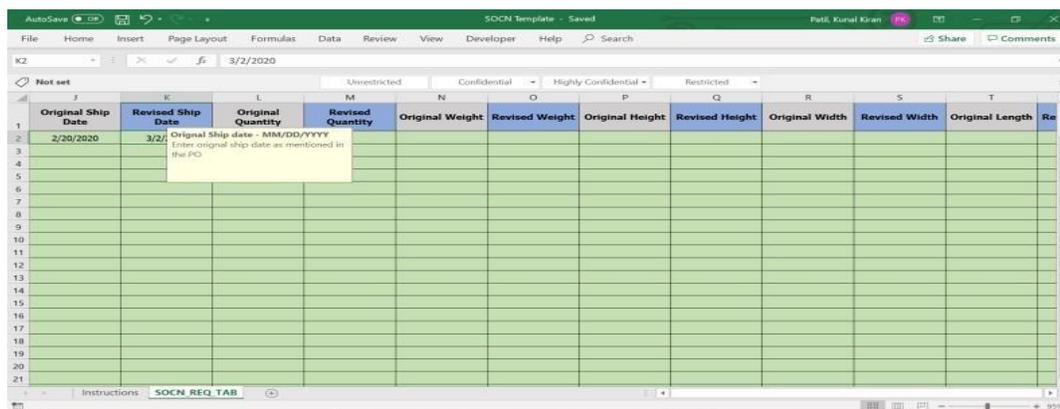
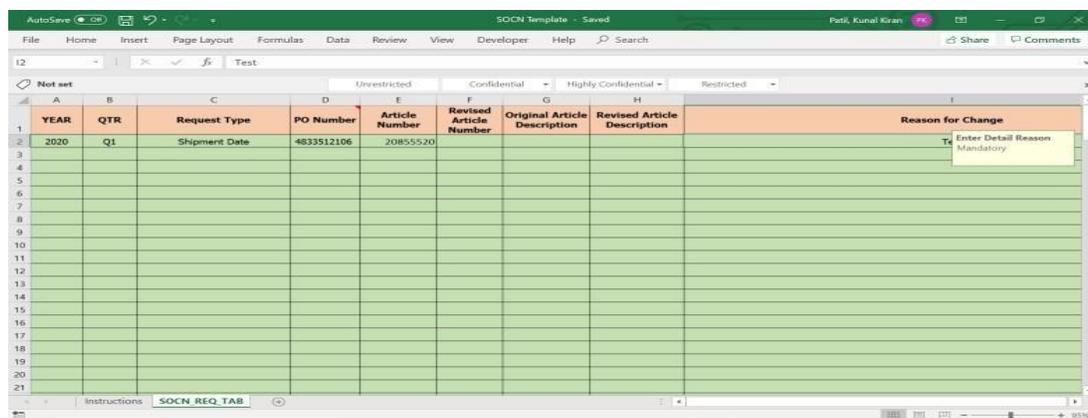


- On Enabling the macro vendors must fill in Year, QTR, select the Request Type from given Dropdown (Relevant PO Number, Article Number, Reason and fields to be provided)
- If mandate information is not filled in, will get popup of the missing fields and details to be updated and only than can save the file
- Vendors then need to mail the filled template to SOCN_gm@loblaw.ca with Subject line "Create New SOCN" (Note: The subject line format is mandatory for the BOT to identify the SOCN and process)
- Once the amendments are completed BOT will then share the required summary /confirmation on an email

Figure 2.2.3.2 SOCN Form

- Below is Sample template to change Shipment Date on PO

STANDARD OPERATING PROCEDURES – Vendors & Carriers



2.2.3.3 SOCN Chart

Please note for SL changes (New SL) vendors will also need to request/create new SL from the portal as business as usual.

SOCN Chart	
Type of SOCN	SOCN Needed
Quantity (revisions /cancellation)	Yes
Ship Date	Yes
Item Description	Yes
Article #	Yes
UPC Information	Yes
Pack Quantity	Yes
Dimensions	Yes
Cost	Yes
Vendor Information	Yes
Weight	Yes
Shipping Port	Yes
Cancellations (to be managed Under quantity change)	Yes

2.3 Invoices

All invoices are received via the 810 EDI document. Loblaw Companies will not process any invoices sent via mail. All paper (inclusive fax) invoices will be discarded; therefore, no payment will be issued. DSD Invoices must be transmitted via EDI within 7 days of delivery of product.

All Invoices need to specify the following information:

1. The Loblaws Inc Purchase Order number must be clearly indicated on every invoice. This is a 10-digit number.
2. Your company name and full 'remittance address'
3. Full address for the 'Ship To' and 'Bill To' location
4. Invoice Number and Date
5. Appointment date
6. Payment Terms
7. Delivery Type i.e. Prepaid or Collect
8. Cost of each item
9. Description of each item
10. Case UPC
11. Quantity shipped by item
12. Taxes
13. Total number of units shipped
14. Total cost

There must be only one Purchase Order number quoted on each invoice. Invoices submitted by vendors will be matched with our inbound receiving data for verification of receipt before payment. Any discrepancy between the vendor invoice and our receiving data may result in a payment different than the value shown on the invoice. Refer to *Section 6: Accounts Payable* for further information.

Where an initial Purchase Order is cancelled by the Loblaws Inc Supply Chain Analyst and where a new Purchase Order number is provided, the invoice must quote the new Purchase Order number issued by the Supply Chain Analyst. The Purchase Order number must be the correct and final Purchase Order issued for that invoice.

All invoices that are transmitted must have 100% data integrity as verified with the Purchase Order and after any corrections have been made with the Loblaws Inc Supply Chain Analyst. All invoices must match exactly the data sent out on the Purchase Order. UPC's, quantities, cost, and all other relevant information must match the corresponding Purchase Order.

Please note that effective January 1, 2007, all suppliers must issue invoices to **Loblaws Inc.** In the past, you may have invoiced one or more of the following affiliates or divisions within the Loblaw group of companies:

- Loblaw Companies Limited
- Loblaws Inc.
- Intersave West
- Westfair Foods Ltd.
- Provigo Distribution Inc.

We now require that all invoices be issued to **Loblaws Inc.** All other information remains the same.

Figure 2.3: Sample invoice

#810 INVOICE - SAMPLE TRANSMITTABLE DOCUMENT for Eastern Canada WAREHOUSE INVOICE		DIRECT STORE DELIVERY (DSD)	
ST*810*3790001		ST*810*3790001	
BIG*20110130*03009817*20100725*4806558957		BIG*20110130*03009925*20100725*4806558813	
REF*4G*PST-1011-5383*Loblaw BC PST#		REF*4G*PST-1011-5383*Loblaw BC PST#	
N1*BT*LOBLAWS INC*9*2471916380099		REF*IT*56789*LCL STORE CUST #	
N3*1 PRESIDENT'S CHOICE CIRCLE		N1*BT*LOBLAWS INC*9*2471916380099	
N4*BRAMPTON*ON*L6Y 5S5*CA		N3*1 PRESIDENT'S CHOICE CIRCLE	
N1*ST*LCE OTTAWA*9*2471916380016		N4*BRAMPTON*ON*L6Y 5S5*CA	
N3*2625 SHEFFIELD ROAD		N1*ST*ROGER'S VALU-MART*92*56789	
N4*OTTAWA*ON*K1B 1A8*CA		N3*40 MAIN STREET	
N1*MF*VENDOR'S NAME		N4*CHELMSFORD*ON*P0L 1C0*CA	
N3*VENDOR STREET ADDRESS		N1*MF*VENDOR'S NAME	
N4*CITY*PROVINCE*PO-CODE*COUNTRY		N3*STREET ADDRESS	
DTM*011*200100729		N4*CITY*PROVINCE*PO-CODE*COUNTRY	
IT1**2*CA*15.66**UK*008888888888888	TAX APPLICABLE	DTM*002*20100729	
TXI*BE*4.07*****A		IT1**2*CA*15.66**UK*008888888888888	TAX APPLICABLE
PID*F****FULL ITEM DESCRIPTION		TXI*BE*4.07*****A	
PO4*24*50*ML		PID*F****FULL ITEM DESCRIPTION	
IT1**2*CA*20.50**UK*009999999999999	TAX APPLICABLE	PO4*24*50*ML	
TXI*BE*5.33*****A		SAC*C*C090***290	
PID*F****FULL ITEM DESCRIPTION		SAC*C*C110***102	TAX APPLICABLE
PO4*24*250*ML		TXI*BE*.13*****A	
TDS*8172		IT1**2*CA*20.50**UK*009999999999999	TAX APPLICABLE
TXI*BE*9.40*****O**111111111RT0001		TXI*BE*5.33*****A	
ISS*4*CA*96*KG		PID*F****FULL ITEM DESCRIPTION	
CTT*2		PO4*24*250*ML	
SE*26*3790001		SAC*C*C090***311	
		SAC*C*C110***138	TAX APPLICABLE
		TXI*BE*.18*****A	
		TDS*9044	
		TXI*BE*9.71*****O**111111111RT0001	
		ISS*4*CA*96*KG	
		CTT*2	
		SE*26*3790001	

#810 INVOICE - SAMPLE TRANSMITTABLE DOCUMENT FOR QUEBEC WAREHOUSE INVOICE DIRECT STORE DELIVERY (DSD)	
<p>ST*810*3790001 BIG*20110130*03009905*20100719*4806555656 REF*4G*PST-1011-5383*Loblaw BC PST# N1*BT*LOBLAWS INC*9*2471916380099 N3*1 PRESIDENT'S CHOICE CIRCLE N4*BRAMPTON*ON*L6Y 5S5*CA N1*ST*PROVICIOS LAVAL *9*2471916380072 N3*2700 FRANCIOS HUGHES N4*LAVAL*QC*H7S 2B9*CA N1*MF*VENDOR'S NAME N3*VENDOR STREET ADDRESS N4*MONTREAL*QUEBEC*PO-CODE*COUNTRY DTM*011*201200725 IT1**2*CA*15.66**UK*0088888888888888 TAX APPLICABLE TXI*GS*1.57*****A TXI*PG*3.12*****A PID*F***FULL ITEM DESCRIPTION PO4*24*50*ML IT1**27*CA*9.82**UK*0099999999999999 TAX APPLICABLE TXI*GS*13.26*****A TXI*PG*26.45*****A PO4*24*250*ML PID*F***FULL ITEM DESCRIPTION TDS*34085 TXI*GS*14.82*****O**111111111RT0001 TXI*PG*29.57*****O**222222222TQ0001 ISS*2*CA*96*KG CTT*2 SE*30*3790001</p>	<p>ST*810*3790001 BIG*20110130*03009925*20100725*4806547632 REF*4G*PST-1011-5383*Loblaw BC PST# REF*IT*08643*LCL STORE CUST # N1*BT*LOBLAWS INC*9*2471916380099 N3*1 PRESIDENT'S CHOICE CIRCLE N4*BRAMPTON*ON*L6Y 5S5*CA N1*ST*MAXI CHATEAUGUAY*92*08643 N3*114 BOUL ST-JEAN BAPTH N4*CHATEAUGUAY *QC* J6K 3A9 *CA N1*MF*VENDOR'S NAME N3*STREET ADDRESS N4*MONTREAL*QUEBEC*PO-CODE*COUNTRY DTM*002*20120725 IT1**2*CA*15.66**UK*0088888888888888 TAX APPLICABLE TXI*GS*1.57*****A TXI*PG*3.12*****A PID*F***FULL ITEM DESCRIPTION PO4*24*50*ML SAC*C*C090***290 IT1**1*CA*20.50**UK*0099999999999999 TAX APPLICABLE TXI*GS*1.03*****A TXI*PG*2.04*****A PID*F***FULL ITEM DESCRIPTION PO4*24*250*ML SAC*C*C090***311 TDS*6559 TXI*GS*2.59*****O**111111111RT0001 TXI*PG*5.17*****O**222222222TQ0001 ISS*3*CA*96*KG CTT*2 SE*32*3790001</p>

#810 INVOICE - SAMPLE TRANSMITTABLE DOCUMENT for Western Canada	
WAREHOUSE INVOICE	DIRECT STORE DELIVERY (DSD)
ST*810*3790001 BIG*20110130*03009817*20100725* 4801235891 REF*4G*PST-1011-5383*Loblaw BC PST# N1*BT*LOBLAWS INC*9*2471916380099 N3*1 PRESIDENT'S CHOICE CIRCLE N4*BRAMPTON*ON*L6Y 5S5*CA N1*ST*LCE Pitt Meadows *9*2471916380032 N3*18800 Lougheed HWY N4* Pitt Meadows *BC*V3Y 2V7*CA N1*MF*VENDOR'S NAME N3*VENDOR STREET ADDRESS N4*CITY*PROVINCE*PO-CODE*COUNTRY DTM*011*200100729 IT1**2*CA*15.66**UK*0088888888888888 TAX APPLICABLE TXI*GS*1.57*****A PID*F****FULL ITEM DESCRIPTION PO4*24*50*ML IT1**2*CA*20.50**UK*0099999999999999 TAX APPLICABLE TXI*GS*2.05*****A PID*F****FULL ITEM DESCRIPTION PO4*24*250*ML TDS*7594 TXI*GS*3.62*****O**111111111RT0001 ISS*4*CA*96*KG CTT*2 SE*26*3790001	ST*810*3790001 BIG*20110130*03009925*20100725* 4801765827 REF*4G*PST-1011-5383*Loblaw BC PST# REF* IT*01518*LCL STORE CUST # N1*BT*LOBLAWS INC*9*2471916380099 N3*1 PRESIDENT'S CHOICE CIRCLE N4*BRAMPTON*ON*L6Y 5S5*CA N1*ST*SS Burnaby*92*01518 N3*1105 Eaton Ctr 4700 Kingsway N4*Burnaby*BC*V5H 4M1*CA N1*MF*VENDOR'S NAME N3*STREET ADDRESS N4*CITY*PROVINCE*PO-CODE*COUNTRY DTM*002*20100729 IT1**2*CA*15.66**UK*0088888888888888 TAX APPLICABLE TXI*GS*1.57*****A PID*F****FULL ITEM DESCRIPTION PO4*24*50*ML SAC*C*C110***290 SAC*C*C090***102 TAX APPLICABLE TXI*GS*.05*****A IT1**2*CA*20.50**UK*0099999999999999 TAX APPLICABLE TXI*GS*2.05*****A PID*F****FULL ITEM DESCRIPTION PO4*24*250*ML SAC*C*C110***311 SAC*C*C090***138 TAX APPLICABLE TXI*GS*.07*****A TDS*8447 TXI*BE*3.74*****O**111111111RT0001 ISS*4*CA*96*KG CTT*2 SE*26*3790001

Variable/Catch weight Warehouse	
SAMPLE #1	
Order Unit of Measure = CA	
Purchase Order	Invoice
PO1*00010*5*CA***UK*12345678901234 CTP**UCP*4.61 PID*F****PORK CHOP PO4*1	IT1**21.6*KG*4.61**UK*12345678901234 PID*F*08*** PORK CHOP PO4*5*21.6*KG

Variable/Catch weight DSD

Sample#2
Purchase Order
 Order Unit of Measure = KG
 Typically used for seafood

Sample#3
Purchase Order
 Order Unit of Measure = CA

PO1*00010*10*KG***UK*12345678901234
 CTP**UCP*10.54
 PID*F****TILAPIA FILLETS
 PO4*1
 N9*DP*62
 PO1*00020*12.6*KG***UK*23456789012345
 CTP**UCP*16.98
 PID*F****BNLSS COD FILLETS
 PO4*1
 N9*DP*62

PO1*00010*23*CA***UK*12345678
 901234
 CTP**UCP*25
 PID*F****MEAT
 PO4*10
 N9*DP*62

Invoice

Invoice

IT1**10*KG*10.54**UK*12345678901234
 PID*F*08*** TILAPIA FILLETS
 PO4*1*10*KG
 IT1**12.6*KG*16.98**UK*23456789012345
 PID*F*08***BNLSS COD FILLETS
 PO4*1*12.6*KG

IT1**11.5*KG*25**UK*12345678901234
 PID*F*08***MEAT
 PO4*23*11.5*KG

2.4 Advance Ship Notice (ASN)

The ASN is an electronic document (EDI 856) that is used to describe the actual contents of a shipment.

To ensure ASN accuracy, Loblaw's Inc recommends that you wait until the trailer is loaded and its door closed before you submit your ASN to Loblaw's Inc. If you are close to a DC, it may be necessary to stage your picked orders so the ASN can be generated before shipping. ASNs should be submitted to Loblaw's Inc prior to shipment arrival at Loblaw's Inc facilities.

2.4.1 Label Requirements

Loblaw adheres to the GS1 Canada guidelines. These guidelines can be found online at: www.gs1ca.org. Suppliers attach a unique label to each pallet within the shipment. This will be identified in the ASN as a unique marks and numbers segment (MAN). The MAN segment contains a numeric ID that generates the GS1-128 barcode printed on each MH10 label.

Ideally, each pallet should have the same product on it, however, small item quantities can be combined together on a single pallet for efficient shipping. Please ensure you do not repeat the GS1128 barcode within a 13-month period. Pallet labels are to be positioned in the top right-hand

corner of both the 40" & 48" sides of the pallet/box, with the exception if your pallet exceeds 4' then you place the labels in the center right side on both sides.

2.4.2 Pallet Level ASN

A "pallet level" ASN is required in order to ship to Loblaw DCs. A pallet level ASN identifies a different pallet (or "Tare") for each item on the purchase order. Each pallet or tare will also require its own MH10 label (see Figure 2.4.2).

Suppliers shipping store ready pallets should ensure they provide the additional "mark for" details on the MH10 label. (Refer to the "MH10 Label Requirements" document available on the SPS commerce

portal <https://community.spscommerce.com/loblaws/>. - under Ship to DC, Label

Figure 2.4.2: Example of a MH10 Label

From/DE: Good Time Supplier 1155 Main Street Anytown Province X0X 0X0	To/À: Food Service Distributor 246 King Street Bigtown Province Z9Z 9Z9
Ship to Postal Code/EXPÉDIER À: (420) Z9Z 9Z9 	Carrier/TRANSPORTATEUR: Best Freight PRO: 2895769860 B/L: 853930
PO: 345-896779-0 DEPT: 092	
STORE/MAGASIN: (91) 1519 	Mark For Address/ MARQUER L'ADDRESS Food Service Distrib. Store 1515 Bigtown Province Z9Z 9Z9
SSCC (00) 0 00 12345 55555555 8 	

1. A pallet level ASN can take the form of:
2. Identifying pallets of product, where each pallet is comprised of a single product
3. Identifying the layers on a pallet, where there are multiple products, code dates, or lot numbers on a pallet
4. Identifying items on a pallet when multiple items are present, in quantities that are less than a layer

Item quantities that are less than a pallet can be combined together on a single pallet for efficient shipping. When there is more than one product physically shipped on a pallet, each item is still assigned a different “Tare” or pallet ID on the ASN, and there must be multiple MH10 pallet labels applied to the single pallet.

There are 2 options for how to configure the pallet and to apply the multiple labels; either by separating the different products on different layers, or by applying a label for each different product on the pallet.

1. Option 1 – Mixed pallet with one label per layer

If item quantities warrant one or multiple layers on a pallet, configure the pallet with the largest quantity or the heaviest / sturdiest product on the bottom and build up from there. Keep each layer of product unique - do not combine products together on one layer. Identify the different layers by separating with a piece of cardboard, a slip sheet or an additional pallet to clearly indicate a separation. Each layer is then treated as a tare, and requires its own MH10 label, applied to one case on the layer.

2. Option 2 – Mixed Pallet with multiple labels per layer

If the order has many small quantity items of less than a layer on a pallet, these items can be combined onto one pallet with each unique GTIN/SKU on the pallet treated as a separate tare. Each tare would require its own MH10 label, applied to one case of the unique product.

Do not combine multiple POs on one pallet; clearly keep your POs on separate pallets.

2.4.3 Small Shipment Procedure (Courier)

When shipments are sent via a courier—i.e., FEDEX, Purolator, DHL etc.—due to small shipping quantities of less than a layer, please ensure every case has a MH10 label. You can apply a pallet level label per case. **Note:** Shipments exceeding 20 cases should be palletized.

2.4.4 Catch Weight Products (Variable Weight)

When shipping catch weight products, never mix non-catch weight items on the same pallet. Catch weight products require a total actual net pallet weight with human readable case level details/labels. Please ensure net weight is included at the tare level on the ASN for these types of items.

2.4.5 Code Date

Products flagged as code-dated in our system require best before or manufactured date to be transmitted in the ASN. Do not mix multiple code dates on the same pallet. If due to quantity, the total PO only equals one pallet, please ensure you separate the products using a slip sheet.

2.4.6 Timing

It is critical to ensure your ASN is loaded into our Warehouse Management System prior to your shipment arriving at the DCs. In order to ensure your ASN matches your shipment, please transmit the ASN once the door closes on the truck. If your ASN is rejected due to an error, the ASN can be retransmitted with the same ASN number once the error has been corrected, provided that the truck has not yet arrived at the DC. If the ASN is not in our system when the load arrives at our DC, it could result in rejection or receiving delays which could cause service level issues to our stores.

2.4.7 EDI 864 – Message Text

ASN rejections and warnings generate an 864 back to the supplier. If an 864 has been received for an ASN, please review and take corrective action to ensure the problem is not repeated. Depending on the error, corrections may be required prior to sending your invoice transactions. Below are some of the common error messages and resolution:

ASN Error	Cause	How to resolve	Who
DC number on ASN is invalid	Vendor sent wrong DC on ASN	Vendor corrects ASN and retransmits	Vendor
PO Number on ASN is invalid	Vendor sent invalid PO on ASN	Vendor corrects ASN and retransmits	Vendor
UPC Number on ASN not on PO/Item file	The UPC on the PO was incorrect, the SCA added an item to the PO, or the vendor has entered something incorrectly	Vendor contacts SCA to understand error. The vendor may then be able to correct the ASN and retransmit	Vendor/SCA

2.4.8 ASN Questions

Contact asnsupport@loblaw.ca for any ASN related inquiries

3. Packaging Guidelines

3.1 Corrugated Fibreboard

Product entering a Loblaw's Inc facility may be handled via numerous forms. Some of these handling forms may include, but are not limited to:

- Automated conveyor systems
- Manual case handling
- Stacking – both case stacking and pallet stacking

As such, you as the vendor are responsible for working with Loblaw's Inc to choose the correct corrugate fibreboard that will increase protection of your product and aid in quicker and safer transfer through our facilities. Consequently, if your product is regularly considered undesirable, it is your responsibility to ensure that all the technical and non-technical specifications and standards addressed in the sections below are considered. If such is not the case, and if there are any discrepancies with your choice of corrugate, Loblaw's Inc reserves the right to refuse your product.

If you have any related issues or concerns with your cartons, please contact your corrugate supplier and notify your Category Manager.

3.1.1 Technical Specifications

Regardless of the material handling systems/equipment to be used, it is crucial that all the corrugated cartons shipped to Loblaw's Inc can withstand the wear and tear of movement throughout the supply chain. This may include movement through our mechanized Aspect facility via a conveyor system. In particular instances where corrugate quality diminishes with

such movement, the vendor should conform to the technical specifications listed in Appendix A.1.

3.1.2 Non-Technical Specifications

The following non-technical specifications should be considered when determining which corrugate is best suited for your product.

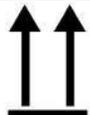
- Products that are susceptible to damage due to humidity must be packaged in cartons containing a water and moisture resistant coating.
- Only recyclable corrugated cartons should be sent to Loblaw's Inc facilities
- Carton joints must be sealed by means of tape, glue, staples or stitching. However, please note that if glue is used then it must be water resistant. Also, if staples are used then they must be used in conjunction with glue (to prevent the staples from shifting and tearing the corrugate).
- Irregular shaped cartons should not be used since they impede the flow of products. Thus, it is recommended that square and rectangular cartons are used.

3.2 Carton Labeling Requirements

3.2.1 Handling Symbols

If special handling or storing methods are required for your product then the carton should contain the necessary handling symbols that pertain to the product. This includes any designation that is required on cartons of hazardous materials by dangerous goods regulations. Consequently, representing these symbols will ensure the appropriate storage and safe handling of products. Refer to Table 3.2.1 for a glossary of some the more common carton handling symbols. Please note however, that Table 3.2.1 does not necessarily include carton-handling symbols that relate to your product. It is ultimately your responsibility to ensure that any necessary handling symbols specific to your product are depicted clearly on the carton (or in some cases, the pallet). For example, if your product must not be stacked, then it should contain a symbol such as "Do Not Stack" which clearly indicates its meaning. Also note that the symbols listed in Table 3.2.1 are not comprehensive. That is, different symbols of the same designation are acceptable so long as they are obvious and do not confuse operating personnel.

Table 3.2.1: Glossary of Carton Handling Symbols

SYMBOL	DESIGNATION	COMMENTS
	Fragile/Handle with Care	The product is at risk of cracking or shattering due to its frail characteristics.
	This Side Up	The product must always be transferred, handled and stored with the arrows pointing upwards.
	Keep Dry	The product must be protected from excessive humidity and moisture at all times.
	Do Not Use Forklift Truck Here	The product will contain this symbol on the sides of the packaging where a forklift truck cannot not be used.

	Protect From Heat	The product must be kept away from additional sources of heat that may cause the product to spoil or deform.
---	-------------------	--

3.2.2 Carton Detail Requirements

The speed and ease of transfer of product through the supply chain is increased if the proper labeling is clearly visible on the various level of packaging. It is your responsibility to ensure that all necessary labels are affixed and noticeable at each level of packaging.

Loblaw Companies Limited recognizes two levels of packaging within our Distribution Centres, the Master and Repack carton levels. In certain instances, Repack carton levels may be equivalent to the consumer unit. Appendix A.4 clarifies the types of pick scenarios that relate to different packaging levels. Please note that no vendor shall have greater than two levels of packaging and that the second level of packaging will be the lowest packaging level picked at the DC.

It is therefore necessary to incorporate the relevant carton details as required at each packaging level, outlined below. If any of the labeling requirements listed below are excluded or are not clearly visible, Loblaw Inc reserves the right to refuse the product(s).

If you have any questions relating to any level of packaging, please contact vendorstandards@loblaw.ca. For further inquiries into bar coding, refer to the GS1 Canada document titled [Bar Coding Basics for Shipping Containers](#).

Cartons imported by Loblaw Inc from offshore supply points should comply with additional labeling requirements indicated in the *Loblaw Inc Standard Operating Procedures - Offshore* document, available from your SCM or Assistant SCM.

MASTER CARTON

The Master Carton is defined to be the highest level of packaging that enters the DC. This packaging level also leaves the DC without being broken down. Thus, the Master Carton is often identified by the term, “full case”. Refer to Figure 3.2.2a for a sample diagram of a Master Carton. The labeling requirements that must be clearly visible on the Master Carton are described in the table below:

Master Carton Labeling Requirements

Label Element	Description	Example
Master/Product UPC	The correct 14-digit UPC code and barcode for the item at the Master Carton level of packaging	1 06 14141 54321 9
Loblaw Inc SKU Number	The Article number of the SKU	12345678
SKU Description	The item description, including colour/size/style if applicable	Floral pattern bakeware set

Vendor Name	The name of the vendor or supplier	ABC Company Inc.
Inner Quantity	Number of inner packs within the Master Carton. This may be included in the SKU description.	12 x 4-piece sets
Expiration Date	The use-by date for the product in open format	Best Before Feb 19, 2006
Carton x of y	Carton number if a SKU is split across cartons (e.g. modular items)	Carton 1 of 2

Master Carton Labeling Requirements

Figure 3.2.2a: The following diagram illustrates the Master Carton packaging level



Carton Marking Requirements for Shipments Destined to USA

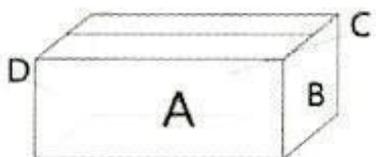
Shipping Marks-information to appear on **front, back and one end of carton**, please refer to placement A, B, C on diagram below.

Label Element	Description	Example
Consignee	JFS Inc. United States	JFS Inc. United States
Country of Origin	Country of Origin	China
PO Number	Purchase order number	993852
Style Number	Style Number	KGU1KT1234
Colour	Colour name	Red
Master/Product UPC	the correct 14-digit UPC code and Barcode for the item at the Master Carton level of packaging	0005719764701
Inner Pack Size Scale	Number of units per size	<u>XS S M L XL</u> 1 3 4 3 1=12

Carton Quantity	Number of inner packs with this master 1 X 12 carton.
Master Carton X of y	Carton number as a unit of the Total Carton 1 of 80 number of cartons

Shipping Marks information to appear on the **fourth side (end) of carton**, please refer to placement D on diagram below.

Label Element	Description
CTN. G.W.	Gross weight of carton in lbs.
CTN. N.W.	Net weight of carton in lbs.
CTN. MEAS.	Measurement of carton in inches
CBF	Volume of the carton in cubic feet

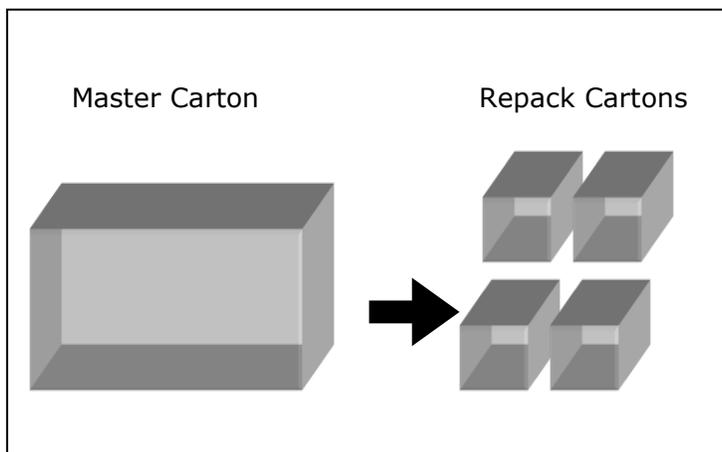


REPACK CARTON

The Repack Carton is defined to be the inner of a Master Carton or first level of packaging above a consumer unit. Refer to Figure 3.2.2b for a sample diagram of a repack carton.

Repack Carton Labeling Requirements

Label Element	Description	Example
Repack/Product UPC	The correct UPC code and barcode for the item at the Repack Carton level of packaging	1 06 14141 54321 9
Loblaws Inc SKU Number	The Article number of the SKU	12345678
SKU Description	The item description, including colour/size/style if applicable	Floral pattern bakeware set
Vendor Name	The name of the vendor or supplier	ABC Company Inc.



Inner Quantity	Number of consumer units within the Repack Carton. This may be included in the SKU description.	1 x 4-piece set
Expiration Date	The use-by date for the product in open format	Best Before Feb 19, 2006
Carton x of y	Carton number if a SKU is split across cartons (e.g. modular items)	Carton 1 of 2

Figure 3.2.2b: The following diagram illustrates the Repack Carton packaging level CONSUMER UNIT

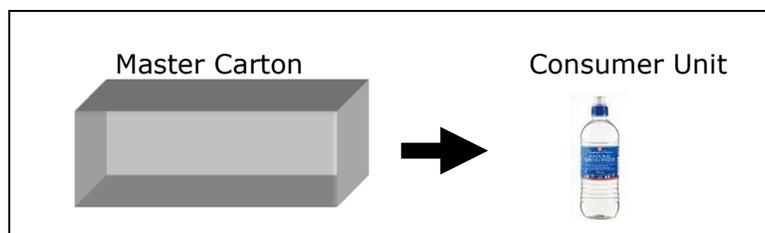
A consumer unit is defined to be the physical unit purchased at the retail level by a customer. Refer to Figure 3.2.2c for a sample diagram of a consumer unit.

Consumer unit labeling, and packaging must be in compliance with applicable Federal, Provincial, State, and local laws and regulations.

For control label items, labeling and packaging guidelines provided by Loblaw Brands Limited and the Loblaws Inc General Merchandise Private Label group must also be followed.

Finally, the consumer unit must be in accordance with the Loblaws Inc product listing agreed-to with the Loblaws Inc Category Manager.

Figure 3.2.2c: The following diagram illustrates the relationship between the Master Carton and consumer unit packaging level



3.3 Protective Wrapping and Padding

Protection of the product is necessary for safe transport. If done correctly it will minimize the cost resulting from damages and lost sales to both the vendor and Loblaw's Inc. Thus, the following wrapping and padding guidelines should be followed.

3.3.1 Moisture and Humidity

If a product is susceptible to damage caused by moisture or humidity, then the product must be wrapped and/or packaged in a moisture resistant material. The package containing the product must also include a package of desiccant (if applicable). Furthermore, please ensure that the quality of the corrugate your product is shipped in is not jeopardized by the nature of your product and the shipping/storing conditions that it may encounter. For example, a product may experience condensation when exposed to humidity which causes the corrugate to dampen and lose strength.

3.3.2 Breakage

Due to the vulnerability of fragile products breaking during transport, they are required to be protected by the appropriate inserts and/or padding. This includes using nesting boards and partitions when necessary to limit the movement of the fragile products within the carton. If this is not possible due to limitations of the product, then the product should either be wrapped with un-faced corrugate (single layer of corrugate with no linerboard), single-faced corrugate (fluted corrugated medium attached to a flat-facing linerboard), kraft-type paper (coarse paper made from at least 80% wood pulp), bubble wrap or it must be sheltered by styrofoam. Please refrain from using packaging peanuts or shredded paper as filler.

3.3.3 Shrink -Wrap

Shrink-wrap can be distinguished apart from stretch wrap by the process undertaken to restrict movement of the items or cases. More clearly, shrink-wrap involves wrapping and then heating plastic film around a product to create a tightly sealed package. Please refer to Figure 3.3.3 below for a pictorial illustration. In order to prevent movement of items during handling, sufficient tension should be applied to your product. This includes ensuring that the thickness and tension applied to the product are strong enough to withhold the weight of the product during lifting by the wrap. If you are uncertain about the parameters (such as thickness, finish or tension) associated with your shrink-wrap, please communicate your questions and concerns with your Category Manager.

For H&E: Shrink-wrapped repack inner carton articles are not permitted. Any repack inner carton articles must be packed in a master corrugated carton.

Figure 3.3.3: Images depicting shrink-wrapped product



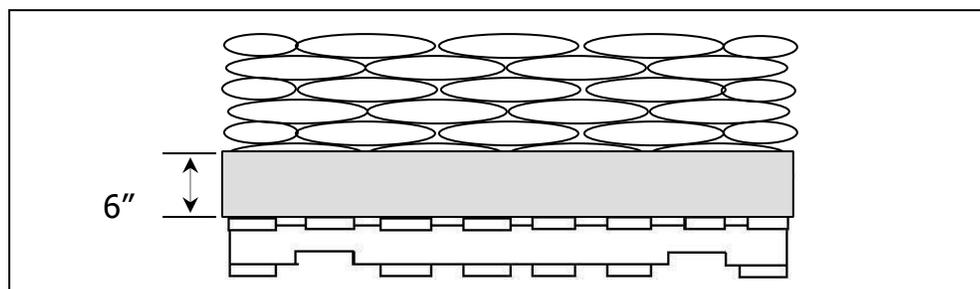
3.3.4 Stretch Wrap

Stretch wrap applies to products that are palletized. More importantly, any pallet shipped to a Loblaw's Inc facility must be individually stretch wrapped in its entirety with all the corners at the top and bottom covered. The stretch wrap used should be of top quality in stretch, memory and retention. Furthermore, the product must be wrapped securely enough to avoid shifting during transportation.

3.3.5 Additional Wrapping (Materials/Techniques)

For products packaged in bags that are susceptible to damage and tear at the lower layers of the pallet, it is recommended that you consider a protective cardboard cover approximately 6 inches high on all four sides. Refer to Figure 3.3.5 for an example.

Figure 3.3.5: The following is a side view of a protective cardboard cover



3.4 Sealing Requirements

Products will encounter numerous shipping and storing conditions as they make their way from your facilities to our retail outlets. Some examples include various storage temperatures and movement via conveyor systems. As such, in order not to obstruct flow it is imperative that a product remains sealed regardless of the physical conditions it is exposed to. Loblaw's Inc suggests that vendors consider using tape, glue or stitching as a primary means of sealing a carton. As a general recommendation, if sealing a corrugated carton using glue, then try to ensure that it is water resistant and if sealing a corrugated carton with staples, then use them in conjunction with glue (to prevent the staples from shifting and tearing the corrugate). However, do not disregard the technique used to seal the carton, as it is equally as important as the material used. Thus, Loblaw's Inc still reserves the right to refuse products if they are sealed improperly. If you have any questions regarding the proper sealing of a carton, please refer to Appendix B of the National Standards of Canada's document titled Corrugated Fibreboard Products or contact your Category Manager. Also, cartons sealed via other materials may still be accepted into Loblaw's Inc facilities as long as no issues with the carton(s) arise.

4. Shipping Guidelines

4.1 Standard Shipping Container Labeling

Canada Border Services Agency legislation requires the exterior packages of all shipments originating outside of Canada to be marked with the country of origin of that product. In the event of a Customs exam, the country of origin must be accessible to Customs officials. Please refer to the Canada Border Services Agency document, [D3-1-1: Regulations Respecting the Importation, Transportation and Exportation of Goods](#), for a full list of regulations on the marking of imported goods:

<http://www.cbsa-asfc.gc.ca/import/reportintro-e.html>

The case UPC and product description must be on the outside of every shipping case. Product descriptions should be such that similar products can be clearly identified.

Refer to Section 3 Packaging Guidelines for further information on labeling requirements

4.2 Shipment Quality

4.2.1. General Guidelines

Vendors must ensure all loads are hygienically acceptable and free from infestation of any type. Shipments must be free of dust, mold or any other contaminate that affects the condition or the salability of the product.

All deliveries are subject to a quality inspection and may be refused if product quality is not to Loblaw's Inc specifications.

4.2.2 Food Standards

All food supplied to Loblaw's Inc must meet the guidelines set forth by the Canadian Food Inspection Agency <http://www.inspection.gc.ca>.

Code dates are required in an easy-to-read, open format – e.g. "10-Jan-2006" with an indication of the type of date – i.e. Best Before or Manufacture Date. For a particular SKU, where multiple code dates are shipped, each code date should be on a separate pallet.

Effective June 1st, 2008, Loblaw's Inc will only accept open code product with 80% + remaining shelf life on control label SKU's. Exceptions will be granted if the vendor has called the category manager, gotten approval to ship the goods with less than 80% + remaining shelf life and the category manager has advised Inventory Control Managers and DC's.

In accordance with our temperature control program and applicable food safety regulations, the following temperature specifications must always be met:

- Refrigerated product and shipping temperature at or below 4 degrees Celsius
- Frozen product and shipping temperature at or below -18 degrees Celsius (frozen solid)

Carriers should ensure that their trailers are pre-chilled before loading product. [For Collect Suppliers and Carriers:](#)

When a carrier makes a pick up at a collect supplier of refrigerated or frozen product, the supplier must take the temperature of the merchandise in the presence of the driver.

The temperature must be taken three times during loading: at the beginning, in the middle and at the end. These temperatures should be recorded on the bill of lading and the driver should sign the bill of lading indicating that he has witnessed the readings.

Temperatures should be taken with an infra-red or stem thermometer. If using a stem thermometer, place between two packages and wait until temperature stabilizes.

At the time of pick-up, if the driver notices that any of the three temperatures taken is above temperature specifications, he must immediately contact his dispatcher to be advised further.

In instances where the above procedure is not followed (e.g. driver is not given access to the supplier’s dock to witness the reading), the supplier is liable for product and disposal cost if the load is refused due to temperature non-compliance.

Reporting Food Safety Issues

Vendors should report confirmed food safety issues to the 24/7 bilingual Vendor Hotline at 18666133174. This line is reserved for reporting issues requiring immediate action, confirmed as a Health Risk. LBL Quality Assurance will make an assessment and issue the appropriate notice to store level. Vendors may use this line for Control Label or National Brands food safety issues.

4.3 Shipment Mass

Effective January 26th, 2008, Loblaw's Inc will no longer receive product into our distribution centres that are more than 75lbs (35kg) per case. This is a health and safety issue at the distribution centre level. Products weighing more 75lbs (35kg) per case, risk being refused at the DC.

4.4 Pallet Policy

Loblaw Companies Limited is committed to lowering distribution costs. This is best achieved through the standardization of pallet types utilized in our warehousing and transportation systems. This will mean faster unloading times, less pallet handling and sorting, reduced product damage, improved pallet quality for safety and economic benefits, plus better control through more accurate records.

4.4.1 Pallet Specifications

	Full Pallet	Half Pallet
Pallet Width	40"	20"
Pallet Length	48"	48"

In order to facilitate the efficient receipt of your product for our mutual benefit, we require that you palletize your product for shipment to Loblaws Inc. using pallets from the following authorized rental pallet programs:

- CHEP Rental Pallet Program (Blue – Wood Pallet)
- PECO Rental Pallet Program (Red – Wood Pallet)
- RM2 Rental Pallet Program (Composite Pallet)

Loblaws Inc. will accept both the CHEP US specification block pallet as well as the CHEP Canadian stringer specification pallet from suppliers. PECO and RM2 only offers a block pallet specification to suppliers.

Loblaws Inc. prefers a block pallet specification since it represents an optimal Distribution Centre, Transportation and Retail operational design, allowing for true four-way entry and most flexible pallet usage. Loblaws Inc. reserves the right to specify the supplier use of block specification rental pallets only.

CHEP, PECO, & RM2 rental pallets will be received on a one-way basis only, with no financial liability and no liability for physical pallet damage or pallet losses, at all Distribution Centres and at all Loblaws Inc Retail Banner store locations within each of our Loblaw Companies Ltd. Divisions.

Suppliers shipping on pallets other than CHEP, PECO or RM2 should arrange for re-palletization prior to delivery. Vendors will be billed for re-palletization, if it occurs, at Loblaws Inc's cost. Suppliers should discuss these requirements with their applicable Category Managers and may be subsequently requested to contact the individual Loblaws Inc Distribution Centres or the Central Scheduling office (Provigo) in order to finalize re-palletization arrangements & costs, if available at individual sites.

Loblaws Inc may at its sole discretion refuse shipments with product palletized on nonstandard pallets, other than CHEP, PECO or RM2 pallets with specifications as outlined below.

"Whiteboards" or "white wood" (GMA #1, GMA #2, other specifications) pallets are considered by Loblaw Inc. as non-standard pallets.

Exception – Milk Industry Standardized Pallet:

Premised on long standing industry protocols, and in recognition of a non-standard pallet design which optimizes product movement within Loblaws Inc's supply chain, **Loblaws Inc will accept the standard 41-inch X 41 inch "milk" pallet** as an **exception** to the normal, inbound pallet standards, as defined above.

This "Loblaws Inc non-standard" inbound pallet will only be accepted:

- If shipped by selected Loblaws Inc milk suppliers
- If loaded with industry standard milk totes/crates, in pallet configurations which match/optimize this pallet design
- At the perishable Distribution Centres within our Canadian network where this product is listed or is cross-docked according to current Loblaws Inc protocols.

Loblaws Inc will not accept any financial liability or any liability for physical damage or pallet losses involving these non-standard pallets, while in our supply chain.

Our DC's will not accept any quarter pallets since quarter pallets are not transportable by conventional material handling equipment within our warehouses or at our retail stores. Product arriving at our dock on quarter pallets will be refused and returned at vendors cost, to be repalletized appropriately.

Products shipped to our DC's on CHEP or PECO half pallets (one billing SKU per half pallet) will be acceptable.

If Canadian federal or provincial regulations come into force with respect to wood packaging heat treatment requirements (or other pallet treatment requirements as defined under these regulations and associated with wood born pest control), Loblaw Inc. will expect that all approved pallets entering the Loblaw supply chain on and after the effective date will be fully compliant with these regulations. Loblaw Inc. also expects that approved wood pallet providers (CHEP & PECO) will proactively prepare their pallet pools as required and that all suppliers will proactively work with their pallet providers to ensure no disruption to inbound product service levels associated with the implementation of any such regulations.

For further information regarding the Loblaws Inc pallet policy, please direct any inquires to the applicable Loblaws Inc contacts, as below:

Region	Name	Phone Number	Email Address
National	Suzy Teves	905-459-2500 Ext. 623023	suzy.teves@loblaw.ca

For general information with respect to the CHEP pallet rental program visit www.chep.com. For general information with respect to the PECO pallet rental program visit www.pecopallet.com. For general information with respect to the RM2 pallet rental program visit www.rm2.com.



PECO Pallet: Block Pallet Spec Sheet

Revised 10.05.2011



Features & Benefits:

Engineered Around Four Key Values: Quality, Service, Control and Safety

- ▶ Injecting highest quality standards into global supply chains
- ▶ Responsiveness beyond customer expectations

“State-of-the-Art” High-Tech Pallet Construction

- ▶ Performance that improves the customers’ bottom line
- ▶ A total of 26 boards and 138 fasteners per pallet
- ▶ Certified heat-treated pallets comply with ISPM 15 phytosanitary standards

Lowest Total Lifecycle Cost per Pallet

- ▶ Each pallet rated at 2,800 lbs. [1270.08kg] capacity:
 - edge-racked 40" [1016mm] width; 34" [864mm] or 36" [914mm] span
 - edge-racked 48" [1219mm] width; 44" [1118mm] span

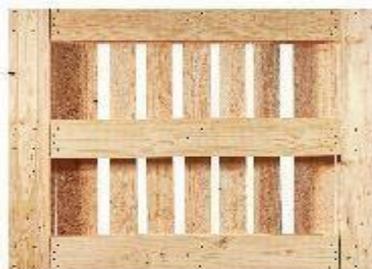
Strategically Customized Transportation Solutions

- ▶ Solutions-focused sales and management team
- ▶ “Close to your door” service and support

Top View



Bottom View



Side View



At PECO Pallet, we make sure that every pallet is constructed and maintained to the highest quality standards in the industry.



PECO Pallet: Block Pallet Spec Sheet

Specifications:

Pallet ID

PECO Block Pallet (Decks w/ Clinch)

Classification

48.00" x 40.00" x 5.56" [1219mm x 1016mm x 141mm], Block-Class, Double-Face, Non-Reversible, Full 4-Way, Multiple-Use, New Manufacture, 65-68 lbs. [29.484-30.8448 kg]

Each pallet rated at 2,800 lbs. [1270.08 kg] capacity:

- edge-racked 40" [1016mm] width; 34" [864mm] or 36" [914mm] span
- edge-racked 48" [1219mm] width; 44" [1118mm] span

Components:

Top Deck

Style Deckboard/Stringerboard
Type New Lumber

Number	Thickness	Width	Length
5	0.688" [17.48mm]	3.500" [89mm]	40.00" [1016mm]
4	0.688" [17.48mm]	5.500" [140mm]	40.00" [1016mm]

Mat Assembly Method, Mat Fasteners Clinched
Select Top Deck Leadboards

Volume: 7.5 bd ft [0.017698029 cubic meter]

Bottom Deck

Style Perimeter Base
Type New Lumber

Number	Thickness	Width	Length
2	0.688" [17.48mm]	5.500" [140mm]	40.00" [1016mm]
3	0.688" [17.48mm]	5.500" [140mm]	37.00" [940mm]

Volume: 5.0 bd ft [0.011798686 cubic meter]

Top Stringerboards

Type New Lumber

Number	Thickness	Width	Length
3	0.688" [17.48mm]	5.500" [140mm]	48.00" [1219mm]

Volume: 3.8 bd ft [0.008967001 cubic meter]

Blocks

Type Lumber
Orientation Sidegrain Nailing

Number	Thickness	Width	Length
3	5.063" [128.60mm]	3.500" [89mm]	3.75" [95.25mm]
6	5.063" [128.60mm]	3.500" [89mm]	7.50" [190.50mm]

Volume: 6.9 bd ft [0.016282187 cubic meter]

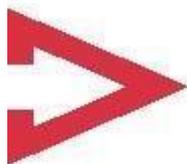
Materials:

Fasteners:

Mat Fast	TD Blk Fast	BD Blk Fast
Fastener ID		
1.625"X.105" [41.28mm x 2.67mm]	3"X.135" RSB [76.20mm x 3.43mm]	2.25"X.120" RSB [57.15mm x 3.05mm]
Clinch		
Fastener Type		
Plain	Annular	Annular
Fastener Length		
1.63" [41.40mm]	3.00" [76.20mm]	2.25" [57.15mm]
Thread Length		
0.63" [16.00mm]	1.75" [44.45mm]	1.00" [25.40mm]
Thread Diameter		
0.147" [3.73mm]	0.147" [3.73mm]	0.131" [3.33mm]
Wire Diameter		
0.105" [2.67mm]	0.135" [3.43mm]	0.120" [3.05mm]
Head Diameter		
0.270" [6.86mm]	0.285" [7.24mm]	0.285" [7.24mm]
Rings		
20	20	35
MIBANT Angle		
47	15	28
FWI		
23	79	71
FSI		
49	154	88
Total Number		
36	45	57



All materials generated from the PDS software (PDS Materials), including without limitation specification sheets, drawings, analyses and all other output, are protected by copyright and other intellectual property laws. The direct pallet user customer may not copy the PDS materials without the express written permission of the PDS licensee that provided the customer with the PDS materials.



PECO Pallet: 48x20 Block Half Pallet Specifications

Now available in Canada, the PECO half-size (48x20) wood block pallet is ideal for in-store merchandise displays.

Revised 03/05/2016

Features & Benefits:

Engineered Around Four Key Values: Quality, Service, Control and Safety

- ▶ Injecting highest quality standards into global supply chains
- ▶ Responsiveness beyond customer expectations

State-of-the-Art High-Tech Pallet Construction

- ▶ Performance that improves your bottom line

Lowest Total Lifecycle Cost per Pallet

- ▶ Each pallet rated at 1,400 lbs. [635 kg] capacity

Strategically Customized Transportation Solutions

- ▶ Solutions-focused sales and management team
- ▶ “Close to your door” service and support

Specifications:

- ▶ **Pallet ID**
PECO 48x20 Block Pallet (Decks w/ Clinch)
- ▶ **Classification**
48.00" x 20.00" x 5.66" [1,219mm x 508mm x 141mm]
Block-Class
Double-Face | Non-Reversible
Full 4-Way, Multiple-Use
New Manufacture
28 lbs. [12.7 kg]

Pallets are available within 72 hours of order.

At PECO Pallet, we make sure that every pallet is constructed and maintained to the **highest quality standards** in the industry.

▶ Top View



▶ Bottom View

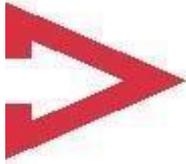


▶ Side View



▶ 2 Bridge Street, Suite 210, Irvington, NY 10533 ▶ pecopallet.com





PECO Pallet: 48x20 Block Half Pallet Specifications

Components:

▶ Top Deck

Style Type	Deckboard/Stringerboard New Lumber		
Number	Thickness	Width	Length
7	0.885" [17.48mm]	3.600" [91mm]	20.00" [508mm]
2	0.885" [17.48mm]	5.600" [142.7mm]	20.00" [508mm]

Volume: 3.4 bd ft [0.0080 cubic meter]

Bottom Deck

Style Type	Perimeter Base New Lumber		
Number	Thickness	Width	Length
2	0.885" [17.48mm]	3.600" [91mm]	20.00" [508mm]
2	0.885" [17.48mm]	3.600" [91mm]	41.00" [1041.4mm]

Volume: 2.0 bd ft [0.0047 cubic meter]

Top Stringerboards

Type	New Lumber		
Number	Thickness	Width	Length
2	0.885" [17.48mm]	3.600" [91mm]	49.00" [1218mm]

Volume: 1.8 bd ft [0.0038 cubic meter]

Blocks

Type Orientation	Lumber Bladegrain Nailing		
Number	Height	Width	Length
2	3.600" [91mm]	3.600" [91mm]	3.60" [91mm]
4	3.600" [91mm]	3.600" [91mm]	5.60" [142.7mm]

Volume: 2.6 bd ft [0.0059 cubic meter]

Materials:

▶ Fasteners:

Mat Feet	TD Blk Feet	BD Blk Feet
Fastener ID		
1.625" x 0.105" [41.28mm x 2.67mm]	3.00" x 0.135" R88 [76.20mm x 3.43mm]	2.25" x 0.120" R88 [57.15mm x 3.05mm]
Fastener Type		
Smooth Shank	Annular Ring	Annular Ring
Fastener Length		
1.63" [41.40mm]	3.00" [76.20mm]	2.25" [57.16mm]
Thread Length		
0	2.5" [63.5mm]	1.5" [38.10mm]
Thread Diameter		
0	0.141" [3.58mm]	0.128" [3.20mm]
Wire Diameter		
0.105" [2.67mm]	0.136" [3.78mm]	0.120" [3.18mm]
Head Diameter		
0.270" [6.86mm]	0.285" [7.24mm]	0.285" [7.24mm]
Rings		
0	32 rings/inch	32 rings/inch
MSANT Angle		
00	25	32
Total Number		
30	16	30

▶ New Lumber

Lumber ID: SYPKDF2

Species Class	Grade
Southern Yellow Pine	Premium & BTR
Moisture Content [at manufacture and assembly]: Kiln Dry - 10%	

Total New Lumber VOLUME: 9.5 bd ft [0.0234 cubic meter]



All materials generated from the PDS software (PDS Materials) including without limitation specifications sheets, drawings, analyses and all other output, are protected by copyright and other intellectual property laws. The client/pallet user/customer may not copy the PDS materials without the express written permission of the PDS business that provided the customer with the PDS materials.



48 x 40in BLOCK PALLET

SPECIFICATIONS



FEATURES & BENEFITS

• Innovative Design

- True 4-way entry ensures compatibility with all standard pallet jacks and forklifts
- Provides greater efficiency in pallet loading and unloading
- 87% top deck and 55% bottom deck coverage decreases product damage
- Free Span racking in either direction
- Payload rating of 2,800 lbs. under normal shipping circumstances

• Full Perimeter Base

- Evenly distributes load to reduce product damage
- Provides stability in block stacking
- Design eliminates notched stringers

• Consistent Specification

- Increases operational efficiency
- Suitable for automated production and warehousing facilities

• Painted CHEP Blue

- Distinctive blue paint means CHEP pallets can be easily identified and outsorted

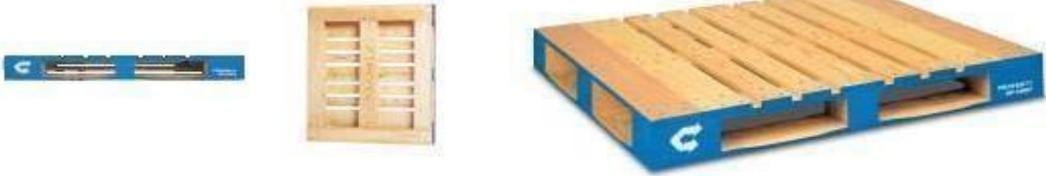
• Environmentally Sound

- 100% reused or recycled materials
- Removes solid waste from the municipal solid waste stream



RECYCLING THE PALLETS
Everyday.

SPECIFICATIONS MAXIMIZE YOURS
everyday.



Description	48 x 40in Pallet		
Color	CHEP blue		
Dimensions	Width	48 in	
	Depth	40 in	
	Height	5.56 in	
	Window Height	48in side	40in side
Material	Window Width	3-1/2 in	4-3/16 in
		14-5/8 in	12-1/2 in
Material	Wood – quality timber from a controlled environment. Primarily kiln-dried Southern Yellow Pine with Hardwood leading edge boards Paint – water based Nails – 150		
Performance	A general purpose pallet that can be safely used for most applications. The CHEP Block Pallet has been designed using the Pallet Design System to carry 2,800 lbs in normal operating circumstances with a uniformly distributed load.		
Coverage	Top Deck	87%	
	Bottom Deck	55%	
Nominal Load Capacity	Block stacked up to 5 unit loads high Empty pallets can be (stacked) stored 19 high in a trailer.		
Repair	Pallets are inspected and repaired by CHEP in accordance with our quality control policy.		
Truck Load Quantity	570		
Identification	All vertical faces are painted CHEP blue. The outer blocks on each 48" side are stenciled in white with the CHEP logo on the left block and the words "PROPERTY OF CHEP" on the right block.		
Ownership	All equipment is rented under CHEP standard terms and conditions, which are available at 8517 South Park Circle, Orlando, FL 32819. All CHEP equipment remains the exclusive and inalienable property of CHEP.		

48 x 40in BLOCK PALLET
SPECIFICATIONS



A BRAMBLES COMPANY

CHEP USA

8517 SOUTH PARK CIRCLE
ORLANDO, FL 32819 - 9040
TEL +1 407 370 2437 FAX +1 407 363 5254
www.chep.com

00CHP05

STRINGER PALLET



CHEP STRINGER PALLET

Strong enough to hold up under your heaviest loads. Tough enough to withstand the rigors of your warehouse staff. Smart enough to free up your capital funds.

The Stringer Pallet combines superior design and high quality construction with all of the pooling advantages of CHEP. Unlike standard stringer pallets, the CHEP stringer pallet offers you more top and bottom deck coverage, reducing your chances for product damage.

This efficient shipping platform is just one component of the CHEP system that can help you reduce your logistical costs. The CHEP system eliminates a number of pallet related costs to its customers including pallet purchases, pallet sorting costs, pallet repairs, pallet recovery and relocation costs. In addition the CHEP system benefits its customers through a number of other logistical cost reductions such as lower product damage, improved direct ship programs and reduced administration.

Do you have shipping and receiving questions? CHEP has the answers and pallet management solutions. Contact your CHEP representative today.

FEATURES AND BENEFITS

- End plated stringers to enhance the ongoing performance of this pallet.
- Hardwood components.
- Meets or exceeds the specifications of the Canadian grocery, hard goods and consumer products industries.

SOLUTIONS

The CHEP equipment pooling system delivers cost-effective solutions to industry needs, providing an effective pallet management system which is simple to use.

SERVICE

CHEP provides a unique service to its customers. In addition to tracking pallets and containers carrying your products, CHEP has trained service representatives that manage and facilitate the movement of the pallets throughout the supply chain.

ENVIRONMENTALLY FRIENDLY

Through its reuse of pallets and containers in the supply chain, CHEP offers an environmentally friendly approach to pallet usage.



CHEP CANADA

STRINGER PALLET



SPECIFICATIONS*

STRINGER PALLET

Dimensions

	Length	Width	Height
Stringers (2 outside)	48"	3"	4"
Stringers (1 center)	48"	2"	4"
Top Deck (4 lead boards)	40"	6"	1"
Top Deck (4 center boards)	40"	4"	1"
Bottom Deck (2 lead boards)	40"	6"	1"
Bottom Deck (1 center board)	40"	6"	1"
Bottom Deck (2 middle boards)	40"	4"	1"

All stringers are notched to facilitate 4 way entry and are steel end plated. Bottom deck boards are chamfered to facilitate entry.

Coverage:

Top Deck:	83%
Bottom Deck:	54%

Size & Type of Pallet:

The CHEP Canada Stringer Pallet is a 48"x40"; flush non reversible, notched stringer pallet with four-way entry for fork trucks and two-way entry for hand jacks.

Identification:

All vertical external surfaces are painted CHEP blue. The stringers are stenciled in white with the CHEP double arrow logo and the words "Property of CHEP - Propriété de CHEP" on the external 48" lengths.

CHEP POOLING - A BETTER SYSTEM

Pallet and container pooling, a concept pioneered and perfected by CHEP, eliminates pallet ownership, inventory and maintenance challenges while providing users with shipping efficiencies and new tracking and control technologies. The pooling system is simple to use for all parties in the supply chain. Pallets are issued to the manufacturer. The CHEP pallets are then loaded with product and shipped to their destination, where the pallets are emptied and returned to a CHEP depot. After a close inspection, cleaning and any necessary repair, the pallets are available for use by the next customer. All of the partners in the pallet pool realize the benefit of concentrating on their core businesses while CHEP service support administers shipment tracking and manages the process.

GLOBAL LEADER

CHEP, founded in 1946, is an international pallet and container pooling company servicing manufacturers and distributors in the consumer goods industries; growers/shippers and receivers in the produce industry; packers, processors and distributors in the meat industry; manufacturers and distributors in the home improvement and hardware industry; and suppliers in the raw materials industry.

For additional information about CHEP, please visit the global web site at www.chep.com.

*Specifications may be changed without notice.

All equipment is rented under CHEP Canada's standard Terms of Rental which are available at 76 Wentworth Court, Brampton, Ontario L6T 5M7. All CHEP equipment remains the exclusive and inalienable property of CHEP.

CHEP CANADA

FOR THE CHEP OFFICE NEAREST YOU PLEASE CONTACT ONE OF OUR REGIONAL OFFICES:

HEADQUARTERS

MISSISSAUGA
7400 EAST DANBRO CRESCENT
MISSISSAUGA, ONTARIO
L5N 8C6
TEL: (905) 790-2437
FAX: (905) 789-4279

EASTERN REGION

MONTREAL
3905, SARTELON
VILLE SAINT-LAURENT
QUEBEC H4S 2A6
TEL: (514) 746-2437
FAX: (514) 746-8069

CENTRAL REGION

TORONTO
76 WENTWORTH COURT
BRAMPTON, ONTARIO
L6T 5M7
TEL: (905) 790-2437
FAX: (905) 790-6546

WESTERN REGION

VANCOUVER
1647 DERWENT WAY
ANNACIS ISLAND, NEW WESTMINSTER
BRITISH COLUMBIA V3M 6K6
TEL: (604) 520-2583
FAX: (604) 520-6174

25000500

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Printed on Recycled and Recyclable paper



Pooled Wood Half Pallet

Canada 48 x 20 inch



Overview

The robust CHEP Half Pallet is the optimal unit to build and ship Store Ready – Floor Ready displays to your customers across Canada.

An ideal merchandising platform designed to optimize in-store, end of aisle displays.



Features and Benefits

Innovative Design

- 6 block design for true 4-way entry
- Meets or exceeds the specifications for Canadian grocery and mass merchandising half pallets
- Provides greater efficiency in pallet loading and unloading
- Up to 83% top deck and 50% bottom deck coverage decreases product damage
- Low daily rental rates

Consistent Availability

- Ensures no delay in production at times of seasonal or unexpected demand

Half Pallet Benefits

- Suitable for in-store display
- Retail-ready packaging
- Small quantity orders
- Reduces distribution and retail labor

Specifications

Dimensions - in inches

Length	Width	Height
48	20	5

Window / Pallet entry - in inches

	Width	Height
48 in side	16	3.5
20 in side	12	4.2

Nominal Capacity and Weight

Maximum load weight	1400 lbs
Tare weight	35 lbs

Load stability differs from standard 48 x 40 inch, full-sized pallets

Pallet is not designed for edge racking

The limiting factor for floor stacking is typically lateral stability, not maximum loading

Empty pallets can be (stacked) stored up to 19 high in a trailer

Notes

Materials

Wood: Constructed with hardwood timber from certified sources

Paint: water based

Nails: either standard or stiff stock wire

The pallet has natural wood surfaces with perimeters painted CHEP blue for ease of identification

Performance and Standards

A general purpose pallet that can be safely used for most applications. Pallets are not rated for racking applications.

Truck Load Quantity

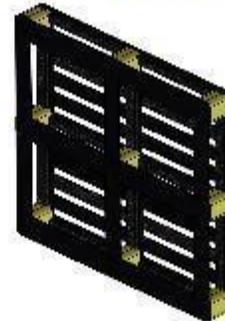
784 pallets

FMCG



48"x40" BLOCKPal™ Composite Pallet Technical Specifications

- High strength-to-weight ratio
- 20 times greater durability than wooden pallets
- Non-porous surface is resistant to moisture and bacteria
- Anti-slip surface offers a greater Coefficient of Friction
- Compliant with all relevant FDA (Gras), Health Canada Letter of No Objection and EU directives
- Fire retardancy Accredited to FM 4906 Approval Standard for Classification of Idle Plastics Pallets as Equivalent to Wood Pallets



Technical Specifications

Length:	48" (1219 mm)
Width:	40" (1016 mm)
Height:	4.9" (125 mm)
Weight:	54.25 lbs (24.6 kg)
Color:	Black

Weight Limits

Dynamic:	9,800 lbs (4,218 kg)
Rack:	6,500 lbs (2,948 kg)
Static:	60,000 lbs (27,215 kg)

With a safety factor of 2 as per ISO 9011

Performance and Standards

All technical data include characteristics features, have been tested in accordance with ISO 9611 & ASTM D 1195. Conditions of usage vary dependent upon loading method, prevailing temperature and length of storage time.

Static Load: Compression strength on a level floor with a uniformly distributed load at room temperature of approximately 20°C.
 Racking Load: Uniformly distributed load along the longitudinal sides, resting on two supports for more than 100h at approximately 20°C.
 Dynamic Load: On the fork with uniformly distributed load at ambient temperature of approximately 20°C.

Top Deck Configuration

# of Slats:	11
Width of Slats:	3"
Width Between Slats:	1.5"
Thickness of Slats:	3/16"
Anti-Slip Coating:	5
Top Deck Coverage:	33"
Top Deck Coverage:	68.75%

Temperature Range

Minimum:	-40° F (-40°C)
Maximum:	176° F (80°C)

Bottom Deck Configuration

# of Slats:	3
Width of Slats:	5"
Thickness of Slats:	3/16"
Fork Tine Support Channels:	Crucifix
Fork Tine Opening:	3.6"
Anti-Slip Coating:	Bottom deck

Leg Design Configuration

T2: Top Insert	Molded
B2: Bottom Insert	Molded
Color:	Yellow

RM2 Canada Inc. | www.rm2.com | 1.905.266.555 | info@rm2.com

4.4.2 Load Building Requirements

- Tie and Tiers must be reviewed with Loblaw's Inc distribution. Pallets must not be stacked higher than the specified DC's pallet maximum height. Rework (lumping) of pallets received at noncompliant Tie and Tiers will be at the cost of the vendor or carrier.
- The carton configuration should cover the complete platform area of the pallet without any overhang (danger of breakage during transportation). Overhang is only acceptable where the size of the product is greater than the maximum dimension of the pallet.
- Loblaw's Inc requests that you ship one SKU per pallet. If it is not possible to do so you should ship one SKU per layer, with layers separated by a slip sheet. The minimum standard is one SKU per carton.
- Product should be sufficiently stable for the pallet to be moved once film wrap has been removed. It is recommended that the base of each pallet is wrapped in cardboard to prevent potential product damage by forks (see Figures 4.4.2a and 4.4.2b).

Figure 4.4.2a: Lower product exposed to potential fork damage



- Figure 4.4.2b: Pallets with base cardboard protection



It is the vendor's responsibility to ensure that all products are palletized. Floor loaded shipments are to be palletized by the vendor either on the receiving dock or at another facility before being received at Loblaw's Inc. Palletization must be prearranged with Loblaw's Inc or a third-party

facility. If neither of these guidelines are followed the vendor is responsible for the additional cost incurred by Loblaw's Inc.

4.4.3 Stretch Wrap Guidelines

- All palletized product shipped to Loblaw's Inc must be individually stretch wrapped in its entirety ensuring that all corners at the top and bottom are covered. Stretch wrap should have sufficient stretch, memory and retention to help prevent merchandise loss or damage during shipment. The product must be wrapped securely enough to avoid shifting during transportation.

Figure 4.4.3: Insufficient stretch wrap resulting in shifted load



- Half pallets should be individually wrapped and fitted with cardboard corners. Half pallets should be wrapped together two on a 40" x 48" base pallet.

4.4.4 Pallet Configuration

- Pallets should be loaded on the trailer such that the integrity of the product is not compromised. The loading and stop sequence should ensure that there is unrestricted access to any product being delivered. Loblaw's Inc reserves the right to refuse loads that require movement of product not destined for the receiving location (e.g. unloading another customer's product to access Loblaw's Inc pallets).

4.4.5 Display Ready Pallets (DRPs) and Display Ready Half Pallets (DRHPs)

- Vendors should work with Loblaw's Inc category management to develop DRP/DRHP programs.
- DRPs/DRHPs should satisfy the above pallet guidelines as well as the following physical and transportation requirements,

Physical Requirements

- Product should be on a standard 40" X 48" CHEP or PECO pallet or a standard 20" X 48" CHEP or PECO half pallet.
- DRPs/DRHPs should be individually stretched wrapped and fitted with corner posts and a corrugated pallet cover
- DRPs/DRHPs should be sufficiently stable for the unit to be moved after the wrap, corner posts, and pallet cover have been removed.
- Maximum height is 66 inches, pallet and pallet cover included.
- DRP for General Merchandise and some Food products are excluded from this requirement. Please contact your Category Manager/Product Developer.
- Product should cover the pallet completely for customer safety reasons

- Product and trays should never exceed (overhang) size of the pallet to avoid damage in transit
- The base of the displayer/pallet can be comprised of solid dummy cases in order for the Distribution Centre to receive the product. However, it should not exceed one third (1/3) of the height of the pallet or one half (1/2) of the height of the half-pallet.
- DRPs/DRHPs should require little effort beyond removing wrap, corner posts, and pallet cover to make customer ready

Transportation Requirements

- Stability of the pallet should be significant. Corner posts and corrugated pallet covers should be used.
- For optimal stability during transit, two half pallets may be stretch wrapped together on a 40" X 48" base pallet with cardboard pallet covers protecting each half pallet.
- Single half-pallets (CHEP or PECO pallet) must be secured to a 40" X 48" base pallet with a non-metal vertical band to enhance stability.
- Product with bonus items or coupons must be protected with film over both the conventional and bonus product.

Figure 4.4.5a: Display Ready Half Pallets with pallet covers.



Figure 4.4.5b: Display Ready Pallet showing white corrugated trays, corrugated tray dividers (to provide structural support), corner posts, and stretch wrap.



Flow Guidelines

Loblaws Inc aims to manage Distribution Centre capacity and inventory by flowing DRPs through Distribution Centres in under 3 days. Increasingly, P.O.'s will indicate a priority receipt status. Please ensure these orders are prioritized.

Listing

A picture or reasonable depiction showing the DRP/DRHP as it will be shipped and processed through the Distribution Centre should be submitted to the DRP compliance contact to facilitate listing.

Vendors should work with their category managers to address any DRP compliance concerns.

DRP Compliance Contact

Roland Mangawang

778-837-1016

Roland.Mangawang@loblaw.ca

4.4.6 Tote Policy

Vendors are responsible for managing their supply of plastic totes and are expected to deal with any changes in tote demand that may arise due to product volume fluctuations. Plastic totes should be clean and hygienically acceptable. Loblaws Inc recommends that all vendors maintain a ledger of plastic tote exchanges.

Product normally shipped in plastic totes (e.g. Poultry) that arrives in cardboard boxes will be subject to a fine at Loblaws Inc's discretion.

4.5 Documentation

Every shipment must be accompanied by accurate and timely documentation. All loads must be accompanied by (2) two legible copies of the following paperwork:

- Bill of Lading/Packing Slip referring to Loblaws Inc PO Number and listing all shipped items and quantities
- Customs Documentation if applicable

4.5.1 Bill of Lading/Packing Slip Requirements

A proper bill of lading/packing slip must accompany all shipments, including a copy with the driver. Each Purchase Order must have a separate bill of lading/packing slip with the weight in pounds or kilograms clearly marked.

The bill of lading/packing slip must contain the following information:

- Shippers Name and Address
- Distribution Centre Name
- Bill of Lading/Packing Slip Number
- Carrier Name
- Purchase Order Number
- Total Case Count
- Total Pallet Count
- Item Information
- Vendor product number
- UPC Code
- Product Description
- Loblaws Inc product number
- Shipped quantity in consumer units
- Shipped quantity in repack units – if applicable
- LOT # - if applicable

For shipments containing repack items, the Packing slip should indicate the number of repack units in addition to the number of consumer units.

4.5.2 Customs

The following documents are required for customs purposes:

- Canada Customs Invoice, or vendor's own Commercial Invoice
 - 10-digit Harmonized System (HS) tariff number per item
 - Country of origin (manufacture or growth) per item
- Packing list
- Bill of lading
- Signed Confirmation of Sale (produce only)
- Certificate of origin (NAFTA, Form A, LDC) where appropriate

If Loblaws Inc incurs a penalty for failing to comply with Customs' regulations caused by vendor's inaccurate documents or incomplete data, Loblaws Inc reserves the right to debit the vendor the penalty paid plus a handling charge to recover its expenses.

All carriers and vendor drivers are to request that Customs officials reseal trailers after inspection.

To get a copy of the Canada Customs Invoices or to have information on how to fill it or for general information on the Canada Border Services Agency, visit www.cbsa.gc.ca.

For other questions on Customs you can contact our Customs department at loblawcustoms@loblaw.ca.

4.5.3 Proof of Delivery

Proof of delivery documentation is provided to suppliers for all deliveries made to all Loblaws Inc Distribution Centres.

This document details product to be received and requires a signature by both the receiver and vendor representative/driver. The Proof of Delivery must be completed in full for each and every receipt, noting any receiving discrepancies. This is a two-part form and the driver will be provided with the vendor copy upon completion of the delivery.

The use of this form provides consistent Proof of Delivery for all suppliers and all deliveries made and serve to facilitate the resolution of any payment discrepancies that may arise.

See section 6.2.2 *Loblaws Inc Proof of Delivery* for an example of this document.

DCs using the new Manhattan WMS system will have a different receiving / Proof of Delivery form that is not currently a two-part form. In all cases the driver will receive a copy of the form, but in the DCs using the new WMS it will be a photocopy of the original.

4.6 Receiving Dock Policy

Loblaws Inc general receiving dock policy guidelines are listed below. However, due to the nature of product handled and physical characteristics of each Loblaws Inc Distribution Centre there are specific requirements for each. Please see Appendix C to ensure that you are familiar with the specific receiving policies of each Distribution Centre that you deliver to. Any Distribution Centres not represented in Appendix C have the following as minimum requirements.

4.6.1 Personal Protective Equipment

Canadian Standards Association (CSA) approved safety footwear and CSA Class 2 high visibility reflective vests (Blaze Orange or Fluorescent Yellow) are to be worn by ALL drivers making deliveries. Loblaws Inc reserves the right to refuse any loads being delivered by drivers without CSA approved safety footwear and CSA Approved High visibility reflective vest (Class 2) onto the property.

Loblaws Inc will not allow drivers without safety footwear and high visibility vest (CSA Class 2) onto the property. They will be requested to leave the site and obtain proper personal protective equipment (footwear or vest). Failure to do so can result in PPE fine and/or load refusal.

If you are using a third-party carrier, please make sure this is communicated to the appropriate people at the carrier. If possible, make a note on your paperwork to the carrier indicating this requirement.

Note: High Visibility reflective vests may be required to be worn inside various Distribution Centres in our network and is at the discretion of the site. Please comply with their requirements.

See section 5.6 *Personal Protective Equipment and Vehicle Operating Rules Policy* for more information.

4.6.2 Trailer Policy

Drivers delivering product to Loblaw's Inc Distribution Centres should adhere to the following standards:

- Driver will be assigned a door number by supervisor and/or designate, or directed to park in a designated area of the yard
- Driver will back into designated door, only if the light is green. Driver will **not** back up to door if the light is red or when not operational; report to supervisor and/or designate
- For facilities with vehicle restraints, place the trailer into door, ensure air is fully released from trailer, and/or emergency brake has been applied correctly. When the light is red, tractor remains attached to the trailer
- Individual facilities may require additional measures to be taken, such as detaching of tractor from trailer and observing proper trailer separation
- For facilities without vehicle restraints or when required, wheel chocks will be applied by Loblaw supervisor and/or designate. At no time can the wheel chocks be removed without consent of the supervisor and/or designate.
- Air must be released from all air suspension equipped trailers, lower the trailer onto the trailer support/legs, and remove airline to brakes (apply brakes). Disengage tractor from trailer and move forward minimum of 6 feet.
- If the trailer is unable to be detached, a glad hand lock will be applied. Tractor remains attached to the trailer. Driver is required to disconnect air hose from trailer, shut down the tractor, apply all brakes, and lock the doors. Drivers are required to remain inside building until loading/unloading is complete
- In event that glad hand cannot be attached (i.e. straight truck), driver is to shut off truck, lock cab, supply supervisor and/or designate with keys and remain in building until load is complete. Once load is complete, dock plate is removed, door latched, interior light is red and wheel chock is removed. Paperwork is completed and returned to driver along with keys
- Loblaw's Inc no idling policy air must be dropped from all air ride trailers and the reefer on trailers be turned off
- Drivers must wait in the designated waiting area, if you need to leave this area for any reason the receiver must be informed
- Any outside driver that is required to off load their own trailer, must utilize their own equipment. Operating any Loblaw owned powered lift truck equipment is not permitted
- Supervisor and/or designate notifies driver when load is complete, and returns completed paperwork
- Driver will remove trailer from door, ONLY on a green light on the driver's side and leave the premises

Lock out Procedure for Dock Plates, Overhead Doors and Communication Lights

1. When any of these components malfunction, the loading door must be taken out of service, by following Lock out/Tag out procedure.
2. For those Distribution Centres with one power source leading to plates, doors and lights, lock must be applied to the main power control point and tag attached complete with pertinent information. Notify maintenance department for repairs.
3. For all other Distribution Centres where this is not possible, apply lock out tag and lock to overhead door handle or latch. Notify maintenance department for repairs.
4. For all facilities, place pylon lock out sign to exterior of door to communicate to outside drivers/shunt driver that door is out of service.

Lock out for non-compliant trailer

- Transportation is notified of non-compliant trailer
- Transportation removes trailer from door and places in designated area for repair Transportation will apply gladhand lock and tag to identify issue.

Failure to comply with the policy outlined above may result in refusal of product

At Distribution Centres where drop trailers are allowed, all necessary paperwork must be given to the receiving office. Please ensure that you contact your respective Distribution Centre to determine their policy regarding drop trailers. For more information refer to the Dock Safety Program – Distribution Centres.

4.6.3 Receiving Dock Rework

If rework on the receiving dock is required due to received Tie and Tier that is different from the warehouse's requirements, it is the vendor's or carrier's responsibility for reworking the product to the desired Tie and Tier. Any cost incurred by Loblaw's Inc for rework due to incorrect Tie and Tier will be charged to the vendor.

Rework charges are normally administered by the Distribution Centre or by a third-party agency on site at the DC. Cost recovery may be based on weight, number of pallets, number of pieces reworked, or may be a flat rate. See *Appendix C* for rework policies in Québec.

Any changes to vendor Tie and Tier specifications must be communicated to the Loblaw's Inc Supply Chain Analyst.

Shipments for Distribution centres that are being picked up by the Loblaw's Inc transportation department do not need to need to be reworked.

4.6.4 Load Refusal

In addition to the safety and trailer policies outlined above, Loblaw's Inc reserves the right to refuse loads for the reasons listed below:

Product Overages

- Product Damages
- Product Quality
- Temperature Non-Compliance
- Poor Packaging
- Product Loaded on Scrap Pallets
- Driver refusal to rework when required
- Product belonging to other Distribution Centres
- Items not ordered
- Loads that are tipped or otherwise deemed unsafe to handle
- Unscheduled Arrivals
- Late shipments
- Driver/Safety Issues
- Incorrect Paperwork
- Broken Seal

A valid load refusal could potentially result in a No Show penalty fine.

5. Transportation Policies

5.1 Prepaid Vendor Delivery

Transportation of prepaid orders is the responsibility of the vendor. In order for Loblaw's Inc to process your goods effectively through the DC, it is required that you ship as follows:

Timely Delivery

- Vendors are responsible for the shipment to arrive at the destination on the scheduled appointment date and time, as indicated on the Purchase Order. In the absence of an appointment, you are expected to contact the SCA to obtain an appointment. If the appointment time is impossible to meet, you should follow the following steps below:
- Contact both the Supply Chain Analyst (SCA) and the Inbound Specialist (scheduler) by 12pm ET on the day prior to appointment or at least 24 hours prior to appointment.
- Contact the respective Distribution Centre
- Refer to Appendix C for the required contact information
- Advise them i) why you can't make the appointment, and ii) when you can deliver
- Work with your SCA/Central Scheduling to reschedule the appointment
- If the carrier misses the appointment time and shows up late they may have to wait in line to be unloaded or they may be refused and forced to rebook
- Waiting time is not the responsibility of Loblaw Companies Limited
- In order to minimize waiting or rebooking, late vendors/carriers are encouraged to call their respective DC in transit and notify the respective DC of the impending late delivery.
- A No Show penalty may apply if an appointment is missed with insufficient notice provided to the Supply Chain Analyst and the Inbound Specialist (scheduler). See section 8.6, Penalty Schedule, for charge back amounts.

Offloading

- All SKU's must be palletized with a single SKU per pallet
- Where a single SKU per pallet is not practical, multiple SKUs on a pallet must be at least one SKU per layer, with layers separated by a slip sheet and stretch wrapped
- If a vendor chooses to consolidate multiple SKU's per pallet, the load will have to be broken down upon receipt. Breaking down or repalletizing product is the vendor's or carrier's responsibility
- If a driver refuses to rework the load, the load may be refused
- Rework charges are normally administered by the Distribution Centre or by a third-party agency on site at the DC. Cost recovery may be based on weight, number of pallets, number of pieces reworked, or may be a flat rate. See *Appendix E* for rework policies in Québec.

Couriers

- Vendors using Couriers to deliver shipments must have a scheduled appointment and are required to arrive at the destination on the scheduled appointment date and time indicated on the purchase order. If no appointment time is given it is the responsibility of the vendor to contact the Supply Chain Analyst to obtain an appointment.
- All couriers who deliver product or pick up product at Loblaw DCs are expected to comply with PPE and Vehicle Operating Rules Policy. (See 5.6 Personal Protective Equipment and Vehicle Operating Rules Policy)

If vendors choose to use a third-party carrier, it is our expectation that they meet with those parties to resolve any issues that may arise or seek a new service provider. Vendors are responsible for their carriers and their performance. The Loblaw's Inc Supply Chain Analyst should be kept up to date on any new transportation arrangements.

All motor carriers, brokers and vendors who deliver products or pick up products at Loblaw DC are expected to comply with the PPE and Vehicle Operating Rules Policy. (See 5.6 *Personal Protective Equipment and Vehicle Operating Rules Policy*)

5.2 Loblaw's Inc Backhaul

Responsibility for the pickup of collect orders lies with Loblaw's Inc. This pickup will be performed by

Loblaw's Inc directly or by a third-party carrier. Pickup will occur on the pickup date indicated on the Purchase Order. Your Purchase Order will have a pick-up date and an arrival date on it. The arrival date indicates the date at which it is expected at the respective DC. We expect all POs to be ready on the date of pick-up unless you are notified of a change to the pick-up date. Loblaw's Inc carriers will confirm the pickup date 24 hours prior to pickup. Conditions pertaining to Loblaw's Inc collect are below:

- All products moving through a consolidation facility must be wrapped and clearly marked with the final destination. We ask that an 8" x 11" piece of paper be attached to the skid that clearly states the Purchase Order # as well as the final destination. Vendors that ship all DCs together will likely go through the consolidation facility and are required to label every pallet.
- Each destination must have a separate Bill of Lading. One master bill of lading will not be accepted.
- If any adjustments are made during the pickup they must be clearly marked and signed for accordingly. Unless specified otherwise by the rules of your dock, all drivers must be present when the product is loaded.
- The product is "shippers load and count" and is signed for accordingly. Shippers load and count (SLC) means that the vendor is responsible for the piece count and condition of loading.
- If refrigeration or heating is required, it must be noted on your Bill of Lading along with required temperature. Loblaw's Inc must be able to verify at least 3 different pallet temperatures of the product being picked up to ensure the product being collected is at the temperature indicated on the Bill of Lading. Loblaw's Inc reserves the right to refuse product that does not meet the specified temperature requirements. *See section 4.2.2 Food Standards*
- All full loads must be sealed by the vendors before departure with the presence of the driver. The seal number must be indicated on the BOL. Loblaw's Inc will not be liable for any shortage if the vendor does not comply and seal their trailers.
- Loblaw's Inc policy is to sign Shippers load and count (SLC).

Products or pick up products at Loblaw DC are expected to comply with the PPE and Vehicle Operating Rules Policy. (See 5.6 *Personal Protective Equipment and Vehicle Operating Rules Policy*)

5.3 Cross Dock Policy

Cross Dock facilities are used for the furtherance of product to our final distribution centres. We want to ensure that the inventory is expedited in the most efficient way possible while making sure that all agreed upon dates for receipt are met. Cross dock Policies that must be adhered to are:

- All items must be on their own pallets. All pallets must be CHEP or PECO pallets (in good condition). Scrap pallets are not accepted at Loblaws Inc DCs and the cost of any repalletization required at the cross-dock will be charged back to the vendor.
- All pallets must be grouped together by branch. For example, if you have one trailer that has product to be transported to Halifax and Ottawa, then you must have all of the Halifax together and all the Ottawa together.
- All pallets going into the cross dock must be properly labeled. We ask that an 8" x 11" piece of paper be attached to the skid with the final destination, the Purchase Order, the pallet count (e.g. '1 of 3'), the case count, and the due date. If this is not in place, the order can be refused at the pick-up point or the cross dock and returned at the cost of the vendor or carrier. All pallets should be fully wrapped.
- Each Purchase Order must have a separate Bill of Lading. One master Bill of Lading will not be accepted, nor will a Bill of Lading for multiple POs to the same warehouse destination.
- Each Bill of Lading must also have the correct branch, pallet count and weight.
- Each Bill of Lading should include all SKUs(article) on the P.O. and a case count for each SKU (article).
- Only the Purchase Orders given to the drivers/carriers on the tender document will be picked up. No substitutions or additions will be accepted. If there are additional Purchase Orders that need to be added, another pick up appointment must be scheduled. If these do show up at the cross dock, they will be refused and returned at the carriers cost. If, however the truck was loaded without the driver being allowed on the dock, the product will be returned to the vendor collect.

In some cases, the vendor's delivery to our cross dock is Prepaid and the furtherance of product to Loblaws Inc Distribution Centres is Collect.

5.4 Transportation of Dangerous Goods

All vendors and carriers in all modes of transport are required to conform to and abide by the appropriate regulations. NOTE that Dangerous Goods including Limited Quantity are not to be shipped by air mode under any circumstances

- All vendors and carriers in all modes of transport are required to comply with Transport Canada Dangerous Goods regulations when transporting dangerous goods. See the Transport Canada website (<http://www.tc.gc.ca/>) for more information.
- All vendors and carriers must also comply with the International Maritime Dangerous Goods Code (IMDG). See <http://www.imo.org> for more information.

At the time of product listing, vendors are responsible for identifying products with dangerous goods designations and providing full product information including:

- Dangerous Goods Indicator United Nations (UN) Number
- Proper Shipping Name and Description
- Class
- Sub Class
- Packing Group/Risk Group
- Special Provisions
- Explosive Limit and Limited Quantity Index

All other applicable regulatory requirements are to be met and vendor acknowledges adequate training and compliance measures are in place at time of shipment

Any of the following words on the outer packaging are non-compliant effective January 1, 2021:

“LIMITED QUANTITY”

“Quantite Limitee”

“CONSUMER COMMODITY”

“Bien de Consommation”

“LTD.QTY”

“QTY LTEE”

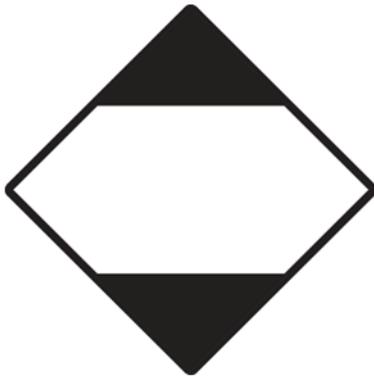
Or either of these types of labels



Limited Quantity Safety Marks effective January 1, 2021:

Ground mode only

Ground or Air modes



It is the shipper's responsibility to properly classify, package and label the commodity as outlined in the appropriate Regulations governing transport (example IMDG, TDGR)

5.5 Temperature Control

All vendors and carriers must adhere to the correct protocol to assure proper temperature control of perishable food products during transportation. All vendors and carriers who monitor perishable food products for Food Safety/HACCP compliance which in turn have a direct impact

on the receipt or rejection of a load must ensure they abide by the requirements set out in Appendix B.

5.6 Personal Protective Equipment and Vehicle Operating Rules

While in attendance at a Loblaw Distribution Center, inclusive of facilities operated by a 3rd Party Logistics Company, all drivers and other personnel of motor carriers (Personnel) must adhere to the requirements of the Dock Safety Program issued to the Carrier/Vendor, as amended by Loblaw from time to time. As well,

- Trailer is to be put into door or pulled out of door on GREEN LIGHT only;
- Personnel MUST wear a high visibility reflective vest (CSA Class 2), as the outer layer of clothing;
- Personnel MUST wear CSA safety footwear, as more particularly described below:

Note: upon arriving at a DC gatehouse or site designated initial checkpoint, all Personnel must wear Canadian Standards Association approved safety footwear on their feet and must present their high visibility reflective vest (CSA Class 2). Personnel who arrive at the gatehouse without the proper personal protective equipment (PPE) will NOT be allowed entry into the yard/property.

** ASTM approved safety footwear is acceptable if clearly and legibly marked with the safety standard the footwear complies with.

- Once trailer is disconnected, the driver MUST pull his tractor ahead so that there is a MINIMUM of 6' between the furthestmost rear part of the tractor and the front of the trailer. The driver must also shut the tractor off after pulling away from the trailer. Personnel are responsible to ensure that at no time, do they pass between a disconnected tractor and trailer. For straight trucks, drivers are expected to provide the supervisor/designate their keys and remain inside the facility during unloading.
- For facilities that have Vehicle Restraints (VRS), procedures outlined in the Dock Safety Program pertaining to VRS will be followed. Tractors can stay attached, unless additional measure are required by the facility.
- At all times drivers need to follow posted speed limits and established traffic flows;
- Driver must check 360 degrees to ensure surroundings are clear of people, moving vehicles or objects prior to pulling away;

Procedures for **Non-Compliant Carriers**

Motor carriers, brokers and vendors (Carriers) that have not been allowed entry due to an absence of PPE will have the option to leave and obtain the proper PPE or to drop the trailer outside the DC yard (area defined by location) upon approval of local Transport/DC Management only. Loblaw or its designate will then arrange to have shunters provide power to bring the trailer into the yard and place it either in the door (if it is the appointed time) or drop it in the staging area for receiving at a later time (within the 12-hour window). A shunt charge may be levied in such cases against the carrier or vendor, as applicable.

Note: All Personnel must remain with the trailer. The Carrier shall continue to be the sole party responsible for the load, including proper operation of the reefer where applicable, and security of the load until the shunter hooks up to the trailer. At this point, the Carrier will proceed to the gatehouse or DC checkpoint and submit the required paperwork to the guard. The shunter will proceed to place the trailer in a door or designated staging area within the yard.

Penalties for Non-compliance

Loblaw may impose a monetary penalty of \$1000.00 to \$25,000.00, based on nature of noncompliance, for each occurrence where a Carrier is barred entry to a DC due to a lack of required PPE or where the Carrier is otherwise found to be in violation of this Policy. At Loblaw's discretion, the above-mentioned penalty will be levied to the Carrier/Broker if tendered to a Loblaw 3rd party carrier, or to the vendor for those deliveries arranged by the vendor, in addition to or in lieu of any other fine(s) mentioned in the contract between Loblaw and Carrier for the same or similar offence(s).

Loblaw expects 100% compliance with this Policy from all Carriers at all times, and the expectations is that all drivers are made aware of our PPE requirements, even if load is sub-tendered. Noncompliance with this Policy may result in significant consequences for the offending Carrier/Vendor in the form of fines, loss of business up to and including, but not limited to, removal of Carrier from list of Loblaw approved carriers and immediate termination of contract between Loblaw and Carrier/Vendor.

6. DSD Vendor Performance Reporting

The following three metrics are calculated and reported each week based on cases ordered and received.

Metrics are calculated using Store Level Purchase Order (PO) and BDR data. Stores not using BDR will not be reported at this time.

All metrics are rolled up into weekly and executive scorecards and may be used to assess business allocated to vendors on a go-forward basis.

6.1 Accounts Payable

All vendors are required to contact Loblaw Central Retail Accounting – Accounts Payable in Winnipeg if they have any payment issues.

DO NOT address vendor payment/nonpayment issues at store level. These issues must be addressed by the vendor through Accounts payable in Winnipeg for resolution.

Please refer to Loblaws Inc Document "Standard Operating Procedures – Vendors and Carriers", Section 8 for full details regarding relevant Accounts Payable guidelines

6.2 Store Receiving

6.2.1 General Receiving

Only certified receivers are permitted to receive product and process received product into the BDR system. A listing of the certified receivers within the Store will be posted in the Backroom receiving area.

No product will be received through the front doors of any Loblaws Inc retail locations/stores. All products must be received through the back receiving doors.

Partial deliveries will not be accepted

An original invoice must accompany all deliveries.

Courier's deliveries will typically be received promptly.

For Safety and Security reasons, receiving area main doors are to be closed and locked when there is no product or authorized personnel passing through them.

No product will leave the receiving area until the invoice, or credit note, has been entered into the BDR system, or the transfer has been fully documented.

6.2.2 Receiving Hours

Please note that Loblaws Inc deliveries will take precedence at the Store receiving dock and will be received first.

Vendors must check with individual locations for day and night receiving hours (usually posted at Receiving Main Door area).

We will not receive DSD deliveries outside of the posted hours (exception Loblaws Inc deliveries) Lunch/Break periods may or may not be included in the receiving period, so vendors should check with individual retail locations in advance of delivery.

Receiving hours may be restricted in individual retail locations due to local area conveyances.

6.2.3 Purchase Orders

Purchase orders for detailed DSD vendors must be prepared in advance of the arrival of the product. This PO must be completed at least the day before the product arrival.

To receive product that was not on the original purchase order, or to fix errors on the original purchase order, a new purchase order must be prepared by the department manager or the product will be refused.

If an invoice / product is received after regular receiving hours, the store manager or the assistant store manager, must sign the reverse of each invoice before it is presented to the receiver for processing.

The following is an example of a Loblaws Inc Purchase Order.

Store: 02810 Dept: 001	PURCHASE ORDER	P.O. Number: 35653
Customer #: 2810		Page #: 1
Superstore	Vendor Company Name AWARD FOO	Print Date: 03/04/2009
REAL CANADIAN SUPERSTORE	Vendor #: 59000	Delivery Date: 03/09/2009
Vendor Cust #:	A/P#: 59001	
820 Main Street East	6030 FREEMONT BLVD.	
Milton ON		
L9T 0J4	MISSISSAUGA ON	
	LSR 3X	
Tel: 905-875-3451	Tel: 1-905-507-6161	
Fax: 905-875-6817	Fax: 1-905-507-2727	
	Min Order Qty: \$200.00	

UPC Code	Vend Item#	Description	Size	Pack	Case	Unit	Weight	Cost	Amount	TAX
03049488122	66079	APOLLINARIS MINERAL WATER	1LT	12	2	24		17.660	35.32	G
03904700144	76541	WALKERS SHORTBREAD HIGHLANDER	200GR	12	1	12		46.660	46.66	
04139002045	2045	KIKKOMAN SUKIYAKI SAUCE	296ML	12	1	12		24.280	24.28	
04140905303	55000	CONCD ROASTED POTATO SEAS	35GR	18	1	18		26.460	26.46	
05833602220	30368	OETKER MOUSSE CHOCOLATE	87GR	12	1	12		14.580	14.58	
05833602230	30376	OETKER MOUSSE STRAWBERRY	69GR	12	1	12		14.580	14.58	
05833611110	30486	OETKER VANILLA NATURAL SUGAR	48GR	12	1	12		19.370	19.37	
06475710781	48839	GLDN DRGN SCE THK TERIYAKI	455ML	12	1	12		24.240	24.24	
06543500066	02123	CHAMPANADE WHITE	750ML	12	1	12		41.260	41.26	G
07224826354	45509	MAZZETTI VINEGAR BALSAMIC	500ML	12	1	12		34.080	34.08	
73762800100	48523	THAI KTCHN SCE FISH	200ML	12	1	12		28.920	28.92	
73762800300	48543	THAI KTCHN PASTE RED CURRY	112GR	12	1	12		28.920	28.92	
73762800400	48545	THAI KITCHEN GREEN CURRY PASTE	112GR	12	1	12		28.920	28.92	
73762800500	48541	THAI KTCHN SCE PNT SATAY	227ML	12	1	12		44.280	44.28	
73762800510	48525	THAI KTCHN SCE PAD THAI	227ML	12	1	12		44.280	44.28	
73762801200	48551	THAI KTCHN PASTE YLW CURRY	112GR	12	1	12		28.920	28.92	
73762802560	48585	THAI NOODLES PAD	170GR	12	1	12		26.160	26.16	
								GST of 5.00% ON TOTAL	\$76.58	3.83
								PST of .00% ON TOTAL	\$.00	.00
								Totals :	18 222 .000	515.06

TAX LEGEND - P = Provincial Sales Tax G = Goods and Services Tax
 PG= PST & GST H = Harmonized Sales Tax

Shipment of goods or provision of services is acceptance of a P.O. and its terms and vendor agrees that any claims it may have with respect to the supply of these goods and/or services must be made within one (1) year from the date hereof.

Example of a Loblaw Purchase Order (some vendor data and costs removed)

6.2.4 Delivery No Show

Delivery No Show - The "no-show" issue is of serious concern to Loblaws Inc and we expect that it will be for you, the Vendor, as well. Our schedules for receiving dictate our labour and equipment resource allocation and drive our service level to customers. When loads no-show, our resources are wasted, and our customers ultimately suffer from out-of-stocks and increased costs. Other vendor schedules may also be negatively impacted.

6.2.5 Delivery Refusal

Delivery Refusal – Loads that are not compliant with our refusal policy (e.g. inaccurate or missing documentation) have the same impact as No Show loads. Dock resources are unnecessarily tied up and service level suffers.

Loblaws Inc Stores reserve the right to refuse product / loads for the reasons listed below:

- No accompanying invoice
- Product Overages
- Product Damages
- Product Quality
- Temperature Non-Compliance
- Loads that are tipped or otherwise deemed unsafe to handle
- Driver refusal to re-work pallet when required

- Product belonging to other store locations or businesses
- Items not ordered
- Unscheduled arrivals
- Late shipments
- Shipments outside posted receiving hours
- Deliveries show signs of contamination or infestation

6.3 Shorted Items

The following policy outlines Loblaw's Inc expectations regarding shorted Items:

1. If a Store order includes a regular line item (not a seasonal or an In/Out item) that is shorted, it will be the responsibility of the vendor to get that item to the Store within a reasonable time, and **at the vendor's expense**. A vendor shortage must not impact the Minimum Order Quantity (MOQ) and result in preventing a store order to be delivered.
2. The vendor must immediately contact the store and advise that the item is temporarily out of stock and advise as to what arrangements are being made to fulfill the Store's requirement for the shorted item.

In circumstances where the Store is not able to reach a satisfactory arrangement with a vendor, the Store will escalate the matter through its standard escalation process.

6.4 Substitutions

Loblaw's Inc retail locations do not allow or accept any Substitutions on products unless it has been pre-authorized through the appropriate Loblaw's Inc Business Unit/Category Manager.

6.5 Seasonal Items

Loblaw's Inc retail locations require that all Seasonal related items must be authorized through the appropriate Loblaw's Inc Business Unit/Category Manager.

6.6 Promotional Items

Loblaw's Inc retail locations require that all Promotional related items and Point of Sale (POS) marketing materials for retail locations must be authorized through the appropriate Loblaw's Inc Business Unit/Category Manager.

6.7 In-Out Items

Loblaw's Inc retail locations require that all In-Out related items must be authorized through the appropriate Loblaw's Inc Business Unit/Category Manager.

6.8 Other Responsibilities

The Receiver is responsible for the back shop and everyone who enters must conduct themselves as the Receiver's guest.

Conditions must be safe for all who enter. Vendors must cooperate with the Receiver in his/her responsibilities to...

- Enforce all health and safety rules surrounding the back shop.
- Enforce the visitor sign in policies,

- Control the APS (Alternative Processing Systems) Company's damage processes
- Follow up on Backroom housekeeping duties.
- Report issues to the store manager on a daily basis.

6.9 The Back Door Receiving (BDR) System

The BDR system deals only with DSD products that will be sold to the customer.

There are two types of Receiving – Detailed and Summary – as explained below.

6.9.1 Detailed BDR Receiving

The receiver counts and scans all Grocery, Dairy, Frozen, Natural Value, HABA (Health and Beauty Aids, including Cosmetics) vendors as detailed BDR vendors.

- If the case UPC doesn't scan, the case must be opened, and all individual items must be scanned.
- If the case is not sealed, then the UPCs from the individual items must be scanned.
- **We will only pay for what is scanned and we do not scan off a vendor 'cheat sheet' for UPC's. Actual product must be scanned.**

All invoices / receiving will be processed into the BDR computer as received.

- **The invoice number is entered exactly as it is shown on the vendor invoice.**
- Detailed BDR deals strictly with Grocery, Dairy, Frozen, Natural Value and HABA / Beauty (Cosmetics) departments.
- The vendor must be authorized in order to create PO.
- Scanned shelf tags are used to create a PO.
- The Receiver will scan the product upon arrival to verify that the correct item & quantity is being received.
- The delivered products must match the PO. No substitutes, excess quantity or damages are accepted.
- We only pay for what we scan.
- A Loblaw Detailed Received Proof of Delivery (POD) document is generated by the BDR system at time of delivery and must be signed by the Loblaw receiver and the Vendor.

Store: 02810 Dept: 001	PROOF OF DELIVERY	P.O. Number: 35523
Customer #: 2810	Vendor Company Name	Page #: 1
Superstore	Vendor #: 3463000	Print Date: 03/04/2009
Vendor Cust #:	A/P #: 3463000	Receiving Date: 03/04/2009
REAL CANADIAN SUPERSTORE	2475 SKYMARK AVENUE -UNIT #1	Vendor Invoice #: IN578315
820 Main Street East	MISSISSAUGA ON	Vendor Invoice Date: 03/03/2009
Milton ON	L4W4Y6	*Vendor Invoice Total: \$ 290.17
L9T 0J4	Tel: 0-905-564-5511	Vendor Invoice GST: \$.00
Tel: 905-875-3451	Fax: 0-905-761-1874	Vendor Invoice PST: \$.00
Fax: 905-875-6817		Vendor Invoice Cases: 9.000
		Vendor Invoice Weight: .000
		Bottle Deposit:
		*Includes GST, PST

UPC Code	Vendor Item#	Description	Size	Ordered	Received	Case	Unit	Weight	Cost	Amount	TAX
-----	-----	-----	-----	Pack Unit Pack	-----	-----	-----	-----	-----	-----	-----
===== PRODUCT RECEIVED =====											
04139003070	3070	KIKKOMAN TOFU MISO SOUP	30GR	12	12	12	1.000	12.000	33.880	33.88	
07441027907	11152	HANAMARUKI SOY BEAN PASTE WHITE	500GR	6	6	6	1.000	6.000	25.100	25.10	
01115225499	499	WELPAC SUSHI GINGER	311GR	12	12	12	1.000	12.000	47.630	47.63	
07064100006	100	MARUKAN RICE VINEGAR REGULAR	355ML	12	12	12	1.000	12.000	27.500	27.50	
07064100009	200	MARUKAN RICE VINEGAR SEASON GRMT	355ML	12	12	12	1.000	12.000	27.500	27.50	
01115245382	53828	MYOJO UDON CHICKEN FLAVOR SOUP	205GR	30	30	30	1.000	30.000	31.280	31.28	
01115245379	J45379	MYOJO UDON SOUP BEEF FLAVOR	205GR	30	30	30	1.000	30.000	31.280	31.28	
07323401111		TSURU MAI RICE BROWN	2KG	6	12	6	2.000	12.000	33.000	66.00	
						TOTAL RECEIVED :	9.000	126.000	.000	290.17	
						GST of 5.00% ON TOTAL		\$.00 :		.00	
						PST of .00% ON TOTAL		\$.00 :		.00	
						FINAL TOTAL :				290.17	

TAX LEGEND - P = Provincial Sales Tax G = Goods and Services Tax
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Note to Vendor: Payment for this delivery will be based on the amount calculated by our system.

-----	-----
Store Receiver's Name (Please Print)	Driver's Name (Please Print)
-----	-----
Store Receiver's Signature	Driver's Signature
-----	-----

Example of a Detailed Receiving Proof of Delivery Document

6.9.2 Summary BDR Receiving

- Summary BDR deals with Meat, Deli, Seafood, Pharmacy, Floral etc.
- The Receiver verifies the quantity & quality of product upon arrival
- Quantities must correspond to the invoice
- Vendor must be authorized by merchandising and available in the BDR system in order to generate payment.
- A Loblaw Summary Received Proof of Delivery document is generated in BDR at time of delivery, and must be signed by Loblaw and the Vendor

Store: 02810 Dept: 018	PROOF OF DELIVERY	P.O. Number: 35530
Customer #: 2810		Page #: 1
Superstore	STONEMILL BAKEHOUSE THE	Print Date: 03/04/2009
Vendor Cust #:	Vendor Company Name	Receiving Date: 03/02/2009
REAL CANADIAN SUPERSTORE	Vendor #: 2472300	Vendor Invoice #: 92166436
820 Main Street East	A/P #: 2472300	Vendor Invoice Date: 03/02/2009
Milton ON	50 MODERN RD	*Vendor Invoice Total: \$ 112.85
L9T 0J4	SCARBOROUGH ON	Vendor Invoice GST: \$.00
Tel: 905-875-3451	MLR 3B	Vendor Invoice EST: \$.00
Fax: 905-875-6817	Tel: 99-416-757-5767	Vendor Invoice Cases: 43.000
	Fax: 99-416-757-5131	Vendor Invoice Weight: .000
		Bottle Deposit:
		*Includes GST, PST

-----	-----
Store Receiver's Name (Please Print)	Driver's Name (Please Print)
-----	-----
Store Receiver's Signature	Driver's Signature

Shipment of goods or provision of services is acceptance of a P.O. and its terms and vendor agrees that any claims it may have with respect to the supply of these goods and/or services must be made within one (1) year from the date hereof.

Example of a Summary Receiving Proof of Delivery Document

6.10 Non-BDR Receiving

Receivers will follow a Non-BDR Receiving process where vendor invoices do not scan for payment in BDR.

Receiving process for Non-BDR Stores is as follows.

- Store / Vendor creates order
- Vendor shows up at back door with order
- Receiver checks product against invoice of vendor for accuracy
- Receiver signs invoice and retains original
- Receiver logs invoice in the Receiving Summary Log
- Receiver files invoices to be taken to Loblaw's Inc bookkeeper for process of payment

6.11 Receiving for Garden Centres

Garden Centre products must be delivered directly to the Garden Centre.

Products need to be received and summary received against vendor invoice by the Garden Centre colleague in charge of the Garden Centre.

Once received, the Garden Center colleague in charge will sign the invoice. The vendor will proceed to the Back Door Receiving area of the retail location and present the invoice to the certified receiver for processing against the P/O and obtain the Proof of Delivery document.

6.12 Proof of Delivery

Proof of Delivery (POD) is a term used to describe the document that prints automatically when an invoice is paid through the BDR system. 2 copies are printed.

POD's are printed for both Detailed and Summary receiving processes, and examples are provided in the respective sections below.

Both the receiver and vendor driver must legibly sign each of the 2 copies of the POD documents.

One POD is attached to the invoice and is filed at the store, and the second signed POD is given to the vendor.

If the delivery person refuses to sign the POD, the receiver must write "Driver Refused to Sign the POD" on the POD and file a copy in the unclaimed POD file.

The Proof of Delivery document is critical and mandatory to payment being processed by Loblaws Inc Accounts Payable.

Note: We do not sign the vendor's invoice

6.13 Product or Vendor not in BDR

If the item is not listed or vendor is not set up in BDR, then the product must be refused as the vendor cannot be paid.

6.14 Transportation/Receiving Dock Policies

Vendor Driver Procedures

- Drivers are expected to immediately notify the Store Receiver of their arrival at a Loblaw Retail location. A list of certified receivers is posted in the receiving area of each store.
- Drivers are expected to "stay with their load" until the off-loading process is complete.
- Drivers are expected to cooperate with Store personnel during the off-loading process, and not to unduly impede the effective use of "backroom" space.
- Drivers are expected to use safe and approved work methods, at all times, while on the Loblaws Inc's premises.
- If motorized pallet transporters are used by the Store Receivers to off-load product, the Driver is expected to assist the Receiver with the off-loading to the back of the trailer – helping to stabilize pallets as required.
- If no motorized equipment is used, the Driver is expected to off load the pallets to the back of the trailer using appropriate equipment.
- If pallets have toppled over, or product has fallen during transit, Drivers are expected to assist Store Receivers to pick-up, re-palletize & clean up damaged product, as applicable.
- Drivers are not to drive Loblaws Inc machinery, drop/lift dock plates, or open/close doors without the permission of the receiver.
- No smoking anywhere in the building, only outside in the designated smoking areas and within local ordinances. Not knowing is not a valid excuse.
- No pets are permitted on the premises except in your vehicle.
- You are to be aware and understand all safety policies of the Loblaws Inc location.
- Ensure signs are followed in Loblaws Inc locations. If you don't know, ask.
- The delivery vehicle doors will not be open until the receiver is prepared to begin receiving.

- Drivers are to maintain a high degree of personal cleanliness/hygiene while receiving.
- Drivers displaying infectious/communicable illness, obvious sores, boils, and wounds are not permitted to handle exposed food.
- Drivers with open cuts or wounds are to have them adequately covered to prevent food, product, or material contamination.
- Permission must be given by the receiver before departing. All Proof of Delivery paperwork must be legibly signed by both Store receiver and Vendor driver.
- Night Delivery: Drivers making night deliveries must either stay with their vehicle or remain with an Loblaws Inc receiver/colleague while in the retail location. Drivers are not permitted to enter any service area (customer service counter, office area, deli, bakery, etc.), walk-in refrigeration unit(s) or other areas designated as 'Employees Only'.

6.14.1 Staging the Load

- In the receiving area, staging is a term used to describe the act of positioning the product prior to scanning so the scanning process is more efficient
- Ideally, the product should arrive pre-staged, with flavours already grouped together and the UPC code facing out.
- If not pre-staged, receivers will encourage vendors to prepare product for ease of scanning (i.e. UPC codes facing towards the outside of the pallet).
- For floor-loaded vendor orders, the vendor and receiver can work together on truck to scan line by line products as assembled onto pallet(s).
- Once the product has been scanned and received, it should be cleared away from the receiving area.
- Boxes are to be kept at least 6 inches off the ground (4 inches in Quebec)

6.14.2 Trailer Procedures

Putting a Trailer in a Store Receiving Dock

- Do not drop your trailer – under very rare exceptions where this may be required, permission must first be obtained from the Store Receiver, and associated safety procedures must be followed – i.e., deflate air bags, drop dolly wheels, chock wheels, etc.
- Check to make sure reefer is set at the correct temperature and that the reefer is working properly

Pulling a Trailer from a Store Receiving Dock

- **Under no circumstances** may a trailer be pulled from a Store Receiving Dock without direct permission to depart obtained from the Store Receiver.
- Verify that the reefer is set to the correct temperature and that the reefer is working properly
- Pull trailer from bay/dock exercising due caution

6.14.3 Reverse Logistics (totes, pallets, other)

Loblaws Inc Pallet Policy

At Loblaws Inc we receive/use different types of pallets within the backroom/receiving area.

Please follow the following guidelines:

- *CPC (Orange) Pallets* - Which are an exchange pallet. When receiving a DSD Vendor, we exchange the same number of CPC pallets that are being dropped with that same amount of CPC pallets from the store, in other words we exchange one-for-one.
- *CHEP (Blue) Pallets* - Are one-way pallets. No exchange is necessary. We return to our own distribution centers.
- *IFCO (Green) Pallets* - No exchange is necessary. We return to our own distribution centers.

- *Junk or Scrap Pallets* - We do not assemble on junk or scrap pallets as they are not considered safe to use within the Loblaws Inc store environments. We do not return these to our distribution centers as we dispose of them.

Plastic Totes / Containers / Tray Policy

Vendors are responsible for managing their supply of plastic totes, containers or trays and are expected to deal with any changes in tote, containers and trays demand that may arise due to product volume fluctuations.

Plastic totes, containers and trays should be clean and hygienically acceptable.

Loblaws Inc recommends that all vendors maintain a ledger of plastic tote, containers and trays exchanges.

Personal Protective Equipment

Canadian Standards Association (CSA) approved safety footwear are to be worn by ALL drivers making deliveries. Loblaws Inc reserves the right to refuse any loads being delivered by drivers without CSA approved safety shoes onto the loading dock.

Loblaws Inc will not allow drivers without safety footwear onto the unloading dock.

Vendors must ensure that this policy is communicated to the appropriate people within their ThirdParty Carrier organizations, and that it is fully complied with. If possible, make a note on your paperwork to the carrier indicating this requirement.

6.15 Frequently asked Questions

1. What are the receiving hours for retail locations?

Vendors must check with individual locations for day and night receiving hours (usually posted at Receiving Man Door area). We will not receive outside of the posted hours (exception Loblaws Inc deliveries). Lunch/Break periods may or may not be covered for receiving, please check with individual retail location in advance of delivery. Receiving hours may be restricted in individual retail locations due to local area conveyances.

2. What is the priority receiving order or procedures for retail locations?

Vendors are received on a first come first served basis, with the exception of Loblaws Inc deliveries that take priority preference and will be received first or when an Loblaws Inc delivery comes to the retail location it will take the next spot in line.

3. What if I only have a few cases, can I be received through the man door?

All products must be received at the Back Door of all Loblaws Inc stores. No Product will be received through the front doors. Man doors are not ideal for receiving product and are meant for individuals to come and go, not product.

4. Why won't / doesn't the receiver sign my invoice?

We do not sign the vendor's invoice. Both the receiver and vendor driver must legibly sign each of the 2 copies of the Proof of Delivery documents. One POD is attached to the invoice and is filed, and the 2nd signed POD is given to the vendor. If the vendor/delivery person refuses to sign the POD, the receiver must write "Driver Refused to Sign the POD" on the POD and file a copy in the unclaimed POD file.

The Proof of Delivery document is critical and mandatory to payment being processed by Loblaws Inc Accounts Payable.

1. Why might my load or product get refused?

Loblaws Inc stores reserves the right to refuse product / loads for the following reasons: No accompanying invoice; Product Overages; Product Damages; Product Quality; Temperature NonCompliance; Loads that are tipped or otherwise deemed unsafe to handle; Driver refusal to re-work pallet when required; Product belonging to other store locations or businesses; Items not ordered on P/O; Unscheduled arrivals; Late shipments; Shipments outside posted receiving hours; Deliveries show signs of contamination or infestation.

2. How do I handle damaged, spoiled or stale-dated merchandise?

Often called "non-saleable" merchandise, or potential business "shrink, any such product must be brought to the attention of the Department Manager, who will provide instructions for dealing with the product, including procedures to process credits.

Any product that is not saleable and needs to be disposed of or returned, needs to be scanned out of inventory and credited by receiver through the BDR system.

Check reclamation area designated in backroom for damages or expired product for credit.

Credits and returns must be picked up on the next delivery.

7. Open Code Dating Food Products

Loblaw Brands Limited requires all vendors to label all individual retail packages and the shipper case with a human readable open date code indicating the shelf life of the product. This will be in addition to any EDI and SAP requirements. This is to ensure human readable information is present on our products and helps ensure quality of product by facilitating proper rotation of the product at warehouses and stores. The open code date also provides valuable information for our customers and information for stores in the event of a potential withdrawal or recall situation.

Consistency in the application of the open code date is important to aid understanding. As such, all categories of food products (including pet food) shall be coded as explained in this document.

7.1 Scope

This policy applies to all domestic and imported control brand food products and non-branded products with a Loblaw's domicile. It applies to both retail packages and shipper case. Where capabilities exist to provide open code dating on inner consumer packages as applicable, the same open code date shall be applied.

7.2 Definition

Shelf life, also known as "durable life" is "the period, starting on the day a food is packaged for retail sale, where the food will retain its normal wholesomeness, palatability and nutrition value, when it is stored under conditions appropriate for the product." (Food and Drug Regulation B.01.007)

The code date shall represent the end of shelf life.

7.3 Format

General - All Food Products (other than as in 7.4. – 7.6)

Code shall be 4 numerical digits representing year, followed by 2 letter digits representing month and 2 numerical digits for the day.

"YYYY MM DD" e.g. 2007 JN 05

The bilingual symbols for the months shall be shown in letters abbreviated as follows:

JA for January	MA for MAY	SE for September
FE for February	JN for June	OC for October
MR for March	JL for July	NO for November
AL for April	AU for August	DE for December

The words "BEST BEFORE" and "MEILLEUR AVANT" shall be grouped with the code date. Where these cannot be easily grouped with the code date, "BB/MA" shall be included preceding the date code.

The supplier's internal code which can help to further differentiate the coding for traceability as appropriate, i.e. shift, time, manufacturing site etc., can follow the code on a separate line or as an extension to the code with a space in-between.

Where an item is produced using a similar label by more than one vendor for Loblaw, a vendor identification code must be included at the end of the code using 2 alphabet digits of the first initials of the vendor.

The information must be **clear and legible for the duration of shelf life**. The date portion of the code should be a minimum of 1/8 inch (3.2 mm) and in **strong contrast** to the background e.g. Black on White. **Embossing is not acceptable.**

The information shall be in a location where it is easily accessible for store personnel and consumers.

Preferred:

- High Contrast (black type on white background OR white type on black/dark background)
- Location SIDE, or BACK panel (avoid PDP)

Prohibited:

- Type distortion or type on angles
- Low or no contrast type (i.e. Embossing)
- Encroaching on any visual elements (such as photography, typography or other elements) that will impede legibility
- Location on Bottom of Package

7.4 Perishable Products with Shelf Life of 90 days or Less (Food and Drug Regulation B.01.007)

Follow as stated in 7.3 with the following exception:

In all cases the words "BEST BEFORE" and "MEILLEUR AVANT" must be spelled out. "BB/MA" is not permitted as per regulation.

Important: For products where a best before date is applied at stores i.e. slacked off products, only the shipper case shall be coded with the best before date in the open code date format (see section 6.0). The retail package shall include a Julian end of shelf life date code in conjunction with the shipper case best before date in the open code date format.

7.5 Unprocessed and Non-prepared PACKAGED Fresh Fruits and Vegetables

e.g. bagged whole apples or clamshell tomatoes

The open code date shall represent the "**packaged on**" date and not the "best before" date.

The format of the date code is as in 7.3

"PACKAGED ON" and "EMPAQUETE LE" shall be substituted for "Best Before/ Meilleur Avant".

7.6 Meal Replacements/ Nutritional Supplements/ Formulated Liquid Diets/ Infant Formulas and Fresh Yeast (Food and Drug Regulations B.24/B.24 and B.01.007)

The date shall represent the "Expiration date". "EXP" is an acceptable short form.

For fresh yeast replace "Best before/ Meilleur Avant" with "USE BY" and "EMPLOYEZ AVANT"

7.7 Other Considerations

As per "durable shelf-life definition", vendors must assure "the retention of nutritional value of the product" to the end of shelf life as well as the wholesomeness and palatability of the product.

7.8 Shipper Case

The human readable format on the shipper case for products that are date sensitive is required to follow the format as prescribed by GS1 Canada Case Date Code Industry Protocol May 2009, and where applicable, in combination with RRP (Retail Ready Packaging) Requirements. As example, use "Best Before/ Meilleur Avant (YYYY-MM-DD) 2009-12-08".

8. Accounts Payable

8.1 Billing and Inquiry Procedures

The Loblaw Companies Limited (Loblaws Inc) billing and inquiry procedures described here apply to all authorized product from approved suppliers that are received into all Loblaws Inc distribution centres. As long as invoices are submitted on time and all of the requirements are met as outlined in this policy, payments will be issued promptly in accordance with payment terms.

The purpose of this section is to provide suppliers with an understanding of the Loblaws Inc payment process, to identify what is required of that process, as well as how suppliers can impact the process thus resulting in more timely and accurate payment.

8.1.1 Authorization of Suppliers and Products

All vendors and all specific product supplied to Loblaws Inc distribution centres must be authorized and the items listed with the appropriate Category Manager, *see Section 10. Listing/Item Change Policy*. Authorized vendors will have submitted a vendor set up form. Please contact your category manager/buyer if you have any questions.

8.1.2 Purchase Orders

The valid Loblaws purchase order (P.O.) number must be clearly indicated on every invoice. SAP P.O. are 10 digits (e.g. 2058231700). Any older legacy type P.O. should be 6-digit number plus a 2-digit branch number (e.g. 123456-16) or 10-digit number plus a 2-digit branch number (e.g. 480001234516).

- There **must** be one invoice per purchase order and vice versa.
- Where a Loblaw buyer cancels an initial purchase order and re-issues a new one, the supplier must bill Loblaws Inc quoting the new P.O. number. This purchase order number must be the final and correct purchase order number issued for that invoice. Payments cannot be processed where P.O. numbers do not match.
- All item data on the purchase order must be reviewed and any incorrect data rectified with the Loblaws buyer prior to the transmission of the invoice.

8.1.3 Payment

Payment will be issued promptly provided that invoices are submitted on a timely basis and all of the requirements as outlined in this policy are followed. Payments for all Loblaw Companies are issued from Winnipeg, Manitoba. Cheques are issued in accordance with terms and are mailed. There are to be no pick-up cheques.

Note: The calculation of the due date is based on the following formula:

Latest date (Invoice date *or* EDI Transmission date *or* Receiving date) + Payment Terms

Terms are negotiated as part of cost and maintained by your Category Manager. Execution of payment terms is managed through Loblaws Inc Finance.

a) Payment Process

Loblaws systems for the issuing of purchase orders and the payment of invoices are dependent on the use of Electronic Data Interchange (EDI).

- Purchase orders are issued via EDI and all suppliers are required to submit invoices via EDI for payment. Suppliers who are unable to exchange EDI documents with Loblaws Inc directly must go through a third-party service provider.
- With the use of EDI, payment is generated automatically based on electronic matching. The P.O. number, cost, and quantity transmitted on the vendor EDI invoice must match the Loblaws Inc P.O. number, Loblaws Inc cost, and quantity received at the Loblaws Inc distribution centre. Payment is made only for items that match. Unmatched items will not be processed for payment unless an inquiry package is submitted.
- All payments are made by cheque, or EFT for North American approved vendors b) **Item File Integrity**
- In order to ensure that payment is accurate and complete, it is essential that all item file detail is correct. It is in the supplier's best interest to ensure that items are correctly listed in Loblaws system and that they match with the supplier's records.
- Each purchase order should be reviewed. Any item cost, case UPC code, pack-sizing, etc. that is incorrectly listed should be corrected with the Loblaws Inc buyer and the Category

Manager. There must be a 100% match before the invoice is transmitted in order to ensure accurate payment.

8.1.4 Invoicing

All invoices must be transmitted to Loblaw Companies via EDI.

- EDI functional acknowledgement documents (997 & 864) must be checked after each transmission to ensure that invoice records have been accurately received by Loblaw Companies. **(See: 2.1.5 EDI Standards)**
- All invoices that are transmitted must have 100% data integrity as verified with the purchase order and after any corrections have been made with the Loblaw buyer and the Category Manager.
- There must be only **one invoice** for each purchase order issued.
- The “bill to” and “ship to” addresses must be stated on each invoice.

<p>Bill To: Loblaws Inc. 1 President’s Choice Circle Brampton, ON L6Y 5S5 Canada</p>	<p>Ship To: SHIP TO ADDRESS MUST BE THE ADDRESS OF THE SPECIFIC DISTRIBUTION CENTRE WITH THE APPROPRIATE DUNS NUMBER. PLEASE REFER TO THE DUNS NUMBER LISTING.</p>
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8.1.5 Cheque Deductions

All deductions made on cheques are identified with a “ST/BR code” indicating which Loblaws Inc division processed the deduction. Included in the invoice number column is a code that identifies the nature of the deduction.

In most situations, supporting documentation is sent through EDI, or mailed.

8.1.6 Debit Note Process

Invoices submitted for product shipments are processed for payment at their full value. Discrepancies for quantities received or cost charged are deducted on a separate Debit Note transaction quoting the vendor invoice number. These Debit Note are sent through EDI (if applicable) for certain deductions such as invoice adjustments, O&A, Debit Notes, and Unsaleable Merchandise Invoices.

8.2 Inquiry Procedures - Wholesale Suppliers

In an effort to provide a faster and more efficient response to inquiries, we are requesting vendors' assistance as follows:

1. All inquiries must be submitted via email using the Vendor Inquiry Template. If you do not know your Accounts Payable Analyst then please call 905-459-2500 and ask for the A/P Manager or Assistant Manager for your Category.

PLEASE DO NOT INQUIRE ON INVOICES THAT ARE LESS THAN 30 DAYS OVERDUE

2. Inquiries must not be made by telephone. Phone calls are to be made in emergency situations only. Inquiries of a general business nature will not be addressed by telephone.
3. Faxed inquiries will not be accepted and will remain unresolved unless requested by the Loblaw Analyst.
4. Subsequent monthly packages should be emailed in the same format. If issues from previous packages remain unresolved ensure that these identified as 'previously submitted' (in the “Comments” column) on your next submission.

5. Items that have been previously refused for payment should not be resubmitted.

If necessary, an appointment should be arranged with the Loblaws Inc personnel who refused the payment.

Urgent matters can be raised by phone to (905) 459-2500. Ask for the Accounts Payable Assistant Manager.

Loblaws Inc will work in conjunction with suppliers toward resolving deduction issues within 30-60 days of receiving the vendor inquiry package. Our goal is 30 days but occasional peaks in inquiry volume may extend the turn-around time.

ALL RETAIL Inquiries

Loblaws Central Retail
101 Weston Street
Winnipeg, Manitoba
Canada R3E 2T4

8.2.1 Relevant Documentation

To ensure that issues can be properly resolved you may be required to provide the following documentation. This is only necessary if you are contacted by your Analyst.

a) Unpaid Invoices

Before sending an inquiry package, please verify that unpaid invoices were EDI transmitted.

You may be required to submit:

- Copy of invoice with the appropriate purchase order number identified.
- **Loblaw signed Proof of Delivery (Receiving Control Number - RCN sheet), detailing products delivered, containing both Loblaw receiver signature and vendor driver signature.**
- For pick-up shipments provide Bill of Lading or proof of delivery detailing products delivered, containing both Loblaw driver signature and vendor shipper signature.
- b) Short Payments Due to Quantity and Pricing**

For shortages you may be required to submit:

- Copy of invoice with the appropriate purchase order number identified.
- Loblaw signed Proof of Delivery (RCN sheet or ASN sheet) detailing products delivered, containing both Loblaw receiver signature and vendor driver signature.
- For pick-up shipments provide Bill of Lading or proof of delivery detailing products delivered, containing both Loblaw driver signature and vendor shipper signature.

For pricing issues, you may be required to submit:

- Copy of invoice with the appropriate purchase order number identified
- Pricing Summary Sheet
- Copy of vendor's price change notice (if available)
- c) Support for Deductions**

You may be required to submit:

- Copy of Loblaw cheque stub where deduction was made.

d) Duplicate Deductions

You may be required to submit:

- Copy of both cheque stubs where deductions were taken.
- Copy of original invoice or credit note.

Inquiries for Direct Store Deliveries for all store locations must be submitted to our Winnipeg office.

Address:

ATTN: RETAIL VENDOR INQUIRIES
101 Weston Street
Winnipeg, Manitoba
Canada R3E 2T4

ANY INQUIRIES SUBMITTED THAT ARE NOT IN ACCORDANCE WITH THE ABOVE PROCEDURES WILL REMAIN UNRESOLVED.

8.2.2 Loblaws Inc Proof of Delivery

The Loblaw Companies Limited common proof of delivery document will be provided to suppliers for all deliveries made to all distribution centres. This report which is generated at the time of receiving with a unique Receiving Control Number (RCN) will be provided to drivers at that time.

The receiving report must be completed in full for each and every receiving. Receiving discrepancies are to be noted and the form is to be signed and dated by both the receiver and the vendor representative, with each of their names printed clearly next to their signatures. This is a two-part form and the driver will be provided with the vendor copy upon completion of the delivery.

The use of this form will provide a consistent proof of delivery for all suppliers and all deliveries made. It will eliminate the need to stamp and sign the various documents presented by suppliers and it will serve to facilitate the resolution of any payment discrepancies that may arise.

This will be the only proof of delivery document in use and must be presented for any payment issues where proof of delivery is required. Please ensure that your representatives obtain this document following each and every delivery.

If you use Loblaw's Inc Inbound Logistics services for transportation and you require a Proof of Delivery Document, contact the following:

Region	E-Mail Contacts
Ontario DC 3	IC-D003MAPLEGROVE@loblaw.ca
Ontario DC 16	IC-D016OTTAWA@loblaw.ca
Ontario DC 28	IC_D028PICKERING@loblaw.ca
Ontario DC 60	IC-D060AJAX@loblaw.ca
Ontario DC 61	IC-D061SOUTHCALEDON@loblaw.ca
Quebec DC 67	POD-DC67BOUCHERVILLE@loblaw.ca
Quebec DC 72	IC-D072Laval@loblaw.ca
Atlantic DC 06	Nick.Colpitts@loblaw.ca Keven.Terrio@loblaw.ca peter.nason@loblaw.ca
Atlantic DC 14	kevin.obrien@loblaw.ca jackie.belliveau@loblaw.ca peter.nason@loblaw.ca
Atlantic DC 15	Rynette.Bartlett@loblaw.ca
Atlantic DC 21	Donnie.ross@loblaw.ca
Atlantic DC 24	Kevin.sears@loblaw.ca
West DC 4	IC-D004Edmonton@loblaw.ca
West DC 34	IC-D034_REGINA@loblaw.ca
West DC 31	IC-D031FREEPORT@loblaw.ca
West DC 32	IC-D032PITTMEADOWS@loblaw.ca
West DC 22	IC-D022NORTHPOINT@loblaw.ca

West DC 35	IC-D035_VANCOUVER@loblaw.ca
West DC 37	IC-D037WINNIPEG@loblaw.ca
West DC57	IC-D057SOUTHSURREY@loblaw.ca

This proof of delivery is designed to safeguard both Loblaw Companies and its suppliers and to provide a common document that will be recognized by all parties. Please ensure that your distribution department and all appropriate personnel within your organization are advised and are fully aware of this form.

In DCs using the new WMS system the Proof of Delivery Document (Receiving Worksheet / ASN Inbound Shipment Report) will have an ASN number instead of an RCN number, which is still a unique number identifying the load.

This form is not a two-part form in DCs using the new WMS, but a copy will still be given to the driver.

Sample Proof of Delivery documents are provided below:

Receiving Worksheet / Documents de Réception v3.11.01
061 - South Caledon 12203 Airport Rd, Caledon, ON

Print Date & Time / Date / Heure Impression: 2015-10-23 15:34

Cover Page / Page Couverture

Appointment Date / Date Rendez-vous: 2014-12-22

Appointment Time / Hre Rendez-vous: 04:50AM

Dock Door / Porte:

Receiving Summary / Sommaire de Réception

Trailer / Remorque:

Carrier / Transporteur:

ASN / APE	ASN Type / Type APE	PO/ BC	PO Type / Type BC	SKU / UGS	ILNs / NLEs	Cases / Caisses	Received / Reçu	Pri / Pri	Weight (kg)/ Poids(kg)
48032324020180930536	Vendr/Fourni	4803232402	RE	4	4	36			
Totals / Totaux:		1		4	4	36			

Priority SKUs / UGSs Prioritaires

SKU / UGS	Description / Description	PO / BC	Demand / Demande	Inventory / Inventaire	Variance / Variation
--------------	------------------------------	------------	---------------------	---------------------------	-------------------------

**Reason /
Motif**

1. Damage / Endommagé
2. Not Ordered / Non-Commandé
3. Over / En Surplus
4. Under / À Court

**Accepted /
Acceptée**

**Returned /
Retournée**

Reason / Raison	Description / Description

Receipt Acknowledgment / Accusé Réception

Date / Date: _____

Cases / Caisses: _____

Receiver Name /
Nom du Receveur: _____

Receiver Signature /
Signature du Receveur: _____

Driver Signature /
Signature du Chauffeur: _____

Shipment of goods or provision of services in acceptance of a P.O. and its terms and vendor agrees that any claims it may have with respect to the supply of these goods and/or services must be made within one (1) year from the date hereof.

L'expédition de marchandises ou la prestation de services constitue l'acceptation d'un bon de commande et de ses modalités. Le vendeur convient que toutes ses réclamations concernant la fourniture de ces marchandises et (ou) de ces services doivent être faites dans l'année qui suit la date des présentes.

Sample Loblaw's Inc Proof of Delivery (Pick-Up Loads) – Bill of Lading/Packing Slip



BILL OF LADING CONNAISSEMENT

ROGER
19-10-27/15

167194

REFER TO THIS NUMBER
RÉFÉRER À CE NUMÉRO

Order Date Date de Commande MO 07 DJ 27 Y/A 15			Shipping Date Date d'Expédition MO 07 DJ 29 Y/A 15			Arrival Date Date de Livraison MO DJ Y/A			Your P.O. Number Votre no. de commande 4806142672		
Carrier No. No. du Voiturier 99		Carrier - Voiturier Customer / Pick-up				Car / Trailer / Container No. No. du Wagon / Conteneur / Remorque 153-11/			Licence Number Numéro de Licence 167194		

SHIPPER / EXPÉDITEUR Lantic inc./ Cascades Transit Nathalie Arseneault 2625, rue Viau 2625, rue Viau Montreal, QC H1V3J1		SOLD TO / VENDU À LOBLAWS INC (ONT) ELIZABETH GOH INTERSAVE ACCOUNT 0000063901 1 PRESIDENT'S CHOICE CIRCLE BRAMPTON, ON L6Y5S5		SHIP TO / DESTINATAIRE LOBLAWS INC 16 OTTAWA ELIZABETH GOH 2625 SHEFFIELD ROAD OTTAWA, ON K1G3L2	
70 Transfer From Code Code de Provenance - Transfert		57164 Customer Number Numéro du Client		16 Ship To Code / Transfer To Code Destination Code / Code Destination - Transfert	

Product Code Code de Produit	Number of units Nombre d'unités	Description	Brix	Total Net Weight kg Poids Total Net kg
65231	128	SUCRE 20/1kg CASS. L ANCIENNE SUGAR 20/1k		2,560
50165	64	SUCRE 20/500g A GLACER SUGAR 20/500g ICIN		640
25222	420	SUCRE 10/2kg GRANULE SUGAR 10/2kg GRANU		8,400
25194	240	SUCRE 4/4kg GRANULE SUGAR 4/4kg GRANUL		3,840
60232	60	SUCRE 10/2kg CASS. BRILLANTE SUGAR 10/2kg		1,200
25131	68	SUCRE 12/900g CARTON A PIGNON SUGAR 12/		734
50261	64	SUCRE 20/1kg A GLACER SUGAR 20/1kg ICING		1,280
14635	140	SUCRE 12/500g CUBES LANTIC SUGAR 12/500g		840
67635	140	SUCRE 12/500g PLANT. CUBE SUGAR 12/500g P		840
2	20	SENS UNIQUE / CHEP ONE-WAY CHEP ONE-W		

If charges are to be prepaid
write or stamp "To be prepaid"
Si les frais doivent être payés d'avance
Inscrire " Pour être Prépayé "

C.O.D. Received / Reçu
To apply in prepayment of the property
described hereon
Pour appliquer au remboursement anticipé
de la propriété tel que décrite ci-bas
Shipper show amount of C.O.D. here
Indiquer montant du C.O.D. ici

Amount / \$ COLLECT
Montant

Fee / Frais \$
Total \$

LOT NUMBERS

PROD No	LOT No	UNITS	PROD No	LOT No	UNITS
14635	1015069	140	25131	9615112	68
25194	6815100	240	25222	6815145	240
25222	6815139	60	25222	6815142	120
50165	6815162	64	50261	6815128	32
50261	6815131	32	60232	6815154	60
65231	6815176	64	65231	6815174	64
67635	1015176	140			

SEAL #
20218549

SPECIAL NOTES

SEAL #

GROSS : 0.00 Kg. DATE : TIME :
TARE : 0.00 Kg. DATE : TIME :

Total No. of Units No. Total d'Unités	Gross - Brut	Tare	Shipping Net Weight Poids Net Expédition	Product Net Weight Poids Net Produit
1,324	0 lbs 0 Kg	0 Kg	20,334 Kg	

Declared Value of Shipment
Valeur Déclarée pour cette Expédition
\$

Lot Number / Date Code
For tracing of product, the lot
number structure is as follows :

1st set of 2 numbers =
Production Unit No.
2nd set of 2 numbers = Year
3rd set of 3 numbers = Julian Date

Numéro de Lot / Code Date
Pour le retraçage de nos produits
la structure des numéros de lot est :

1er groupe de 2 chiffres =
No. Unité de Production
2e groupe de 2 chiffres = Année
3e groupe de 3 chiffres = Date Julienne

N.B. NOTE CAREFULLY CONDITIONS ON BACK HEREOF WHICH ARE HEREBY ACCEPTED / N.B. VEUILLEZ PRENDRE CONNAISSANCE DES CONDITIONS AU VERSO QUI SONT ACCEPTÉES PAR LES PRÉSENTES		For information regarding this shipment, please call : Pour information au sujet de cet envoi, S.V.P. téléphoner à : 4509233012	
Consignor / Expéditeur PLEASE SIGN HERE - S.V.P. SIGNER ICI		Consignee / Consignataire Goods received in good order / Marchandise reçue en bon état PLEASE SIGN HERE - S.V.P. SIGNER ICI	

L-FO-33

167194

NOT NEGOTIABLE (This bill of lading - express shipping contract is to be signed by the shipper and carrier)
NOT NÉGOCIABLE (Ce connaissement - contrat d'expédition doit être signé par l'expéditeur et le transporteur)

25-01-12

Sample Loblaw Inc Proof of Delivery (Delivered Loads) – Receiving Report

LOBLAW COMPANIES EAST

11:30

Total Number of Cases Received # Of Pallets 7

30-Nov-04 page 1

Receiver Name / Non Recpt: *Sectione* Receiver Signature / Signature Recpt: *[Signature]*
 Carrier Name / Non Recpt: *FRESHWAY* Carrier Signature / Signature Trans: *[Signature]*
 No. of Pieces: *392* No. of Pallets: *7* Date of Load: *30-Nov-04* B/L: *392* Blame: *[Signature]*
 Equip. Used: *392* Equip. Used: *392* Equip. Used: *392* Equip. Used: *392* Equip. Used: *392*

Carrier and Receiver Signatures

APPOINTMENT SCHEDULE REPORT / BNP FOLIOLE TRAF. RECEPY

Appointment Date / Date Rendez-vous: *30-Nov-04* Appointment Time / Hora Rendez-vous: *11:30*

Source / Origine: *392* BOL / DECOM: *795603*
 Ship From / Exped. de: *WAGMAN-IDA-04* BOL #: *2852900947629* AS/PO #: *49 DC: 712804*

Description	SKU	UCC	Weight (kg)	Pack	Size	Load Type	Tl - Ht	Height	Prk
FISH FRY CHICKEN 5/0	556738	662011200	0.600	12	33x48	PS	12 - 2	80	HA 24 33
EGG FISHERIES NY/TAN	569628	662011200	0.600	12	33x48	PS	12 - 2	76	HB 24 33
6/0 REC FISH FRY CHICKEN 6/0	544134	662011200	0.600	12	33x48	PS	12 - 2	82	HT 24 33
6/0 TEMPURA BATTER 6/0	569719	662011200	0.600	12	33x48	PS	12 - 2	76	HT 24 33
6/0 4800000000000000	158276	662011200	0.600	6	33x48	PS	12 - 2	40	HA 24 33
6/0 4800000000000000	160446	662011200	0.600	6	33x48	PS	12 - 2	80	HA 24 33
6/0 4800000000000000	211162	662011200	0.600	12	33x48	PS	12 - 2	80	HA 24 33

of SKU Lines / Lignes LRS: *7*
 Total Expected Units / Unites tot. prévues: *392*
 Total Expected Weight / Poids total prévu: *2.300*

Item List

1. RECEIVER COPY

2. VENDOR COPY

The Bill of Lading/Packing Slip should detail products delivered and contain both Loblaw driver signature and vendor shipper signature. The Bill of Lading/Packing Slip also provides signatures and pallet count in instances when the load is Shipper Load and Count (SLC).

8.2.3 Cheque deduction codes and descriptions

The code for each deduction appears in the invoice number column in the centre column of the cheque remittance. The format of the codes has been designed to enable the supplier to easily recognize the type of deduction. The table below lists the current deduction codes, their meaning and the originator.

In most situations additional details concerning the deductions are required and supporting invoices and/or documentation is mailed separately. The code will reference the supporting detail and will allow for the matching of the details to the amount deducted.

The Accounts Payable contact handling your payment inquiries would, in most situations, only be able to provide copies of missing deduction invoices. Where further detail is required, the originator of the deduction should be contacted.

DEDUCTION CODES AND DESCRIPTIONS				
CODE	TYPE	DESCRIPTION	ORIGINATOR (Details)	FINANCE (Invoice Document)
CLAIM #####	Vendor Audit Claim	Deduction for claim issued to vendor for prior year's pricing etc.	Loblaw Audit Group	A/P Analyst
NS-#####pp	No-Show Charge	Vendor did not deliver PO on their scheduled appointment date into the Distribution Centre.	Vendor Standards	vendorstandards@loblaw.ca
FR-#####pp	Fill Rate Charge	Vendor fill rate is below 98% on a 13-week rolling average basis leading to penalty on each PO shorted.	Vendor Standards	vendorstandards@loblaw.ca
DN - #####	O & A	Over and Above funds as negotiated with Category Management (Details provided on invoice)	Category Manager	vendor.income@loblaw.ca
PPE#####pp	PPE Fines	Deduction to Loblaw 3 rd party carrier or vendor for not abiding to Personal Protective Equipment procedure	Transportation Lead, Health and Safety	vendorstandards@loblaw.ca
NDS#####pp	Dock Safety Fines	Deduction to Loblaw 3 rd party carrier or vendor for not abiding to Dock Safety Procedure	Transportation Lead, Health and Safety	vendorstandards@loblaw.ca
DN ####	Debit Note	Miscellaneous Debit	Vendor Services	A/P Analyst
DU #####	Unloading Charges	Charge for unloading product at Quebec DC's	Vendor Services	A/P Analyst
EASTER DRIVE YEAR		Deduction related to the vendor's involvement in this program	Category Manager	A/P Analyst

STANDARD OPERATING PROCEDURES – Vendors & Carriers

FL #####	Floor Stock Protection	Amount claimed from supplier to provide for cost changes	Category Manager	A/P Analyst
FRT #####	Freight Charges	Loblaw Central Forwarding Services charging back the supplier for freight	CFS Transport	A/P Analyst
GIFT GALA YEAR		Deduction related to the vendor's involvement in this program	Category Manager	A/P Analyst
HBC Year	Expired Health and Beauty Care	Deduction for expired Health and Beauty Care product	Category Manager	A/P Analyst
HEF #####	H.E. Fisher Freight Charges	Charge to vendor from Loblaw H.E. Fisher Freight Division in the Maritimes	H.E. Fisher Transport	A/P Analyst
LUMPINGCHG-WK##	Lumping Charges	Charge if received loads do not comply with the pallet Tie and Tiers specified on warehouse's receiving document	Loblaws Inc Supply Chain	A/P Analyst
PCC BOWLERAMA YEAR		Deduction related to the vendor's involvement in this program	Category Manager	A/P Analyst
QA #####	Quality Assurance Claims - Meat	Claims for Meat product below quality standard (Charged by DC)	Quality Assurance Manager at branch	A/P Analyst
THANKSGIVING FOOD DRIVE		Deduction related to the vendor's involvement in this program	Category Manager	A/P Analyst
TRF #####	Debit Balance Transfer	Debit balances from various Loblaw Accounts Payable systems that have been transferred for deduction.	Westfair	A/P Analyst
UM #####	Un-saleable Merchandise	Charge to vendor for damaged product under the Unsaleable Merchandise Program	Loblaws Inc Environmental Affairs	A/P Analyst
VENDOR INV#####	Deduction	Deduction against Vendor invoice for discrepancies in cost value or quantities received	Vendor Services	A/P Analyst
VR BR #####	Vendor Return	Charge back to the vendor for product returned from a Loblaw Branch	Inventory Control Loblaws Inc Branch	A/P Analyst

Sample debit note detail for an O&A deduction is shown below:

Loblaws Inc.
 P.O.Box 2056, Stn M
 Winnipeg, Manitoba, Canada
 R3C 3R3
 GST/HST Registration Number
 122235933RT0001
 QST Registration Number
 1010070330TQ0002

DEBIT MEMO	
Debit Number	1000001
Debit Date	2015/01/10
Condition Contract Number	000000031
Vendor Number	1234567

Bill To:

ABC Canada
 PO Box 5432 Stn A
 Toronto, Ontario, Canada
 XXX XXX

Details of Debit

Region	Banner	MCH1	Description	Debit Amt (CAD)
West/Ouest	Distribution Center	M063803	Baby	106.97
Ontario	Distribution Center	M063803	Baby	71.14
		M063803	Baby	0.00
Total (CAD)				178.11

Vendor Settlement Report



RG -Vendor Income
 Settlement Report - 2

If you have inquiries on the settlement amount(s) on this report, **please submit the vendor inquiry template** to your Vendor Services representative as per the regular vendor inquiry process.

Should you have any questions or concerns with the portal site, please contact the following team for resolution.

Email: vendor.income@loblaw.ca

9. Vendor Compliance

The Loblaw's Inc Vendor Compliance Program is designed to encourage vendor or carrier practices that support retail-shelf availability and DC productivity.

This section outlines the Key Performance Indicators (KPIs) against which your performance as a vendor or carrier will be assessed. We believe these KPIs can help all of us in three ways:

1. Communicate Loblaw's Inc's expectations to its vendor/carrier base
2. Give vendors and carriers insight into the value and importance of our published SOPs
3. Establish a common framework for performance assessment and accountability

Questions relating to the KPIs should be directed to: vendorstandards@loblaw.ca

Questions related to compliance issues that are not subject to the normal Supplier Inquiry process can be directed to your respective Category Manager within Loblaw's Inc.

Each Vendor Compliance KPI is presented with the following information:

- Applicability to Vendor Delivered and/or Loblaw's Inc Pick-Up loads
- Business definition of the KPI
- Explanation of how the metric is calculated
- Considerations for special circumstances

KPIs:

1. On-Time Pipeline Fill Rate
2. Pure Pipeline Fill Rate
3. DC Delivery No-Show and Refusal
4. On-Time Shipment Readiness (Collect loads only)
5. Offloading Labour
6. Documentation

Both the **DC Delivery No Show and Refusal** and the **Pure DC Fill Rate** penalties are in effect at all distribution centres nationwide. Other KPIs will be expanded to other facilities as we deploy the program nationally. Vendors and Carriers will be notified as the compliance program expands in scope.

Compliance penalties for timely and accurate delivery of merchandise from offshore vendors and carriers are outlined in the **Standard Operating Procedures – Offshore** document, available from your offshore SCM or ASCM.

Charges may also be levied by other divisions within Loblaw's Inc. The Compliance Program described in this section is limited to supply chain division expectations.

9.1 Fill Rate

9.1.1 On-Time Pipeline Fill Rate

On-Time DC Pipeline Fill Rate refers to the fill rate for the requested quantity at the appointed time for DC Purchase Orders. Orders filled in full later than the Loblaw's Inc-appointed time will be considered unfilled by this measure.

Applies to orders that are:Vendor Delivered Loblaws Inc Pick-Up **Metric:**

The On-Time Pipeline Fill Rate will be measured on a rolling 13-week basis. A moving average fill rate will be determined by combining all line items within a 13-week period.

On-time Pipeline Fill Rate =

$$\frac{\text{P.O. Quantity Delivered On-Time}}{\text{Requested P.O. Quantity}}$$

Considerations:

A penalty will apply to each Purchase Order with a shorted line item as long as the vendor's 13 week rolling average is below the expected level. Expected on-time service levels will be communicated by the Executive Vice President of Supply Chain.

Changes to the appointment time initiated by the vendor will not affect the requested time for the purposes of this metric. If an appointment time is revised by Loblaws Inc, the revised time will be used as the requested time in the calculation of this metric.

Penalties related to poor performance in On-time Pipeline Fill Rate will not apply if penalties for Pure Pipeline Fill Rate have been levied for the same period.

9.1.2 Pure Pipeline Fill Rate

Pure Pipeline Fill Rate refers to the fill rate for the requested quantity for DC Purchase Orders.

Applies to orders that are:Vendor Delivered Loblaws Inc Pick-Up **Metric:**

The Pure Pipeline Fill Rate will be measured on a rolling 13-week basis. A moving average fill rate will be determined by combining all line items within a 13-week period.

Pure Pipeline Fill Rate =

$$\frac{\text{P.O. Quantity Delivered}}{\text{Requested P.O. Quantity}}$$

Considerations:

A penalty will apply to each Purchase Order with a shorted line item as long as the vendor's 13 week rolling average is below 98%. Expected service levels are communicated by the Executive Vice President of Supply Chain.

Penalties related to poor performance in Pure Pipeline Fill Rate will not apply if penalties for On-time Pipeline Fill Rate have been levied for the same period.

Graduated Disciplinary Merchandising Response

Effective **Period 01 2011** the Merchandising team will decide **where to take incremental Merchandising action** to better manage Service Level performance of the Vendors whose 13week rolling average is below 98%.

Metric:

1. If 4-week ITEM SL < 93% then Category will remove the item from any pending Promo activity
2. If 8-week VENDOR SL < 93% AND last 2-week Vendor SL is < 93% then Category will remove the Vendor from any further Promo activity
3. If 12-week VENDOR SL < 93% AND last 2-week Vendor SL is < 93% then Category will delist items critical to the Vendor but low impact to Service Level

Considerations:

The Graduated Disciplinary Merchandising Response and the Fill Rate Compliance penalties are tools designed to help manage overall vendor service level to Loblaw.

The items will be removed from promo activity until the Service Level is significantly improved, consistent with the 13-week rolling 98% expectation

9.2 DC Delivery No-Show & Refusal

Deliveries should arrive at Loblaws Inc Distribution Centres within 30 minutes of the appointment time as outlined on the Purchase Order. The appointment time should be on all necessary paperwork including the bill of lading, so there is no confusion as to when your carrier is required to deliver.

A “No Show” is defined as a missed delivery appointment for which no advance notification was given to the Loblaws Inc Inbound Specialist. A “Refusal” is a load refused from the DC due to errors or issues related to vendor or carrier performance. These include invalid or missing paperwork and driver safety violations. See Section 4.6.4 for more information on timely delivery expectations.

The table below describes some types of violations that may result in a refusal and penalty.

Refusal Reason	Remarks
Load arrives with no paperwork or incorrect paperwork	An accurate Bill of Lading or Packing Slip is required for receiving. The paperwork should reference the Loblaws Inc Purchase Order number corresponding to the actual shipment received. The item detail and quantity shipped by item should also be shown.
Driver does not comply with warehouse safety requirements	Safety footwear and safe operation of the tractortrailer while on warehouse premises are required.

Load is tipped and unsafe to handle	Unsafe loads will not be received.
Sort sequence on trailer prevents DC personnel from accessing Loblaws Inc product	Loblaws Inc product should be accessible without the need to move product intended for another facility or customer.
Load arrives with product on scrap pallets	For safety reasons, Loblaws Inc only accepts PECO, CHEP, or Milk pallets.
Driver refuses to assist with offloading	Where loads are driver assist, the DC reserves the right to refuse a load if drivers are unwilling to assist, including reworking pallets (lumping) to the warehouse tie and tier specifications.
Food Safety	A load may be refused if temperature control or hygiene standards are not met.

Applies to orders that are:

Vendor Delivered

Loblaws Inc Pick-Up

Metric:

Number of no-show deliveries and or refusals

Considerations:

If the vendor re-books an appointment before 12 pm EST at least 1 business day prior to the original appointment time and Loblaws Inc acknowledges the re-booking, the re-booked appointment time will be used in determining compliance.

Vendors are not penalized for load refusals related to Loblaws Inc issues (e.g. capacity limitations).

9.3 On-Time Shipment Readiness

For collect vendors that use Loblaws Inc’s Inbound Logistics services to pick-up loads from their facilities, shipments must be ready for pick-up within 30 minutes of the appointed time.

Applies to orders that are:

Vendor Delivered

Loblaws Inc Pick-Up

Metric:

Number of loads not ready at pick-up time

The last Loblaws Inc-communicated pick-up time will be used.

Considerations:

If the vendor re-books a pick-up time at least 24 hours before the original time and Loblaws Inc acknowledges the re-booking, the re-booked pick-up time will be used to determine compliance.

9.4 Offloading Re-Work Labour

Where applicable, drivers or vendor/carrier-appointed personnel are responsible for offloading shipments at Loblaws Inc DCs, including all pallet re-work due to:

- Tie & Tier differences between the received load and the warehouse Tie & Tier
- Incorrect sort sequence
- Floor loaded product
- Non-compliant Display-ready-pallets
- Product requiring repalletization
- Other re-work to comply with Loblaws Inc and DC policies

If DC staff incurs labour due to insufficient labour provided by the vendor or carrier, the cost of DC labour will be recovered from the vendor or carrier.

Applies to orders that are:

Vendor Delivered

Loblaws Inc Pick-Up

Metric:

Number of pallets or cases re-worked by DC staff

Considerations:

Lumping agencies, where available, can perform the re-work at a cost to the vendor or carrier. In cases where an agency is used and no Loblaws Inc DC staff incurs offloading re-work labour, the charge would not apply.

Vendors that use Loblaws Inc Inbound Logistics for their transportation needs are not subject to the charge as offloading labour is included in the cost of services provided by Loblaws Inc Inbound.

Unloading charges for Québec Distribution Centres are detailed in Appendix E.7.

9.5 Documentation

Proper shipping documentation is required to support inventory control and protect both parties in the case of a dispute. KPIs have been established for several key documents to improve documentation compliance.

See Section 4.5 for documentation requirements

Applies to orders that are:

Vendor Delivered

Loblaws Inc Pick-Up

Metric:

Number of invalid or missing documents

Considerations:

Invalid or missing documentation may also be grounds for load refusal. If a load is refused for documentation reasons, the documentation penalty does not also apply.

9.6 Penalty Schedule

The following table outlines the dollar amount for non-compliance to the listed KPI's. These amounts are subject to change at the discretion of Loblaw's Inc.

KPI	Charge for Non-Compliance
On-Time Pipeline Fill Rate*	For each P.O., 10% of value of shorted quantity of the shorted line item or \$1,000, whichever is greater
Pure Pipeline Fill Rate	For each P.O. shorted, 10% of value of shorted quantity of the shorted line item or \$1,000, whichever is greater
DC Delivery No Show or Refusal	\$1000 per missed appointment or refused load
Offloading Re-Work Labour	Current DC policies: \$6.50 per pallet, flat rate per load (\$75-\$150) or sliding scale per case. \$100 per non-compliant DRP.
Documentation	\$200 per invalid or missing document

*For future implementation

9.7 Penalty Charge Inquiry Procedures

Should your inquiry relate to any of the following, please redirect your e-mail to the appropriate contact:

vendor scorecard – flowsupply@loblaw.ca **inquiries on remittances** – vendor.inquiry@loblaw.ca **payment inquiries** – Please contact your Vendor Services AP Representative **disputing a fine**

Fines are authorized by Replenishment and Category via the vendor collaboration process. For disputes, please contact your Replenishment representative as their approval is required. Please make reference to the Purchase Order or Deduction Name (naming convention found below) to facilitate the process.

backup for fines

Please contact your Replenishment representative if you require further details on the No Show or Fill Rates fines. Make reference to the following deduction naming convention: Please make reference to the Purchase Order or Deduction Name (naming convention found below) to facilitate the process.

Type	No Show	Fill Rate
Vendor Delivered	<ul style="list-style-type: none"> - Deduction number in format [DNNS#####pp] pp= period associated with the fine - Relevant e-mail correspondence between LCL that pertains to the purchase order - Electronic copy of the Loblaw Receiving Worksheet detailing products delivered, containing signature from <u>both</u> vendor carrier and Loblaw receiver 	<ul style="list-style-type: none"> - Deduction number in format [FR#####pp] pp= period associated with the fine - Relevant e-mail correspondence between LCL that pertains to the purchase order - Electronic copy of the Loblaw Receiving Worksheet detailing products delivered, containing signature from <u>both</u> vendor carrier and Loblaw receiver
LCL Pickup	<ul style="list-style-type: none"> - Deduction number in format [NS#####pp] pp= period associated with the fine - Relevant e-mail correspondence between LCL that pertains to the purchase order - Electronic copy of the Bill of Lading or proof of delivery detailing products delivered, containing signature from <u>both</u> Loblaw driver and vendor shipper 	<ul style="list-style-type: none"> - Deduction number in format [FR#####pp] pp= period associated with the fine - Relevant e-mail correspondence between LCL that pertains to the purchase order - Electronic copy of the Bill of Lading or proof of delivery detailing products delivered, containing signature from <u>both</u> Loblaw driver and vendor shipper

Note:

- Paper inquiries will not be resolved

Inquiries on debits can be made up to 1 year from the date the penalty was issued. After 1 year inquiries on the debits will not be processed. Vendor Invoices are not accepted as backup documentation.

9.8 Appointment Re-booking Procedure

1. All Purchase Orders transmitted to you, whether by fax or by EDI contain the pre-booked delivery appointment time at our facility.
2. This appointment time is to be communicated to all necessary areas of your business in order to ensure that on-time delivery is met. This includes your shipping department and your carriers. The appointment time should be on all necessary paperwork including the bill of lading, so there is no confusion as to when your carrier is required to deliver.
3. If for some reason the appointment time is impossible to meet, you should follow the steps below:
 - a. Contact the Supply Chain Analyst (SCA) before 12pm ET on the business day prior to the appointment and advise them you will not make the appointment
 - b. Advise the SCA i) why you can't make the appt, and ii) when you can deliver
 - c. The Supply Chain Analyst/Inbound Scheduling Specialist will get back to you with a NEW appointment time.

4. If the load shows up without an appointment time or at the incorrect appointment time it may be refused until it is rebooked with a new appointment time using the above procedures.
5. If the issue is a carrier or other 3rd party problem, it is our expectation that you will be meeting with those parties to resolve the issue or seek a new service provider. You are responsible for your carriers and their performance. The Supply Chain Analyst should be kept up to date on these initiatives.
6. Each No Show offence will be subject to a \$1,000 charge
7. If No Shows or delays of appointments become a repeated problem with your company, we will escalate the problem as necessary. This will mean meetings with those responsible in your company for on-time performance and communication to our Category Managers who will address the issue at a higher level.

9.9 Vendor-Delivered vs. LCL Pick-up

The No Show penalties are applicable to vendor-delivered loads only, whereas and Fill Rate penalties are applicable to both vendor-delivered and LCL pick up loads. This includes loads delivered by 3rd parties arranged by the vendor. Vendors who use LCL Inbound Logistics services to pick-up their loads and deliver them to LCL facilities may be subject to a charge if loads are not ready for pick-up on the appointed date. Refer to Section 5.2 for more information on Loblaw's Inc Backhaul.

9.10 FAQ's

Q1: *Can a purchase order be cancelled by the SCA after the vendor has accepted the P.O?*

A1: Yes, a purchase order can be cancelled by the SCA after the vendor has accepted the P.O.

Q2: *I've received a deduction on my cheque remittance but I'm not sure what purchase order it pertains to. How to I find that out?*

A2: Each deduction notice has the purchase order included in the reference number. The reference number is composed of three elements; the first is the infraction indication **NS** (Debit Note No Show) or **FR** (Debit Note Fill Rate) or PPE (Personal Protective Equipment), NDS (Dock Safety) or, followed by the **6 or 10-digit purchase order number** and concluded with **the week or period number** the infraction occurred in.

NS1234567188pp = No Show in week 1 for P.O #123456718801

FR3456788254pp = Fill Rate in Period 2 for P.O #345678825402

Q3: *Compliance and penalties are based on a 13-week average, what is the expected percentage performance within that 13-week period and when does each 13 week begin and end?*

A3: It is expected that all vendors meet a threshold of 98% which is measured on a rolling 13week average. The 13-week rolling average is based on the last week of each period plus 12 weeks prior to that week.

Q4: *We substituted products on the PO and our invoice was paid in full. Why are we being issued a fill rate penalty?*

A4: Fill rate penalties are based on the original products and their ordered quantities on a PO. Substituted products are not replacements for the original products according to the fill rate policy because the original order is not fulfilled.

10. Listing/Item Change Policy

10.1 Vendor Information

As a new vendor of Loblaws Inc, you will be asked to fill out a Vendor Set-Up form. This information is required to ensure proper communication from ordering and receiving to financial settlement.

10.2 New Listings

All New listing presentations must be presented to the relevant Procurement group located at 1 Presidents Choice Circle, Brampton, Ontario. New Item presentations must include:

- All items must be presented at least 8 weeks prior to the start of shipping. Up to 12 weeks' notice is required for certain products. Your Category Manager will communicate any requirements for longer notice than 8 weeks.
- All items must be presented with the appropriate Loblaws Inc Costing Sheets (contact your category manager for applicable forms)
- Presentations may have to be done at more than one Loblaws Inc location.
- All items must be available in a format conducive to our Supply Chain and Retail Operations
- All items being manufactured for retail sale in Canada must be presented to Category Management, regardless of format, duration of availability or intended retail channel.
- All multi-packs must have a dedicated retail UPC and be packaged in a format that completely covers the retail UPC's of the individual units
- Unless otherwise specified by Category Management, the supplier must provide the Retail Company/Division with item samples and further item presentations. It is the responsibility of Category Manager to inform the vendor of the Retail Company/Division intention to list.
- All new listings must include accurate French descriptions.
- A 14-digit case UPC (SCC14) must be approved at the time of listing with no exceptions

For ready to sell pallets (display ready pallets), a picture or reasonable depiction showing the ready to sell pallet as it will be shipped and processed through the Distribution Centre will be required as well as full adherence to the guidelines in *Section 4.4.5. Display Ready Pallets*. Pictures of ready to sell pallets should be submitted to your Category Manager as part of the listing process for the item. Only after approval of the ready to sell pallets will a product be listed.

10.2.1 Food

The following guidelines should be followed:

- Category contact to provide direction on initial case distribution
- All multi-packs must clearly show ingredients and nutritional information of the products within if applicable

- All items must be presented with the appropriate Loblaw's Inc Costing Sheets and Scan Certificate (contact your category manager for applicable forms)
- All food items must be listed on ECCnet
- All mandatory fields must be entered at the time of listing. Incomplete or incorrect data may be subject to fines at the discretion of the Category Manager

All listings must include accurate case and retail dimensions.

Case Weight requirements

- Gross weight in kilograms i.e. Net Product weight + Packaging weight
- Rounded to one decimal place
- 0.05 – 0.04 = rounds down to 0.0
- 0.05 – 0.09 = rounds up to 0.1
- Pallet – gross weight of the case multiplied by the number of the cases on the pallet (weight of actual wooden pallets to be excluded)

Case Dimension requirements

- Case dimension in centimeters rounded to one decimal place
- 0.01 – 0.04 = rounds down to 0.0
- 0.05 – 0.09 = rounds up to 0.1
- Unit to be measured as positioned on the vendor pallet. In this position, vertical height to be measured in centimeters
- The longest horizontal dimension of the unit is the product length, measured in centimeters
- The shortest horizontal dimension of the unit is the product width, measured in centimeters
- Bags are to be measured lying flat

In order to properly manage scan data integrity, Loblaw's Inc requests that all suppliers provide an approved scan certificate and a product sample at the time of product presentation to the Category Manager. Any change to product would also require a scan certificate. An ECCnet Certificate of Conformity is an acceptable scan certificate and is available through GS1 Canada (www.gs1ca.org).

10.2.2 General Merchandise

We need to supply either a Product Sample and/or a High Resolution (300 dpi or better) image to our advertising department upon listing an item so that we may store it in our database for if/when we choose to advertise the product in a flyer.

Images:

Please note that images are required for the departments stipulated below:

- PHOTO (excluding Electronics)
- GENERAL MERCHANDISE INCL. APPAREL

While not all Departments require an image, it is a requirement for the above-mentioned departments and therefore SHOULD BE SUBMITTED WITH THE LISTING FORM for all new items.

- In the case of Photo, a **fine** may be enforced for all new listing requests that DO NOT have an image accompanying the List Form.

- In the case of General Merchandise and Electronics, a penalty fine is at the discretion of the Category Manager. It is suggested that you contact your Category Manager directly to determine if an image is necessary for your product.

Product Samples:

We require product samples for various reasons. Where available, we request vendors to provide samples of new items so that we may verify pertinent item information during the listing process, the planogram process and so that we have a package to provide our advertising department. Following are our policies as they relate to product samples and the new item list process:

- Product samples are required for the following items at the time of listing:
- HBC and Pharmacy (OTC) vendors must submit a product sample for all new items approved for listing. (Cosmetics/Fragrances may have exceptions)
- All General Merchandise vendors (incl. Apparel) must submit a product sample for all Domestic & Import items.
- All Photo/Electronic vendors must submit a product sample when feasible (it is understood that large electronic items may not be available for sampling).
- When available, a live sample is preferred however, you can submit a mock up or empty packaging.
- If a mock up or empty package is submitted it must be the final packaging and it must be clean (this is so that the product’s package will look as it should when the image is taken for our advertising dept.).
- Damaged product packaging will not be accepted.
- If the product requires a DIN #, it must be accurate and visible on the product sample.
- English and French descriptions must be on the sample.
- Where available, a case sample would be preferred. This is so that the Case UPC and Case Pack configuration can be confirmed at the time of listing. The Case UPC is integral in the receiving/accounting process and therefore must be accurate.
- When a case sample is not available, we would require at least 2-unit samples be submitted.

Please contact your Category manager for additional information.

10.3 Cost Change Notification

Loblaws Inc requires advanced notification on all cost changes. In the event that the required advanced notification is not given, a supplier may be charged “Floor Stock Protection” to cover any losses incurred by Loblaws Inc as a result of lack of notice. Please see the table below for the minimum weeks’ notice required.

	Minimum Weeks Notice Required
Food	

Food	12
All Control Label	12
Non- Food	
GM Domestic	12
GM Offshore	12

Exceptions for these lead times may be made for commodity items/Marketing Board controlled items (i.e. Dairy Marketing Board). Exceptions must be confirmed and agreed to by the Category Manager.

All cost changes should be presented on the Loblaw's Inc Product Costing Sheets and Price Change Notice forms (contact your Category Manager for applicable forms). An example of a Product Costing Sheet for General Merchandise is provided in Appendix H.

For Food product cost adjustment requests, please fill in the appropriate Commodity Cost Tracker sheet as part of all packages sent into the Procurement group.

Regions for costing are defined as follows:

Ontario Region

LSL – Loblaw
 NF – No Frills
 ZEH – Zehrs
 NGR – National Grocers Retail
 FRT – Fortinos
 SST – Ontario Super Store

East Region

AWL – Atlantic Wholesalers Ltd.

Québec Region

LQL – Loblaw Québec Ltd.
 PRV – Provigo
 MAX – Maxi
 PRS – Presto
 IMR – Intermarché

GDT – Groupe Distribution

West Region

RCSS – Real Canadian Super Stores

EXTF – Extra Foods

RCWC – Real Canadian Wholesale Club

RCLIQ – Real Canadian Liquor Store

WFFR – Westfair Franchise

Private label price changes should be presented on a Corporate Label Price Change Notice (contact your Category Manager for applicable forms).

All documents must include the correct Loblaws Inc item number and UPC code(s). If you require a list of Loblaws Inc codes for your company, please contact the appropriate Category Manager.

All fields on the Price Change Notice form are mandatory

In the comments field on the Loblaws Inc Product Costing Sheets, please ensure that you explain the reasons for any cost increases presented to Loblaws Inc. All cost changes are subject to approval, pending negotiations with the Category Manager.

National Cost Maintenance Forms may be sent via the following methods

1. Mail to the appropriate Category Manager at:

Loblaw Companies Limited

1 Presidents Choice Circle

Brampton ON L6Y 5S5

2. Email (Preferred Method) to the appropriate Category Manager

As we are faced with unusual operating disciplines during November/December resulting from a significant high volume of business, a Loblaws Inc policy to not accept cost increases from week 44 to week 4 remains in place. Current cost change notification remains in place. Please address questions/concerns through your appropriate Category Manager.

10.4 Deal Notifications

Loblaws Inc requires a minimum of 8 weeks advanced notice on all deals. In the event that 8 weeks notice is not given; a supplier may be charged "Floor Stock Protection" to cover any losses incurred by Loblaws Inc as a result of lack of notice.

To ensure data integrity in the Loblaws Inc system, all National deals must be presented to the Procurement group on a Deal Maintenance Form. The Procurement group is responsible for centrally inputting deals in the Loblaws Inc system and will forward the information to all retail Companies/Divisions.

National Deal Maintenance Forms (Appendix H) may be sent via mail or they may be e-mailed to the appropriate Category Manager (see section 9.3 *Cost Change Notification* for details).

Deal start dates should wherever possible, coincide with the start of the Loblaws Inc period (see period calendar) or, in the case of DSD bakery, dates must coincide with first and last invoicing dates for the ad.

Deals will be passed on to all Retail Companies/Divisions within a region, (e.g. a \$2.00 Off-Invoice deal for Ontario will be passed on to all Retail Companies/Divisions in Ontario – Super Store, Fortinos, Loblaws, No Frills, NGR, & Zehrs).

10.5 Product Changes

Loblaws Inc requires a minimum of 8 weeks advanced notice on all product changes (i.e. pack, size, measure, item description etc.). Whenever an existing product is changed, it will be subject to a fee unless otherwise specified by Category Management.

Administration Fee – will be charged to a supplier for minor product alterations that do not change the facing product. This refers to a product that is already listed, but does not require a UPC change
(i.e. the case pack is changed from 24 pack to 12 pack, changes to dimensions etc.)

Switch Fee – will be charged to a supplier for modification to the packaging for a product already listed with Loblaws Inc, which requires a new UPC code (i.e. image change, “new & improved”, replacement of colour, flavour, size, weight etc.)

10.6 Product Authorization

All products shipped to stores serviced by Loblaws Inc must be authorized listings. Unauthorized shipments to Loblaws Inc stores may be subject to fines at the discretion of the Category Manager and/or payment will not be processed.

For a list of the authorized Loblaws Inc items, contact the appropriate Category Manager.

10.7 Over & Above Funds

It is the policy of Loblaw Companies Ltd. that all branded products (warehouse and DSD) are subject to Over & Above programs, at an agreed rate, unless negotiated otherwise.

Over & Above programs will be confirmed with each supplier.

Grocery manufacturers are expected to participate in both an annual and possibly a secondary audit to ensure 100% accuracy within the Loblaws Inc system automated O&A rates.

For Warehouse Shipments:

- On orders that are shipped to a Loblaw Companies Limited warehouse, an automatic deduction, based on the negotiated rate, will be made for O&A at the end of each billing period unless otherwise negotiated.

For DSD shipments (Direct Store Delivery):

- DSD Shipments must be broken down by Loblaws Inc Banner.

- Key Contact for food O&A Inquiries for Ontario, Québec and Atlantic provinces is your Category Manager at our central office. For Western Provinces, please contact our Calgary office.
- Key Contact for GM O&A Inquiries for Ontario, Québec, Atlantic provinces and Western provinces is your Category Manager at our central office.

Only those suppliers approved by the Category Manager will be allowed to submit payment in the form of a cheque. For vendors approved for cheque payments, separate Over & Above cheques should be made payable to “**Loblaw Companies Ltd.**” and sent to the attention of:

Attn:
Accounts Receivable
1 President’s Choice Circle
Brampton, ON
L6Y 5S5

A photocopy of the cheque and a letter should also be sent to the Category Manager

Please send the following information on a cover page along **within 1 week of the period end:**

- Direct to Store Volume by Banner
- Total Deduction or Cheque Amount

For certain GM categories, cheques and summaries should be mailed to your Category Manager. Please confirm with your Category Manager the preferred process.

10.8 Additional Requirements: ECCnet

10.8.1 Overview

Loblaw Companies Limited (LCL), through GS1 Canada (GS1), is committed to enhancing data integrity, business efficiency and cost effectiveness by adopting electronic business best practices and data standards.

This requirement is designed to support compliance by LCL suppliers of GS1 services through education and consultation while ensuring that enforcement of such use, when required, is fair, foreseeable and consistent with industry practice.

Categories exempt from loading on to ECCnet are Apparel, Photolab, PC Telecom, Liquor, Gas Bar, Customer Service and Tobacco. Further exemptions include suppliers providing variable weight, nonpackaged goods, as well as offshore suppliers.

10.8.2 GS1 Services

1. Company Prefix Licensing

With a valid Company Prefix License, Canadian businesses of all sizes create industry-compliant bar codes, enabling their products to be traded in Canada and around the world. Part of the GS1 worldwide numbering system that links product identification with the electronic exchange of business information, GS1 is the only authorized source for globally unique Company Prefix Licenses in Canada.

2. ECCnet Registry

ECCnet Registry is a single point of access between vendors and retailers, streamlining and supporting the day-to-day e-commerce requirements of the supply chain by allowing vendors to maintain accurate product information in one central registry and input information just one time for all retail partners; including LCL.

3. GTIN Discrepancy Reporting (GDR) System

The online Global Trade Item Number (GTIN) Discrepancy Reporting System (GDR System) is an interactive, online interface for tracking and resolving errors identified in a vendor's catalogue within ECCnet Registry. Use of the system results in increased efficiencies by managing discrepancies in a standardized and consolidated manner.

4. ECCnet Image & Validation (ECCnet I&V)

5. A central source for developing the images and dimensional information your company needs to maximize the selling potential of your products. ECCnet I&V includes images and dimensions for planogramming, high resolution marketing images, and a bar code scan verification service to assure trading partners that the bar code symbols of each member's products meet global scanning standards.

6. ECCnet Item Certification

ECCnet Item Certification is an online, central source of accurate and trusted product-related nutrition data and images. This information is certified by brand owners and then made available to trading partners using a publication and subscription process consistent with the trading partner excellent in ECCnet Registry, Canada's national product registry.

10.8.3 Supplier Responsibility

It is the full responsibility of any supplier wishing to do business with LCL to provide the following:

1. Reliable bar codes through company prefix licensing

LCL requires your products to be identified with globally-unique bar codes that scan reliably. You must register your Company Prefix at www.gs1ca.org/e/prefixlicencing or contact GS1 at 1.800.567.7084 ext. 3 to confirm that your Company Prefix is registered. If you are providing private label products, ensure you are utilizing the appropriate LCL prefix and universal product code (UPC) as provided by the LCL product developer.

When any change is made to one of your products, you must adhere to the GTIN Allocation Rules, which ensure that you are following rules that may affect your business processes and trading partner relationships. Visit www.gs1ca.org/e/gtinallocationrules.

2. Accurate product information through ECCnet Registry

LCL requires accurate product information be available in ECCnet Registry prior to product listing. Data integrity is the foundation of successful data synchronization and is the basis of optimal trading partner relationships. Full integration of GS1 standards into business and supply chain processes enables data synchronization based on clean, accurate and auditable data. This enables industry to:

- Enhance supply chain and business process efficiencies by providing a single source of truth to accurate and timely data;
- Reduce costs by eliminating paper listing forms; and
- Enable e-commerce transactions.

LCL requires all vendors (*national brand and private label*) to:

- Make product listing information available through ECCnet Registry, prior to product listing;

- Load accurate product information on a timely basis. For new items the expected timeline is 12 weeks prior to first shipment;
- Provide item dimensions using the Global Data Synchronization Network (GDSN) Package Measurement Rules. These rules are intended to provide a consistent, repeatable process to determine measurements for a given product package. Please refer to these rules whenever a product undergoes a change. Visit http://www.gs1.org/docs/gsm/gdsn/GDSN_Package_Measurement_Rules.pdf
- Ensure product information loaded into ECCnet Registry be accurate; any potential discrepancies will be managed through ECCnet Support or the online GDR System. Process and response time must be in accordance with the GDR process guidelines below; and
- Provide notification to LCL when updates are made to your product catalogue.

3. Timely product data error resolution through GTIN Discrepancy Reporting (GDR) System

To enable us to exchange accurate timely product data, improve product visibility, and enhance trading partner relationships, LCL, GS1, the Retail Council of Canada (RCC), and Food & Consumer Products of Canada (FCPC) are collaborating to improve data accuracy within ECCnet Registry. Therefore, we require your immediate cooperation to resolve discrepancies in your product catalogue as they arise. Once a ticket has been logged for a planogram item, LCL requires you to resolve the data issue within 24 hours; non-planogram items must be resolved within 48 hours.

4. Standardized product images and dimensions through the ECCnet Image & Validation service

LCL requires your product images and item dimensions (including retail ready packaged [RRP] items) to be available in the ECCnet Image & Validation (ECCnet I&V) database prior to product listing. Use of ECCnet I&V services are required for both national brand and private label products, to ensure the efficiency of our planogramming and marketing processes.

For products submitted by the vendor within 30 days of first production, the current fee structure is \$130.00 per product (SKU) payable to GS1 for both the planogram images and high-resolution marketing images services (separately the fees are \$45 for the planogram image service and \$100 for the marketing image service).

Please note that we are implementing a Perpetual Store Audit Process (*Refer to Section 10.8.4 for additional details*) to ensure we have the most current product images for marketing and planogram purposes. If you do not provide updated finished samples upon request by GS1 or LCL, LCL will authorize GS1 to source this information on LCL's behalf and you will be charged an administrative fee per product.

LCL requires all vendors (*national and private label*) to:

- Submit up-to-date product samples (including RRP items) to GS1 at time of listing or as soon as samples become available;
- Communicate any product changes (item dimensions, labeling, packaging, etc.) to LCL and GS1 and ensure updated images for your product(s) are available; and

You can provide your product samples to the following GS1 Canada imaging locations:

GS1 Canada – Montreal ECCnet Image & Validation 7780 Metropolitan Boulevard East Anjou, QC H1K 1A1 Tel: 5143558929 Fax: 514-356-3235 email: ECCnetIandV@gs1ca.org	GS1 Canada – Calgary ECCnet Image & Validation 720 - 28th Street N.E. Suite #110 Calgary, Alberta, T2A 6R3 Tel: 403-291-2235 e-mail: ECCnetIandVCalgary@gs1ca.org
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Your cooperation with these business requirements will improve efficiencies in our business processes. Please contact GS1 Canada's ECCnet Image & Validation office at 1-800-567-7084 ext. 38 or email ECCnetIandV@gs1ca.org to obtain more information. You can also visit <http://www.gs1ca.org/page.asp?LSM=0&intNodeID=1137&intPageID=295>.

5. Certified Nutritional Information

Loblaw requires product/brand owners to certify nutritional data within the ECCnet Item Certification system in the following areas:

- Product details
- Nutrition facts (as they relate to the nutrition panel on the product)
- Ingredients (as they relate to the ingredients label on the product)
- A set of common allergens
- Product Certifications (Kosher, Organic, Halal, Aquaculture Stewardship Council, Marine Stewardship Council).

For more information and helpful resources, please visit the ECCnet Item Certification – Nutrition webpage at <http://www.gs1ca.org/eics/index.asp?s=nutrition>. You can also refer to the [ECCnet Item Certification – Nutrition User Guide](#) as well as for more information at http://www.gs1ca.org/files/IC_TPC/help2.html

Fees are collected by GS1 Canada and are based on an organization's annual sales revenue in Canadian dollars.

ECCnet Item Certification – Nutrition Fee Schedule for Suppliers		
Annual Sales Revenue	Annual Subscription Fee	Certification Fee (Per Product Loaded in ECCnet Item Certification)
<250K	\$250	\$30
<500K	\$250	
<1M	\$250	

<5M	\$250	
>5M	\$1000	

- Fees are paid in Canadian Dollars and apply to all products loaded in ECCnet Item Certification - Nutrition.
- Fees are based on GS1 Canada Images services and GS1 Canada technology that supports and augments Industry Protocols. Fees are reassessed periodically to ensure continued cost recovery and are subject to change.

6. GS1 Canada Product Recall Subscription

- Loblaw requires your registration in the GS1 Canada Product Recall tool as well as successful completion of a full Mock Recall and receipt of a Recall Ready certificate. For more information and helpful resources, visit the Product Recall webpage at <http://www.gs1ca.org/pages/n/services/pr/index.asp>.

10.8.4 Response to Non-Compliance

The compliance measures used by LCL allow a graduated response and present a clear preference for resolving situations of non-compliance through voluntary action. If you do not comply voluntarily, you will be prevented from doing business with LCL until you comply.

Future Considerations - LCL will be assessing a cost recovery model to ensure administrative costs associated with non-compliance are recovered from its suppliers. Therefore, we strongly encourage all suppliers to adhere to this policy through voluntary compliance to improve both of our competitive positions by reducing costs, improving productivity, and accelerating the speed-to-market of products.

10.8.5 Perpetual Store Audit

Please be advised that GS1 Canada Images will, on an ongoing basis, conduct a **Perpetual Store Audit** at the request of Loblaw Companies Limited (LCL) to verify that all products have accurate and up-to-date marketing, Planogram, and eCommerce images and data in the GS1 Canada Images database. This process has been in effect since April 16, 2012.

If you do not provide updated finished samples at the time of listing, or upon request thereafter, we will instruct GS1 Canada to source this information on our behalf and you will be charged an administrative fee per product as follows:

	Control Brand	National Brand
Standard Process – product sent by vendor to GS1 Canada	\$170 per product SKU, invoiced by GS1 Canada to vendor	\$180 per product SKU, invoiced by GS1 Canada to vendor

GS1 Canada Audit/Purchase from Store	\$250 per product SKU (\$80 LCL admin penalty), invoiced by LBL to vendor	\$280 per product SKU (\$100 penalty), invoiced by GS1 Canada to Vendor
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10.8.6 Process / Procedure

1. Register your Company Prefix at www.gs1ca.org/e/prefixlicencing or contact GS1 Canada at 1.800.567.7084 (option 1, 7) to confirm that your Company Prefix is registered. If you are providing private label products, ensure you are utilizing the appropriate LCL prefix.
2. Ensure you understand the fundamentals of bar coding. Please review the following:
 - a. Getting Started with Bar Coding in your GS1 Canada e-Member Kit. Log in to MyGS1: <http://www.gs1ca.org/login.asp>
 - b. GTIN Allocation Rules and Barcode Standards: www.gs1ca.org/e/gtinallocationrules
3. Assign an ECCnet Registry implementation team, including a Catalogue Captain
4. Participate in online ECCnet Registry training at: www.gs1ca.org/e/vendoreducation
5. Send a physical sample of your product to GS1 Canada Images for Planogram Images and Dimensions, eCommerce, Nutritional Images and Marketing Images. Download a submission form at: http://www.gs1ca.org/pages/n/Services/IV_Submitting_Products.asp
6. Ensure you load accurate product information (and grant access to LCL) to ECCnet Registry and send your product to GS1 Canada Images prior to presenting your product.

*** Please contact your category manager for further policies and procedures on listing your products.**

10.8.7 Contact Information

For more information on GS1 Canada:

1. GS1 Canada Online: <http://www.gs1ca.org>
2. Email GS1 Canada: info@gs1ca.org
3. Call GS1 Canada: 1.800.567.7084 (option 1, 7)

10.8.8 Glossary

Attribute

A piece of information reflecting a characteristic related to an identification number [e.g., Global Trade Item Number (GTIN), SSCC (Serial Shipping Container Code)].

Barcode

A precise arrangement of parallel lines (bars) and spaces that vary in width to represent data.

Global Location Number (GLN)

A number that uses the EAN/UCC-13 Data Structure to identify physical, functional or legal entities.

Global Trade Item Number (GTIN)

A Global Trade Item Number may use the GTIN-8 (EAN/UCC-8), GTIN-12 (UPC-12), GTIN-13 (EAN/UCC-13), or GTIN-14 (EAN/UCC-14) data structure.

GS1

GS1 is an international not-for-profit association dedicated to the development and implementation of global standards and solutions to improve the efficiency and visibility of supply and demand chains globally and across multiple sectors. The GS1 System of Standards is the most widely-used supply chain standards system in the world.

GS1 Canada

A member organization of GS1, GS1 Canada is a not-for-profit organization that represents the interests of Canada in the continuing development of the global language of business.

GTIN-14 (EAN.UCC-14) Data Structure The 14-digit GTIN-14 data structure composed of an Indicator, GS1 Company Prefix, Item Reference, and a Check Digit.

GTIN Format

The following table summarizes the various types of GTIN formats and their usage.

GTIN Data Structure	Legacy Terminology	Symbology	Use at POS
GTIN-12	UPC, UCC-12	UPC-A, UPC-E	Yes
GTIN-13	EAN, JAN, EAN-13	EAN-13	Yes
GTIN-8	EAN-8	EAN-8	Yes
GTIN-14	EAN / UCC-14	GS1 DataBar™ Family	Not Yet
GTIN-14	ITF Symbol, SCC14, DUN-14, UPC Case Code, UPC Shipping Container Code, UCC Code 128, EAN Code 128	GS1 DataBar™ Family	Not Yet

10.9 ECR Unsaleables Program

The Efficient Consumer Response (ECR) Program is a joint industry approach to dealing with unsaleables, comprising a revised compensation formula to more fairly pay for the cost of handling unsaleables and a benchmarking system that will provide the incentive to reduce the incidence of unsaleables.

Eligible products include dry grocery, general merchandise, health and beauty care and frozen grocery.

Ineligible products include:

- Slow moving (outdated) products
- Infested or contaminated product
- Refrigerated product
- Cigarettes
- Seasonal Products
- Box Tops
- Unidentified products
- Direct delivery products

Damaged types would include:

- Dented
- Ripped
- Crushed
- Soiled
- Broken
- Pilfered
- Damaged label

Damaged types not included:

- Out-dated
- Razor Cut
- Shiners (no UPC or label)
- Non- damaged
- Unauthorized

A third-party service provider, Alternative Processing Systems Inc. (APS), visits our stores on a set schedule (either weekly or bi-weekly) to collect unsaleable items. APS scans the product and records corresponding damage codes for each item. Items which can be donated will be dropped off at food banks (members of the Canadian Association of Food Banks) in the region where they were generated.

At the end of each period, APS runs all reclamation data and produces vendor invoices which are processed as a deduction to a vendors account. These deductions will be invoiced via the EDI 812 Debit document.

For further details on the ECR Unsaleable program, please contact your respective Category Manager or Food and Consumer Products of Canada at www.fcpc.ca or the Canadian Council or Grocery Distributors at www.ccgd.ca.

Appendix A – Packaging Specifications

A.1 Corrugate Guide

As a general frame of reference, corrugated cartons arriving into Loblaw's Inc facilities should abide by the minimum Technical Specifications outlined in Table A.1. This implies that the corrugated cartons must surpass at least one of the two more common industry strength tests – The Edge Crush Test (ECT) and The Mullen Test. While the Edge Crush Test is the preferred standard, both are acceptable. Refer to Appendix A.2 for a more comprehensive description of these tests. Also, refer to Appendix A.3 for a complete portrayal of Single and Double Wall Corrugate Fibreboard.

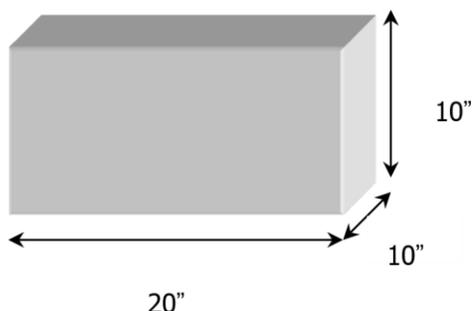
Please note that the specifications in Table A.1 are merely guidelines pertaining to the strength of corrugate. By complying with these specifications, you are helping to assure the containment and protection of the product. This does not however, imply that these corrugate specifications are packaging specifications. You are still required to ensure that proper industry tests are performed on packaged products so that the product is appropriately safeguarded at the time of production.

Table A.1: Minimum technical specifications for the Mullen and Edge Crush Tests based on case dimension and case weight criteria

Maximum Weight of Box and Contents (lbs.)	Maximum Outer Dimensions, Length, Width and Depth Added (in.)	Minimum Bursting Test (Mullen Test - lbs. per square in.)	Minimum Edge Crush Test (ECT - lbs. per square in.)
SINGLEWALL CORRUGATED FIBREBOARD BOXED			
20	40	125	23
35	50	150	26
50	60	175	29
65	75	200	32
80	85	250	40
95	95	275	44
120	105	350	55
DOUBLEWALL CORRUGATED FIBREBOARD BOXED			
80	85	200	42
100	95	275	48

120	105	350	51
140	110	400	61
160	115	500	71
180	120	600	82

The following example illustrates how to properly interpret Table A.1:



Maximum Outer Dimensions: $20'' + 10'' + 10'' =$
40'' Maximum Weight of Box: **20 lbs.** Therefore,
the carton is required to meet a minimum: Mullen
Test Strength of **125 lbs. per sq. inch** Edge
Crush Test Strength of **23 lbs per sq. inch.**

A.2 Corrugate Strength Tests

Certification under one of the following Corrugate Strength Tests enhances your corrugate compliance arrangement with Loblaw's Inc. Containing the appropriate certification nearly ensures that your corrugate will not collapse or puncture during transfer. Acceptable cartons should contain a "Box Manufacturer's Certificate" stamp visible on one of the exterior surfaces of the carton. Please Refer to Figure A.2 for examples of a "Box Manufacturer's Certificate".

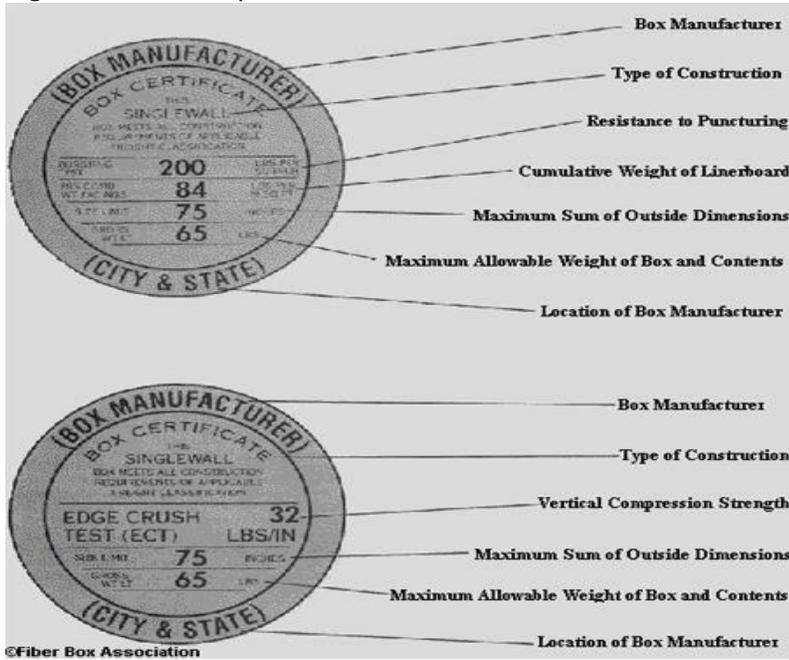
Edge Crush Test (ECT):

The ECT is a performance test that translates into the stacking strength of a carton. The ECT measures the edgewise-compressive strength of a carton

Mullen Test (Burst Test):

The Mullen Test (often referred to as the Burst Test) is associated with the handling durability of the corrugated carton. This test measures the force required to rupture or puncture the surface of corrugated carton.

Figure A.2: Examples of “Box Manufacturer’s Certificate” stamps



A.3 Flute Size and Flute Layers

By ensuring that the corrugate carton used for packaging meets the specified criteria in Table A.3 below, you increase the likelihood of your product being transferred safely throughout the supply chain. Accordingly, any of the Flute sizes listed in Table A.3 may be used. Furthermore, to increase fortification of your corrugate, the carton should be composed of single or double wall corrugate (Refer to Figure A.3 below). Please note that in order to maximize your corrugate strength, the appropriate combination of flute size and layers must be used in abiding by the technical specifications listed in Table A.3. Contact your corrugate supplier for further inquiries regarding this issue.

Figure A.3: Cross-section of a single and a double wall corrugate carton

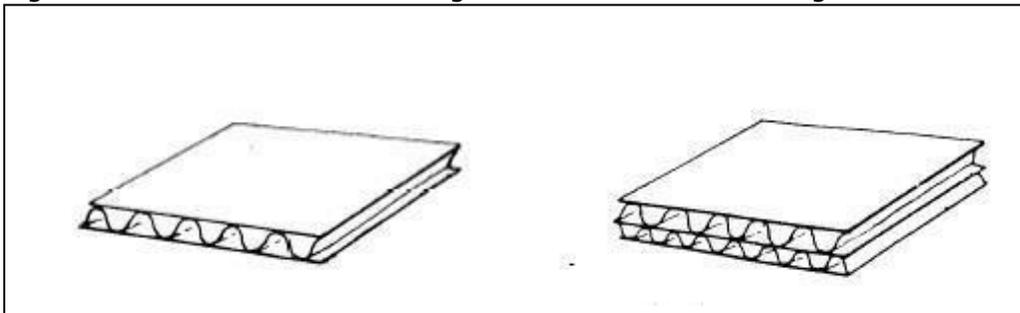


Table A.3: Description of common flute sizes into Loblaw's Inc facilities

Standard Corrugated Flutes

Flute Designation*	Flutes Linear Foot per	Flute Thickness (in.)	Flute Section Cross
A Flute	33±3	3/16	
B Flute	47±3	1/8	
C Flute	39±3	5/32	
E Flute	90±4	1/16	

Source: The Wiley Encyclopedia in Packaging Technology

A.4 Packaging Level Pick Types

Two scenarios are outlined below that explain packaging levels in relation to pick types at the DC.

i. Full Case Pick

This implies that the Master Carton is equal to the Minimum Order Quantity (MOQ) for the retail stores and thus, is picked as a full case.

AND**ii. Repack Case Pick**

This implies that the Repack Carton contains multiple consumer units within itself. Thus, the MOQ for the retail store is a multiple of the number of units in the repack carton.

OR**Repack Consumer Unit Pick**

This implies that the MOQ for the retail stores is a multiple of one consumer unit.

Appendix B – Inbound Perishables Food Safety/HACCP Protocol

B.1 Vendor and Carrier Responsibilities

Vendor Responsibilities

Protocol for loading at vendor facility:

- Shipper is expected to provide product at the required temperature when carrier arrives; the shipper must not rely on the trailer reefer to cool down product
- Shipper must conduct a physical inspection of the trailer to ensure it has been prechilled and is set to the required temperature
- Shipper must verify product temperature in the presence of the driver
- Product temperature should be taken using a calibrated probe thermometer (not an infra-red thermometer-scanner) on product removed from the centre case on the top layer of the pallets. Temperatures should be verified for product from the beginning, middle and end of the load
- Failure to permit drivers on the dock for loading verification purposes will negate responsibility from Loblaw's Inc and the carrier should any temperature issues (rejections or refusals) occur. Product will be returned to vendor at the vendors' expense
- For loads that are pre-loaded (drop trailer) where the driver is not available at time of product loading
- Shipper is responsible for ensuring that the trailers are pre-chilled and at the required temperature
- Driver is to verify temperature readings with the shipper, verify reefer temperature setting and internal trailer temperature
- Loblaw's Inc QA document (Appendix B.2) needs to be completed fully and signed by the shipper; Failure to complete the form will negate responsibility from Loblaw's Inc should any temperature issues (rejections or refusals) occur
- Once the Loblaw's Inc QA document is completed and signed, the shipper is to seal the trailer
- For loads that involve pickups at multiple vendors, the doors are to be sealed at first pickup and broken at the next pickup. The trailer must be resealed, and all broken seals are to be kept by the driver. The same protocol applies at each pickup location.
- Shipper is to retain one (1) copy of the Loblaw's Inc QA document for their records and provide the original document to the carrier
- A Template must be used for any loads traveling in excess of 5 (five) hours.

Carrier Responsibilities

Protocol when picking up a shipment:

- Carrier must ensure that trailer is pre-chilled and set to the required temperature prior to arriving at vendor
- Driver is to be on the dock to verify temperature of product while loading
- For loads that are pre-loaded (drop trailer) where driver is not available at time of product loading
- Shipper is responsible for ensuring that the trailers are pre-chilled and at required temperature
- Driver is to verify temperature readings with the shipper temperature readings prior to sealing the trailer
- Loblaw's Inc QA document needs to be completed fully and signed by the driver (Appendix B.2); Failure to complete the form will negate responsibility from Loblaw's Inc should any temperature issues (rejections or refusals) occur

- Once temperature recording is complete, the doors must be immediately closed and sealed. The seal is to be broken only when Loblaws Inc personnel at the warehouse provide a receiving door and are ready to commence receiving
- For loads that involve pickups at multiple vendors, the doors are to be sealed at first pickup and broken at the next pickup. The trailer must be resealed, and all broken seals are to be kept by the driver. The same protocol applies at each pickup location.

Protocol when delivering a load to a DC:

- Upon arrival, driver is to proceed to the receiving office to submit all documentation for a time stamp indicating arrival time into the yard. Failure to acquire a date/time stamp negates responsibility from Loblaws Inc should any temperature issues occur
- Seals are not to be broken until commencement of receiving as directed by Loblaws Inc personnel. When assigned a door, leave the trailer 6 (six) feet away from the dock until DC is ready to receive the load. At that time only, is the seal to be broken, the doors opened, and the trailer backed up to the receiving door.
- Proceed directly to the door with the expectation to have the load product temperature taken immediately
- If there is a delay, the driver should notify an employee at the receiving office to get an estimate when the load product temperature will be taken. Times to be noted on paperwork.
- Load Compliance:
- If load is acceptable, driver verifies count and checks for damages
- If load is non-compliant with the initial product temperature readings, an internal product temperature verification should be conducted by the receiver's supervisor using a different calibrated probe thermometer
- If internal product temperatures do not meet the regulatory requirements, the driver will be given the opportunity to verify temperatures. The driver is to contact his/her dispatch for further instructions; a Non- Compliance form will be completed immediately and forwarded to all parties on the maintained list.

B.2 Quality Assurance/Temperature Control Transportation Documentation



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Quality Assurance/Temperature Control Transportation Documentation

As a HACCP requirement, this document must be completed vendor and carrier and presented to the receiver upon arrival. to the Distribution Centre. Failure to do so will result in an automatic truck claim if the load is refused due to temperature non-compliance.

TO BE COMPLETED BY VENDOR/SHIPPER		
Date: _____	Time: _____ <small>(Military time please)</small>	Trailer No.: _____
Vendor Name: _____		Tractor No _____
Purchase Order #(s): _____		
Driver allowed on shipping dock: Y / N		
<i>(Note: If a driver is not given access to the supplier's dock to witness reading, the supplier is liable for product and disposal cost if the load is refused due to temperature non-compliance)</i>		
Specifications		
Select (✓) one below:		
<input type="checkbox"/> Refrigerated (product and shipping temperature at or below 4 degrees Celsius)		
<input type="checkbox"/> Frozen (product and shipping temperature at or below -18 degrees Celsius - frozen solid)		
Trailer has been pre-chilled: Y / N		Reefer set at (°C/°F) _____

Temperature Readings:	
<small>* Temperatures should be taken with a calibrated probe thermometer placed between two packages until temperature stabilizes</small>	
TO BE COMPLETED BY VENDOR/SHIPPER	SIGNATURES
At start of loading: _____	Vendor Rep/Loader Name (print): _____
At middle of loading: _____	_____
At end of loading: _____	X _____ Signature
	Driver Name (print) _____
	X _____ Signature
TO BE COMPLETED BY RECEIVER AT DC	SIGNATURES
Time in door: _____	DC Receiver Name (print): _____
Time of first scan: _____	_____
Temp. of first scan: _____	X _____ Signature
	Driver Name (print): _____
	X _____ Signature

****If any of the temperature readings are not in agreement with the above specifications listed, the driver must contact his dispatcher immediately for further instruction****

Loblaws Inbound Transport (Ontario):
Trent Montgomery: (905) 542-6085 \ (416) 346-7028 Trent.Montgomery@loblaw.ca
Mark Madott: (905) 542-6086 Mark.madott@loblaw.ca

For more information refer to Loblaw Companies Limited, Standard Operating Procedures -Vendors Carriers- section 4.2 Shipment Quality
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Editor: GB Bonaventura

Appendix C – DC Contacts and Receiving Hours

Distribution Centers	Location	Receiving Hours	Contact Information
Ontario			
DC 3 - Maple Grove	1105 Fountain St N, Cambridge, ON N3H 4R7	Grocery Mon-Fri 23:00-8:00 Sat 23:00-21:00 Sun 8:30-22:00 Frozen Mon-Fri 23:30-4:30 Perishable 7:30-6:00 Daily	519-653-3311 Perishable: ext. 3950 or 3636 Grocery: ext. 3802 or 3646
DC 16 – Ottawa	2625 Sheffield Rd, Ottawa, ON K1B 1A8	Grocery Mon-Sat 23:00-11:00 Perishable Sun-Fri 23:00-13:00 Sat 23:00-7:00 Frozen Tue-Sat 23:00-4:30	Sr. Director: Jim Galloway 613-741-4756 x281; Operations Manager: Malcolm McArthur 613-741-4756 x287
DC 28 - Aspect Retail Logistics	1400 Church St S, Pickering, ON L1V 2P8	Sun-Thu 07:00-23:00	General Manager Roy Drummond 905-428-9947 ext 722 Operations Manager Jason Taylor 905-482-9947 ext 219
DC 60 – Ajax Facility	500 Bayly St E, Ajax, ON L1Z 0B2	Perishable Sun-Sat 23:00-23:00 Grocery Sun-Sat 15:00-07:00 Frozen Mon-Fri 23:00-07:00	Lead Supervisor Office 905-619-7072
DC 61 - Legacy	12203 Airport Rd, Caledon, Ontario L7C 2X3	GM Mon-Fri 0:00-10:00	Operations Manager 905-951-4202 647-328-3334
Atlantic			

STANDARD OPERATING PROCEDURES – Vendors & Carriers

DC 6 - Atlantic Freezer	775 Frenette Ave, Moncton NB E1H 0B9	Mon-Fri 05:00-11:59am	Receiving 506-867-2323 Supervisor 506-867-2329
DC 14 – Moncton	100 Baig Blvd, Moncton, NB E1E 1C8	Sun-Thu 21:00-05:00	Receiving 506-852-2078 Supervisor 506-852-2002
DC 15 - St. John's	35 Clyde Ave Mt. Pearl, St. John's NL A1B 4G3	Grocery Sun-Thu 21:00- 23:30	Receiving Supervisor David Balsom 709-576-1246 x235
DC 21 – Lakeside	19 Lakeside Drive, Halifax, NS, B3T 1L9	Grocery Sun-Thu 20:00- 4:30	Supervisor 902-876-4864
DC 24 – Caledonia	85 Commerce St Moncton, NB, E1H 2G1	Mon-Sat 04:00-11:00 Sun 08:00-12:00	Receiving 506-863-6510 Supervisor 506-852-2328
West			
DC 4 – Edmonton	16104 121A Avenue, Edmonton, AB T5V 1B2	Grocery Mon-Fri 22:00- 9:00	Site Manager 780-451-7312 780-451-7334
DC 22 – North Point	1724 115th Ave NE, Calgary, AB T3K 0P9	Mon-Fri 21:00- 6:00	Receiving Manager Larry Andrews Office 403-648-4898 Cell 403 615 1051
DC 31 – Freeport	55 Freeport Blvd NE, Calgary, AB T3J 4X9	4:30 PM - 8:00 AM All WACS - Grocery, Bread, Meat, Produce, Dairy, Frozen	Operations Manager: Gordon Ironside 403-567-4400
DC 32 - Pitt Meadows	18800 Lougheed Hwy, Pitt Meadows, BC V3Y 2V7	GM Mon-Fri 6:30-15:00	Planning Manager 604-460-6247 Distribution Manager 604-460-6201

STANDARD OPERATING PROCEDURES – Vendors & Carriers

DC 34 – Regina	2101 Fleming Road, Regina, SK, S4M0A1	Dairy, Meat, Frozen & Produce 12:30am–8:30am Grocery 8:30am–4:30pm GM 1:00pm– 5:00am	Operations Manager: Amandeep Sangha 306-781-1608 306-201-6046
DC 35 – Vancouver	350 S.E. Marine Dr Vancouver BC V5X 2S5	Grocery Mon-Sat 3:00-9:00	Planning Manager 604-322-3622 Operations Manager 604-322-2649
DC 37 – Winnipeg	101 Weston Rd. Winnipeg MB R3E 2T4	Sun-Thu 17:00-01:00 Fri & Sat 09:00- 15:30	204-786-5310
DC 57 – South Surrey	2755 - 190th Avenue, Surrey, BC V3S 3W6	Perishable 2:00-9:00 daily Frozen Mon-Sat 2:00-8:00 Sun 2:00-9:00	Inbound Operations Manager 778-545-5732 Outbound Operations Manager 778-545-5723
Quebec			
DC 67 – Boucherville	180 Chemin Du Tremblay, Boucherville, QC J4B 7W3	Perishable Mon-Fri 7:00-16:00	Operation Manager Stephane Tanguay 450-449-8000 x 643623
DC 72 – Laval	2700 FrancisHughes, Laval, QC H7S 2B9	Grocery Mon-Fri 6:30-21:00 Sat-Sun 6:30-12:00	Sr. Supervisor Operations 450-975-8860 x 644429

Appendix D - Max Pallet Height Specifications by DC

PROVINCE	CITY	WAREHOUSE	WAREHOUSE #	IC Manager/Senior	Email Address
Alberta	Edmonton	Edmonton	D004	Allan Dennison	Allan.Dennison@loblaw.ca
Alberta	Calgary	Calgary Freeport	D031	Megan Kyle	Megan.Kyle4@loblaw.ca
British Columbia	Vancouver	Pitt Meadows	D032	Len Schindle	Len.Schindle@loblaw.ca
British Columbia	Vancouver	Vancouver	D035	Simon Chan	Simon.Chan2@loblaw.ca
British Columbia	Vancouver	Vancouver	D035	Connie Akune	Connie.Akune@loblaw.ca
Manitoba	Winnipeg	Winnipeg	D037	Ryan Levesque	Ryan.Levesque2@loblaw.ca
Manitoba	Winnipeg	Winnipeg	D037	Racquel Capacete	Racquel.Capacete@loblaw.ca
Ontario	Cambridge	Maple Grove	D003	Danny Jesus	Danny.Jesus@loblaw.ca
Ontario	Ottawa	Ottawa	D016	Petra Thomas	Petra.Thomas@loblaw.ca
Ontario	Ajax	Ajax	D060	Adam Gignic	Adam.Gignic2@loblaw.ca
Quebec	Laval	Francis-Hughes	D072	Diane Sansoucy, Brigitte Faucher	dsansou@provigo.ca, bfauche@provigo.ca
Quebec	Laval	Francis-Hughes	D072	Franco Cammuso	fcammus@provigo.ca
Quebec	Boucherville	Boucherville	D067	Normand Charron	Normand.Charron@provigo.ca
Quebec	Boucherville	Boucherville	D067	Andre Caron, Jean Saucier	Andre.Caron@provigo.ca, jsaucie@provigo.ca
Halifax	Halifax	Lakeside	D021	Joe Blackburn	Joe.Blackburn@loblaw.ca
New Brunswick	Moncton	Moncton Freezer	D006	Mike Berry	Mike.Berry@loblaw.ca
New Brunswick	Moncton	Moncton	D014	Mike Berry	Mike.Berry@loblaw.ca
New Brunswick	Moncton	Caledonia	D024	Terry Smith	Terry.Smith@loblaw.ca
Newfoundland	Mt Pearl	St. John's	D015	Ray Bursey	Ray.Bursey2@loblaw.ca
Saskatchewan	Regina	Regina	D034	Tejas Danak	Tejas.Danak@loblaw.ca
British Columbia	Vancouver	Surrey	D057	Michelle Yu	Michelle.Yu2@loblaw.ca
British Columbia	Vancouver	Surrey	D057	Cory Clarke	Cory.Clarke@loblaw.ca
3PL DCs					
Alberta	Calgary	Northpoint	D022	Susan Flores	Susa.Flores@exel.com
Ontario	Pickering	Aspect	D028	Brian Teunissen	Brian.Teunissen@loblaw.ca
Ontario	Caledon East	Legacy SCS	D061	Randy Robertson	Rrobertson@legacyscs.com

Appendix E – Branch Specific Information

E.1 Maple Grove

In addition to the standard procedures outlined in the body of this document, the following requirements apply specifically to this facility:

- Do not pull your trailer away from the dock before the **GREEN SIGNAL** is given. All paper work must be signed, and dock plate pulled before the GREEN LIGHT will be given.
- Safety footwear are mandatory in the warehouse.
- Drivers should block their wheels, dump air in air bags, and **shut the tractor off** to comply with the **NO IDLING POLICY**.
- Machinery, doors and dock plates will only be operated by Loblaw's Inc personnel.
- All drivers must clear the dock area during warehouse breaks.
- Maple Grove will accept both PECO and CHEP pallets but only exchange "PECO" pallets.
- No driving of material handling equipment.
- No smoking anywhere in the building, only outside in designated areas.
- Outside guardhouse will inspect trailers, ensure the paper work is in order.

E.2 Aspect Retail Logistics

In addition to the standard procedures outlined in the body of this document, the following requirements apply specifically to this facility:

- No floor stacked loads.
- One layer per pallet minimum (less repack TI HI rule).
- No SKUs with less than a full case.
- Product will ONLY be received in the original cases.
- No receipts of damaged product.
- Agreed to TIHI ONLY on CHEP and PECO pallets only.
- Complete documentation & product match.
- All loads MUST be scheduled. Sun All schedules to be finalized two (2) business days ahead.
- Agreed to schedule for ALL loads that do not meet these rules.
- Purchase order & load details on the receiving schedule.
- Hygienically acceptable loads (any loads with vermin/insects refused).
- Driver must check-in with his paperwork at least 15-30 minutes before the scheduled time. The scheduled time refers to the dock time i.e. the time the trailer is positioned at the dock and ready to unload.
- Driver to assist with offloading.
- UPS is not permitted to deliver product to the site.

E.3 Ajax Facility

In addition to the standard procedures outlined in the body of this document, the following requirements apply specifically to this facility:

- Ajax Facility will accept Red PECO pallets, Blue CHEP pallets as well as other pallets such as whiteboard. Please note whiteboard will be accepted for produce items only.
- Ajax Facility will be providing all product un-loading services.
- Drivers will be asked to read and sign the Atlas Inbound Driver Regulations upon entering the facility

- After checking in at the guard shack, drivers will either be assigned a dock door or asked to wait in their trucks at the holding area. After being assigned a door, drivers will continue to their dock door, in a counter clockwise direction around the outside of the building.
- The driver will back DIRECTLY into their assigned door and report to the Receiving office with their paperwork. DO NOT park outside the Receiving office, park in your assigned dock door.
- Drivers must have their trailer chocked and engine off prior to the unloading. Trucks will not be unloaded if it is running or idling.
- Drivers must remain in their trucks at all times during the unloading process. Drivers are permitted ONLY in the drivers' lounge. Drivers are not permitted in the warehouse.
- All drivers must wear safety footwear while on property.

E.4 Legacy

In addition to the standard procedures outlined in the body of this document, the following requirements apply specifically to this facility:

- CHEP/PECO Pallet facility only – no floor loads unless agreed upon by operations
- Loads are driver assist
- No outside lumping services allowed

E.5 Loblaw Atlantic

In addition to the standard procedures outlined in the body of this document, the following requirements apply specifically to this facility:

The following must be read, understood, and signed before you enter the building.

Personal Safety

- All visitors must sign in/out and wear a visitor tag while inside the facility.
- No person will be permitted on the dock without CSA/Green tag steel toe approved foot- wear.
- You must block your wheels and unpin from your trailer before unloading unless otherwise directed by an AWL employee.
- All chocks shall be secured to the dock with a chain.
- Permission must be given by the receiver or designate before departing. You must also ensure that the green light is on and that the wheel chocks are back in their holders before departing.
- You are not to drive machinery, drop/lift dock plates, or open/close doors without the permission of the receiver on duty.
- All transport carriers must ensure a qualified lumping service has been booked to offload product or a qualified driver.
- All drivers must clear the dock area at the time the receivers are on break.
- No smoking anywhere in the building, only outside in the designated smoking area.
- No pets are permitted on the premises except in your vehicle.
- Lumpers who offload product need certified training on electric dock stacker and electric pallet jack
- Lumpers must be trained in regard to the warehouse safety policy and procedures as well as being WHIMS certified.
- You are to read and understand all safety policies of this establishment.
- Signs are located at several points on the dock. If you don't know, ask.

Food Safety

- No drivers are permitted past the product staging point. Confidential and Proprietary
- The TRAILER doors will not be open until the receiver is prepared to begin receiving. No product shall be unloaded until the receiver takes temperatures of inbound trailers and product onboard.
- All products must be delivered/received in a manner that prevents contamination and/or cross contamination of product.
- Product requiring temperature control is to be moved to the appropriate cooler ASAP.
- We will not receive any meat/poultry products that come from a non-federally registered establishment.
- Whole and undressed or live fish, seafood and shellfish/mollusks will not be permitted.
- Products containing soil (e.g. potted plants, potting soil) are not to be stored in the same section/area near meat products.
- All refrigerated product must arrive at the appropriate temperatures.
- Drivers are to maintain a high degree of personal cleanliness/hygiene while receiving.
- Drivers lumping their own loads must wash their hands if they have become contaminated from any source.
- Eating food, drinking, smoking, chewing gum are restricted to designated areas.
- Drivers displaying infectious/communicable illness, obvious sores, boils, and wounds are not permitted to handle exposed food.
- Drivers with open cuts or wounds are to have them adequately covered to prevent food, product, or material contamination.

E.6 Provigo Inc. Québec

In addition to the standard procedures outlined in the body of this document, the following requirements apply specifically to this facility:

Unloading Procedure

There are unloading charges for deliveries made to our distribution centres

For prepaid loads

1. Dry and frozen:

For prepaid loads, these charges are billed to carriers who will eventually bill the suppliers (Some exceptions apply)

2. Produce:

For prepaid loads, these charges are billed to vendors

For collect loads:

1. Dry and frozen: No charges will be billed

2. Local Produce: No charges will be billed

3. Other Produce: Carrier will be billed

Establishing the charges

The charges are established according to the total number of cases received on pallets (see rates below)

Charge Exemptions

There are no charges for any load of 300 cases or less (if unloaded by the driver) but certain conditions apply

Unloading done by the driver (if 300 cases or less) – Rules to follow

When the driver arrives at the DC he will be informed about the following rules:

The driver will do the unloading by himself

The driver must have his own equipment; Provigo will not provide any sort of equipment.

The driver must wear safety footwear.

The driver must wait for Provigo's authorization to proceed with unloading his truck and placing the merchandise in its proper place.

Unloading Fees

Cases	Rates	Taxes		Total
		TPS (5%)	TVQ (8.5%)	
0-300	\$ 58.00	\$ 2.90	\$ 5.18	
301-600	\$ 78.00	\$ 3.90	\$ 6.96	
601-1,800	\$ 110.00	\$ 5.50	\$ 9.82	\$ 66.08
1,801-2,400	\$ 143.00	\$ 7.15	\$ 12.76	\$ 88.86
2,401 and more	\$ 150.00	\$ 7.50	\$ 13.39	\$ 125.32
Container**	\$ 375.00	\$ 18.75	\$ 33.47	\$ 162.91
				\$ 170.89
Without handling	\$ 85.00	maximum	\$ 4.25	\$ 427.22
				\$ 96.84

** Also apply on full trailer to put on skids (because loaded on the floor or because the load has shifted)

E.7 Western Canada (Westfair Foods)

In addition to the standard procedures outlined in the body of this document, the following requirements apply specifically to this facility:

- Quarter and half pallets are not accepted due to capacity limitations and material handling requirements. Two half pallets loaded correctly on a full pallet may be accepted

on an exception basis if they can be received into and shipped out of our Distribution Centres without breaking them down.

- High visibility reflective vests are required for personnel entering the Vancouver, South Surrey and Pitt Meadow facilities.

E.8 Cornwall (Automated)

In addition to the standard procedures outlined in the body of this document, the following requirements apply specifically to this facility:

- Dimension and weight restrictions outlined below
- Stable, non-deformable packaging, designed to suit the weight of the package and comply with forces that occur during transport
- Closed carton, openings to be avoided
- Trays should be covered, shrink wrapped, strapped so that other products could be stacked on top
- Slip sheets used where required

Min	120Lx80Wx50H (mm)
Max	660Lx460Wx400H (mm)
Height	50-400mm
Length	120-660mm
Width	80-460mm
Length to width ratio	Less than or equal to 4
Height to width ratio	Less than or equal to 1.7
Weight	Less than or equal to 25kg

Appendix F - DUNS Numbers

Loblaws Inc. Corporate Duns #:	2471916380000
Loblaws Inc. Distribution Centre	24719163800 where 'XX' is DC number
Duns	XX

Loblaws Inc. Distribution Centres and Duns Numbers

DC	DC ADDRESS			DC #	DUNS #
Maple Grove	1105 Fountain St. North	Cambridge, ON	N3H 4R7	03	24719163800 03
Edmonton (1904)	16104 - 121A Avenue	Edmonton, AB	T5J 2J5	04	24719163800 04
Atlantic Freezer	775 Frenette Ave	Moncton, NB	E1H 0B9	06	24719163800 06
Moncton	100 Baig Boulevard	Moncton, NB	E1E 1C8	14	24719163800 14
St Johns	35 Clyde Avenue	Donovan's Industrial Park, St. John's. NL Park, St. John's, N	A1B 4S3	15	24719163800 15
Ottawa	2625 Sheffield Road	Ottawa, ON	K1B 1A8	16	24719163800 16
Cornwall	1330 Optimum Dr	Cornwall, ON	K6H 0B1	20	2489580680020
Lakeside	19 Lakeside Facility P.O. Box 33119	Halifax, NS	B3L 4T6	21	24719163800 21
North Point	1724 - 115 Ave N.E.	Calgary, AB	T3K 0P9	22	24719163800 22
Caledonia	85 Commerce St	Caledonia Industrial Park, Moncton, NB	E1E 1C8	24	24719163800 24
Aspect	1400 Church Street	Pickering, ON	L1V 2P8	28	24719163800 28

STANDARD OPERATING PROCEDURES – Vendors & Carriers

Freeport (1931)	55 Freeport Blvd NE	Calgary, AB	T3J 4X9	31	24719163800 31
Pitt Meadows (1932)	18800 Lougheed Hwy	Pitt Meadows, BC	V3Y 2V7	32	24719163800 32
Regina	2101 Flemming Road	Saskatoon, SK	S4M 0A1	34	24719163800 34
Vancouver (1908)	355 East Kent Street	Vancouver, BC	V5X 2S8	35	24719163800 35
Winnipeg (1917)	101 Weston Street	Winnipeg, MB	R3E 2T4	37	24719163800 37
South Surrey	2755 - 190th Avenue	Surrey, BC	V3S 3W6	57	24719163800 57
Ajax Facility	500 Bayly St E	Ajax, ON	L1Z 0B2	60	24719163800 60
South Caledon	12203 Airport Road	Caledon, ON	L7C 2X3	61	24719163800 61
Boucherville	180 Chemin du Tremblay	Boucherville, QC	J4B 7W3	67	24719163800 67
Laval	2700 Francis Hughes	Laval, QC	H7S 2B9	72	24719163800 72
Bill To:	For all branches and Direct Store Deliveries is FINANCE: Loblaw Companies Limited 1 President's Choice Circle Brampton, Ontario L6Y 5S5				24719163800 99

Appendix G - GLOSSARY

ACM – Assistant Category Manager

ASN – Advance Ship Notice

ASCM – Assistant Supply Chain Manager

AWL – Atlantic Wholesalers Limited

BOL – Bill of Lading

CHEP – Global provider of pallet and container pooling services

CM – Category Manager

COA – Confirmation of Appointment

DC – Distribution Centre

DRP – Display-ready-pallet (also referred to as 'ready-to-sell' or 'store-ready')

DUNS - Data Universal Numbering System.

ECR Unsaleables – Efficient Consumer Response Unsaleables Program

EDI – Electronic Data Interchange

HACCP - Hazard Analysis Critical Control Points

ITN – iTrade Network

Loblaws Inc – Loblaw Companies Limited

NAFTA – North American Free Trade Agreement

Article Item – Loblaws Inc SKU number

OTC – Over the Counter

POD – Proof of Delivery

RCN – Receiving Control Number

SCA – Supply Chain Analyst

SCM – Supply Chain Manager

SKU – Stock Keeping Unit

SLC – Shipper's load and count

SOP – Standard Operating Procedure

UPC – Universal Product Code

VAN – Value Added Network

WFF – Westfair Foods

Appendix H - Selected Vendor Templates

Vendors are required to complete forms and templates for various purposes. Examples are provided in this Appendix. Your Category Manager can advise on any additional requirements or exceptions.

Appendix H. Contents and applicability to Food and Non-Food vendors

Appendix Item	Food	Non-Food
H.1 Vendor Tax/Schedule Info		
H.2 Control Label Commodity Cost Tracking		
H.3 National Brand Commodity Cost Tracking		
H.4 National Deal Maintenance Form		

H.1 Vendor Tax/Schedule Information – General Merchandise & HBC

ALL VENDORS:

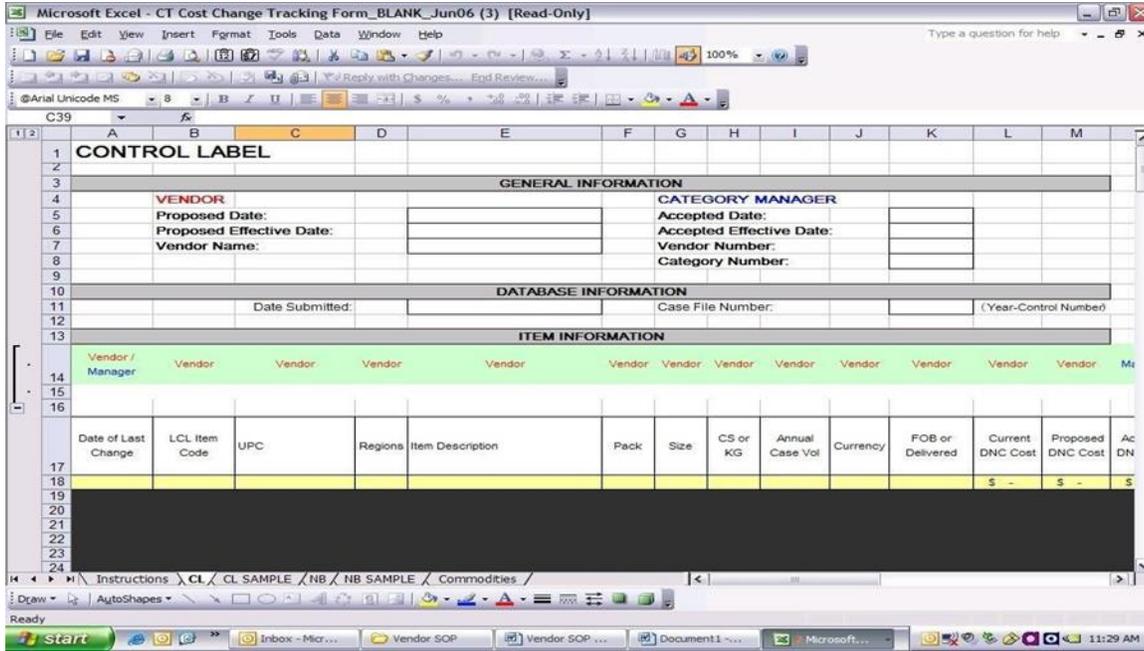
Please use the check boxes provided below to identify if the new item being listed is applicable to

GST/PST for both retail and wholesale sector. This information must be accurately provided or it will not be listed!

Description							
UPC							
Provinces	P	ST				Provinces	Pharmacy Schedule
	Retail	Wholesale	Retail	Wholesale			
ON	<input type="checkbox"/>	<input type="checkbox"/>	GST		<input type="checkbox"/>	ON	
QC	<input type="checkbox"/>	<input type="checkbox"/>				Retail	
NL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	NL		
NB	<input type="checkbox"/>	<input type="checkbox"/>			NB		
NS	<input type="checkbox"/>	<input type="checkbox"/>			NS		
PE	<input type="checkbox"/>	<input type="checkbox"/>			PE		
AB	<input type="checkbox"/>	<input type="checkbox"/>			AB		
BC	<input type="checkbox"/>	<input type="checkbox"/>			BC		
MB	<input type="checkbox"/>	<input type="checkbox"/>			MB		
SK	<input type="checkbox"/>	<input type="checkbox"/>			SK		
NT	<input type="checkbox"/>	<input type="checkbox"/>			NT		
YT	<input type="checkbox"/>	<input type="checkbox"/>			YT		
NN	<input type="checkbox"/>	<input type="checkbox"/>			NN		

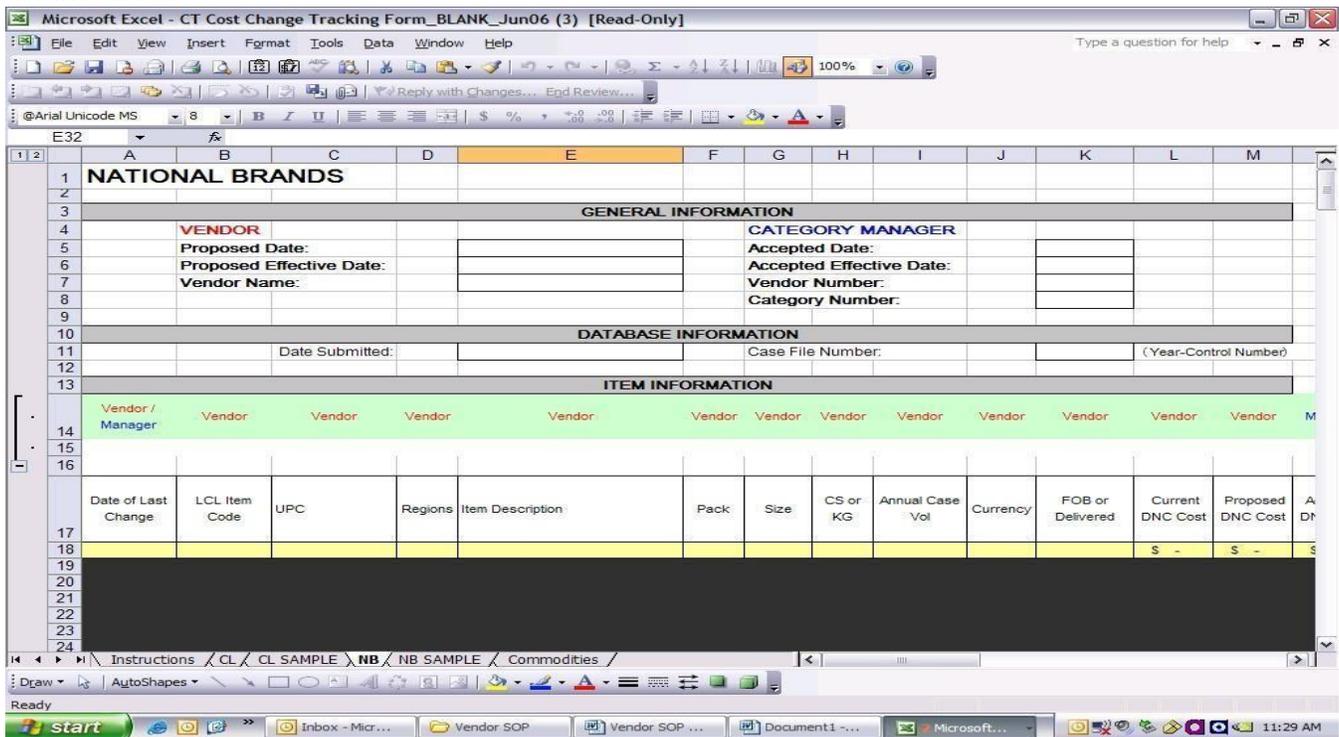
H.2 Control Label Commodity Cost Tracking

Used for providing control label item price changes that result from changes in the price of commodities



H.3 National Brand Commodity Cost Tracking

Used for providing national brand item price changes that result from changes in the price of commodities



H.4 Deal Maintenance Form

Used for Deal Notifications

LOBLAW COMPANIES LIMITED NATIONAL DEAL SHEET WEST, ONTARIO, ATLANTIC, QUEBEC REGIONS															
WEEK#	YEAR:	<input type="radio"/> DSD				<input type="radio"/> WAREHOUSE									
MANUFACTURER						BROKER									
VENDOR NAME: VENDOR #: ADDRESS: PROVINCE: <i>Choose Province</i> REP. NAME: DATE SUBMITTED: CATEGORY: <i>Choose Department from drop-down list</i>						NAME: ADDRESS: PROVINCE: <i>Choose Province</i> REP. NAME: CITY: POSTAL CODE: TELEPHONE:									
BILL TYPE / EXECUTION (CHOOSE ANY ONE) <input type="checkbox"/> OFF INV. DEAL <input type="checkbox"/> BASED ON SCAN SALES <input type="checkbox"/> BILL-BACK SHIPMENTS															
FOR DSD ONLY - RETAIL COMPANY/BANNER/STORE GROUP/STORE(S):															
REGION (Applicable for DSD & Warehouse)				If Banner Specific choose from drop-down lists below (max. 8)		If Store Group Specific, enter below:				If Store Specific					
<input type="checkbox"/> ONTARIO <input type="checkbox"/> QUEBEC <input type="checkbox"/> WEST <input type="checkbox"/> AWL				SELECT BANNER NAME ▼ SELECT BANNER NAME ▼											
RETAIL COMPANY (Not Applicable for Warehouse Off Invoice Deal)															
<input type="checkbox"/> ZEHRS <input type="checkbox"/> NO FRILLS <input type="checkbox"/> LOBLAWS <input type="checkbox"/> FORTINOS <input type="checkbox"/> NGR <input type="checkbox"/> SST				<input type="checkbox"/> MAXI <input type="checkbox"/> LOBLAWS QUEBEC <input type="checkbox"/> GDT <input type="checkbox"/> PRESTO <input type="checkbox"/> PROVIGO				<input type="checkbox"/> EXTF <input type="checkbox"/> RCSS <input type="checkbox"/> WFFR <input type="checkbox"/> RCLIQ							

ITEM#	VENDOR ITEM # (OPTIONAL)	RETAIL UPC	ITEM DESCRIPTION	PACK	SIZE	MEASURE	SELECTED ORG LEVEL INV. COST (CS/KG)	DEAL AMT (CS/KG)	DEAL COST (CS/KG)	*DEAL COST (PER UNIT)	DEAL PERIOD		UNIT DEAD NET REGULAR (DNC)
											**DEAL EFFECTIVE DATE (mm/dd/yyyy)	**DEAL EXPIRE DATE (mm/dd/yyyy)	
									\$ -	#DIV/0!			
									\$ -	#DIV/0!			
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* Case.** The Deal Effective and Expiry Date - is the actual time period in which the deal should be entered into the system for buying purposes, therefore is considered the Buy Date.The Deal Cost per Unit is applicable to items which have a Unit of Measure of by

Appendix I - Loblaw Companies DC Appointment Contact List

National Inbound Scheduling - PCC 905 459 2500 TOLL FREE : 1-877-525-4762			
Manager	Inbound Scheduling	Joan Johnstone	joan.johnstone@loblaw.ca
DC Code	DC	Commodity	Email Contact
<u>ONTARIO</u>			
3	Maplegrave	Grocery	DC03.inboundgrocery@loblaw.ca
3	Maplegrave	Frozen	DC03.inboundfrozen@loblaw.ca
3	Maplegrave	Fresh	DC03.inboundfresh@loblaw.ca
3	Maplegrave	Dairy	DC03.inbounddairy@loblaw.ca
28	Aspect	Grocery/ GM	DC28.inboundgm@loblaw.ca
16	Ottawa	Grocery	DC16.inboundgrocery@loblaw.ca
16	Ottawa	Fresh	DC16.inboundfresh@loblaw.ca
60	Ajax	Grocery	DC60.inboundgrocery@loblaw.ca
60	Ajax	Dairy	DC60.inbounddairy@loblaw.ca
60	Ajax	Fresh	DC60.inboundfresh@loblaw.ca
60	Ajax	Frozen	DC60.inboundfrozen@loblaw.ca
61	South Caledon	GM/Apparel	DC61.inboundgm@loblaw.ca
<u>ATLANTIC</u>			
6	AWL Freezer	Frozen	DC06.inboundfrozen@loblaw.ca

STANDARD OPERATING PROCEDURES – Vendors & Carriers

14	Moncton	Grocery	DC14.inboundgrocery@loblaw.ca
15	St John's	Grocery	DC15.inboundgrocery@loblaw.ca
21	Lakeside	Grocery	DC21.inboundgrocery@loblaw.ca
24	Caledonia	Dairy	DC24.inbounddairy@loblaw.ca
24	Caledonia	Fresh	DC24.inboundfresh@loblaw.ca
24	Caledonia	Grocery	DC24.inboundgrocery@loblaw.ca
<u>WEST</u>			
4	Edmonton	Grocery/ GM	DC04.inboundgrocery@loblaw.ca
22	North Point	Grocery/ GM	DC22.inboundgrocery@loblaw.ca
32	Pitt Meadows	Grocery/ GM/Apparel	DC32.InboundGM@loblaw.ca
31	Freeport	Grocery	DC31.inboundgrocery@loblaw.ca
31	Freeport	Fresh/Dairy	DC31.inboundperishable@loblaw.ca
31	Freeport	Frozen	DC31.inboundfrozen@loblaw.ca
34	Regina	Grocery	DC34.inboundgrocery@loblaw.ca
34	Regina	GM	DC34inboundgm@loblaw.ca
34	Regina	Fresh	DC34.inboundfresh@loblaw.ca
34	Regina	Frozen	DC34.inboundfrozen@loblaw.ca
34	Regina	Dairy	DC34.inbounddairy@loblaw.ca

STANDARD OPERATING PROCEDURES – Vendors & Carriers

37	Winnipeg	Grocery	DC37.inboundgrocery@loblaw.ca
37	Winnipeg	Dairy/Frozen	DC37.inboundperishable@loblaw.ca
35	Vancouver	Grocery/ GM	D35.inboundgrocery@loblaw.ca
57	South Surrey	Meat/Dairy	DC57.inboundperishable@loblaw.ca
57	South Surrey	Frozen	DC57.inboundfrozen@loblaw.ca
<u>QUEBEC</u>			
72	Francis Hughes	Grocery	DC72.inboundgrocery@loblaw.ca
67	Boucherville	Dairy/Fresh	DC67.inboundperishable@loblaw.ca