



Imperial Distributors, Inc.

Logistics Requirements Guide



For delivery appointment, please use this form: [Imperial-Scheduling](#)
Or email scheduling@imperialdistributors.com for a link.

Table of Contents

Logistics Requirements Guide 1

1. Purchase Order Fulfillment 4

2. Cancelled Purchase Orders 4

3. Bill of Lading (BOL)..... 5

4. Carton Presentation 5

5. Pallet Presentation:..... 6

6. Shipment Presentation: 7

7. Transportation and Appointing..... 7

8. Unloading, Sort, and Segregation 10

9. Vendor Compliance and Chargebacks 11

Glossary of Terms..... 11



To Imperial Distributors' valued vendor partners:

Imperial Distributors' current **Logistics Requirements Guide** outlines Imperial's policy on routing, delivery, and handling of inbound merchandise at our facilities.

Our objective is to clarify to the vendor community the steps that need to be followed to optimize efficiency in our daily operation. Our goal is to identify the best procedures possible to grow our business together.

This guide constitutes the Terms and Conditions for all Purchase Orders delivered to Imperial Distributors. Non-compliance may result in chargebacks issued to the vendor and/or carrier.

Upon your receipt of this **Logistics Requirements Guide** you are considered to be aware of all of the policies of Imperial Distributors. Please forward this to all appropriate persons in your company's Logistics and Traffic departments, so that any action required is taken immediately. Note: Supplier is required to complete an Imperial Supplier Agreement before their first shipment to our distribution center. The Supplier should contact the Imperial Category Manager to request the agreement and provide the contact information of the person completing the Agreement. This individual will be contacted by Repositrak to complete the form and provide the required documentation.

We recommend you review the vendor compliance requirements carefully and understand the terms. If you have any questions, please contact vendor-compliance@imperialdistributors.com

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Imperial Distributors, Inc.
150 Blackstone River Road
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1. Purchase Order Fulfillment

- a. Purchase Orders (POs) must be confirmed within 24 hours for all lines and quantities.
- b. Vendors must ensure delivery by the PO expected arrival date.
 - i. If any PO shipment will arrive later than the expected arrival date, the Supplier must notify the procurement buyer in advance of that date and communicate the reason.
 - ii. A delivery is considered to be on-time as long as the request for an appointment is submitted by noon Eastern seven (7) days prior to the PO due date.
 - iii. Imperial Distributors does not accept backorders unless you have explicit written approval from your procurement buyer.
- c. Exact quantities as ordered must be delivered by the expected arrival date on the PO. Any exceptions must be approved by your procurement buyer.
- d. No substitutions for the items ordered will be accepted. Items must have the proper item name and item barcode representing the items ordered.
- e. Vendors must verify accuracy of display contents and quantities 12 weeks prior to receipt at Imperial or at the point the PO is confirmed. Contact your Category Manager if you have questions.
- f. Items that have expiration dates must be shipped in date sequence. For example, a PO for an analgesic shipped on Monday should not have a later expiration date than a PO for that analgesic shipped on the following Friday.
- g. Date-codes on received goods must comply with vendor's guaranteed days upon receipt per item setup. If no guarantee is provided by the vendor at time of setup, required minimum remaining days prior to expiration will default to 66% of total product shelf-life at time of manufacture. Non-compliance with this policy is subject to product refusal at receiving and a chargeback.
- h. Same Items should not have multiple expiration dates in the same shipment. If necessary, please group by expiration date with clear separation of items. See Section 5d below.
- i. All PO numbers that are on an order must be provided to Imperial at the time delivery appointment is made.
- j. In summary, Appointments not requested 7 days in advance of the PO Due date or POs that arrive late, incorrect quantities, mis-shipments, inaccurate display quantities, contents or UPCs, or items with mis-sequenced, incompliant, or mixed expiration dates per pallet (without clear separation), are subject to chargebacks. Please see the table on page 11 for compliance issues subject to chargebacks.

2. Cancelled Purchase Orders

- a. If a purchase order or lines on a back-ordered PO are cancelled by Imperial, and the purchase order or back order subsequently arrives at our dock, Imperial maintains the option to accept or refuse this shipment.
- b. If the carrier will not or cannot take back the cancelled order, the merchandise will be sent to our Reclamation Center and the vendor will be notified. We require disposition from the vendor within 21 days.
- c. Imperial will not be responsible for the handling or return freight cost of a back-order shipment against a cancelled purchase order.



3. *Bill of Lading (BOL)*

- a. Please ship to the address on the PO. The address will be one of two addresses:

WORCESTER LOCATION:

Imperial Distributors, Inc.
150 Blackstone River Road
Worcester, MA 01607

MILLIS LOCATION:

Imperial Distributors, Inc.
725 Main Street
Millis, MA 02054

- b. Please include the following information on the Bill of Lading (BOL)
 - i. Imperial's PO Number(s)
 - ii. Carton count and pallet count by PO
 - iii. Imperial's expected arrival date
 - iv. The notation "For delivery appointment, email scheduling@imperialdistributors.com"
- c. Multiple shipments (i.e, more than one PO) are to be consolidated onto one BOL
- d. Inaccurate, incomplete, or missing BOLs are subject to chargebacks. Please see the table on page 11 for compliance issues subject to chargebacks.

4. *Carton Presentation*

- a. Less than Truckload (LTL) and Full Truck Load (FTL) should have a PO number indicated on each pallet.
- b. For small parcel delivery, the PO number must be clearly marked on the outside of each carton. For samples, mark "Attention to [your Category Manager]."
- c. Small Parcel delivery in repack boxes must indicate it contains **mixed SKUs** by writing clearly "Mixed SKUs" on the outside of the carton and include a list of all POs and PO details in the carton.
- d. Individual cartons that have more than one sellable unit should not exceed 50 lbs.
- e. When possible, carton labels should face outward to allow for scanning the barcode without breaking down the pallet.
- f. Vendors must not change case pack quantities without prior approval from Imperial Distributors. Any changes require a new item setup form to be submitted at least 60 days in advance. To initiate a change, vendors must contact their Imperial Category Manager.
- g. Case Pack and manufacturers' stocking (or style) # must be indicated on each case.

- h. All cases including displays coming into Imperial to be received **must** have a scannable case barcode on the outside of the shipping carton. The case barcode can be ITF-14/SCC-14, UPC-A/UCC-12, or EAN/UCC-13 format. This barcode must be on the outside of the shipping carton. For example:

The following illustrates a GTIN in an ITF-14 bar code:



ITF-14 symbol
EAN/UCC-14 structure

The following illustrates the use of GTIN in UPC-A and EAN13 bar codes:

UPC-A symbol
UCC-12 structure



EAN-13 symbol
EAN/UCC-13 structure



- i. Non-compliant barcodes will be subject to a chargeback.
- j. Optional but helpful: We recommend displaying Imperial's 6-digit item number on the outside of the case.
- k. Optional but helpful: On all displays, please include content UPCs and quantity on outside of box.
- l. In summary, missing PO on pallet, non-compliant or unscannable case UPC barcodes, missing case UPC, product UPC barcodes, incorrect case-packs, or display contents incorrect are subject to chargebacks. Please see the table on page 11 for compliance issues subject to chargebacks.

5. **Pallet Presentation:**

- a. POs shipped via LTL or FTL must be palletized and shrink-wrapped. No floor loading is permitted.
- b. Use GMA 40" x 48" 4-way wooden pallets. Grade A, Grade B or CHEP pallets are acceptable. Imperial does not participate in PECO pallet exchange.
- c. Ship only one PO per pallet. Exceptions may be authorized by your procurement buyer.
- d. If you have approval to ship multiple PO per pallet (See 5c above), each PO should be physically separated with a slip sheet or barrier with each PO clearly indicated.
- e. If you have approval to ship multiple expiration dates for an item in the same shipment, items should be grouped by expiration date with quantity of item with each expiration date clearly marked on each pallet.
- f. Keep same items together on the pallet.

- g. Fragile and Heavy items should be marked with clear identifiers that indicate fragile (e.g, glass) or marked for 2-man lift (over 50 lbs).
- h. If items are ordered in designated Ti/Hi's, they should be shipped in these designated Ti/Hi configuration.
- i. Cartons should not overhang edges of pallets by more than 1 inch on each side of the 48" edge and zero overhang on the 40" edge.
- j. Load heaviest items on the bottom of the pallet. When possible, brick stack with all edges flush on all sides.
- k. Pallets should not exceed 60" tall. Any exceptions will need to be approved in writing by vendor-compliance@imperialdistributors.com.
- l. Cartons should be attached to pallets with stretch wrap and/or reinforced with strapping tape. The stretch wrap should prevent shifting during transit. Corner boards may be used to help protect and maintain the stability of cartons in transit.
- m. In summary, multiple POs per pallet (that are not clearly separated), or multiple POs that were not authorized to be on the same pallet, and over-height or unsafe or broken pallets are subject to chargebacks or refusal. Please see the table on page 11 for compliance issues subject to chargebacks.

6. *Shipment Presentation:*

- a. Shipments are to be delivered in good condition with no dirt or damage to the product or inner case.
- b. Do not double stack pallets when the product indicates it is not stackable or the cartons are visibly unstable or crushed with the weight of a stacked pallet.
- c. Cartons and package materials should protect items in transit.
- d. Allow for 6" lift clearance from the top of a double-stacked pallet.
- e. A packing list per PO must be located on the outside of the shipment.
- f. When possible, pallets should be loaded straight so that 2 rows of pallets with the 40" dimension facing the trailer door for easiest off-loading. If necessary, you can pinwheel the pallets to increase the load capacity as long as the pallets have 4-way access. Pinwheeled pallets are permitted but may incur a nominal chargeback fee per truck due to increased unloading time. Please refer to the chargeback table on page 11 for details.
- g. In summary, shipments that are pinwheeled, damaged or dirty or missing packing lists per PO are subject to chargebacks. Please see the table on page 11 for compliance issues subject to chargebacks.

7. *Transportation and Appointing*

- a. **Please contact Transportation Manager John Cimmino at (508) 713-6588 or JCimmino@imperialdistributors.com regarding any and all shipments that are backhauls, pickups, FOB Origin, Collect, or any shipments that are not prepaid. John will respond back to you with the transportation arrangements.**
- b. Forty-eight (48) hours advance notice of pickup is required for Imperial Distributor's contracted carriers, and the Purchase Order(s) must be ready at time of pick-up appointment.
- c. All deliveries (except for UPS Ground and FedEx Ground) require that a delivery appointment be made in advance.
- d. Requests for delivery appointment should be made by the carrier seven (7) days in advance of the expected arrival date on the Purchase Order.
- e. E-mail Imperial's inbound receiving department at scheduling@imperialdistributors.com for a link to the appointment form or use the form link here: [Imperial-Scheduling](#). Response will be within 24 hours, not including weekend days or holidays.
- f. Ensure delivery by the PO expected arrival date as referenced on the PO.

- g. Please use one of our preferred carriers:

Preferred Carriers (Worcester & Millis)	
Shipments > 150 lbs (TL/LTL)	Shipments <150 lbs
A Duie Pyle ABF Freight FedEx Freight Saia Estes Old Dominion Freight Line	FedEx Ground

Carriers not to be used (Worcester)	
Shipments > 150 lbs (TL/LTL)	Shipments <150 lbs
Central Transport R&L Carriers Yellow (YRC) New Penn	

Carriers not to be used (Millis)	
Shipments > 150 lbs (TL/LTL)	Shipments <150 lbs
Central Transport R&L Carriers Yellow (YRC) UPS Freight (TForce) New Penn	

- h. Expedited and/or Air Freight shipping can only be authorized by the Imperial Distributors Procurement Buyer.
- i. Imperial can accept less than truckload (LTL) or full truckload (FTL) trailers or small parcel carriers (e.g., UPS or FedEx)
- j. Drivers must arrive at the appointment time and no earlier than 30 minutes ahead of the appointed time. Early deliveries will be accommodated if possible but may need to wait until the scheduled appointment time.
- k. Imperial requires a minimum of one (1)-hour notice prior to the scheduled appointment if the driver is running late but is still going to deliver. Please e-mail scheduling@imperialdistributors.com.
- l. If a carrier will be one (1) or more hours late, it is at Imperial's discretion to receive or reschedule the delivery at the next available appointment slot. Any delivery more than one hour late is subject to chargeback to vendor.

- m. Imperial requires a minimum of 24 hours' notice if carrier is cancelling or rescheduling a delivery appointment. Appointments not rescheduled with 24 hours' notice or missed or late appointments are subject to chargebacks.
- n. Imperial does not support Standing appointments for LTL or TL carriers. Every appointment needs to be explicitly made.
- o. Some carriers may be granted permission to schedule an appointment as a drop trailer. The carrier is still required to provide the PO, carton, and pallet count details for any approved drop trailer. The scheduled drop date will count as the arrival date when determining if the PO arrived by the Expected Arrival Date. Please contact scheduling@imperialdistributors.com to get approval to request appointments as a drop trailer carrier.
- p. Imperial does not participate in a pallet exchange program.
- q. Imperial reserves the right to re-direct shipments to an alternative Imperial receiving facility other than what is on the purchase order.
- r. If the vendor uses a logistics company to ship goods, Imperial needs to know the specific name of the carrier that is bringing in the delivery, along with contact person, and phone number of the carrier.
- s. Drivers must ensure trailer is safe and in good condition according to the Department of Transportation guidelines prior to loading. Vehicles deemed to be unsafe, at the discretion of Imperial Distributors, will not be allowed entry to our facilities.
- t. If carrier on the routing guide is deemed to be unfit to perform, please contact Imperial's transportation department immediately. It is impossible to predict future bankruptcies, slowdowns, strikes, mergers/acquisitions and/or natural disasters that could affect the timely arrival of your shipment.
- u. It is the vendor's responsibility to ensure that the carrier services both the origin and destination locations, on a direct basis (i.e. no interline carrier).
- v. In summary, appointments not rescheduled with 24 hours' notice, and missed or late appointments are subject to chargebacks. Please see the table on page 11 for compliance issues subject to chargebacks.

8. Unloading, Sort, and Segregation

- a. Imperial utilizes a third-party unloading, sort and segregate service, Diversified/Southeast Unloading. All appointment unloading fees will be determined and collected by this group.
- b. Unloading, sort & segregation and any other accessorial charges incurred by Imperial will be deducted from the vendor.
- c. You can contact Southeast Unloading with any questions about their service here:
Logistics@southeastunloading.com

9. Vendor Compliance and Chargebacks

- Imperial Distributors encourages all vendor partners to review the compliance requirements thoroughly. If you have questions, please contact: vendor-compliance@imperialdistributors.com.
- Non-compliance with any part of this Logistics Requirements Guide may result in a chargeback, as detailed below:

Compliance Issue	Example/Detail	Chargeback Amount
Late POs	PO arrives after expected delivery date.	\$150 per day late
Inaccurate Display Content	Display contents do not match what was verified (e.g., UPC or quantity discrepancy).	\$1,500 per display
Multiple POs per pallet (not clearly separated)	Items from Monday and Wednesday POs are shipped on same pallet without separation.	\$150 per pallet
Expiration Date Grouping Violation	Same item with different expiration dates not physically separated on pallet.	\$150 per pallet
Expiration Date Compliance	Product received with less shelf life than guaranteed or less than 66% of original shelf life.	\$150 per shipment
Expiration Date Sequence	Item ordered in June has a later expiration date than one ordered in May.	\$150 per shipment
Over-shipment	Imperial orders 10 cases, vendor sends 10 pallets.	\$150 per item
Mis-ship	Imperial orders item 123456; vendor ships item 123455.	\$150 per item
Inaccurate, Incomplete or Missing BOL	Shipment arrives without a BOL or with incorrect PO/carton/pallet count.	\$150 per shipment
PO Not Visible	No visible PO reference on the outside of shipment.	\$150 per pallet
Unscannable or Missing UPC on Case or Product	Barcode cannot be read during receiving.	\$150 per item
Incorrect Case Packs	Case-pack quantity differs from item setup and was not approved 60 days in advance.	\$250 per item
Over-height Pallet	Pallet exceeds 60" in height without written approval.	\$150 per pallet
Damaged/Dirty Product	Cartons arrive crushed, wet, or visibly dirty.	\$150 per pallet
Pinwheel Pallets	Pallets loaded in a pinwheel pattern that require manual adjustment.	\$40 per truck
Unsafe or Collapsed Pallet	Pallet arrives broken, collapsed, or structurally unsound.	\$40–\$120 per pallet depending on severity
PO Does Not Match Appointment	PO not listed on the scheduled appointment or scheduled PO is not delivered.	\$150 per PO
Late Truck	Carrier arrives more than 1 hour after scheduled appointment time. Note that deliveries greater than 1 hour late are subject to rescheduling.	\$50/hour
Missed Appointment	Shipment is a no-show or canceled/rescheduled with less than 24 hours' notice.	\$425
Imperial will not absorb any accessorial charges billed to Imperial by any carriers (e.g., “sort and segregate” or “driver detention” charges) or charges due to re-weighted or re-classed shipments. The carrier is expected to cover any charges and/or collect charges from the shipper. An additional 10% will be added for each re-occurrence of same violation within a 90-day period.		

Glossary of Terms/Acronyms

BOL	Bill of Lading. Document issued by carrier that serves as receipt for the goods delivered
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CHEP	Commonweath Handling Equipment Pool Pallet
DC	Distribution Center
FTL	Full Truck Load
GMA	Grocery Manufacturers Association
LTL	Less than Truckload
Packing List	Vendor prepared document that lists all items and quantities in a given shipment
PECO	Pallet from the PECO pallet rental service
PO	Purchase Order
RMA	Return Merchandise Authorization
SCAC	Standard Carrier Alpha Code
SKU	Stock Keeping Unit
Ti/Hi	TI = cartons per layer on a pallet HI = number of layers
UPC	Universal Product Code
Vendor	Supplier; the party from whom Imperial Distributors purchases goods