



SUPPLIER MANUAL

DETAILED INFORMATION FOLLOWS FOR THE TOPICS LISTED BELOW:

- Invoicing Procedures
- GTIN Requirements
 - Dimensions
 - GTIN & Dimension Error Fines
- Turn Standards
- McLane Supplier Receiving/Unloading Guidelines
- McLane Distribution Center Shipping and Routing Information
- Media Information

Invoicing

Our preferred method of invoicing is through EDI (electronic data interchange). Supplier Purchase Order Management is an alternative solution to EDI (electronic data interchange). Through a web interface, you are able to eliminate the manual processing of purchase orders and invoices, access a listing of purchase orders and their status, confirm PO receipts and quantities, create an Advance Shipping notification (ASN), and create an electronic invoice processed by McLane for subsequent payment to the supplier.

For more information contact vendoredi@mclaneco.com.

Paper invoices are subject to a \$50.00 fine per invoice. Invoice must include the purchase order number and carton count. Bill one invoice per purchase order, per shipment. Mail the original invoice (no duplicate) to:

McLane Company, Inc.
Central Accounts Payable
P.O. Box 6131
Temple, TX 76503-6131

- All invoices must include our complete purchase order number and the warehouse location to which the purchase order was shipped.
- Warehouse credit memos are also to be sent to McLane Company at the above address. Credit memos should indicate the warehouse location and reference the original invoice number where applicable.
- Suppliers should bill only for product shipped. If product is backordered, supplier should request new purchase order for the balance of the product.

Invoice Inquiries

All inquiries regarding payments to suppliers should be directed to:

Supplier Communications
P.O. Box 6131
Temple, TX 76503-6131
Phone: (254) 771-7019
Fax: (254) 771-7021, Attn: Supplier Communications

Business hours are from 8:00 AM until 5:00 PM (CST), Monday through Friday.

- When questioning the status of a payment, please indicate the purchase order number and the division to which the product shipped. When questioning a deduction, please refer to the division receiving the product, reference number of the deduction as it appears on the check, the amount of the deduction and the complete McLane check number. A copy of the check stub is the most efficient way to provide the information needed to identify Supplier's claim.
- McLane Company reserves the right to charge a fee of \$50 per invoice for researching issues. McLane Company reserves the right to assess additional penalties for pricing information submitted in the incorrect format or on items not carried by purchaser. When issues arise due to the Supplier submitting incorrect or unclear price or deal information, an additional 10% of repayment amount will be deducted.
- McLane Company will not research items where the disputed amount is \$50 or less per invoice. Should the Supplier experience a pattern of discrepancies below this amount, the Supplier should contact the Buyer or the Purchasing Manager to review the price and deal information on file.

Global Trade Item Number (GTIN) Requirements

To remain competitive in the retail industry, it is important to stay on top of sales trends and act accordingly. Tracking point-of-sale information through UPC coding helps McLane accomplish that; therefore, selling more of your merchandise. Scannable barcodes also enable McLane Company to properly handle product from the time of receipt to the ultimate delivery to the customer, reducing our costs and enabling us to offer your products at the lowest possible price.

Our policy is "no Purchase Order will be written without a GTIN code."

When there is a GTIN discrepancy, and we find that a problem occurs because of this error, we will adhere to our policy to charge back the supplier.

Supplier Charge Back Guidelines

We are asking our Suppliers to adhere to the following guidelines:

- All Suppliers must ship their product to the McLane Distribution Centers in cases with scannable barcode labels affixed to the master case, inner pack and individual consumer units as detailed on the following page. Only ONE scannable barcode should be affixed to each level and should never be on the bottom of the case.
- One full case of each item must be shipped to the following location:

McLane New Item Desk
McLane Loop Annex
6201 NW H.K. Dodgen Loop
Temple, TX 76504

- Barcodes must be test scanned to ensure the GTIN number matches the bar code. Please have barcode slicks sent to the McLane New Item Desk.
- Review each purchase order received from McLane Company. If the Purchase Order has the wrong GTIN code on it, ***contact the McLane buyer immediately***, before shipping the product. The buyer will send you a corrected purchase order.
- If a supplier is purchased by another supplier and the purchasing supplier ships both products with the old supplier GTIN code and their own new code, the supplier is required to notify the McLane buyer, so a new item can be setup for the change in manufacturer UPC.
- Multipacks must ensure that the single pack UPC code is obscured so that the single pack barcode cannot be scanned.

Barcode Label Locations (Figures 1.1 - 1.3)

Below are the depicted the barcode label location for the:

- Case
- Inner Pack
- Individual Selling Unit

McLane requires that unique, scannable barcode labels be applied to all three forms of packaging units. The labels should be placed on items so that a minimum of manual intervention is needed to scan product, i.e. so that product does not have to be pulled out of the master case or carton or otherwise rotated or manipulated to have the barcodes exposed for scanning purposes.

Figure 1.1

Barcode label location for Master Case

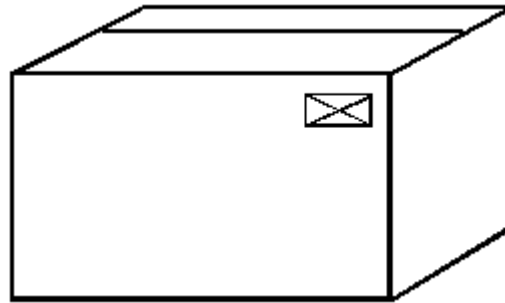


Figure 1.2

Barcode label location for Inner Pack

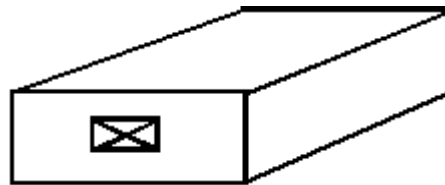
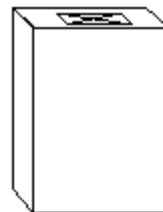


Figure 1.3

Barcode label location for Individual Unit



As a rule, the product should be packed and labeled so that the barcode on the **inner pack** is readily scanned when the **master case** is opened and so the barcode on the **individual unit** is readily scanned when the **inner pack** is opened.

The Most Common GTIN Problems Encountered

- Supplier substitutes merchandise which is different than what was on Purchase Order without authorization from McLane Company, and it causes a not-on-file problem.
- Supplier submits incorrect information.
- Illegible barcodes (They do not scan).
- Items without scannable barcodes on packages or on outer shipping case.
- Supplier sends multiple different barcodes on the case. (This is not acceptable)

GTIN Labeling Errors Subject to Penalty

If a supplier fails to communicate any discrepancies and a GTIN problem occurs because of Supplier error, penalties will be assessed. Listed below are the most common errors subject to penalties:

- Supplier delivers product with non-scannable barcode, or Supplier issues barcodes to McLane Company and the merchandise comes in with no barcode at all.
- Supplier substitutes merchandise which is different from what is on the Purchase Order, without authorization from McLane Company, and it causes a not-on-file problem.
- Supplier gives wrong information.
- Barcodes with bars and spaces representing a different code from the Human Readable Code (number below bar).
- Illegible bar codes or otherwise nonreadable bar codes.
- Multiple different UPC's on the case level.
- Changing the Net Content without changing the GTIN's

Dimensions

Data accuracy is essential for data synchronization and the GDSN. The GDSN enables companies to exchange consistent, accurate, standardized data, and allows all trading partners to have the same accurate item information in their systems at the same time. Penalties apply if inaccurate data has been provided to McLane Company.

If you have any questions regarding the GTIN / Dimension Supplier Chargeback Policy, please contact the McLane Purchasing Department.

GS1

GS1 is an organization that has been established to govern the assignment of manufacturers' numbers, encourage and assist manufacturers and retailers in their efforts to code products. Guidelines have been established to ensure that procedures for coding are uniform and can be used throughout the industry.

In order to begin barcoding, you need to join GS1. Upon submitting your application and fee, GS1 will assign your company a manufacturer number and GLN (Global Location Number). This will be a number that will be unique to your company.

GS1US can be contacted at:

<http://www.gs1us.org/>

You can click the following box:



GS1US is available to answer any questions you might have in regard to the production and application of quality barcode symbols.

Points to Remember

- Size of the symbol - We require that you use normal size, which means from .85 to 1.40 magnification factor. In inches, this would be a symbol that is 1.25" wide by .75" tall, up to a symbol 1.75" wide by 1.25" tall.
- Contract issues to consider: Most all point-of-sale scanning devices are red laser type devices. This means that scanners are "blind" to red and to most shades of purple and blue. Please do not use these colors when producing UPC symbols without consulting a reputable UPC symbol producer. It may result in package changes later at your expense. Laser scanners read the spaces between the bars of the symbol and you will find in most cases that the best colors are black bars on white background.
- Placement of the symbol: Placement of the symbol is very important. Most of the symbols on boxes are on back of bottom of product. On small boxes that are accessible with one hand, the symbol should be on the bottom. On cans, the symbol should be located on the side. Packaged or bagged items should have the symbol on the back side.

New Product Coding

A new GTIN should be assigned only when a product is initially introduced or an existing product is substantially changed. Changes in NET CONTENT, formulation changes and anything else listed in the GTIN allocation rules should be issued a new GTIN code, as well as initially introduced products. A list of GTIN allocation rules can be found on the following GS1US website:
<http://www.gs1.org/gtinrules/index.php>

Multiple Barcodes

Manufacturer should not assign a different GTIN to the same product.
Example: Product X manufactured at locations A, B and C should be assigned the same UPC regardless of the place of manufacturer.

Reuse of UPC's

A UPC should be reused not sooner than four (4) years after the last shipment to any distributor. A one-year period should apply to promotion packages such as a price-off label. The general rule is that manufacturers should be sure that pipelines are empty and retailers' stocks are exhausted before reusing the UPC.

Category Turn Standards

Inventory movement policy dictates the following category turn standards per year:

- Mass 15.5
- Grocery 15
- Beverage 21
- Snacks..... 15
- Confection 19
- GMP/Auto 13.15
- HBC..... 13.65
- Supplies..... 12
- Perishable 26
- Frozen 13
- Cigarettes 52
- Other Tobacco Product 13

McLane Supplier Receiving/Unloading Guidelines

McLane Company requires the Supplier to deliver product palletized on our dock to McLane Company's ti and tier pallet pattern.

There are two primary means of receiving product into the McLane Distribution Center:

- Palletized
- Floor Loaded

McLane Company prefers inbound product to be palletized.

Palletized

When the supplier ships on pallets, McLane Company will offer a pallet exchange program (except for CHEP pallets) at the time of delivery. The Supplier's carrier will be required to unload the truck and provide product palletized on our dock to our ti and tier.

Floor Loaded

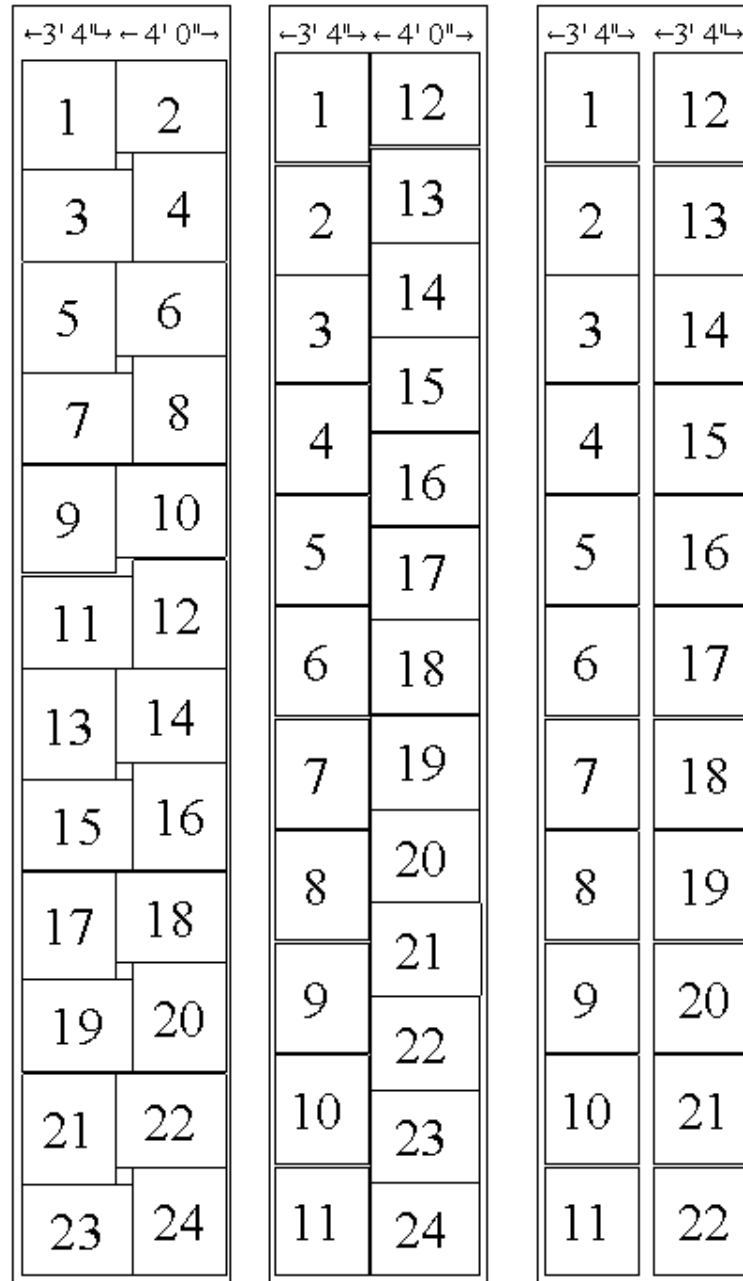
When the Supplier ships product dead-stacked on the floor of the trailer, the Supplier's carrier will be required to unload the truck and provide product palletized on our dock to our ti and tier.

Pallet Specifications

Size:	Pallets MUST BE GMA 4'0" (48") x 3'4" (40")
Modified:	Pallets must be GMA modified four-way and flush non reversible.
Quality:	Pallets should be hardwoods (no softwoods accepted). McLane Company will not accept damaged pallets.
Unloading:	The Supplier's carrier is responsible for unloading the truck and providing product palletized on our dock to McLane Company's tier and tier pallet program.
Pallet Exchange Program:	McLane Company will accept only good quality GMA 48" x 40" hardwood pallets. The Supplier will be expected to comply with McLane Company's pallet exchange program.
Cost:	The pallet cost is at the Supplier's expense.
Overhang:	Merchandise must be stacked on pallets with NO OVERHANG of product over the edge of the pallet. <ul style="list-style-type: none">• No more than 3'4" (40") in width.• No more than 4'0" (48") in length.
Heights:	Merchandise must be stacked as close to the following heights as possible to maximize the cube space in McLane Distribution Centers. <ul style="list-style-type: none">• 3'5" (41") high (including pallet height of 5")• 4'5" (53") high (including pallet height of 5")• 6'3" (75") high (including pallet height of 5") <p><i>Note: the 75" high pallet stack is accepted only at the discretion of the buyer and is limited to certain commodities such as high cube paper product.</i></p>
Double Stacks:	Pallets may be double stacked in the trailer, providing the weight and/or height will permit it.
Stacking by Item:	Merchandise must be segregated and stacked on the pallet by item.
Pinwheel Pattern:	Pallets may be loaded in a pinwheel or perpendicular pattern to maximize trailer cube (See Figures 2.1 and 2.2 - next page) To deter freight-shift when stacking on pallets, do not column stack items. Stack in a pinwheel pattern on pallet.

Truck Loading Patterns

Figure 2.1 - Standard 48' x 102' Trailer

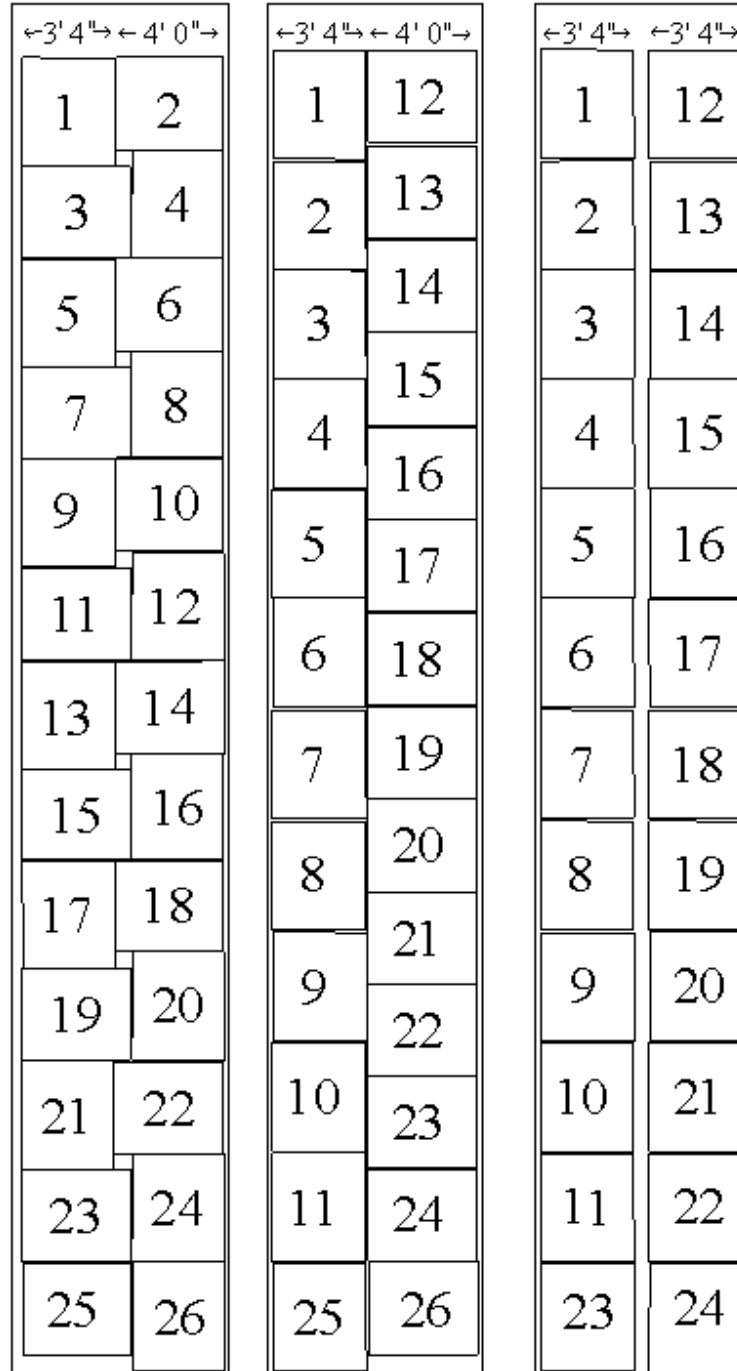


Pinwheel
Pattern

Perpendicular
Pattern

Straight In
Pattern

Figure 2.2 - High Cube 53' x 102' Trailer



Pinwheel
Pattern

Perpendicular
Pattern

Straight In
Pattern

Loading/Cube of Shipment

Trailer Weight:

- McLane trailers are licensed for 45,000 lbs.
- Irregular route carriers are licensed for 45,000 lbs.
- Common carriers are licensed for 45,000 lbs.

Trailer Loading/Cubes:

- Cubic feet per carton is Length x Width x Depth in inches divided by 1728.
- This figure times total cartons called in will give you the cubic feet per purchase order.
- For example, 24" x 10" x 11" = 2,640/1728 = 1.528 cubic feet.
- As a rule, one (1) pallet equals 80-100 cubic feet.
- Cubic feet of a standard 48' x 102' McLane trailer is 3,300 cubes. A 53' high cube trailer (53 x 102) is 3,600 cubes.
- Suggested loading of trailers has been included (See Figure 3.2 and 3.2)
- Remember, the least amount of void (air space) will result in the least amount of freight damage.
- All pallets must be stretch-wrapped before being shipped to McLane distribution centers.

Package/Box Quality Requirements

Package Dimensions/Cube/Weight:

The Supplier is responsible for providing the McLane buyer with the following accurate information on all individual items.

- Case Height: In inches to two (2) decimal places
- Case Length: In inches to two (2) decimal places
- Case Width: In inches to two (2) decimal places
- Case Cube: In cubic feet to three (3) decimal places
- Case Weight: In pounds to two (2) decimal places

Package Shipment:

An average package/box is subject to at least two lift truck rides and at least two rides on pallet jacks. Some items will also take bounces on 4,640 rollers with accelerations from 0 to 350' per minute before coming to a dead stop. During these rides, it is manually handled at least three times before it is placed on the sales floor.

Minimum Product and trailer condition specifications:

- No liquids spill on the floor (especially for liquids from raw meats, eggs or ice packed produce)
- No foul odors coming from product or trailer.
- Signs of product/trailer tampering and pest infestation.
- All incoming trailers (including less than full loads) are required to be properly sealed or secured.

Temperature Guidelines for inbound cooler and freezer products:

As a general rule, cooler stored items should fall in the temperature range of 34 to 40 degrees. Freezer stored product should fall in the temperature range of -10 to 0 degrees.

Distribution Center Invitation:

McLane Company encourages all suppliers to visit a McLane Distribution Center. We always welcome suggestions from our suppliers whether it be about how we can improve boxes/packages carrying their product or other ideas. Please contact the Distribution Center to arrange tours and contact the Distribution Center on packaging issues.

National Motor Freight Classification - Box Specifications:

All boxes used for Supplier products must be designed and manufactured to comply with all the applicable requisitions set forth by the National Motor Freight Classification. All boxes or packages must have a certificate of the box maker on each container as well as one of the following:

Round Stamp:

A round stamp signifying conformance to Rule 222 (motor freight) for boxes.

Package Shipment:

A rectangular stamp indicating conformity to a specific package number (motor freight) for packages.

Non-Conformity Stamp:

A stamp signifying no package conformity at all, but simply certifying the bursting strength.

Distribution Center Box Requirements

The McLane Distribution Center will utilize both a conventional manual method of handling product as well as a dry grocery conveyor system for handling certain items. Therefore, we require dry grocery suppliers to comply with the packaging requirements for "conveyable boxes" as identified below and avoid nonconveyable box packaging.

Distribution Center Conveyable Box - minimum and maximum specifications

	Length	Width	Height	Weight
Minimum	9"	4"	1"	4 lbs.
Maximum	48"	24"	30"	55 lbs.

Glass Bottles

Glass bottles within cases should have internal separation from each other to prevent cracking when bouncing on the rollers of the conveyor. Glass bottles should also have an additional layer of padding on the bottom within each case. Bottles must be designed with caps that cannot vibrate off.

Perforated Boxes

Master case packages should not be perforated for Supplier display or easily opened. These will split on the conveyor system.

Liquids

All liquids should be marked "This Side Up" by Suppliers and shipped accordingly.

Distribution Center Non-Conveyable Box

McLane Company prefers that all boxes be conveyable. Boxes/packages that fall under the following criteria are not conveyable. This type of packaging should be avoided when possible.

Protrusions	Package has protrusions in the outer packaging material.
Exceed Case Size	Multiple of items are stretch-wrapped to extend or are below the case size criteria.
Wrong Package Structure	i.e. Bags not enclosed within a box.
Shape	Containers are round or irregular shaped.
Strapping	Items are loosely strapped.
Hazardous	Liquids hazardous to associates or conveyors if broken.
Weight	Cartons less than 4 pounds or more than 55 pounds.

Stretch Wrapping Merchandise (Requirements)

Purpose of Wrapping

All pallet merchandise must be stretch-wrapped to help prevent merchandise loss or damage during shipment.

Stretch Wrap Requirements

Stretch wrap must be of top quality in stretch, memory and retention. Specifications must be 80-gauge 15" - the equivalent of Mobil, Borden or Lineal Brands. The plastic stretch film used to overwrap incoming palletized loads should be clear film only. Colored or tinted film is not acceptable, unless specified by McLane Company.

Labels

Shipping labels should be on the upper right hand corner of the product itself (not on the stretch film).

McLane Standard Shipping Label Specifications

Note: Do not confuse the barcoded shipping label with the GTIN requirements detailed earlier in this manual in the GTIN Section. Barcoded shipping labels tie Purchase Order information to shipments. The inclusion of a scannable shipping label does not excuse the supplier from complying with Case, Inner Pack and Individual UPC Requirements.

In order to establish a standard Carton Identification Program for our company, the following guidelines have been adopted by McLane Company. These guidelines are designed to decrease receiving time, improve receiving and inventory accuracy, and expedite payment of supplier invoices.

A Standard Shipping Label will provide a mutual benefit for a planned receiving program within our company. This will allow for a more efficient system of scheduling incoming deliveries to our distribution centers and to our stores.

Shipping Label Guidelines

The standard shipping label can be designed to incorporate the UPC bar code or can remain separate. McLane Company prefers that all Suppliers include the UPC bar code on the shipping label. See Figure 5 for examples of the standard shipping label with or without a UPC bar code.

Label Material and Size

- The plastic stretch film used to overwrap incoming palletized loads should be clear film only. Colored or tinted film is not acceptable, unless specified by McLane Company.
- Plastic labels should be used when the label is adhered to the plastic overwrap. Paper labels can be used if placed under the plastic wrap and affixed to the cardboard carton.
- The shipping label may vary in size but MUST include a white zone (area void of printing) both preceding the start pattern and following the stop pattern of the bar code. The required white zone will be greater than or equal to 0.25" on each side of the printed bar code.
- The shipping container UPC bar code will be printed in picket fence orientation (horizontal).

Shipping Label Content Information (See Figure 3.1 and 3.2)

All shipping labels MUST have the following information:

- Ship From Address (Supplier Info)
- Ship To Address (McLane Distribution Center Info)
- McLane Purchase Order #
- Purchase Order Line Number
 - If available at the time of printing the shipping label:
- Name of Carrier
- Freight Bill Pro Number
- Bill of Lading Number

Pallet Quantity Label Procedures

Items shipped by full pallet quantities will require one designated shipping label placed on upper right hand corner (representing the entire pallet) of the unitized load. (Figure 4.1)

Layer Quantity Label Procedure

Items shipping by complete layer quantities will require one designated shipping label placed on the upper right hand corner, representing a single or multiple layer(s) of an item of the unitized load, treating the layer(s) as a pallet, even if multiple layers make up the unitized load. (See Figure 4.2)


Case Quantity Label Procedures

Items shipped as individual cartons (floor loaded) require one designated shipping label placed on each carton of merchandise. (See Figure 4.3)

Figures 3.1 & 3.2 - Standard Shipping Label
 (With and without scannable bar code)

SHIP TO: Vendor Name Vendor Address City, State, ZIP	Pro Number B/L Number
SHIP TO: McLane Distribution Center Address City, State, ZIP	
SHIP FOR: CARRIER: PO/LINE:	

Standard Shipping Label format without
 UPC Bar Code on label.

SHIP TO: Vendor Name Vendor Address City, State, ZIP	Pro Number B/L Number
SHIP TO: McLane Distribution Center Address City, State, ZIP	
SHIP FOR: CARRIER: PO/LINE:	
 00 0 0012345 0000001 8	

Standard Shipping Label format with
 UPC Bar Code included on label.

Figures 4.1, 4.2, 4.3 - Shipping Label Location Specifications

A full pallet consisting of one item will require one shipping label representing the entire pallet of product. This example illustrates one item on this pallet. Individual shipping labels are not needed for this shipping unit.

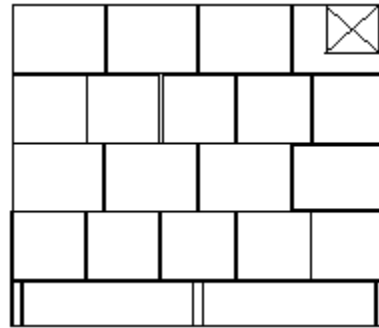


Figure 4.1

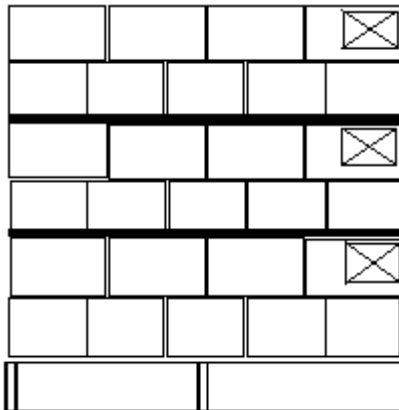


Figure 4.2

Layer quantities consisting of one item will require one shipping label representing each item of product. A divider should be used to separate item layers on the unitized load. This example illustrates three items on this pallet and one shipping label per item. Individual case shipping labels are not needed for this shipping unit.

Individual carton quantities will require one shipping label per case. This example illustrates individual, floor-loaded cartons, not associated with a pallet or layer quantity.

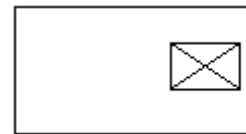


Figure 4.3

McLane Distribution Center Shipping and Routing Information

All Supplier Shipments to McLane Company

- McLane Company requires delivery appointments for every purchase order.
- Appointments are to be made 72 hours in advance of the PO due date for delivery.
- Carriers will only use McLane Company purchase order numbers to make appointments.
- When a Supplier ships on pallets, McLane Company will offer a pallet exchange program (except for CHEP or iGPS pallets) at the time of delivery.
- The Supplier's carrier will be required to unload the truck and provide product palletized on the McLane dock to our ti and tier pallet pattern by item. If the carrier is not able to unload the freight, Lumper services are available for hire at each McLane facility.
- Payment for use of this Lumper Service is the responsibility of the Supplier/carrier and must be paid at the time the product is received at McLane Company unless the Supplier has negotiated an Efficiency Program with McLane Company's Merchandising department.
- Unauthorized shipments, invalid orders, cancelled orders, early shipments, damaged and infested shipments may be refused at time of delivery at the sole discretion of McLane Company.
- Any overage, damage or incorrect product will be refused and returned with the Supplier's carrier.

No Call No Show

A No Call/No Show is where the supplier or its designated carrier fails to notify the McLane division before its scheduled appointment time or within one hour past its scheduled appointment time that the truck will not meet its scheduled appointment time for any reason.

Additionally, if the carrier shows up after its scheduled appointment time without prior notification of being late, and the division is unable to unload the truck during the normal receiving shift, then the shipment will be considered a No Show/No Call.

- If a supplier has three (3) No Call/No Shows within a three (3) month time period, the supplier will be assessed a \$500 penalty. Further incidents within a rolling three (3) month period will result in a \$500 penalty for each occurrence thereafter.
- Bill- backs to the supplier will include both the P.O. number and the original scheduled appointment date.
- If a supplier does not incur any further No Call/No Shows within a three (3) month time period of its last No Call/No Show, then the supplier's record will be considered "clean" and the process will start over.

Supplier Less than Truckload (LTL) Shipments to McLane Company

We strongly encourage our PPD supplier partners to use the McLane Company preferred LTL carriers identified in the Routing Guide below to transport your LTL shipments to our facilities.

Your cooperation with this carrier selection request will have the following affect on our combined performance.

- Reduction in freight cost
- Reduction in quantity of carriers delivering to McLane Company
- Improved appointment scheduling
- Supplier is no longer responsible for charges for delivery after hours
- Supplier is no longer responsible for sort & segregation charges
- Supplier is no longer at risk of No Call No Show charges

Note: Any freight cost incurred by McLane Company in the transport of Supplier shipped merchandise from the Supplier to the Distribution center will be charged back to the Supplier

UPS Shipments to McLane Company

UPS shipments are authorized only in the rare occasion where a few cases of product are shipped to the McLane distribution center by the Supplier. The following procedures shall apply when a UPS shipment is authorized by the McLane Traffic Department.

- ONLY shipments **150 pounds and under** should be shipped via UPS
- The "ship to" address label must be put on top of the carton. When a packing list is used, the "ship to" address must be visible, not the "sold to" address.
- Pack small cartons into master carton when possible to minimize the number of cartons per distribution center. The master carton must show the purchase order number and the number of cartons enclosed to ensure that the order received is complete.
- UPS will be required to provide the McLane purchase order number with their billing. Therefore, you are required to put the purchase order number on each case.

Customer Pick-up Shipments (BKHL, CTMS)

Both the Supplier and the McLane Inbound Logistics department should partner together to implement an effective CPU Program which can result in increased efficiencies for Suppliers and McLane Company. Several factors should always be considered for a fair CPU Program such as line haul allowance, fuel surcharge and unloading. CPU Programs should be reviewed on a regular basis and any changes to the CPU allowances should be communicated to McLane Company at least 30 days prior to the effective date.

When a CPU program is in effect, costs are reduced for the supplier as follows:

- Supplier is no longer responsible for detention at a McLane Distribution center
- Supplier is no longer responsible for unloading costs
- Supplier is no longer responsible for charges for delivery after hours
- Supplier is no longer responsible for sort & segregation charges
- Supplier is no longer at risk of No Call No Show charges

All carriers who arrive to pick up product for McLane Company are considered a customer pick up (CPU). CPU could be a McLane truck and driver (BKHL), a divisionally contracted local trucking company (BKHL) or a trucking company contracted by McLane's Inbound Logistics (CTMS).

McLane Company or our contracted carrier will call at least 24 hours in advance of pick-up date to schedule a pick-up appointment at the Supplier's facility. The McLane Purchase Order number will be used to schedule these appointments.

Detention at Suppliers Dock

The definition of Backhaul Detention is where the supplier or it's designated facility detains McLane drivers longer than the load time specified by the supplier when the customer pick-up is agreed upon (example: load time = 2 hours).

If a McLane Division notifies Inbound Logistics &/or Merchandising of a continuous pattern of a supplier facility detaining McLane drivers, the supplier will be notified that they have 30 days to resolve the issues contributing to the detention.

- If after the 30 days backhaul drivers continue to be detained, the supplier will be assessed a \$200/hour penalty for every hour the driver is detained above the 2 hours referenced in the example above. This will apply to all detained backhaul loads to that supplier facility.
- Bill-backs to the supplier will include the P.O. number, the original appointment time & the time the driver was released after loading is complete.
- If after a supplier has assessed detention charges and the supplier incurs no detention charges/occurrences within a six (6) month time period (starting with the date of the most recent detention charge), the supplier's record will be considered "clean" and the process will start over.

Overages, Shortages, and Damages (OS&D) on CPU Shipments

Overages:

- If overage is regular turn item and will sell through, the McLane buyer will instruct DC to receive product into inventory.
- If product is an In/Out item or not a valid McLane item, product is to be placed in special rack & supplier is to provide disposition - either pickup, salvage or destroy.

Shortages:

- If the shipment is shorted, the standard McLane Claims Form will need to be completed documenting the item(s) shorted and the cost of those items.
- A copy of the BOL must be emailed to inboundlogistics@mclaneco.com showing the seal number.
- If no trailer seal is present at the time of unloading, receiving is to note this on the BOL.
- If the seal is intact and product is missing, the supplier will be held responsible for short shipping.
- Claims must be filed within 30 days of receiving - so all documentation needs to be sent to Inbound Logistics in order to meet that deadline.

Damages:

- If product is damaged, supplier is to provide instruction to either pickup or destroy

Shipper Load, Count and Seal

Suppliers are required to seal all trucks prior to the truck leaving their ship point. In the event that a truck arrives at a supplier's facility sealed, the supplier must record the seal number that is being broken and record the new seal number on the Bill of Lading.

Suppliers are responsible for:

- Loading correct case quantity
- Ensuring all loaded cases are in good condition
- Sufficient shelf life as agreed to by McLane Company and the supplier
- Securing the load to minimize shifting and maintain case integrity
- Sealing all trailers prior to the truck leaving the facility
- Noting seal information on the Bill of Lading

Bill Of Lading

The bill of lading must show the proper classification description as stated in the National Motor Freight Classification Tariff. Each bill of lading must list all purchase orders for the same McLane distribution center address, which must be placed on all cartons and on the bill of lading. The purchase order number may be shown on the pallet rather than on each carton.

The pallet must be shrink-wrapped or banded to ensure that the pallet unit arrives intact at our distribution center. A packing slip must be attached to the outside of the last box loaded on the trailer for each purchase order. A copy of the packing slip should be attached to the bill of lading and given to the driver.

If there are multiple purchase orders on a truckload shipment, each purchase order must be loaded separately.

A Bill of Lading (BOL) is required to accompany every shipment to McLane Company. Each BOL must be complete including the McLane purchase order number and due to arrive.

The following data is required by USDOT to be included on the BOL:

- Supplier Name
- Shipping Address
- Consignee Name
- Consignee Address
- Special Instructions
- Number of Packages
- Description of Articles, Packages, Markings, and/or Exceptions
- Weight
- Shipper Signature
- Time and Date Tendered
- Carrier Name
- Driver Name and Signature

McLane Company also requires the following information to be located on the BOL:

- McLane Company Purchase Order Number
- Qty Shipped per Item and Total
- Pallet Count
- Load Temp (Maintain at)
- Load Number (Supplier's unique Load Number Identifier)
- Carrier Obligation Responsibility-Freight Terms (FOB Buyer's Truck Shipper Load, Count and Seal)
- Pallet Quantity (for exchange, CHEP or iGPS)

Unloading

McLane Company will not pay any sort and segregation charges to third party services, carriers &/or suppliers unless an Efficiency Program has been negotiated with McLane Company's Merchandising department.

The supplier or their contracted agent is responsible for the merchandise to be segregated & stacked on the pallet by item. If the carrier is not able to unload the freight, Lumper services are available for hire at each McLane facility. Payment for use of this Lumper Service are the sole responsibility of the supplier/carrier and must be paid at the time the product is received at McLane Company unless an Efficiency Program has been negotiated with McLane Company's Merchandising department. Shipping on a McLane Core LTL Carrier will assure unloading and accessorial charges are not charged back to your company.

LTL Routing Guide

This policy is subject to change based on McLane's business needs and its ability to properly receive inbound product into its distribution centers.

	Carolina	Concord	Cumberland	Dothan	HighPlains	MidAtlantic	Midwest	Minnesota	NewJersey	Northeast	Northwest	Pacific	Pennsylvania	S. California	Southeast	Southern	Southwest	Suneast	Sunwest	Western
NATIONAL																				
ABF	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Old Dominion	✓		✓	✓		✓			✓		✓			✓	✓	✓				
YRCW	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Fedex	✓	✓		✓	✓	✓	✓		✓		✓		✓			✓	✓	✓	✓	✓
REGIONAL																				
NEMF		✓							✓											
Central				✓												✓				
USF Holland			✓	✓		✓														
Estes	✓				✓								✓							

Inbound Logistics Contact Information

Should you have any questions regarding CPU Programs, LTL Core Carrier Programs or Efficiency Programs, please contact McLane Company Inbound Logistics Department.

IndoundLogistics@mclaneco.com

OR

Jason McCourt
Director, Inbound Logistics
(254) 742-3921
jason.mccourt@mclaneco.com

Distribution Center Locations

**Ship to Locations
GLN Numbers
Delivery Appointment Numbers**

McLANE SOUTHWEST
2828 INDUSTRIAL BLVD.
TEMPLE, TX 76504
#0083967001006
(254) 770 2800
Div. Code - SW

McLANE SOUTHEAST
300 HWY. 29 NORTH
ATHENA INDUSTRIAL PARK
ATHENS, GA 30601
#0083967004007
(706) 549-4520
Div. Code - SE

McLANE CAROLINA
7253 NC 48
BATTLEBORO, NC 27809
#0083967009880
(252) 973-6727
Div. Code - NC

McLANE SUNEAST
1818 POINCIANA BLVD.
KISSIMMEE, FL 34758-2029
#0083967002508
(407) 931-5200
Div. Code - ME

McLANE NORTHEAST
2828 McLANE DRIVE
BALDWINVILLE, NY 13027
#0083967008005
(315) 638-7500
Div. Code - NE

McLANE NORTHWEST
9611 45th AVE., SW, BLDG. 4
TACOMA, WA 98499-3876
#0083967003000
(253) 582-7500
Div. Code - NW

McLANE SOUTHERN
MANUFACTURES BLVD.
INDUSTRIAL PARK ONE
BROOKHAVEN, MS 39601
#0083967001501
(601) 833-6761
Div. Code - SO

McLANE SUNWEST
14149 W. MCDOWELL ROAD
GOODYEAR, AZ 85395
#0083967008500
(623) 935-7500
Div. Code -MS

McLANE MID-ATLANTIC
56 McLANE DRIVE
FREDERICKSBURG, VA 22406
#0083967004502
(703) 374-2000
Div. Code - MZ

McLANE SOUTHERN
CALIFORNIA
4472 GEORGIA BLVD.
SAN BERNARDINO, CA 92407
#0083967005509
(909) 887-7500
Div. Code - SZ

McLANE CUMBERLAND
ROUTE 27 SOUTH
@ ELIZABETH LANE
NICHOLASVILLE, KY 40356
#0083967003602
(606) 887-1490
Div. Code - MK

McLANE PACIFIC
3876 E. CHILDS AVENUE
SANTA FE INDUSTRIAL PARK
MERCED, CA 95340
#0083967005004
(209) 725-2500
Div. Code - MP

McLANE MIDWEST
3400 E. MAIN STREET
DANVILLE, IL 61834
#0083967003505
(206) 582-7500
Div. Code - MI

McLANE HIGH PLAINS
1717 E. LOOP 289
LUBBOCK, TX 79403
#0083967006001
(806) 766-2900
Div. Code - HP

McLANE WESTERN
2100 EAST HWY. 119
LONGMONT, CO 80504
#0083967002003
(303) 682-7500
Div. Code - MW

McLANE MINNESOTA
1111 WEST 5TH STREET
NORTHFIELD, MN 55057
#0083967004601
(507) 664-3003
Div. Code - MN

McLANE SOUTHEAST-DOTHAN
100 McLANE PARKWAY
COTTONWOOD, AL 36320
#0083967001600
(334) 678-2712
Div. Code - MD

McLANE NE CONCORD
932 MAPLE STREET
CONTOOCOOK, NH 03229
#0083967002607
(603) 746-8000
Div. Code - MY

McLANE NEW JERSEY
742 COURSES LANDING RD.
CARNEYS POINT, NJ 08069
#0022849587108
(856) 351-6258
Div. Code - WJ

McLANE PA
43 VALLEY VIEW BUSINESS PARK
JESSUP, PA 18434
#00083967002706
Div. Code - PA

Ship to Locations for Auxiliary Warehouses

GLN Numbers
Delivery Appointment Numbers

McLANE SOUTHWEST 1F
McLANE LOOP ANNEX
3015 CENTER STREET
TEMPLE, TX 76501
#0083967011005
(254) 770-2800
Div. Code - SW

McLANE SOUTHEAST 1F
555 OLD HULL ROAD
ATHENS, GA 30601
#0083967014006
(706) 549-4520
Div. Code - SE

McLANE PACIFIC 1F
1700 KIBBY ROAD BLDG. H
MERCED, CA 95340
#0083967015003
(209) 725-2500
Div. Code - MP

McLANE NORTHEAST 2D
GATX/ BLDG G
STEELWAY BLVD. NORTH
LIVERPOOL, NY 13088
#0083967028003
(315) 413-1200
Div. Code - NE

McLANE CAROLINA 2D
ONE RICHARD DR.
ROCKY MOUNT, NC 27804
#0083967029888
(252) 972-2500
Div. Code - NC

McLANE HIGH PLAINS 1F
2222 AVENUE A
LUBBOCK, TX 79404
#0083967006001
(806) 766-2928
Div. Code - HP

**McLANE SOUTHERN
CALIFORNIA 1F**
4345 HALLMARK BLVD.
SAN BERNARDINO, CA 92407
#0083967015508
(909) 887-7500
Div. Code - SZ

McLANE NORTHWEST 1D
9501 LAKEWOOD DR., SUITE A
LAKEWOOD, WA 98499
#0083967013009
(253) 582-7500
Div. Code - NW

McLANE NE CONCORD 2B
8 BROOKSIDE ROAD
WESTFORD, MA 01886
#0083967012606
(978) 692-7410
Div Code - NE

McLANE SOUTHWEST 2D
AMC WAREHOUSES, INC.
1131 AVE. T
GRAND PRAIRIE, TX 75050
#0083967021004
(972) 988-0333
Div. Code - SW

McLANE HIGH PLAINS 2A
3802 MUNICIPAL DRIVE
LUBBOCK, TX 79404
#0083967026009
(806) 766-2928
Div. Code - HP

McLANE NE CONCORD K2A
111 CONSTITUTION BLVD. UNIT 160B
FRANKLIN, MA 02038
#0083967022605
(603) 746-8000
Div. Code - MY

McLANE CUMBERLAND 2D
1301 W MAIN STREET # 30
LEXINGTON, KY 40508
#0083967013603
(859) 887-8255
Div Code - MK

Ship to Locations for Seasonal Shipments

GLN Numbers
Delivery Appointment Numbers

McLANE SOUTHWEST 1F
McLANE LOOP ANNEX
3015 CENTER STREET
TEMPLE, TX 76504
#0083967011005
(254) 770 2800
Div. Code - SW

McLANE SOUTHEAST 1F
555 OLD HULL ROAD
ATHENS, GA 30601
#0083967014006
(706) 549-4520
Div. Code - SE

McLANE CAROLINA 2D
ONE RICHARD DRIVE
ROCKY MOUNT, NC 27804
#0083967029888
(252) 972-2500
Div. Code - NC

McLANE NORTHEAST 2D
4472 STEELWAY BLVD. NORTH
LIVERPOOL, NY 13088
#0083967028003
(315) 638-7233
Div. Code - NE

McLANE NE CONCORD 2A
111 CONSTITUTION BLVD.
UNIT 160-B
FRANKLIN, MA 02038
#0083967022605
(603) 746-8030
Div. Code- MY

McLANE PACIFIC 1F
1700 KIBBY ROAD BLDG. H
MERCED, CA 95340
#0083967015003
(209) 725-2500
Div Code - MP

McLANE HIGH PLAINS 1F
2222 AVENUE A
LUBBOCK, TX 79404
#0083967026009
(806) 749-5848
Div. Code - HP

Television and Radio Advertising

We reserve the right to utilize our ad agency and/or in-house facilities for all production and media placement relating to any McLane Company programs. Absolutely no supplier tagging is allowed. The McLane name cannot be used in, nor associated with, your commercials, nor may you refer to the availability of your product at McLane Company without express written approval.

Should you have any questions regarding television or radio advertising, please contact the McLane Merchandising Department at (254) 771-7500.