

C&S Wholesale Grocers, Inc.

08/31/2018



Dear Valued Manufacturers,

We are excited to announce that C&S will be transitioning the current claims process (Issue Management System and Vendor Relations) to an online format within the C&S Manufacturer Portal, utilizing a new system known as PayBox.

Benefits of transitioning to the new PayBox system include:

1. **Administrative Efficiencies:** PayBox eliminates the hassle of sorting, compiling, and mailing/faxing paper claim packets. Information will now be easily uploaded and stored within the manufacturer portal.
2. **Streamlined Process:** Electronic submissions cut out the post office entirely. This means claims will be received faster, with the goal of overall reduction in time from submission to response.
3. **Cost Savings:** PayBox will help you save on paper, ink, toner, postage and so much more.
4. **Real Time tracking:** PayBox will allow for real time tracking of your claim within the PayBox system to view the status and/or resolution.
5. **Environmentally Friendly:** Electronic forms mean less wasted paper and less carbon emissions.

Effective September 17, 2018, all manufacturers will be turned on for usage of the Paybox system. The training documents will be stored on the C&S Manufacturer Portal. Once a claim has been resolved, you will receive notification of the resolution electronically (if the claim is repaid, payment information will be included as well).

If you do not currently have access to the C&S Manufacturer Portal, please reach out for the primary point of contact within your company responsible for the C&S account. As the Administrative User, they will be able to create a unique account for you based on your email.

Administrative Users: As with the existing functions within the C&S Manufacturer Portal (vendorportal.cswg.com), the relationships between your company and the brokers who perform duties on your behalf are created and maintained by your organization. Please remember to routinely review and manage your organization's broker relationships for any changes.

We recognize the large impact this will have on all our manufacturers and hope that you are as excited as we are to provide this paperless deduction management solution. Below are some key contacts for those who may have questions for all issues related to Paybox.

Primary contact source: payboxap@cswg.com – shared email account for a quick turnaround time for all questions relating to Paybox.

Sincerely,
Accounts Payable



C&S
Wholesale
Grocers

Corporate Offices
7 Corporate Drive
Keene NH 03431
(603) 354-7000

July 5th, 2018

Dear Valued Manufacturer Partner,

C&S takes tremendous pride in our efforts to provide outstanding service to our customers. Our ability to provide a high level of service to our customers requires every manufacturer to ensure C&S purchase orders arrive at our facilities on the date due and with an expected fill rate of, at a minimum of 99% +. The impact of late deliveries to the purchase order due date is critical to servicing our mutual customers and failure adds cost into the network. Inability to meet requested due date drives significant inefficiencies within the warehouse unloading practices and in turn negatively impacts our ability to provide the highest level of service. Based on the recent transportation capacity concerns we expect these problems will continue to increase if not properly addressed by each manufacturer timely.

C&S and our customers expect every manufacturer to make the appropriate arrangements within your supply chain in order to provide the highest level of service. In an effort to address this concern, C&S has implemented an On Time to Due Date compliance matrix. As a supplier to C&S you are required to meet the Due Date provided at the time a purchase order is placed. To ensure that the on time requirements are addressed we will be providing a monthly Requested Delivery Date (RDD) scorecard and a late purchase order fine schedule to be implemented for those manufacturers who fail to achieve a 95% on time rate.

The scorecard was developed over the last nine months after considerable time was taken to track and identify trends in the industry and more specifically, the impact to our operations. We have also worked with our transportation team to identify any upgrades to improve our reporting tools. We have held meetings with manufacturers and brokers beginning in September 2017, and have provided scorecards in an effort to improve their on time performance.

Manufacturers are encouraged to engage with our merchandising and procurement teams to:

- Meet the requirements needed to enable an on time in full performance of 95%

With our shared focus on providing the highest level of service to our mutual customers, we thank you on advance for your attention anticipated actions. Additionally we look forward to ongoing collaboration with your teams in order to achieve our collective goal for service, and in meeting a higher expectation as it relates to delivering on time to the original requested delivery dates. Noncompliance fees associated with this process can be found in our routing guide.

If you have any questions please reach out to your C&S merchandiser or C&S procurement representatives.

Sincerely,

Tracy Moore
SVP, Non-Perishable
Procurement and Merchandising

Michael Papaleo
SVP, Fresh Procurement and
Merchandising

Raymond Schrumpf
SVP, GM/HBC Procurement

October 15, 2018

To: All Carriers and Manufacturers

From: C&S Wholesale Grocers, Inc. - Logistics Programs Team

Re: Updated List of Locations – Freight Unloading Deductions

As you may already be aware, in an effort to continue to improve warehouse receiving efficiency, C&S Wholesale Grocers transitioned away from accepting payments at our receiving docks at facilities where it offers freight-unloading services in 2017. We eliminated cash, check, and direct bill transactions altogether, and began processing payments via manufacturer deduction.

Below is an updated list of locations in which C&S manages our freight unloading services internally. Please note that our Houston, TX location is scheduled to transition to internal on 11/4/2018 in order to align with the Houston Outside Storage facilities and the Coppell, TX location.

We thank you in advance for your cooperation. Questions or concerns regarding this payment policy should be directed to the Logistics Programs Team in Operations Finance at unloaddata@cswg.com.

Kind Regards,

C&S Wholesale Grocers

C&S Distribution Centers That Do Not Accept Payments at the Receiving Dock (Internally Managed)			
Frozen	Grocery	Perishable	GM/HBC
Brattleboro, VT	Brattleboro, VT	North Hatfield, MA	Bethlehem, PA
Westfield, MA	Suffield, CT	Hammond, LA	Jacksonville, FL
Hammond, LA	South Hatfield, MA	Montgomery, AL	Corder, TX
Montgomery, AL	Windsor Locks, CT	North East, MD	Mauldin, SC
Aberdeen, MD	Hammond, LA	Chester, NY	
York, PA	Bethlehem, PA	Baldwin, FL	
Baldwin, FL	Newburgh, NY	Orlando, FL	
Orlando, FL	York, PA	Miami, FL	
Miami, FL	Baldwin, FL	Plant City, FL	
Plant City, FL	Orlando, FL	Coppell, TX	
Stockton, CA	Miami, FL	Stockton, CA	
Mauldin, SC	Plant City, FL	Mauldin, SC	
Houston, TX	Stockton, CA	Houston, TX	
	Mauldin, SC		
	Houston, TX		
C&S Distribution Centers That Will Continue to Accept Payments (3rd Party Managed)			
Frozen	Grocery	Perishable	GM/HBC
Dubois, PA	Dubois, PA	Dubois, PA	York, PA
Robeson, PA	Robeson, PA	Robeson, PA	Sacramento, CA
Kapolei, HI	Kapolei, HI	Kapolei, HI	
C&S Distribution Centers That Will Continue to Accept Payments (Customer Managed)			
Frozen	Grocery	Perishable	GM/HBC
Cheektowaga, NY	Lancaster, NY	Lancaster, NY	
	Upper Marlboro, MD	Upper Marlboro, MD	
	Freetown, MA	Freetown, MA	
		Carlisle, PA	
		Jessup, MD	

Elimination of Payments at the Dock

Manufacturer and Carrier FAQs

09/01/17



Q: Why did C&S make the decision to transition away from payments at the dock?

A: There are multiple reasons:

- The safety of our employees and anyone on the premises of a C&S Wholesale facility is our priority and eliminating payments from our docks will increase the safety and security for everyone involved in the process
- Eliminating the process of collecting a payment at the dock will speed up the check-in and check-out process, reducing the time that drivers are required to spend on site
- Manufacturers will gain load level visibility of the freight unloading charges incurred at C&S locations on a weekly basis
- The new process will eliminate the need to provide drivers with checks, or have them handle large amounts of cash to pay for the freight unloading services
- Manufacturers will have more detailed visibility to true transportation costs, as carriers will not be required to quote unloading services into the cost of transportation.

Q: How will payments for freight unloading services be processed?

A: Payments for freight unloading services will be processed on a weekly basis via a deduction from the payment being made from C&S. In conjunction with the deduction, load level reporting will be emailed to the contact on file weekly allowing for visibility into what is included in the deduction.

Q: I currently have a direct bill account with C&S. How will this affect my direct bill account?

A: C&S will eliminate the direct bill process as well. All payments from manufacturers will be deducted weekly.

Q: My drivers unload their own trailers, how will this process change driver-unload?

A: It will not affect driver unloads. There will continue to be no charge to drivers that unload their own freight at C&S locations.

Q: An LTL carrier ships my product. How will I be charged for freight unloading?

A: That depends on the LTL carrier that you use:

- If you use a preferred LTL carrier, C&S will invoice the carrier directly
- If your organization elects to use an LTL carrier that does not have an agreement established with C&S, you will be invoiced based on your portion of the unload (by total finished pallets)

Q: My carrier includes the cost of freight unloading in the price that they charge to deliver the product. How do I ensure that I am not paying for these services twice?

A: There will need to be communication from the manufacturers to the carriers that they elect to use that there will be no charge for freight unloading services at our docks as of the date specified in the final timeline and those charges should not be included in their cost to deliver the product.



C&S
Wholesale
Grocers

To Our Valued Vendors and Brokers:

In accordance with C&S Wholesale Grocers commitment to continue to improve and provide superior and quality service to our customers, our Inbound Safety and Quality Requirements have been updated effective January, 2018. The 2018 Inbound Shipping and Routing Guide is available online. Please follow this link to download a copy of the guide:

https://vendors.cswg.com/sites/default/files/CS_inbound_Routing_Guide_2018.pdf

Each item noted in the Guide helps C&S provide our retailers with the service they deserve. And as stated in the Guide, C&S requires that its vendors share in the responsibility of providing superior service to our customers.

As part of our continuing business relationship we expect all vendors to comply with these requirements. Noncompliance with any of the requirements may cause delays in the receiving process or create safety hazards within our facilities, which ultimately impacts service to our retailers.

We further rely on our vendors to assure that quality service is being maintained in shipments to C&S in that the common carriers your company contracts to deliver product to C&S also adhere to these policies.

If you have any questions regarding this matter please contact our Vendor Relations Department at 802-257-6676.



C&S
Wholesale
Grocers

January 21, 2022

Dear Valued Partner,

C&S is proud to announce the first phase of our scheduling platform change. Effective on January 24th 2022 we will be activating the following facilities in C3 Dock Scheduling, with the first available appointment being Sunday February 20th, 2022.

Dubois: 851 Beaver Drive, Dubois PA. Duns Number 0018424670097 and 0018424670092

Robesonia: 300-336 Penn Ave, Robesonia PA. Duns Number 0018424679904

York GMD: 600 Arsenal Road, York PA. Duns Number 0018424679905

For these buildings you will no longer be able to use the Retalix Dock Scheduling site for orders with due dates of February 20th and beyond. We will be notifying all users who currently have access to Retalix and providing them a new USER ID for C3 Dock Scheduling.

There will be future communication provided as we begin to transition additional facilities. Thank you for your assistance in making this a successful transition.

For any questions regarding this transition please contact the following:

Myles Arnold: marnold@cswg.com , or 603-354-4643

Robin Pitchko: rpitchko@cswg.com , or 413-247-3882

Brad Renius: brenius@cswg.com , or 603-354-5376

Sincerely:

Stephen Syperski

Sr Director, ISQL/Product Recovery/OTIF/National Logistics

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