



**Redistribution Center (RDC) Network**

# **Supplier Compliance Manual**

**July 2011**

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## **I. Introduction**

### Sysco's Mission

To market and deliver great products to our customers with exceptional service.

### Vision

To be our customers' most valued and trusted business partner.

### A History of Innovation

Sysco was founded in 1969 and became a public company in 1970 based on the premise that the foodservice industry was ripe for a more expansive distribution system that combined national reach with local service. Since its inception, Sysco has continued to innovate by developing its own strong brands, adopting technology to improve supply and delivery systems, and initiating business practices that create strong customer loyalty.

### RDC Philosophy

The Sysco Redistribution Network was created to streamline our Supply Chain by further rationalizing transportation lanes, reducing inventory, and adding operational efficiencies into our Operating Companies.

Adoption into the Redistribution Network is dependent upon agreement to comply with the requirements outlined in this document as they enforce the efficiencies critical for operating the Redistribution Supply Chain. These guidelines lay the groundwork for an enhanced, mutually beneficial partnership with a select supplier community.

The purpose of this manual is to communicate Sysco's policies, processes and expectations as they relate to redistribution. Sysco considers the communication and understanding of our compliance requirements for the RDC network a critical element in the success of our relationships. Suppliers not adhering to the requirements explained and documented herein will be subject to a penalty fee associated with the infraction.

### Pre-Requisites for Entry into the RDC

Suppliers must complete the following pre-requisites as well as adhere to Sysco's operational and compliance requirements in order to be considered for adoption into the Redistribution Network.

### Baugh Supply Chain Centralized Billing & BSC, Inc. Electronic Trading Requirements

As a pre-requisite to becoming a RDC Supplier, the Supplier must be compliant with BSC Centralized Billing requirements. Contact the BSC, Inc. Billing Department as noted in section IX.

### Contractual Membership with iTrade Network

An RDC Supplier must be a signed member of the iTrade Network and have the ability to receive and send required documents electronically. iTrade Network and Data Services–eSupplier Solutions will assist you in meeting BSC, Inc.'s specification requirements. All required fields must be returned on all inbound documents. An RDC Supplier must also have the ability to receive EDI 850 purchase orders, generate multiple EDI 855 confirmations and EDI 810 invoices. Additional details concerning the EDI 856 ASN will be provided later in the manual. For more information regarding traditional trading document requirements contact the e-Supplier Solutions Department as noted in Section IX.

### RDC Pricing

A Supplier must reach agreement with Sysco on the Supplier Adoption Savings and pricing structure to be applied through the RDC. For more information regarding RDC pricing requirements contact the Supply Chain Services Department as noted in Section IX.

### Additional Prerequisites

The following additional documents are required, by the Supplier, prior to entry into the RDC for each supply point:

- Request For Data (RFD) – Required attributes for items distributed through the RDC Network.
- Customer Pick-Up Agreement – Any pick-up restrictions by supplier regarding a specific ship point; such as, pick up dates and times or schedule procedures.
- Recall Documentation – Supplier's recall procedures
- Example of Non-Sysco Branded Case Labels with Lot/Date Code Formatting and Breakdown – A description of how the RDC would read the lot and date codes on a Supplier's case.
- CHEP Global Identification (GLID) Number / iGPS Receiver Number – The CHEP or iGPS assigned numbers permit the RDC to track, send, and receive pallets efficiently. Each ship point has a unique reporting designation.
- Functional LPN Test Label – A copy of the Suppliers test LPN from ASN testing with i-Trade. The RDC requires one test label for each supply point that services a RDC.
- Supplier Contact Information – Listing of Supplier contact names for designated business areas.

## II. Data Management

### GTIN Requirements

- Sysco requires a GTIN barcode on all cases that are shipped to any Sysco or SYGMA warehouse facility in the USA or Canada. This includes Sysco brands, proprietary customer brands, and Supplier branded items.
- Sysco only accepts ITF-14 (Interleaved 2 of 5) or UCC/EAN-128 symbology.
- All outer shippers must be bar-coded on at least two sides which can be adjacent or opposite with a GS1 compliant GTIN. Four-sided barcodes will continue to be Sysco's optimal desire.
- Reference Appendix II A for additional information pertaining to requirements on GTIN's.

### Data Integrity

- Data drives Sysco's operational and transportation efficiencies for the RDC Network. It is imperative that data provided by the Supplier be validated systematically and physically. Reference Appendix II B to ensure data complies with Sysco's business requirements.

### Packaging Change Notification

- The Supplier is required to send notification 30 days prior to any new configurations/packaging changes shipped to any RDC facility which affects length, width, height, TI or HI. This notification should be sent via email to [suppliercompliance@corp.sysco.com](mailto:suppliercompliance@corp.sysco.com).
- Case dimensions for a single SKU must remain constant by ship point. No variable case dimensions such as length, width, height, TI or HI will be accepted.

## III. EDI

### Advance Ship Notice (ASN) (EDI 856)

The Advance Ship Notice (ASN or EDI 856) is a transaction used to confirm the configuration of a shipment of goods as well as additional information related to the shipment. This transaction will describe the shipment at the pallet, tier or case level, and will include such information as lot numbers, pack dates, expiration dates, and the net weight for catch weight items. Complete and accurate ASN's will preserve the efficiencies built into the product receiving process at the RDC's.

- The ASN is required to be received prior to the shipment's arrival at the RDC. As a guideline, the ASN should be sent once product leaves the Supplier's shipping facility.
- The ASN must accurately provide all required information about the incoming shipment.
- Reference Appendix III A for additional information pertaining to ASN and bar-coding requirements.

### License Plate Pallet Specs

- Specific data elements are required to be printed on the LPN which can be found in Appendix III B.
- All pallets will be labeled with an SSCC-18 Serial Shipping Container Code encoded in the UCC/EAN-128 symbology. This number will be scanned at receiving to match the product to data contained on the 856 – Advance Shipping Notice. Each barcode must be of scannable quality to be accepted.
- The UCC identification that is used for ASN transmission should be unique to each Supplier.
- The Supplier's unique UCC identifier should be transmitted within the electronic transmission for ALL branded product. The following Sysco UCC identifiers should not be used for electronic transmissions: 074865, 078982, and 734730.
- LPN labels should be either white or yellow in color and a minimum of 4" height and 5" in length.

## **IV. Replenishment**

### Service Level Requirements

The Sysco Service Level requirement is defined as the fulfillment of a purchase order without substitutions. The following requirements are necessary to ensure that Sysco is able to maintain its service level commitments to customers:

- All RDC purchase orders placed within the specified days for processing should adhere to 100% fill rate. Days for processing will be provided by the Supplier or a negotiated value between Sysco and the Supplier.
- It is standard procedure at Sysco Operating Companies short shipments will incur freight charge backs. Short shipments must be transmitted electronically via 855 confirmations. It is expected the Supplier notify the Replenishment Analyst through electronic communication of any occurrence of product shortage 72 hours prior to pick-up date as well as transmitting electronically via 855 confirmations. Freight charge backs will be incurred if less than 48 hours prior notification is given.

### Purchase Order Process

- A purchase order must not be split over multiple shipments; whether by truck, rail, container, or a combination of any.
- Multiple purchase orders are acceptable on a single truck, rail car, or container.
- The Supplier must ensure that the correct purchase orders are loaded on the designated truck, railcar, or container. The carrier is responsible for comparing the Bill of Lading with the load tender/dispatch to make sure the correct purchase is picked up.
- Sysco will coordinate with the Supplier for return of product. In the event the product is returned for quality issues, it is the responsibility of the Supplier to pick up the product either from the RDC or an Operating Company.

### Backorders / Substitutions

- Backorders and substitutions are not accepted.
- A Supplier must notify their designated Replenishment Analyst regarding fulfillment of previously unavailable product.

### Product Day to Processing (Lead Time)

- The Supplier is required to have all products ready within the agreed timeframe for processing an order for each adopted location.
- The Supplier must notify the designated Replenishment Analyst at least 30 days prior to any changes in lead time.

### Ship Point Change Notification

- The Supplier must notify the designated Replenishment Analyst no less than 60 days prior to transitioning to a new facility.

### Minimum Product Shelf Life

Guaranteed Redistributed Shelf Life (GSL) is the amount of life left on a product at the time of receipt at the RDC facility. Products purchased by the RDC are required to have 80% or more of manufacture's shelf life remaining at the time of receipt.

Due to the nature of certain products, some items will not allow for 80% shelf life at the time of receipt. In these situations, shelf life will be negotiated by Sysco and the Supplier prior to entry into the RDC.

*Example for calculating Guaranteed Redistributed Shelf Life:* A product with 365 days of Manufactured Shelf Life should have 292 days of Guaranteed Redistributed Shelf Life left at the time of receipt ( $365 \times 80\% = 292$ ).

### Order Exceptions

Order exceptions refer to situations when the flow of the order is altered due to extenuating circumstances. Examples include, but are not limited to; constrained product, return or recall of a defective product, direct shipments to Operating Companies, drop shipments, etc.

Suppliers must comply with the following requirements:

#### Direct Shipments to Operating Companies

- Specified shipping date or shipping windows must be adhered to.
- Shipments must have exact quantity ordered. Backorders, overages, shortages, or substitutions will not be accepted.

#### Drop Shipments to Customers

- Specified shipping date or shipping windows must be adhered to.
- Shipments must have exact quantity ordered. Backorders, overages, shortages, or substitutions will not be accepted.
- Shipments of multiple purchase orders must not be consolidated in a single shipping container.



## **V. Transportation**

### Freight Terms

Sysco's freight terms for products purchased by the RDC are FOB Shipper's Dock, Shipper's Load, Count and Seal.

### Shipper's Load, Count, and Seal

Suppliers are required to:

- Load the correct item and case quantity.
- Ensure all loaded cases are in good condition.
- Secure the load to minimize shifting and maintain case integrity.
- Ship with sufficient shelf life as agreed to by Sysco and the Supplier.
- Seal all trucks prior to the truck leaving the supplier's shipping facilities. Notate seal information on the Bill of Lading.
- All refrigerated or frozen trucks, rail cars are required to have a Temperature Tracking Recorder. Contact the Quality Assurance team noted in section IX concerning TTR Requirements. \*TTR specifications can be found under Additional Corporate Requirements in Appendix VII A.
- In the event that a truck arrives at a Supplier's facility sealed, the Supplier must record the seal number that will be broken and record the new seal number on the Bill of Lading.

It is not the carrier's responsibility to seal the load or complete any other Supplier responsibilities as noted above.

### Bill Of Lading

- A Bill of Lading (BOL) is required to accompany every shipment complying with the U. S. Department of Transportation regulations.
- Reference Appendix V A for additional information pertaining to Bill of Lading requirements.

### Carrier Appointment Requirements

#### Pick-up Appointments at Supplier's Facility

- Carriers will only use Sysco purchase order numbers to make appointments for RDC loads. Carriers will not have ability to use any other confirmation, release, or Supplier order number to set up appointments.

### Delivery Appointments at a RDC Facility

- Freight being delivered to the RDC Facility is only done on an exception basis.
- All delivery appointments must be approved by RDC.
- Appointment requests must be completed by email 72 hours prior to the delivery date. Reference Section IX for the appointment request email address.

### Detention at Supplier's Dock

- Loading time is not to exceed two hours.
- A detention charge will be assessed if the Supplier's ship point exceeds the allotted loading time of two hours.
- After the two hours allowable loading time, a fee of \$60/hour, chargeable in 15 minute increments will be assessed. In the event that a carrier arrives late for a scheduled appointment, all detention charges will be automatically waived.
- Suppliers requiring additional loading time on a regular basis may request a Drop Trailer program provided that the supplier meets established volume requirements and receives approval by Sysco.
- Detention charges may apply for Drop Trailers in the event the carrier does not have access to pick up the trailer or if the trailer is not loaded at the designated appointment time.
- Reference Appendix V C for information pertaining to detention time verification process.

### Rail or Intermodal Shipments

- All railcars and intermodal shipments are to be loaded according to published loading guidelines found under Appendix V D.
- All railcars are to be inspected by the Supplier's shipping facility prior to loading to ensure they are clean with no holes and/or strong odors.
- The Supplier is required to include a placard which indicates the side of the rail car to be used for unloading. This is usually the same side the Supplier uses to load.
- Once the car is loaded, a copy of the Bill of Lading must be faxed to the appropriate RDC. Contact information can be found in Section IX.
- The Supplier is responsible for loading and bracing railcars/intermodal units.
- All dunnage used to brace railcars/intermodal units en route to the RDC will be at the Supplier's expense.

## VI. Operations

### Pallet Specifications

- Sysco requires that all Suppliers ship product on CHEP or iGPS pallets. CHEP and iGPS pallets maintain durability required for redistribution while simultaneously providing value throughout the supply chain.
- Suppliers requesting to ship on a platform other than CHEP or iGPS must go through an approval process prior to entry into the RDC Network. All Non-CHEP/iGPS pallets will be considered one way disposable pallets. Suppliers will incur a per pallet fee for labor and replacement.
- Suppliers are responsible for ensuring all CHEP or iGPS pallets shipped into the RDC Network meet Sysco's pallet quality standards.
- Reference Appendix VI A for additional pallet and slip sheet spec information.

### Pallet Composition

- All pallets should correspond to the TI/Hi values provided by the Supplier.
- There should be no product overhang on the pallet.
- Case labels should face outwards to easily identify the product.
- Lot controlled items may have a maximum of two lot/expiration dates per pallet.
- All SKUs on a purchase order in quantities of one layer or greater should be placed on their own pallet. A unique LPN is required per pallet.
- Individual SKUs ordered in less than tier/layer quantity may be mixed on a pallet with other less than tier/layer SKUs.

### LPN Placement

- Each pallet of a single SKU will have one unique LPN with 2 License Plates Labels. When facing the front of the 40" side of the pallet, the LPN will be affixed underneath the stretch wrap directly onto lower right hand corner case on the front side and adjacent 48" right side of the pallet.
- Reference Appendix VI B for example of location of LPN placement.

### Load Quality

- All loads must be secured and stabilized.
- Stretch wrap must cover all cases and extend halfway down the CHEP or iGPS pallet, securing all cases to the pallet itself.
- Corner boards may be incorporated to eliminate crushing product when stacking pallets.
- Multiple stacked pallets may be stretch wrapped together to reduce load shifting.
- Glue or tape must not be used to stabilize cases since it interferes with Sysco's de-palletizing equipment.
- Lighter products should be placed on top of heavier products.
- All dunnage used to brace shipments en route to the RDC will be at the Supplier's expense.
- To prevent puncturing, it is strongly suggested that slip sheets be placed between bagged food items and the pallet.
- All product shipped must be sanitary, damage free and properly secured. This includes product packaged within the case. Failure to comply will result in an OS&D claim.

## VII. Claims

### Disposition Process for Insufficient Shelf Life & Mis-Shipped Product

- A disposition request will be initiated by Sysco's Operations Claims Coordinator.
- Response with disposition and a return authorization number must be provided within 24 hours of receipt of notification from Sysco.

The options for disposition of product with insufficient shelf life are limited to the following:

- Pickup of the product (Return authorization number is required with this request for disposition and product must be picked up in a 2 week timeframe) by the Supplier.
- Authorization for destruction of product. Sysco RDC network reserves the right to recoup the cost of destruction for large quantities of product or product that requires special processes and/or equipment.
- Authorization to donate product to an organization/entity of Sysco's choice.

### Overages, Shortages, and Damages (OS&D) Notification

- The RDC will contact Suppliers within one calendar week of receipt regarding overage, shortage, or damage claims.

The following description of Sysco's OS&D procedure provides a brief overview of the procedure and what Suppliers can expect when there is an OS&D claim.

1. RDC will receive product utilizing the Bill of Lading.
2. If OS&D is confirmed, the RDC will initiate an OS&D claim. The RDC Receiver will photograph and document any damages for claim processing.
3. RDC Transportation will make an assessment of the cause of damage, notify the responsible party, and complete the OS&D report.
4. Follow-up on OS&D will be completed by the RDC. Expectations are:
  - Overages – A/P or Transportation calls Supplier/Broker to confirm the overage and the RDC agrees to buy or may initiate a Return Authorization.
  - Shortage – A/P or Transportation calls Supplier/Broker for authorization to deduct or will file a claim against the carrier. In the event of a shortage, the Supplier will expedite delivery of product at Supplier's expense.
  - Damages – A/P or Transportation informs Supplier/Broker and Carrier of damaged product and request an authorization for RDC to file claim along with disposition instructions.

## VIII.Quality Assurance

### Case Labeling

- Non-Sysco Branded Items: For identification purposes, Sysco requests that all non Sysco branded products have the Supplier's product code marked on the case.
- Sysco Branded Product: For identification purposes, Sysco branded product must contain the Sysco logo, Product Description, Product Number, Product Name, Net Weight, Count/Size and Storage & Handling, and GTIN Barcode. Contact the Sysco Logix3 helpdesk at [sysco@logix3.com](mailto:sysco@logix3.com) or 1-877-430-5793 for additional information.

### TTR Requirements

Sysco is firmly committed to providing safe, wholesome, and high quality products for all of its customers. Accordingly, Baugh Supply Chain Inc. (BSC, INC.), a wholly owned subsidiary of Sysco and its Operating Companies will require specific Suppliers to employ continuous temperature monitoring devices on vehicles transporting specified refrigerated and frozen products including:

- Ready-to-eat Seafood items that are not transported in ice or other cooling media, when the transportation time exceeds four hours;
- Refrigerated Sourced Ground Beef products,
- Refrigerated Classic and Reliance Controlled Vacuum Packaged Poultry Products,
- Refrigerated Produce Loads, and Frozen Fruits, Potatoes and Vegetables.

Reference Appendix VIII A for additional information pertaining to TTR requirements.

### Product Recall

In the event of a recall initiated by the Supplier, Sysco Corporate Quality Assurance formally requests a copy of any recall notification that your company forwards to any affected Sysco operating company or any of its subsidiaries. The information (operating company & item specific) attached should be ascertained and communicated to Sysco Corporate Quality Assurance as soon as possible.

## **IX. Contact Information**

For questions regarding the requirements in the RDC Supplier Compliance Manual, please contact your BSC, INC. Contact, Category Operations Manager, or Supply Chain Operations Analyst.

### **Baugh Northeast Supply Chain – Front Royal, Virginia**

Phone: 540-631-2300 Fax: 540-631-2307  
Inter-Modal/Rail Shipment Fax: 540-631-2303  
Delivery Appointment Email: [RDCschedVA@corp.Sysco.com](mailto:RDCschedVA@corp.Sysco.com)

### **Baugh South Supply Chain – Alachua, Florida**

Phone: 386-418-8500 Fax 286-418-8505  
Inter-Modal/Rail Shipment Fax: 386-418-8675  
Delivery Appointment Email: [RDCschedFL@corp.Sysco.com](mailto:RDCschedFL@corp.Sysco.com)

### **BSC Centralized Billing**

Fax: 281-584-2740  
[CBILL@corp.Sysco.com](mailto:CBILL@corp.Sysco.com)

### **Data Services – Master Data Management**

Phone: 281-758-7270 Fax: 855-774-4358  
[000-DSSPEC@corp.sysco.com](mailto:000-DSSPEC@corp.sysco.com)

### **Data Services – eSupplier Solutions**

Phone: 281-758-7269 Fax: 855-774-4358  
[000-eSS-Group@corp.Sysco.com](mailto:000-eSS-Group@corp.Sysco.com)

### **National Inbound Transportation Center NITC**

Phone: 866-478-2880 Fax: 281-584-2521

### **Supply Chain Services**

Fax: 281-584-5000  
[000-BSCC-CATOPS@corp.sysco.com](mailto:000-BSCC-CATOPS@corp.sysco.com)

### **Supply Chain Operations**

Phone: 281-584-6843 Fax: 281-752-2119  
[SUPPLIERCOMPLIANCE@corp.sysco.com](mailto:SUPPLIERCOMPLIANCE@corp.sysco.com)

### **Sysco Corporate Office (BSC, INC.)**

Phone: 281-584-1390  
[www.Sysco.com](http://www.Sysco.com)

## **Sysco Quality Assurance Contacts**

Jason Castroman, Regulatory & Technical Services Technologist

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Phone: 281-584-1399

Cell: 832-498-1988

Fax: 281-584-1240

### **CHEP**

Phone: 1-800-243-7255

Baugh NE GLID: 4000086757

Baugh South GLID: 4000147375

[CHEPNewEmitterSales@CHEP.com](mailto:CHEPNewEmitterSales@CHEP.com)

### **iGPS**

Phone: 1-800-884-0225

Baugh NE Receiver Number: RBAUZ00012

Baugh South Receiver Number: RBAUZ00013

[info@igps.net](mailto:info@igps.net)

## **Appendices**



## Data

### Appendix II A: Sysco Barcode Requirements

#### **Note to the Supplier:**

Sysco requires a GTIN barcode on all cases that are shipped to any Sysco or SYGMA warehouse facility in the USA or Canada. This includes Sysco branded product, proprietary customer brands and supplier branded items. The following points outline Sysco's barcode specifications.

#### **What is a GTIN barcode?**

As referenced in GS1's website [www.gs1us.org](http://www.gs1us.org), the Global Trade Item Number (GTIN) is the foundation of the GS1 System (formerly the EAN.UCC System) for uniquely identifying trade items, which include both products and services that are sold, delivered, and invoiced at any point in the supply chain.

#### **GTIN Barcode Symbology**

Sysco only accepts ITF-14 (Interleaved 2 of 5) or UCC/EAN-128 symbology. Below is the detailed explanation to decipher between the two barcodes as notated in GS1's web page:

#### **ITF-14 (Interleaved 2 of 5)**

As referenced in GS1's website [www.gs1us.org](http://www.gs1us.org), ITF-14 is the GS1 System implementation of an Interleaved 2 of 5 barcode that encodes the Global Trade Item Number® (GTIN®) used for standard logistic units such as cartons, cases, and pallets. Trade items marked with ITF-14 symbols are **not** intended to pass through retail point-of-sale (POS).

ITF-14 symbology is typically used for direct printing on corrugate based on the barcode's simple construction, and the lower reflectance of corrugated materials. The lines at the top and the bottom of the barcode are called "bearer bars" and are used to prevent something called a "short scan." The bearer bars disrupt the scan and ensure that only complete scans will return a valid barcode read. The use of this symbology supports fast and accurate tracking of inventory, adding visibility to your value chain.

#### **UCC/EAN-128**

As referenced in GS1's website [www.gs1us.org](http://www.gs1us.org), GS1-128 (UCC/EAN-128) barcodes are used to encode trade item data for logistics units such as cartons, cases, pallets, and returnable assets that are not intended to pass through retail point-of-sale (POS). The use of this symbology supports fast and accurate tracking of inventory, adding visibility to your value chain.

Specific information can also be encoded in GS1-128 barcodes to add security and sustainability to your value chain. Best Before Date, Batch/Lot Number, Serial Number, and the GS1 System's Serial Shipping Container Code (SSCC) are examples of the data that can be encoded in a GS1-128 barcode.

The combination of unique identification and standardized data content make GS1-128 barcodes invaluable for sharing rich data content between trading partners across wide

sectors in the value chain, bringing retailers, healthcare providers, manufacturers, and logistic service providers together to collaborate and improve the value chain.

### **GTIN Barcoding Placement**

- All outer shippers must be bar-coded on at least two sides (adjacent or opposite) with a GS1 compliant GTIN (Global Trade Item Number).
- Partial print boxes utilizing labels or jet printing and marking of barcodes require barcodes on two adjacent or opposite sides of the case.
- Total print boxes with no labeling or marking require barcodes printed on all four sides with bearer bars.
- Four-sided barcodes will continue to be Sysco's optimal desire.

### **GTIN Barcoding Specs**

- Sysco requires a unique GTIN when there have been changes to a formulation, a pack and/or size.
- GTIN barcodes must be tested with using a verifier to validate manufacturers' symbols meet the level of quality set forth by the general GS1 specifications.
- GTIN barcodes must attain a grade C or higher when verified.
- GTIN barcodes must be printed to accepted specifications (i.e. size, color, etc).
- All barcodes on the same package (case or unit) must be identical. For Sysco Brand products, the Sysco assigned GTIN must be encoded in the barcode, not the supplier's GTIN.
- Variable weight product requires the UCC/EAN-128 barcode symbology. The correct indicator required for variable weight product is "9". The appropriate AI (Application Identifier) to encode the case weight is required. All AIs must be enclosed in parentheses in human readable form. The parentheses are not encoded in the barcode symbol.

### **UPC Barcoding**

- All inner packages intended for re-sale must be bar-coded on at least one side with a UPC. This requirement applies to any interior product that Sysco's distribution facility could split for re-sale if they choose. Excluded from this requirement are those items that cannot be split (i.e. bulk pack, assortment, one inner unit only) and those for which regulatory requirements prohibit splitting, such as certain chemical products. The barcode symbol to use in this instance is the UPC-A. The GTIN-12 (12-digit UPC) is composed of:
  - Supplier's GS1 Company Prefix
  - Supplier's Item Reference Number
  - Check digit
- Bags, tubs, and pails are considered units of product. The UPC-A barcode is required.

Sysco's specifications are based on input from our supplier community including GS1 US, IFDA's EFR Standard Product Identification Committee, and barcode printing equipment companies regarding the marking of barcodes on total print boxes and partial print boxes including interior primary packaging.

For specifications related to size, placement and magnification of the barcode, please contact GS1 US at [info@gs1us.org](mailto:info@gs1us.org) or by phone at 937-435-3870. For suppliers in Canada, please contact GS1 Canada at [info@gs1ca.org](mailto:info@gs1ca.org) or by phone at 416-510-8039.

For further assistance, contact Data Services – Master Data Management at 281-758-7270. Questions related specifically to Sysco brand product packaging should be directed to Logix3 helpdesk at [sysco@logix3.com](mailto:sysco@logix3.com) or 1-877-430-5793.

#### Example of ITF-14 (Interleave 2 of 5) barcode



ITF-14 symbol with bearer bars on the top and bottom of the symbol, commonly used for general purpose inkjet and thermal transfer printing.

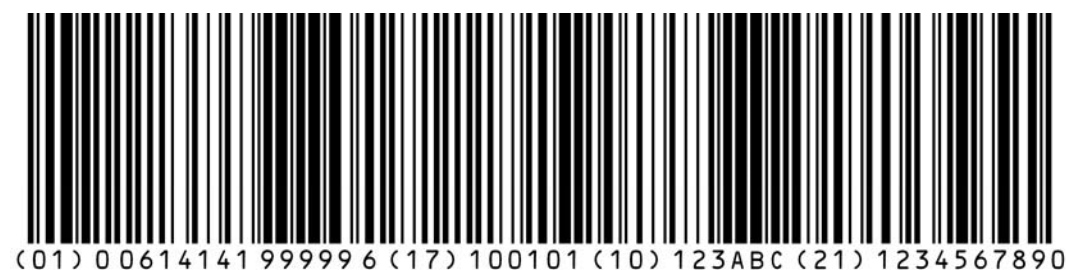


ITF-14 symbol with bearer bars on all four sides of the symbol, commonly used for printing utilizing

#### Note:

- ITF-14 = The GS1 system's only use of Interleaved 2 of 5. It is only used to encode the GTIN
- Any of the GTIN data structures may be used, as long as they are expressed as 14-digits

#### Example of UCC/EAN-128 barcode with application identifier 01



- When GS1-128 symbology is used to encode a GTIN, the Application Identifier of (01) is required and precedes the GTIN
- Ability to string together (concatenate) multiple fields (Here, the GTIN plus Sell By/Expiration Date, Batch or Lot Number, and Serial Number)

## Appendix II B: Sysco Data Validation Rules

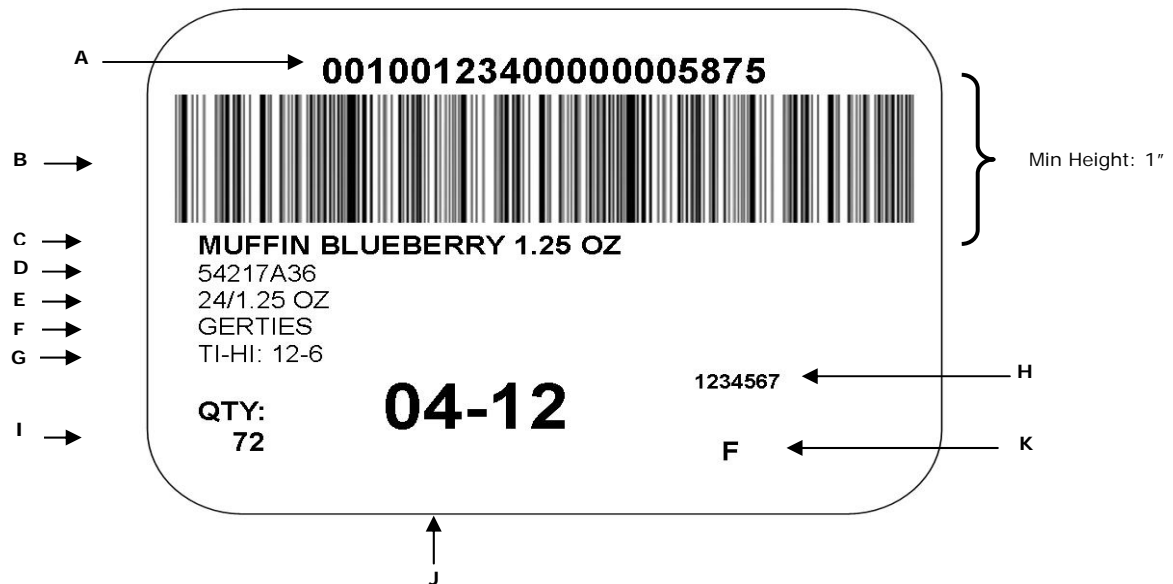
<b>Business Rule</b>	<b>Description</b>	<b>Formula for Calculation</b>
Overhang - extends over pallet	The calculated surface area of the pallet must be less than 2,100 square inches.	Shipping TI x Case Length x Case Width
Surface Area coverage too low	The calculated surface area of the pallet must be greater than 1,250 square inches.	Shipping TI x Case Length x Case Width
Pallet Height	The calculated pallet height must be no greater than 110 inches for dry shipments or no greater than 100 inches for cooler/frozen shipments. For any temperature zone, the total pallet height must be greater than 35 inches. Pallet and liftoff height is considered when performing this check.	Shipping Hi x Case Height + 9 (pallet + liftoff)
Gross and Net Weight	Gross weight must always be larger than Net Weight.	N/A
Storage Zone and Temperature	Storage zone (Dry, Cooler, Frozen) must correspond to appropriate minimum and maximum temperature.	N/A
Guaranteed Shelf Life	Product must contain a minimum of 80% of manufacture's shelf life at time of receipt.	N/A

## EDI

### Appendix III A: Advance Ship Notice (ASN EDI 856) Requirements

Requirement	Description
Unique Shipment Identification Number	Unique 16 digit ASN number
Sysco Purchase Order Number	Sysco purchase order sent to the Supplier. PO number appears on the header level.
Sysco Purchase Order Number Line Item Sequence	The sequence of line items on the ASN must be the exact line item indicator as the 850 purchase order.
Sysco Order Control Number	Order control number (OC#) is a unique number assigned by BSC, INC. on all orders.
Sysco Uniform Vendor Code (SUVC)	The unique 6-digit number assigned to the Supplier.
Ship-From Name	Supplier's Name
Ship-From Address	Supplier's Address
Global Location Number	The GLN provides a standard means to identify trading parties and locations to support the requirements of electronic commerce. More information may be obtained by visiting the Uniform Code Council site on GLN at <a href="http://www.info@gs1us.org">http://www.info@gs1us.org</a> .
Ship To Information	The physical address on the PO to which product is shipped.
Sysco Uniform Product Code (SUPC)	The Sysco unique 7 digit number that corresponds to the Supplier's item number.
SUPC Pallet Quantity	An item may span multiple pallets, but the quantity should reflect the actual quantity per LPN per pallet.
Lot Number	Lot# or batch# must be included on the pallet level ASN. Only 2 Lot/Expiration Dates are allowed per pallet. If there are multiple lots on a pallet of product, multiple lot numbers must be provided in the ASN.
Manufacture Date	If the product has a Manufacture Date printed on the case and/or inner pack, it must be included on the ASN.
Expiration Date	If the product has Expiration or Use By Date printed on the case and/or inner pack, it must be included on the ASN.
Net Weight	If product is a catch weight item (sold by the pound) the net weight of the product on the pallet must be included in the ASN.

## Appendix III B: UCC/EAN-128 Label Requirements



### LPN Data Elements

Data Element	Example	Description
A. Numeric Human Readable Barcode Translation	00100123400000005875	The application identifier "00" must precede the License Plate Number
B. Barcode		<p>UCC/EAN-128 symbology for LPN must be 20 digits which link to the ASN.</p> <ul style="list-style-type: none"> <li>The first two "00"s is the application identifier which identifies it as UCC/EAN-128</li> <li>The 3<sup>rd</sup> digit identifies the packaging type with 0=case, 1=pallet, and 3=larger than pallet</li> <li>The 4<sup>th</sup> – 10<sup>th</sup> digits should contain the Supplier's UCC Manufacturer ID. The following UCC ID's are not to be used: 074865, 078982, and 734730</li> <li>The 11<sup>th</sup> – 19<sup>th</sup> digits reflect the shipping container number. This must be a unique shipping container for each LPN.</li> <li>The 20<sup>th</sup> digit is the check digit that is calculated through the UCC - Uniform Code Council.</li> </ul>
C. Product Description	Muffin Blueberry 1.25oz	Supplier's description of product
D. Manufacturer ID	54217A36	Suppliers product code identifying item
E. Pack/Size	24/1.25oz	Product's pack and size
F. Brand	Gerties	Supplier's product's brand
G. TI/Hi	12-6	Supplier's vendor pallet TI/Hi
H. SUPC	1234567	Sysco's Uniform Product Code
III. Quantity	72	Quantity of item shipped on the pallet
J. Ship Date	04-12	Date product was shipped
K. Storage Code	F	Supplier's product storage type

# Transportation

## Appendix V A: Bill of Lading (BOL) Data Requirements

The Bill of Lading serves as the basic contract of carriage between the shipper and all connecting Carriers, as a receipt for the goods, and as indicator of ownership of the goods. The Bill of Lading is the basic transportation contract between the Shipper-Consignor and the Carrier; its terms and conditions bind the shipper and all connecting Carriers. Additionally, the Bill of Lading is a necessary element of a claimant's prima facie case in a court action, although it does not necessarily prove the cargo's good condition at origin.

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

- Supplier Name
- Supplier Address
- Consignee Name
- Consignee Address
- Special Instructions
- Freight Charge Type (Pre-Paid or Collect)
- Number of Packages
- Description of Articles, Packages, Markings, and/or Exceptions
- Weight
- Shipper Signature
- Time and Date Tendered
- Carrier Name
- Driver Name and Signature
- Country of Origin for Imported Products (COOL)

**Sysco** also requires the following information be provided on the BOL:

- Sysco Purchase Order Number
- Supplier's Sysco Customer Number
- Supplier's Sales Order Number that relates to the Sysco Purchase Order Number
- Ship Date
- Estimated Time of Arrival
- Bill of Lading Number
- Seal Number
- Product Code
- Quantity Shipped per Item and Total
- Weight per Item and Total (Net Weight for Catch Weight Items)
- Pallet Count
- Load Temp (Maintain at)
- Lot Number
- Load Number (Supplier's unique Load Number Identifier)

Logon to the Voluntary Interindustry Commerce Solutions (V.I.C.S.) website at <http://www.vics.org> to see a standard Bill of Lading form. For more information regarding Bill of Lading requirements see <http://www.dot.gov> or by contacting Sysco's National

Inbound Transportation Center noted in Section IX.

## Appendix IV B: Country of Origin Labeling Requirements

Effective September 30, 2008, covered commodities sold by retailers will have to comply with the rule in 7 CFR, Part 65. A copy of this rule can be reviewed at <http://www.ams.usda.gov/AMSV1.0/getfile?dDocName=STELPRDC5070926>.

- Country of Origin, as described in the above referenced rule, must be declared on ALL affected products that your company supplies to any Sysco company. Country of Origin must be legible, conspicuous, and must appear on the master case as well as any interior packages if the interior package is labeled for retail sale. The Country of Origin declaration must meet the appropriate requirements as stated in the proposed regulation. (Please note, existing requirement for “wild” or “farmed” designation of Seafood items is still in effect.)
- All inbound Bills of Lading and invoices accompanying the affected commodities must identify, by line item, the Country of Origin. At the very least, if you cannot provide the Country of Origin information on both invoice and Bill of Lading, it **must** appear on the Bill of Lading. (Please note existing requirements for “wild” or “farmed” designation for Seafood items are still in effect.)

Ensure that all affected products your company ships from 9/30/08 forward are marked in accordance with the direction provided above. In addition, information/paperwork accompanying the load must be compliant as described. Be advised that products in the affected categories that do not exhibit proper labeling or paper work by the effective date may be rejected.

The final interim rule provides much detail about products exempt from the rule. Note that the Redistribution Centers request compliance on items covered by the rule.

An explanation of the exempted products can be found at:  
<http://www.ams.usda.gov/AMSV1.0/getfile?dDocName=STELPRDC5071922>

The full rule can be found at:  
<http://www.ams.usda.gov/AMSV1.0/getfile?dDocName=STELPRDC5070926>



## Appendix V C: Detention Verification Process

### **Detention Incurred at Supplier Facility – NITC Time Verification Process**

In the event a carrier is detained at a supplier facility while loading, the carrier will open a detention event with NITC requesting payment for time detained. NITC will then send an email to the supplier (using the detention contact and email address provided by the supplier) for validation of the pickup appointment time, driver arrival time, driver departure time. The supplier has 48 hours to respond back and either validate or correct the times given by the carrier. If the supplier does not respond back then the carrier will be paid detention based on the times supplied by the carrier. If the supplier does respond and the times differ from the times supplied by the carrier, NITC will pay the carrier using the supplier's times. Once the carrier is paid, the supplier will be charged back for the detention expense incurred.

## Appendix V D: Sysco Railcar/Intermodal Guidelines

Damage free shipping starts with proper loading. It is important that Suppliers take the necessary steps to ensure damage free products arrive at our various Sysco locations. A load should have the proper weight distribution and adequate blocking and bracing to prevent the shifting during transit. The following steps & principles must be followed by all Sysco Suppliers to assure quality goods, free of damage, arrive at our Operating Companies and customers.

**Proper Packaging:** The following is information from Sysco's general requirements for canned Suppliers and is based on industry normal conditions:

- **Can Strength:** Can strength must be sufficient throughout the entire transportation process. Deviations from can strength must be communicated and agreed upon with Sysco Quality Assurance.
- **Base Box:** 6/#10 can body should be constructed with base weight steel of 103#. The ends should be made of steel with a base weight of 107# or 112#.
- **Temper:** 6/#10 cans should be constructed with T5 metal for the body and ends.
- **Metal Tinplate:** 6/#10 cans for low acid food should have .10/.20 body tinplate and TFS (Tin Free Steel) ends. 6/#10 cans for high acid foods should have .50/.20 body tinplate and .75/.20 end tinplate. (Note: for information on minimum Edge Crush Test (ECT) see rule 41 of the Uniform Freight Classification 6000-M on the last 2 pages of this document).

**Selection and Preparation of Railcars/Intermodal Units-** Personnel must inspect all cars before loading to ensure that every car is in suitable condition to safely transport a load to its destination.

Railroad should furnish a car suitable for loading a customer's product. Shipper should inspect cars to determine if the car meets requirements (reject it or properly prepare it). If the shipper does not reject a car, it becomes the responsibility of the shipper to properly prepare the car for loading:

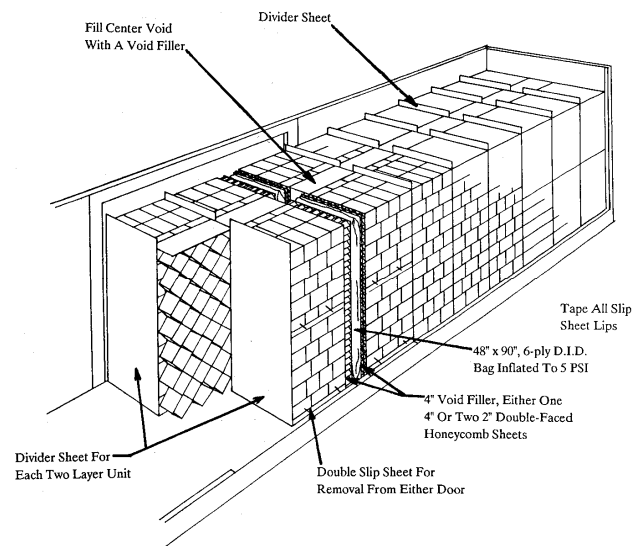
- Sweep floors
- Remove any exposed nails or protrusions and straps in wall anchors
- Make sure bulkhead doors are in good working order

## Reasons to Reject:

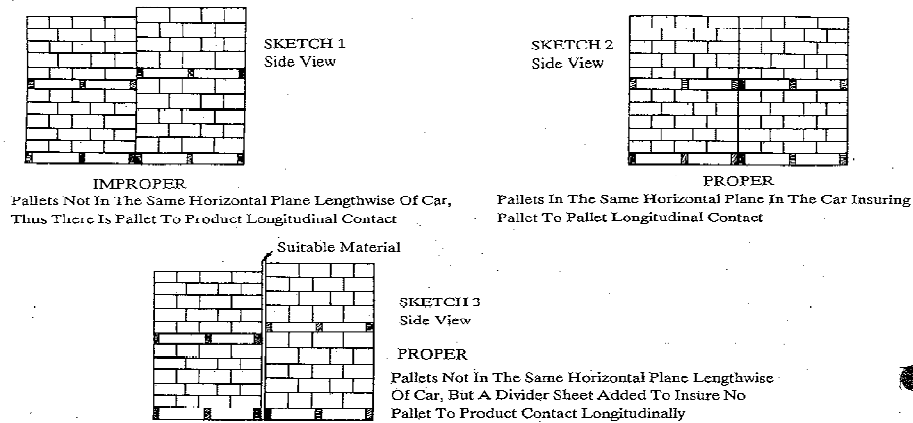
- Leaky roof
- Wall or floor problems (if light enters the cars, so can moisture, air and dust)
- End wall bowed 3+ inches
- Defective doors
- Any item that cannot be repaired by carrier or their contractor

**General Loading Principles:** Load must be secured in a manner to prevent it from shifting either crosswise or lengthwise during transport where it could affect safe weight distribution and cause damage to the loaded product. It is imperative that the load is uniformly distributed.

- It is paramount to ensure the load is tight crosswise and lengthwise in the car
- Do not load damaged products
- Load cases together that combine well into a bonded pattern
- Load cases of similar characteristics together
- Use separators and dividers as necessary
- Lading shall be properly distributed, secured and blocked, and in compliance with the AAR Intermodal Loading Guide for Products in Closed Trailers and Containers, and the AAR Mechanical Section 7 Rules Governing the Loading of Commodities on Open Top Trailers/Containers To Be Handled in Trailers/Container-On-Flat-Car (TOFC/COFC) Service. It is not intended that closed trailers or containers be opened for interior inspection of loads unless the trailer or container has not been properly loaded.
- Loading of equipment shall be in compliance with the AAR Intermodal Committee Loading Capabilities Guide, available on the AAR website ([www.aar.org](http://www.aar.org)).



*Above Figure-Can Goods Loaded Two High*

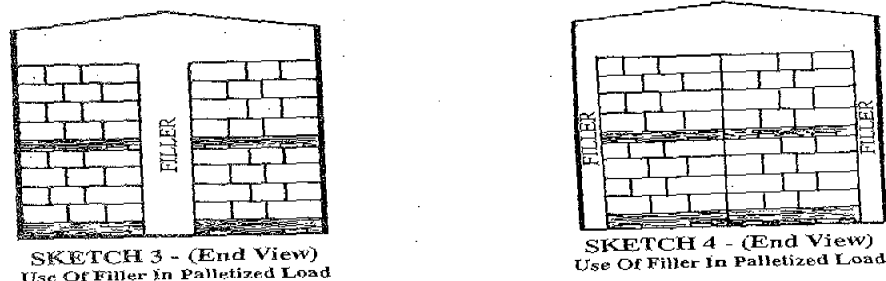


Unitizing is the process of assembling cargo into a standardized or compact unit for ease of handling by mechanical equipment. Unitization makes the loading and unloading process easier and helps prevent damage & theft.

When using shrink/stretch-wrapping:

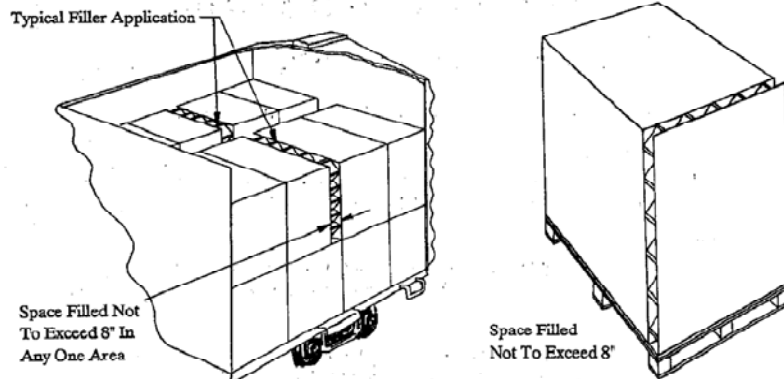
- Load in a bonded block pattern when practical
- Maintain vertical alignment of shipping containers
- Ensure all layers of the unit are wrapped
- Have wrap encircle the pallet base

Load units in a straight line lengthwise in car to ensure face-to-face unit alignment. Use drop in void fillers for crosswise void fillers



### Lengthwise Void Fillers

- Void fillers are used to prevent side to side shifting of cargo in a railcars, intermodal units, containers or truck shipments.
- Lengthwise void fillers should be used to withstand a load of 1,500 lbs/sq ft.
- Should not exceed 8" in any one area.
- Plan fillers should be approximately the same size as the unit.
- Do not reuse the filler if it has been damaged and can no longer fill the intended void.



**Figure No. 16**  
**USE OF LENGTHWISE FILLER MATERIAL**

**Filler Construction:** Lengthwise void fillers are to be of uniform strength over the face of the void filler and capable of withstanding a load of 1500 lbs./sq.ft. (test full dimension filler sheet).

Make the height and width dimensions of the faces of the filler material as near as possible to the dimensions of the faces of the units they will be separating.

Do not reuse filler material if it has been damaged and is no longer capable of filling the intended void or if there is any evidence of creasing or damage to the core which might reduce the compression strength of the filler.

Do not use lengthwise void filler material as a bulkhead or in lieu of a bulkhead.

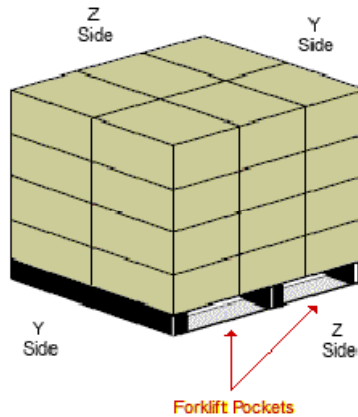
## **Slip Sheeted Units**

- Match the slip sheet strength to the weight of the load
- Tape or secure slip sheets to prevent damage
- Double slip sheet doorway units to facilitate unloading from either door, with slip sheet flaps out on both sides of the pallet in order to aid unloading at either door

## **Palletized Units**

Quantity of an item, packaged or unpackaged, which is arranged on a pallet in a specified manner and securely strapped, shrink wrapped or fastened so that the whole is handled as a unit. When using shrink wrap, make sure the pallet is wrapped around in full or at least 2" to prevent the cases from sliding off the pallet.

- Pallets should be in good condition and of sufficient strength for handling products
- Pallets should be free of defects, exposed nails and/or broken boards
- Palletized units must provide unit to unit contact
- The use of four way pallets in doorways is recommended



Note: Pre-Pallet Inspection

1. No broken or missing stringers
2. No protruding nails; all nails must be flush or below the level coming in contact with all the cases

**Bracing The Load-** Disposable inflatable dunnage (Air Bags) utilized at Supplier expense

- Can be used to fill lengthwise voids of 4 to 10 inches- after inflation 12 inches
- Inflate from 5 to 6 PSI
- Use an air gauge to insure proper pressure
- For double layer loads, use bags that are vertically or horizontally adjacent to each other
- Place dunnage bags 1" off the floor
- Add buffer sheets to protect the bag



When air bags are placed between void panels to prevent in route airbag displacement, apply double sided tape or spray adhesive to the panel. Hold down tape can also be used over the top of the panel and the top of the bag. Extend buffer material/panels slightly above the load. Airbags should not extend beyond the top of the load.

## Minimum Loading Standards for Packaged Food Products in Closed Cars and TOFC/COFC

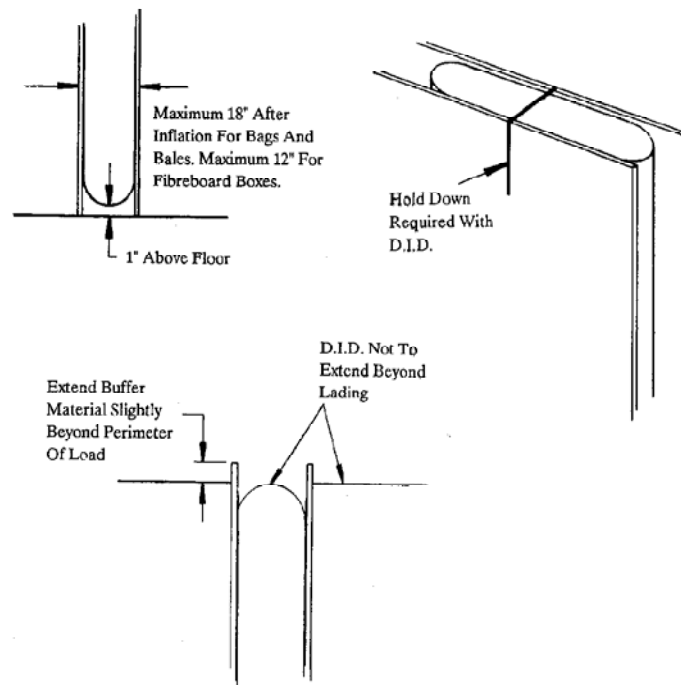


Figure: Pneumatic Dunnage

### Doorway Protection

- Doorway protection is required when using sliding door box cars
- Doorway protection is not required when using a plug door box car

### Corrugated Cases

- Make sure all cases comply with the AAR regulations which cover the Uniform Freight Classification 6000m as seen below
- Ensure all cases meet the box specification minimums requirement to include minimum bursting test and minimum Edge Crush Test (ECT) requirements

**UNIFORM FREIGHT CLASSIFICATION 6000-M**

RULE	SUBJECT	APPLICATION				
41	CORRUGATED OR SOLID FIBREBOARD BOXES	<p>SECTION 1. - (a) APPLICATION OF RATES. Subject to the provisions of Rule 5, and unless otherwise provided in the separate descriptions of articles, or in Agent C.L. Keller's Tariff No. BOE -6000-series referred to in Rule 39, the rates applying on articles "in boxes" will apply on the same articles in corrugated or solid fibreboard boxes complying with the minimum requirements of this rule.</p> <p>(b) INCREASED CHARGES - NON-CONFORMING BOXES. Unless otherwise provided in the separate descriptions of articles, when articles are tendered for transportation in fibreboard boxes and the requirements and specifications of this rule are not fully complied with, freight charges will be increased 20% AQ (any quantity) and 10% CL above the charges applicable on such shipments in boxes that do conform to the provisions of this rule.</p> <p>(c) USE OF OTHER THAN RULE 41 BOXES. Where the separate descriptions of articles provide for the use of fibreboard boxes which are different from those provided for in this rule, such provisions will also apply to those articles in such boxes when commodity tariffs or exceptions to the Classification provide that such articles may be shipped "in boxes" without further qualifications as to the construction of the boxes.</p> <p align="center"><b>FIBREBOARD</b></p> <p>SECTION 2.-(a) CORRUGATED FIBREBOARD. Fibreboard boxes must be made of singlewall, doublewall or triplewall corrugated fibreboard having proper bending qualities, the facings being firmly glued to the corrugated medium at all points of contact and the outer facing having water resistance.</p> <p>(b) SOLID FIBREBOARD. Fibreboard boxes must be made of 3-ply or more solid fibreboard having proper bending qualities, all plies being firmly glued together and outer ply being water resistant, except when maximum weight of box and contents does not exceed 40 pounds, boxes may be made of two ply solid fibreboard.</p> <p align="center"><b>BOX SPECIFICATIONS</b></p> <p>SECTION 3. - MAXIMUM SIZE AND WEIGHT - MINIMUM REQUIREMENTS. Boxes must comply with the burst, puncture or edge crush test and other requirements shown below. (See Note 4).</p>				
		Maximum Weight of Box and Contents (lbs)	Maximum Outside Dimensions (Length, Width and Depth Added) (inches) (See Note 3)	Minimum Combined Weight of Facings, Including Center Facing(s) of Doublewall and Triplewall Board (lbs per 1,000 sq ft) (See Note 2)	Minimum Bursting Test, Singlewall, Doublewall or Solid Fibreboard (psi) (See Note 1, Para. (a))	Minimum Edge Crush Test (ECT) (lbs per inch width) (See Note 1, Para. (c) and Note 2)
				Minimum Combined Weight of Plies, Solid Fibreboard, Excluding Adhesives (lbs per 1,000 sq ft)	Minimum Puncture Test Triplewall Board (inch oz per inch of tear) (See Note 1, Para. (b)).	
		<b>SINGLEWALL CORRUGATED FIBREBOARD BOXES</b>				
		20	40	52	125	23
		35	50	66	150	26
		50	60	75	175	29
		65	75	84	200	32
		80	85	111	250	40
		95	95	138	275	44
		120	105	180	350	55
		<b>DOUBLEWALL CORRUGATED FIBREBOARD BOXES</b>				
		80	85	92	200	42
		100	95	110	275	48
		120	105	126	350	51
		140	110	180	400	61
		160	115	222	500	71
		180	120	270	600	82
		<b>TRIPLEWALL CORRUGATED FIBREBOARD BOXES</b>				
		240	110	168	700	67
		260	115	222	900	80
		280	120	264	1100	90
		300	125	360	1300	112
		<b>SOLID FIBREBOARD BOXES</b>				
		20	40	114	125	...
		40	60	149	175	...
		65	75	190	200	...
		90	90	237	275	...
		120	100	283	350	...

(Rule 41, Section 3 continued on next page)

**UNIFORM FREIGHT CLASSIFICATION 6000-M**

RULE	SUBJECT	APPLICATION																																						
41 (Continued)	CORRUGATED OR SOLID FIBREBOARD BOXES	<p>SECTION 3 - CONCLUDED:</p> <p>NOTE 1. TEST PROCEDURES:</p> <p>(a) BURST TEST:</p> <p>(1) Tests to determine compliance with the bursting test requirements must be conducted in accordance with Technical Association of Pulp and Paper Industry (TAPPI), Official Test Method T-810.</p> <p>(2) A minimum of six bursts must be made, three from each side of the board, and only one burst test will be permitted to fall below the specified minimum value. Board failing to pass the foregoing test will be accepted if in a re-test consisting of 24 bursts, 12 from each side of the board, not more than four burst tests fall below the specified minimum value.</p> <p>(b) PUNCTURE TEST:</p> <p>(1) Tests to determine compliance with the puncture test requirements must be conducted in accordance with Technical Association of Pulp and Paper Industry (TAPPI), Official Test Method T-803.</p> <p>(2) A minimum of four puncture tests must be made and only one puncture test will be permitted to fall below the specified minimum value.</p> <p>(c) EDGE CRUSH TEST:</p> <p>(1) Tests to determine compliance with the edge crush must be conducted in accordance with Technical Association of Pulp and Paper Industry (TAPPI), Official Test Method T-811, A or B.</p> <p>(2) A minimum of six tests must be made and only one test is permitted to fall below the specified minimum value, and that one test cannot fall below the specified minimum value by more than 10%. Board failing to pass the foregoing will be accepted if in a re-test consisting of 24 tests, not more than four tests fall below the specified minimum value, and none of those tests fall below the specified minimum value by more than 10%.</p> <p>NOTE 2. The minimum combined weight of facings specified in this table do not apply in connection with board complying with the minimum edge crush test. Any combination of facings is authorized, providing the basis weights of facings in combination with corrugated medium(s) is sufficient to produce corrugated fibreboard that will comply with applicable minimum edge crush requirements.</p> <p>NOTE 3. SIZE EXTENSION FORMULA. If weight of box and contents is less than the maximum weight shown, the maximum outside dimensions for the box may be increased half the percentage that the actual weight is less than the maximum weight specified. See Section 10, Note 3.</p> <p>NOTE 4. ALTERNATE REQUIREMENTS. Where rules, commodity descriptions and numbered packages specify boxes, containers, trays and component parts thereof to be made of corrugated fibreboard having a minimum bursting or puncture test as shown in Column A below, boxes, containers, trays and component parts thereof may be made of corrugated fibreboard having a minimum edge crush test as shown in Column B below. These alternate provisions will exempt basis weight requirements.</p>																																						
		<table><tr><th>Column A</th><th>Column B</th></tr><tr><th>Minimum Bursting Test Singlewall and Doublewall Board (psi)</th><th>Minimum Edge Crush Test (lbs per inch width)</th></tr><tr><th>Minimum Puncture Test Triplewall Board (inch oz per inch of tear)</th><th></th></tr><tr><td>Singlewall 125</td><td>23</td></tr><tr><td>Singlewall 150</td><td>26</td></tr><tr><td>Singlewall 175</td><td>29</td></tr><tr><td>Singlewall 200</td><td>32</td></tr><tr><td>Singlewall 250</td><td>40</td></tr><tr><td>Singlewall 275</td><td>44</td></tr><tr><td>Singlewall 350</td><td>55</td></tr><tr><td>Doublewall 200</td><td>42</td></tr><tr><td>Doublewall 275</td><td>48</td></tr><tr><td>Doublewall 350</td><td>51</td></tr><tr><td>Doublewall 400</td><td>61</td></tr><tr><td>Doublewall 500</td><td>71</td></tr><tr><td>Doublewall 600</td><td>82</td></tr><tr><td>Triplewall 700</td><td>67</td></tr><tr><td>Triplewall 900</td><td>80</td></tr><tr><td>Triplewall 1100</td><td>90</td></tr><tr><td>Triplewall 1300</td><td>112</td></tr></table>	Column A	Column B	Minimum Bursting Test Singlewall and Doublewall Board (psi)	Minimum Edge Crush Test (lbs per inch width)	Minimum Puncture Test Triplewall Board (inch oz per inch of tear)		Singlewall 125	23	Singlewall 150	26	Singlewall 175	29	Singlewall 200	32	Singlewall 250	40	Singlewall 275	44	Singlewall 350	55	Doublewall 200	42	Doublewall 275	48	Doublewall 350	51	Doublewall 400	61	Doublewall 500	71	Doublewall 600	82	Triplewall 700	67	Triplewall 900	80	Triplewall 1100	90
Column A	Column B																																							
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Singlewall 350	55																																							
Doublewall 200	42																																							
Doublewall 275	48																																							
Doublewall 350	51																																							
Doublewall 400	61																																							
Doublewall 500	71																																							
Doublewall 600	82																																							
Triplewall 700	67																																							
Triplewall 900	80																																							
Triplewall 1100	90																																							
Triplewall 1300	112																																							

If you have any questions regarding Railcar/Intermodal Loading Guidelines, contact Sysco's National Inbound Transportation Center.



# OPERATIONS

## Appendix VI A : Pallet/Slip Sheet Criteria

### CHEP Pallet 48x40 Block Pallet Inspection Criteria

TOP DECK	REJECT IF:	BOTTOM DECK	REJECT IF:
<p>Broken across width</p> <p>Full length &gt; 1 1/4" (1 gloved finger)</p> <p>Unsecured deck boards</p> <p>20" (2 gloved fingers)</p>		<p>Broken across width</p> <p>Butted Joint with &lt; 3 Nails</p> <p>Bottom Board Missing &gt; 1/2 its Width</p> <p>Unsecured deck boards</p> <p>20" (2 gloved fingers)</p>	
<b>BLOCKS/CONNECTOR BOARDS</b>		<b>REJECT IF:</b>	
<p>Missing &gt; 1/3 block</p> <p>Connector board broken across width</p> <p>Twisted block &gt; 1/2"</p> <p>Horizontal Split (Block moves)</p> <p>Horizontal Split (Block moves)</p>		<b>FOLLOWING CONDITIONS MUST BE REMOVED FROM THE PALLETS:</b> <ol style="list-style-type: none"> <li>1. CONTAMINATION due to product spillage, animal droppings, or sticky substances</li> <li>2. ALL PROTRUDING NAILS on the top and bottom deck</li> <li>3. ALL SHINERS which stick outside the perimeter of the pallet</li> <li>4. ALL EXPOSED NAILS in the top and bottom deck lead boards (hammer down)</li> <li>5. ANY TWISTED BLOCK which protrudes outside the perimeter of the pallet</li> <li>6. ALL DEBRIS (shrink wrap, cardboard, slip sheets, stickers, staples, tape, etc.)</li> <li>7. ANY LOOSE MATERIAL (gravel, dirt, cobwebs, etc.)</li> <li>8. ANY LOOSE OR SPLINTERED WOOD which can be removed by hand with minimal effort</li> </ol>	

## iGPS Pallet 48x40 Pallet Inspection Reference Guide

Serviceable pallets must be Safe, Functional, Conveyable and Structurally Sound	
Item	Serviceability Guidelines
<b>Top-Deck</b>	<ul style="list-style-type: none"> <li>No major wrinkles, raised or protruding material higher than the interlocking lip that could cause product damage.</li> <li>Holes 2 inches or less in diameter.</li> <li>Stacks properly and at least one of the interlocking lips per side is intact.</li> <li>Any corner block with two sides or less with top deck separation is acceptable. Any corner block with three sides or more with top deck separation is non-serviceable. Any or all center blocks can be separated from top deck.</li> </ul>
<b>Blocks</b>	<ul style="list-style-type: none"> <li>50% damage or less on any one block is acceptable.</li> <li>All inner circular columns must remain intact and unharmed.</li> </ul>
<b>Exposed Metal</b>	<ul style="list-style-type: none"> <li>No protruding or bent metal.</li> <li>Exposed metal that is contained within the pallet is limited to. 4 inches or less</li> <li>Rusted metal contained internally is acceptable - rust leaked from another pallet should be washed off.</li> <li>Drain water when possible.</li> </ul>
<b>Bottom Deck</b>	<ul style="list-style-type: none"> <li>No loose pieces that could inhibit convey ability.</li> <li>Weld separation cannot be greater than the distance between 2 consecutive blocks.</li> <li>Four inches or less of exposed metal on bottom side of bottom deck is acceptable.</li> </ul>
<b>Contamination</b>	<ul style="list-style-type: none"> <li>Light - Blow off any dry substance (dust, sugar, flour, etc.).</li> <li>Medium - Wash pallets with any non-toxic and non-hazardous substance (dirt, soda, rust, etc) that has adhered to the surface. Remove all stickers and foreign labels.</li> <li>Heavy - Remove pallets from service immediately containing any foreign material (wood, nails), unidentifiable substance, hazardous material (paint, oil, gasoline, etc).</li> </ul>
<b>Scanning</b>	<ul style="list-style-type: none"> <li>Need to have a minimum of 2 legible labels per pallet.</li> <li>Every pallet should scan as one unique GRAI # - all other exceptions must be removed from service.</li> </ul>

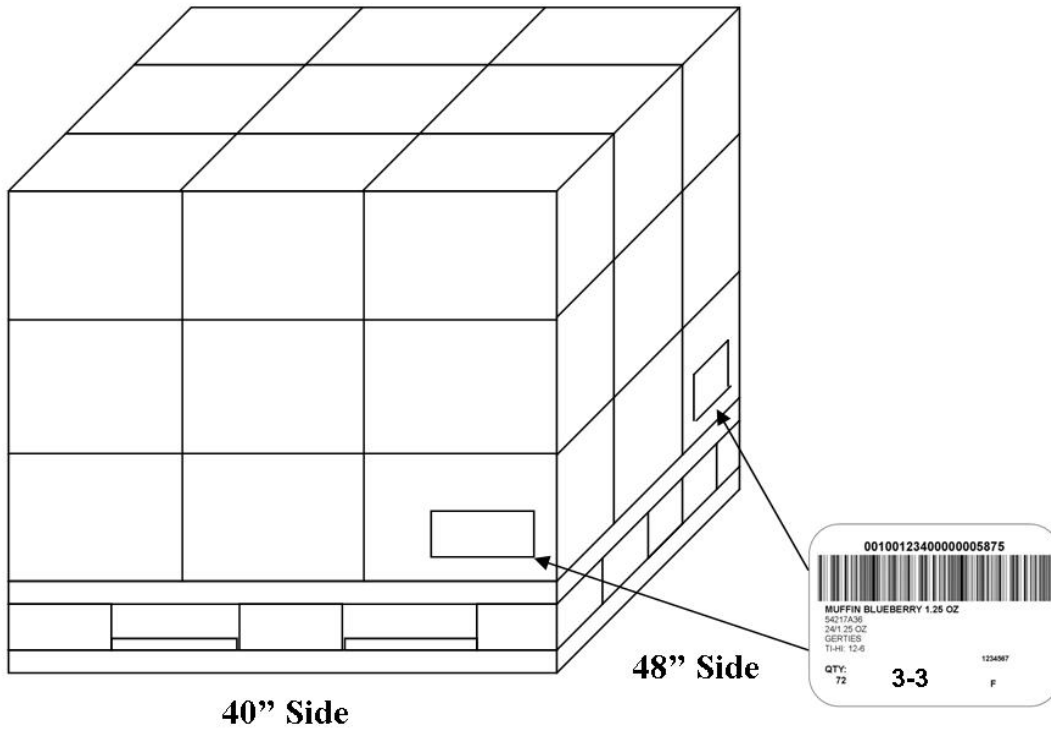
### Whitewood 48x40 Pallet Criteria

Upon Sysco approval white wood may be used. If approved the white wood specifications must meet the following minimum guidelines:

- 40" x 48" Grade A Hardwood GMA Pallet
- 63% Top Deck Coverage
- 47% Bottom Deck Coverage
- 2,194 lb. Payload
- Partial 4-Way Entry

## Appendix VI B: Proper LPN Location on Pallet

**Labels should be applied directly to the case underneath the shrinkwrap.**



# **QUALITY ASSURANCE**

## **Appendix VIII A: Sysco Quality Assurance TTR Requirements for Suppliers**

### **INTRODUCTION**

Sysco is firmly committed to providing safe, wholesome, and high quality products for all of its customers. Accordingly, Baugh Supply Chain Inc. (BSC, INC.), a wholly owned subsidiary of Sysco and its Operating Companies will require specific Suppliers to employ continuous temperature monitoring devices on vehicles transporting specified refrigerated and frozen products including:

- Ready-to-eat seafood items that are not transported in ice or other cooling media, where the transportation time exceeds four hours;
- Refrigerated Sourced Ground Beef products,
- Refrigerated Classic and Reliance Controlled Vacuum Packaged Poultry Products,
- Refrigerated Produce Loads, and
- Frozen fruits, potatoes and vegetables.

### **READY TO EAT (RTE) REFRIGERATED SEAFOOD**

The Sysco Operating Company must inform the Suppliers of RTE refrigerated seafood items that are not transported in ice or other cooling media of Sysco's requirement to include time/temperature recorders on transport vehicles where the transport time exceeds four hours. In addition, the Sysco Merchandiser must confirm with the Supplier, the type of TTR to be utilized and ensure that the operating company has the software required to download the information from the TTR.

- Supplier will comply with the request to place a TTR on each vehicle where the transit time will exceed four hours.
- The TTR utilized will provide a printout confirming the air temperature of the vehicle throughout transit.
- Sysco Operating Companies will provide instructions for placement of the TTRs on shipment vehicles.
- Sysco Operating Companies will inform Suppliers of consequences for non-compliance.

### **FRESH GROUND BEEF, CVP POULTRY, PRODUCE & FROZEN COMMODITIES**

Sysco QA will inform the Suppliers of refrigerated Ground Beef, CVP Poultry, Produce, and/or Frozen commodities of Sysco's requirement to include time/temperature recorders on specified transport vehicles as defined in the Master Specification requirements. Sysco QA will confirm with the Supplier(s) of sourced commodities the following:

- Supplier will comply with the request to place a TTR on each vehicle per the placement instructions.
- The TTR will comply with specifications developed by Sysco QA.
- The TTR utilized will provide a printout confirming the air temperature of the vehicle throughout transit.
- Sysco QA will inform Suppliers of consequences for non-compliance.

At the time of receipt, the readout from the TTR must indicate the product was not exposed to:

- Trailer air temperatures exceeding **Critical Limits** of 40°F or 45°F (dependent on
- refrigerated commodity).
  - RTE SEAFOOD, SHELLFISH, DAIRY & PRODUCE: > 40°F for a cumulative time of more than four hours total.
  - GROUND BEEF, POULTRY, PORK, BOXED BEEF: > 45°F for a continuous time of more than four hours total.
- That the ambient temperature did not exceed 70°F for more than one hour.
- That the ambient temperature was not less than the lower limit of 35 °F for Produce or 25°F for Ground Beef or Fresh Poultry for cumulative time of more than four hours total.

## Appendix VIII B. Recall documentation

### Sysco Recall Process

**Sysco**



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Date

First\_Name Last\_Name

Supplier

Address

City, ST ZIP

Dear Sal Last\_Name,

Product recalls have become an increasingly common reality in the food industry. The key to proper execution of a recall is communication. While the recalling firm's primary responsibility relative to recall communications is to contact the consignees of potentially affected products, SYSCO Corporate Quality Assurance has an additional request that should be mutually beneficial to our firms and the recall effort in the event of a product recall.

In the event of a recall initiated by your firm, SYSCO Corporate Quality Assurance formally requests a copy of any recall notification that your company forwards to any affected SYSCO operating company or any of its subsidiaries. The information (operating company & item specific) attached should be ascertained and communicated to SYSCO Corporate Quality Assurance as soon as possible (preferably simultaneously with our operating companies receiving the information, but certainly as soon as possible thereafter.)

Please be advised, we are not asking your company to notify SYSCO Corporate in lieu of your responsibility to contact our operating companies. Instead, we are asking that you notify our corporate office in addition to notifying the SYSCO operating companies affected by any product recall.

The SYSCO Quality Assurance Department's role is to reinforce your message to our operating companies so that the appropriate senior management at our companies is aware of the situation and is directing the companies to respond promptly and correctly. Thank you for your anticipated cooperation. Please feel free to contact me should you have any questions. I can be reached via phone: 281.584.1398, cell: 832.489.1799 or e-mail: [linn.susan@corp.sysco.com](mailto:linn.susan@corp.sysco.com).

Sincerely,

*Susan Linn*

**Director, Quality Assurance**

Phone: 281.584.1398

Cell: 832.489.1799

Fax: 281.584.1240

cc: C. Watson, M Mignogna

## Sysco

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Item/Product information needed for each Operating Company involved:

1. Item/Product(s) description
2. SUPC# (SYSCO 7-digit item number)
3. Identifying code date(s) (company specific)
4. Code date interpretation (how to read the code date & where it appears on the case)
5. Class of Recall/Withdrawal
6. Reason for Recall/Withdrawal
7. Depth of Recall/Withdrawal (i.e. distribution center, end-user customer, etc.)
8. Risk Assessment (explanation)
9. Was regulatory agency notified? If so, name of agency (FDA, USDA, etc.)
10. Operating company name & primary contact
11. Number of affected cases, by item (SYSCO UPC), sent to each operating company
12. Specific Instructions (product hold, product disposition, depth of recall, completion and return of forms, etc.)
13. Supplier contact(s) name & phone number(s)
14. PO numbers
15. Has the affected product been distributed to any forwarding or third party warehouses that may also supply SYSCO? If yes, which warehouses?

## Sysco Recall Fees

### SYSKO Corporation Product Recall Fees & Charges As of March 15, 2010

In order to recoup SYSKO's administrative and physical handling costs associated with product recalls, or any other similar action whereby product is held or brought backwards through the system, due to quality or food safety / security reasons the following schedule of fees and charges will be instituted. Note that this policy covers both SYSKO operating companies and any SYSKO re-distribution centers that carry recalled products.

1. Base Fee. There will be a minimum charge to the Supplier of \$200\*\* for each operating company or re-distribution center involved in a product recall. If the charges calculated below exceed \$200\*\*, there will be no base fee for that particular operating company or re-distribution center.
2. Customer Notification Fee. There will be a charge to the Supplier of \$20\*\* per customer for every customer notified, even if the customer has no product to return or destroy. This fee covers, amongst other things, the establishment of the affected customer list, phone contact, faxes, and/or priority/registered mail costs.
3. Product Handling Fee. There will be a charge to the Supplier of SYSKO's delivered cost (AP cost) plus \$5\*\* per case for any product in inventory at the operating company or re-distribution center. If product is shipped back to the Supplier, the Supplier is responsible for the freight charges associated with these returns. In addition, if Recall notification to our company occurs after close of business on Thursday of a business week, a \$60.00\*\* per warehouse man hour will be assessed to cover special handling warehouse activities.
4. Customer Returns/Credit Fees
  - a. SYSKO will charge Suppliers for product returned or destroyed by customers based upon the sell price to the customer.
  - b. In addition to this fee, any cases returned to the operating company will be subject to a \$12\*\* per case Product Handling Fee.
5. Dump/Disposal Fee. There will be a charge to the Supplier for any costs associated with disposing of affected product. This would include but not be limited to costs such as rendering the product inedible, disposal fees for hazardous waste, taking the product to a landfill, obtaining extra onsite dumpsters, etc.

*\*\* US Dollars*