



# Sysco Carrier Operational Guidelines - Canada 13<sup>th</sup> Edition – Effective May 2018

*Click on the link to navigate to required topic*

- [Introduction](#)
- [Definitions](#)
- [Modes](#)
- [System Capabilities](#)
- [Insurance Requirements](#)
- [Carrier Performance](#)
- [Drop Trailers](#)
- [Smartway Transport](#)
- [Carrier Rates](#)
- [Status Messages](#)
- [Shipment Alerts](#)
- [Tenders](#)
- [High Value Freight](#)
- [US DOT Hazmat Registration](#)
- [Food Safety](#)
- [Safety Rating/CSA Score](#)
- [Pallet Exchange](#)
- [Detention](#)
- [Other Accessorial Charges](#)
- [Overweight Fines](#)
- [ELD and Hours of Service \(HOS\)](#)
- [Scheduling Pickup Appointments](#)
- [Scheduling Delivery Appointments](#)
- [Accepting and Loading Shipments](#)
- [Sealed Loads – Chain of Custody](#)
- [In Transit Requirements](#)
- [Arrival at the Delivery Location](#)
- [Invoicing](#)
- [ACH Payments](#)
- [EDI](#)
- [Cargo Claims](#)
- [Conclusion](#)
- [Appendix A – Contacts](#)
- [Appendix B – Locations](#)
- [Appendix C – Canadian Fuel Surcharges](#)
- [Appendix D – Accessorials](#)
- [Appendix E – RDC Appointment Scheduling Requests](#)
- [Appendix F – EDI Setup Agreement and Profile](#)
- [Appendix G – Approved Reason Code](#)
- [Appendix H - Produce Cold Chain Best Practices](#)

**The contents of this document supersede all previous publications. The last publication was January, 2017.**

### Table of Contents

|  |    |
|--|----|
| Introduction.....                      | 4  |
| Definitions .....                      | 4  |
| Modes .....                            | 5  |
| Qualifications.....                    | 5  |
| System Capabilities .....              | 5  |
| Insurance Requirements .....           | 6  |
| Carrier Performance.....               | 6  |
| Drop Trailers.....                     | 6  |
| Smartway Transport.....                | 7  |
| Carrier Rates .....                    | 7  |
| Status Messages .....                  | 7  |
| Shipment Alerts.....                   | 8  |
| Tender.....                            | 8  |
| High Value Freight .....               | 9  |
| US DOT Hazmat Registration .....       | 9  |
| Food Safety .....                      | 10 |
| Safety Rating/CSA Score .....          | 11 |
| Pallet Exchange.....                   | 11 |
| Detention.....                         | 12 |
| Other Accessorial Charges .....        | 12 |
| Overweight Fines.....                  | 12 |
| ELD and Hours of Service (HOS).....    | 13 |
| Scheduling Pickup Appointments .....   | 13 |
| Scheduling Delivery Appointments ..... | 13 |
| Accepting and Loading Shipments.....   | 14 |
| Sealed Loads – Chain of Custody .....  | 15 |
| In Transit Requirements.....           | 15 |
| Arrival at the Delivery Location ..... | 17 |
| Invoicing.....                         | 18 |
| ACH Payments .....                     | 19 |

|  |    |
|--|----|
| EDI.....   | 19 |
| Cargo Claims .....                                     | 21 |
| Conclusion .....                                       | 22 |
| Appendix A – Contacts .....                            | 23 |
| Appendix B – Locations .....                           | 24 |
| Appendix C – Canadian Fuel Surcharges.....             | 25 |
| Over the Road.....                                     | 25 |
| LTLD/CTLD.....   | 27 |
| IMDL.....  | 29 |
| Produce.....   | 30 |
| Appendix D – Accessorials .....                        | 32 |
| Appendix E – RDC Appointment Scheduling Requests ..... | 33 |
| Appendix F – EDI Setup Agreement and Profile.....      | 34 |
| Appendix G – Approved Reason Code.....                 | 35 |
| Appendix H - Produce Cold Chain Best Practices .....   | 37 |
| Annex A.....   | 45 |
| Annex B.....   | 46 |
| Annex C.....   | 47 |
| Annex D .....  | 49 |
| Annex E .....  | 51 |
| Annex F .....  | 52 |

## Introduction

**The requirements set forth below are to be considered as applicable to any shipment tendered by a Sysco location, subsidiary, affiliate or division in Canada, unless otherwise notated.**

At Sysco, our relationship with our carriers has always been crucial to our success. Our guidelines are designed to not only provide additional freight efficiencies to Sysco – but to also allow our carriers to grow with us through opportunities in continuous and round trip moves and more predictable freight. Carrier Compliance is an instrumental link to our supply chain strategy. As our supply chain initiatives mature, new requirements may be added, modified or removed and as such, this is a ‘living’ document. Notification of any new, revised or deleted requirements will be sent to our carrier base and will be incorporated into future publications of this document. We look forward to working together in development of a more efficient and productive supply chain that will be of a benefit to both our carriers and Sysco.

## Definitions

| Term                            | Definition  |
|---------------------------------|---|
| <b>Carrier</b>                  | Motor, Intermodal or Broker Transportation Provider |
| <b>Operating Company</b>        | Sysco location, subsidiary, affiliate or division   |
| <b>Shipper</b>                  | Sysco Supplier, Warehouse or 3PL Partner            |
| <b>TMS</b>                      | Transportation Management System                    |
| <b>Logistics Gateway Portal</b> | Carrier web portal attached to Sysco’s TMS          |

[Top](#)

### Modes

Below are the operational definitions and expected contracted rate base of the current modes found on Sysco Tenders.

| Mode                                  | Definition  |
|---------------------------------------|---|
| <b>TL – Truckload</b>                 | Contracted rates are Flat charge or Rate per Distance. Sysco is contracting the entire trailer for allocated freight that is assigned to tender.  |
| <b>LTL – Less than Truckload</b>      | Contracted rates are based on Discount using a Tariff base system that considers weight and FAK cubing. See contract for FAK brackets and tariff utilized.  |
| <b>CTL – Consolidation of Freight</b> | Is a mode Sysco uses for freight that is picked up via LTL brought to an approved warehouse and consolidated into a truck load that can be delivered to the final destination by either the original carrier or prearranged different carrier. Rates are negotiated for the original pick and consolidation. They may also be negotiated for entire end to end process. |
| <b>IMC - Intermodal</b>               | Contracted rates are Flat charge or Rate per Distance. Sysco is contracting the entire trailer for allocated freight that is assigned to tender.  |
| <b>RAIL - Railroad</b>                | Contracted rates are Flat charge. Sysco is contracting the entire Rail Car for allocated freight that is assigned to tender.  |

[Top](#)

### Qualifications

To qualify as a carrier partner with Sysco, its subsidiaries, affiliates and divisions, in which shipments are tendered and paid under negotiated contracted rates, the carrier must meet and maintain the following:

#### System Capabilities

All Providers, Carriers, and/or Brokers must be able to accept tenders, communicate shipment status, and submit invoicing with Sysco’s TMS system using the below methods:

- Utilization of the web-based “Logistics Gateway Module” of Sysco’s Transportation Management System (Manhattan Associates)
- EDI Capable carriers are expected to use EDI Communications with Sysco via transaction sets 204, 990, 214, 210 and 997.

[Top](#)

### Insurance Requirements

All Providers, Carriers, and/or Brokers must maintain a minimum of \$100,000 of cargo liability insurance, and \$1,000,000 auto liability insurance on record with Sysco, unless otherwise contractually obligated. For high-value shipments, Carriers and/or Brokers must have a liability insurance that covers the cargo value. In the event a carrier's insurance lapses at any time, all shipments will be pulled from the carrier immediately until a satisfactory resolution is met.

Carriers are responsible for ensuring that **Sysco Corporation** has a current and up to date Certificate of Insurance (COI) on file at our Corporate Office [**000-Carrier\_Insurance@corp.sysco.com**] or through Sysco's Insurance Monitoring Service (EBIX) [**Sysco@ebix.com**] **within 30 days prior to the expiration date**. Carriers who fail to provide a current COI as required, will not be tendered any loads until such time that their insurance is up to date.

[Top](#)

### Carrier Performance

Carriers must maintain the below performance measures. In the event a carrier falls below any of these factors, a Performance Action Plan will be put in place until satisfactory conditions are met. If conditions are not met, actions can be taken to include removal from a lane and possibly the network if warranted.

- Acceptance Ratio of Tendered Loads to committed capacity– 95%
- On Time Delivery to the Appointment time – 95%
- On Time Delivery to the Day – 98%
- Claims Experience - .1% of Value of Freight Hauled
- Arrival and Departure Tracking Message Compliance – 95%
- Pick Arrival and Departure Tracking message Compliance - 95%

[Top](#)

### Drop Trailers

In order for a carrier to have a Drop Trailer at any Sysco affiliated facility a Drop Carrier Agreement must be signed.

- Inquires in regards to drop trailer programs at Sysco Destination Facilities should be sent to [carriersetup@corp.sysco.com](mailto:carriersetup@corp.sysco.com).
- All drop trailer agreements for all Sysco facilities are kept and maintained at the Sysco Corporate Office.
- Each Sysco facility must approve the drop trailer request for their own facility before trailers may be dropped at their location.

[Top](#)

### Smartway Transport

All carriers, under contract with Sysco or any of its subsidiaries, affiliates and/or divisions are required by December 31, 2018 to become members of the U.S. EPA's Smartway Transport Partnership. Carriers can apply for the partnership by calling 734-214-4767 or e-mailing [smartwaytransport@epa.gov](mailto:smartwaytransport@epa.gov). Additional information can be found online at [www.epa.gov/smartway](http://www.epa.gov/smartway).

[Top](#)

### Carrier Rates

Sysco will provide all carriers with a "Schedule A", also known as a rate sheet.

- All rate sheets must have the carriers authorized signature or an electronic version of the same.
- Rates will be based on
  - For non-produce loads, the current distance engine based on Practical Miles, Borders Closed, that Sysco is using, which is subject to change with our TMS upgrades.
  - For produce loads, rates are FLAT - per CWT, per Cube or per Case, not per mile.
  - Stop Charges (Non-produce loads), as found in [Appendix D](#) Section of this document.
  - Sysco's Applicable Canadian Fuel Surcharge Schedule(s) as found in [Appendix C](#) of this document.
  - Sysco's Accessorial Schedule as found in [Appendix D](#) of this document.
- All rating issues, questions and concerns should be directed to the Carrier Development Team.

Should a carrier request a rate change, Sysco reserves the right, in lieu of the rate change, to reassign the lane capacity to another carrier.

[Top](#)

### Status Messages

As part of carrier compliance, tracking messages are required to be entered to note the status of a shipment from pickup to delivery. Carriers are required to submit the following Status Messages through the TMS or via EDI.

- **Tender Accept/Reject** – If rejecting, carriers should indicate the reason why and must be enter within 2 hours of event
- **Appointment Scheduled (pickup)** – for each unique stop (Not required for Produce) and must be scheduled within 24 hours of Tender Accept.
- **Arrival/Departure (pickup – each stop)** – for each unique stop (Not required for Produce) within 24 hours of actual event.
- **Arrival/Departure (delivery location)** must be entered within 24 hours

of arrival, which is to be considered the 'check in time' at the facility. This time notation is to match what the Sysco employee has notated.

- In the event carrier is late an approved reason code must also be entered as well. See [Appendix G](#) for the listing of approved reason codes.
- Departure from the delivery location must be entered within 24 hours of arrival, which is to be considered the 'check out time' at the facility. This time notation is to match what the Sysco employee has notated. This status will set up the load for payment; failure to do so will result in a delay of payment to the carrier for services rendered. Payment terms do not begin until completed.

Status message entries are to be made in "actual military" time (I.e. 15:52 pm), **are required to be in the time zone** in which the activity has occurred and should not be rounded to the nearest 5, 10 or 15 minute increment.

The carrier is **required** to enter a defined reason code, in the event an exception occurs or a reschedule is necessary while the load is in transit. See [Appendix G](#) for the listing of approved reason codes.

[Top](#)

### Shipment Alerts

The carrier is responsible to review all shipment alerts sent to them from our TMS system and is responsible for taking the appropriate action/or implementing changes as indicated.

### Tender

Sysco's goal is to tender loads to carriers with sufficient lead time so that the carrier can match their capacity with Sysco's requirements.

- All loads tendered to a carrier are required to be ACCEPTED or REJECTED within 2 hours (during normal business hours) after being sent, through the use of the "Logistics Gateway Portal" or via an EDI Transmission.
- Carriers who ACCEPT loads are extending a commitment for capacity to Sysco.
- In the event a carrier is unable to keep their commitment, Sysco is to be notified a minimum of two (2) business days PRIOR to the day of pickup. **Carriers are NOT to reject loads via the "Logistics Gateway Portal" or EDI after they have accepted them.**
- Carriers are required to review all comments associated with the loads they accept.
- If a carrier rejects a load, the carrier should provide a reason in the "Logistics Gateway Portal" or via an EDI message. If capacity exists on an alternate day, provide what day within the message.

**All loads that are tendered to a broker MAY NOT be double brokered.**

[Top](#)



### High Value Freight

The value of the shipments that Sysco will tender will not exceed the carrier's insurance limits on file. In the event that there is a desire to tender a shipment in which the value of a load exceeds the carrier's cargo insurance limits on file, Sysco will advise the carrier in writing. The carrier should take the action to increase the limits on their cargo insurance, or to obtain a rider, as such to take the appropriate action to protect themselves against a claim. All Carriers are held liable for full actual loss per the Sysco Transportation Agreement.

[Top](#)

### US DOT Hazmat Registration

Carrier must provide Sysco a valid copy of their Hazardous Materials Permit Number in order to be considered to haul loads containing hazardous materials, **regardless of the volume**. Sysco requires that any carrier that offers for transportation or transports any quantity of hazardous materials on a load tendered by Sysco be:

1. Hazardous Materials Registered with the U.S. Department of Transportation
2. In compliance with the U.S. D.O.T. Hazardous Materials Security Requirements.
3. Ensure that the drivers assigned to loads containing hazardous materials by Sysco have the appropriate endorsement on their Commercial Driver's License (CDL).

**Carriers are required to notify Sysco Corporation of any change in regards to their registration, compliance or qualifications to haul hazardous materials via e-mail to [carriersetup@corp.sysco.com](mailto:carriersetup@corp.sysco.com).**

[Top](#)

### Food Safety

Food Safety is paramount to Sysco and as such

- All carriers must comply with all laws, statutes and regulations as set forth in the Bioterrorism Act.
- All carriers must comply with all laws, statutes and regulations as set forth in the **Sanitary Food Transportation Act (SFTA)**.
  - All refrigerated/frozen loads are required to
    1. When directed by the shipper or Sysco, have the trailer's refrigeration unit(s) running on a **continuous** cycle and set while in transit, as such, to maintain the adequate temperature control to prevent the food from becoming unsafe or adulterated.
    2. **Be able to produce a refrigeration unit download within 48 hours from time request is made.** Refer to [Appendix H - Produce Cold Chain Best Practices](#) for Shipping / Loading / Transporting / Receiving Branded & Packer Produce products.
    3. The load tender will indicate the equipment required (e.g. dry, cooler, frozen).
    4. Carrier must contact the supplier (as indicated on the load tender) for the specific pre-cooling temperature required prior to opening the doors for loading.
    5. Carrier must maintain the trailer temperature at all times as indicated on the Bill of Lading.
    6. Shipper provided TTRs (Time Temperature Recorders) are not to be removed or tampered with.
  - **All vehicles and transportation equipment, regardless of the shipments temperature requirements, must be:**
    1. Clean of any debris or garbage prior to arriving at any shipping facility.
    2. Show no remnants of previous freight hauled.
    3. Properly sanitized and inspected per the requirements with SFTA.
    4. Designed and maintained as suitable and adequately cleanable for the transportation of food and the prevention of the food becoming unsafe or adulterated.
    5. Must be stored in a manner that prevents it from harboring pests or becoming contaminated in any other manner that could result in the food becoming unsafe or adulterated.

[Top](#)

### Safety Rating/CSA Score

All Sysco Carriers are required to adhere to the established safety standards in accordance with the FMCSA. Carriers wishing to do business with Sysco must have a minimum FMCSA Safety Rating of "None" or "Satisfactory". Any carrier whose FMCSA Safety Rate is moved to "Conditional" must provide to Sysco, upon request, the action plan being deployed by the carrier to move their Safety Rating to "Satisfactory". Failure to provide this and/or any carrier who consistently exceeds the established thresholds established by the CSA Industry Averages or is negatively trending will result in the carrier's removal from Sysco's Carrier Program.

- Carriers have 5 business days to provide Sysco with their action plan from time of notification by the FMCSA.

[Top](#)

### Pallet Exchange

Sysco continues to extend efforts to stream-line our supply chain process towards the elimination of the pallet exchange. Our goal is to continue to move our suppliers to either one-way pallets or CHEP.

For loads tendered through our TMS, the carrier may be required to perform a pallet exchange (the suppliers that require pallet exchange will be indicated in the comments section of the tender). If you are unable to exchange, and incur a cost, you will be required to e-mail your request to [palletreceipts@corp.sysco.com](mailto:palletreceipts@corp.sysco.com) no later than by the end of business (5:00pm CT) 2 days after day of delivery to the final destination with a receipt that supports the cost you incurred for review and approval. Note that if pallets are purchased, those pallets become the property of Sysco and will not be exchanged at the Sysco Operating Companies.

You will be responsible to dispose of all pallets, at your expense, if you arrive at a Sysco Shipper which **DOES NOT** require pallet exchange and those pallets interfere with the ability to execute the load as tendered. Under no circumstances should the driver ask the Shipper to cut back a Sysco order to keep them from being overweight or in order to keep these pallets. The Pallet Exchange is not available on produce or LTL/CTL mode loads.

[Top](#)

### Detention

Carriers incurring detention, greater than 2 hours, may request reimbursement through the 'Logistics Gateway Portal'.

- All requests must be made within 24 working hours (within maximum 3 business days) after the completion of delivery to the final destination.
- Detention requests will be denied for late arrival for appointments and /or walk-ins.
- For locations that have First Come/First Serve appointments, the two hour detention window begins when carriers check in with the loading facility.
- Inquiries in regards to detentions should be sent to [000-transportationadmin@corp.sysco.com](mailto:000-transportationadmin@corp.sysco.com).

This Detention policy is not applicable for Produce loads. Contact Carrier Development – Produce.

[Top](#)

### Other Accessorial Charges

For shipments tendered through TMS, carriers should reach out to their load planner, as indicated on their tender, for other accessorial to be considered for approval. All request should be handled at time of occurrence.

### Overweight Fines

Sysco will not be held responsible for any fines incurred by the carrier due to the carrier's failure/negligence or inability to have the cargo loaded properly within the confines of the trailer.

In those situations that driver is not allowed on the dock to inspect how product is loaded, driver must pull away from the dock, open the doors and inspect the load to ensure it has been loaded properly. Once Driver pulls away carrier is responsible for all cost associated with how trailer was loaded. Drivers are responsible for ensuring their vehicles are within the legal limits of both gross vehicle weight and axle weights.

[Top](#)

### ELD and Hours of Service (HOS)

Carriers are expected to be compliant with ELD (Electronic Logging Device) mandate and make necessary arrangements to address HOS requirements as per the regulation. Carriers are expected, when assigning drivers to Sysco's loads, to ensure that drivers have sufficient time available in their remaining working hours to execute the shipment and to not incur any delays. Sysco will not be responsible for any costs incurred as a result of the carrier's failure to assign drivers accordingly.

[Top](#)

### Scheduling Pickup Appointments

- Carriers are expected to schedule a pickup appointment within 24 hours of acceptance of the load tender. Carriers must validate that all PO's provided on the tender for each ship point are scheduled with the shipper.
- When scheduling multiple pickups it is the carrier's responsibility to:
  - Ask how many pallet spaces are required for each shipment.
  - Advise the loading personnel at each location of the total pallet spaces allowed.
    - If necessary, advise shipper the pallets should be pin-wheeled, turned sideways or double stacked if appropriate.
- The expectation is that the carrier arrives on time for their pickup appointments. If they are unable to the following should take place:
  - Notify the Supplier and Planner via telephone and email
  - At the time of notification the carrier is to reschedule the pickup with supplier and enter new tracking messages with updated information.
- Sysco will not be held responsible for overtime costs or any other costs incurred due to the carrier's inability to meet their scheduled pickup appointment.

[Top](#)

### Scheduling Delivery Appointments

All appointment requests submitted to the RDC Appointment Scheduling Team for inbound shipments to any of Sysco's RDC's will only be processed via e-mail using the forms found in the [Appendix E](#) of this document. All delivery appointments will be provided to carriers after tender acceptance. Any inquiries related to the appointment time must be communicated to destination facility.

For other Sysco destined loads, the destination facility(s) will provide notification, through the "Logistics Gateway Portal" advising the scheduled appointment time. Carriers are expected to meet the scheduled appointment time.

- Note that receiving hours will vary by RDC, Operating Company, Sysco Customer, Supplier, Forward Warehouse and Cross-Dock Facilities.

- Any carrier, who will be late or miss their scheduled Delivery Appointment, must notify the destination's Inbound Scheduling Department, as well as enter in a status message through the "Logistics Gateway Portal". New appointments are required to be set at that time as well.
- Sysco is committed to achieving continuous improvement in safety by protecting our associates, visitors and contractors from workplace injury. The use of cell phones or other electronic devices is prohibited while walking or driving on Sysco property.
- Sysco Facilities may require all drivers to wear high visibility outer wear clothing (such as safety vest, jacket or shirt not covered by other apparel) while outside of their vehicles for any reason.

[Top](#)

### Accepting and Loading Shipments

- It is the carrier's responsibility to assure that all loads are "roadworthy" prior to departure from the supplier's facility. All drivers are required to visually inspect the loads prior to the supplier sealing of the trailer, and alert the appropriate shipping personnel if the load is not adequately blocked and braced to withstand the rigors of normal transit. When available, carriers should provide additional bracing through the use of load bars.
- All shipments are subject to count, unless otherwise indicated on the tender.
- On non-SL&C shipments, the driver is responsible for counting the freight, and is required to sign the Bill of Lading for pieces. Failure to sign or signing the Bill of Lading "X pallets STC (said to contain) Y pieces" is unacceptable, and the carrier will be held responsible for any shortages that result.
- Suppliers are to provide Bills of Lading for shipments with proper NMFC Descriptions and carton count. Bills of Lading must also verify the temperature handling requirements for the products. Upon receipt at the destination, Bills of Lading will be signed to reflect an accurate count. Overages and shortages are required to be properly documented on the Bill of Lading.
- Drivers are to confirm that the quantities shown on the Bill of Lading match those shown on the tender. **If there is any discrepancy, the carrier must call the load planner immediately.**

### Sealed Loads – Chain of Custody

Carriers are expected to ensure a clear chain of custody on sealed loads. In the event that a seal must be removed for a subsequent pickup, the carrier must ensure that the next stop supplier has acknowledged the removal of the seal on their bill of lading as well as the indication of the new seal that is applied. In the event a seal is removed by a law enforcement official, that official should notate that the seal was removed and what seal number was reapplied.

Deliveries made to a Sysco facility where there is not a clear chain of custody of the seals applied/removed may be subjected to a claim against the carrier due to possible infestation or food contamination.

[Top](#)

### In Transit Requirements

**CARRIERS ARE NOT TO VIOLATE THE CURRENT HOURS OF SERVICE REGULATIONS AS PUBLISHED BY THE FEDERAL MOTOR CARRIER SAFETY ADMINISTRATION (FMCSA) IN WHICH TO TRANSPORT ANY LOAD ON BEHALF OF SYSCO OR ANY OF ITS SUBSIDIARIES OR CUSTOMERS.**

**CARRIERS ARE NOT TO TRANSPORT ANY LOADS ON BEHALF OF SYSCO OR ANY OF ITS SUBSIDIARIES OR CUSTOMERS IN WHICH THEY VIOLATE THE ESTABLISHED FEDERAL WEIGHT RESTRICTIONS ON EITHER A GROSS WEIGHT BASIS, OR A PER AXLE WEIGHT BASIS.**

[Top](#)

### Arrival at the Delivery Location

**In the event carrier will be late for any reason they must notify the NITC planner immediately.**

- The Planner is available to assist the carrier if issues occur during transit, at a shipper or delivery location. Please refer to the message section of your tenders where you can find the planner contact information.
- When contacting the Planner carrier must have following information available so a determination can be made on next course of action:
  - Reason why they will be late
  - What actions carrier has taken to recover
- **After Hours Support:** Carriers who have issues preventing them from making deliveries can now call 281-253-5641 after 5 PM CT and if the caller receives voicemail our commitment is to respond within 1 hour.
  - have the CS# and / or the PO# ready for reference
- Issues related to produce loads should be directed to the Sysco Produce Office (Salinas, CA) at 831-771-5000, contact information provided on the Dispatch Sheet. IN TRANSIT issues, contact Carrier Development - Produce.
- The driver is required to check-in at the destination's designated location where a Sysco employee or designate will notate the time of arrival. At check-in, the driver will be required to show proper identification and BOLs for load contents, origins and temperature set-point (for temperature controlled shipments) from shipper. If these documents are not presented at check-in, the load will be rejected from entering the facility. Carriers will be considered on time for their deliveries, at their scheduled appointment time only. If they can't make the original appointment time, they will need to reschedule the appointment with the destination facility.
- The unloading process will be handled as expeditiously as possible. Sysco facilities will be responsible for all unloading. Sysco Customer locations may request assistance from the driver. Once the freight has been unloaded from the trailer, the receiver will count the freight and visibly inspect it for damage. Once this has been completed, the receiving documents will be completed, signed and notated accordingly and the driver will be released.

[Top](#)



### Invoicing

All carriers are required to submit their invoices through either:

- 1) The Logistics Gateway Portal
- 2) EDI 210 Transaction

Both of these methods will allow for the carrier to have full visibility from the time the invoice is submitted to the time it is submitted to our accounting department for payment.

- **Invoices should not be submitted prior to delivery and must be submitted within 15 – 30 days of the delivery date.**
- **Carrier should honor the rate set forth on the tender offer and should invoice only for such rate. Sysco will not be responsible paying for rates set forth in emails or other communications for payment.**
  - If the tender offer does not have agreed rate, carrier should reject the load until rate is corrected by Sysco load planner.
- Payment terms will prevail from the date the invoice is generated after the final departure message is entered on the load.
- Upon request, carriers may be required to submit electronic copies of bills of lading and/or delivery receipts.
- Carrier payment will be based off of the agreed upon contractual linehaul rates, distance indicated on the tender and any authorized accessorial costs.
- Undercharge/Overcharge invoices will only be considered within 180 days of the original invoice.
- **Payments to 3<sup>rd</sup> party agencies (I.e. Factoring Companies) will not be permitted.**

Initial payment inquiries should first be checked against the invoicing list in the "Logistics Gateway Portal".

- If the invoice is shown as being processed, payment information can be secured through Sysco's Supplier Portal:
  - (<http://bsccsupplierpayables.sysco.com/suppweb>).
- If neither of these outlets provide the information desired, carriers can inquire about their initial payment status of their invoices with Sysco's Accounts Payable Department, however, they SHOULD NOT BE CONTACTED until 45 days after the delivery and may do so directly via e-mail to [000-SCSAccounting@corp.sysco.com](mailto:000-SCSAccounting@corp.sysco.com) with reference to the load and invoice numbers.

Carriers who need to inquire about a payment discrepancy must do so through an e-mail to the Freight Expense Team at [000-transportationadmin@corp.sysco.com](mailto:000-transportationadmin@corp.sysco.com).

### ACH Payments

Sysco's required method of payment is through ACH Direct Deposit transactions. ACH is also known as EFT (Electronic Funds Transfer).

In the event a carrier's banking information changes, Sysco must be provided at least 30 days notification of the effective date of that change. This will ensure no delay in payments to the carriers.

[Top](#)

### EDI

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| <b>EDI Communication Setup via Manhattan Associates TMS Solution</b> |
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Sysco's preferred carrier communication method is via EDI which reduces unnecessary interaction within the "Logistics Gateway Module" and ensures the timeliness of the required status updates on our shipments. The "Logistics Gateway Module" will continue to be available to carriers after moving to EDI for backup and for filing detentions, viewing claims and invoicing, etc.

Manhattan Associates, Sysco's TMS provider, offers two EDI protocols:

**1. AS2 (EDI over the Web)**

- a. There is a one-time testing fee of \$500 USD – payable directly to Manhattan Associates within 30 days from the invoice date for the technical implementation and testing of the AS2 protocol between the carrier and the Sysco TMS.
- b. The cost per transaction is \$0.50 USD and a transaction is defined as "a unique Shipment & Carrier combination with one or more "Accepted" message.

**2. Traditional EDI** – which requires the use of Kleinschmidt as the VAN

- a. There is a one-time testing fee of \$500 USD – payable directly to Manhattan Associates within 30 days of the invoice date for the technical implementation and testing of the traditional protocol between the carrier and the Sysco TMS.
- b. All transaction costs are the responsibility of the carrier and the carrier's normal VAN costs would apply

**3. The following EDI Transaction Sets will be supported:**

- **EDI 204:** Freight Transportation Tender
- **EDI 990:** Tender Response to EDI 204
- **EDI 214:** Status Messages on a timely basis with frequent updates, e.g. Pickup, Appointment, Truck Arrival & Departure, Delivery: Truck Arrival & Departure, Check Call Lat/Long
- **EDI 210:** Freight Invoice

### Important Note

Before starting the EDI on-boarding process, the carrier will have to complete Sysco's EDI registration form (Referenced in the [Appendix F](#) of this document). The carrier may request this form by sending a formal request to [TMS-EDI-Request@corp.sysco.com](mailto:TMS-EDI-Request@corp.sysco.com). Sysco, upon receipt of the required information, will process and forward the carrier details to Manhattan Associate's EDI Team. From there, an implementation coordinator from Manhattan Associates will be tasked to contact and guide the carrier through the on-boarding process. **If you have any specific EDI related questions please contact Manhattan Associate's Help Desk by using the information detailed below.**

**Phone: 800-203-9710, Opt#2**  
**Manhattan Associates**  
**2300 Windy Ridge Parkway**  
**10<sup>th</sup> Floor**  
**Atlanta, GA 30339**

[Top](#)

### Cargo Claims

While it is both Sysco's and the carrier's desire to avoid the necessity of incurring cargo claims, in the event that there is an overage/shortage or damage is notated upon delivery, **all damaged product will be retained at the Sysco Receiving Facilities**. Carriers will have no right to salvage. If the damaged product is infested, contaminated, may attract rodents or may be hazardous to human health, this product will be disposed of in a safe and proper fashion, and properly notated as such. In the event the damaged product is notated upon delivery to a Sysco customer, an authorized Sysco Representative will provide disposition to the carrier. All claims will be researched promptly on behalf of the carrier and mitigated by Sysco accordingly. Damaged product will be determined to be one of the following:

- **Saleable**- whereby the product can be recouped and is suitable for sale.
- **Salvageable**- damaged freight that can be recouped or repackaged and thus made suitable for resale or that can be either donated or sold for salvage, but not able to be sold to Sysco customers.
- **Garbage**-damaged freight that when delivered has no value whatsoever, for example, a bag of flour that is leaking, contaminated food, etc.

In the event damaged product can be salvaged, the carrier will be provided with a salvage allowance, where applicable, to offset the claim.

C.F.R. 49 part 370 will govern all cargo claims.

- **Carriers are to acknowledge all claims filed against them within 30 days of receipt of the claim.**
- **All filed freight claims are to be resolved within 60 days of their receipt through either payment through the carrier or its agent, or through an alternative offset method.**
  - Offsetting will not occur against carriers who have provided a valid and lawful declination and/or dispute to a claim.
  - Payment plans will not be acceptable.

Claims prevention brings value to the shipper, Sysco and to the carrier, as it will avoid costly researching time and collection efforts. On all shipments consigned to a Sysco location or a Sysco Customer, the following will help minimize any exposure to the carrier for possible cargo claims filed against them ...

- All notations on the bill of lading as it relates to temperature requirements prevail.

- The carrier's driver representative must:
  - Sign the bill of lading – failure to do so indicates that there were no discrepancies at pickup, unless the shipper has affixed a SL&C notation on the bill of lading and therefore per the bill of lading contract the carrier has presumed acknowledgement of the receipt of the freight in apparent good order and count.
  - Count the carton quantity of the freight, unless the freight has been loaded into a drop trailer or if the shipper has affixed a SL&C notation on the bill of lading.
  - Sign for cases and not pallets STC X cases or just for the pallet count, unless the freight has been loaded into a drop trailer.
  - Notate and document any damage identified on the bill of lading while attached to the shipper's copy.
- Ensure that the shipper has loaded the freight in such a manner to ensure that it is roadworthy and secured properly, etc. and if not alert the appropriate shipping personnel to rectify the matter.
- For temperature controlled loads, the carrier must be able to validate the designated temperature range notated on the bill of lading is maintained throughout the time of cargo possession (from pick-up at shipper until the cargo is off loaded at a Sysco facility). If not, the carrier will be responsible for any cargo loss related to potential product temp abuse.
- Ensure that the load is sealed by the Shipper's personnel and if a seal must be broken ensure that the subsequent supplier notates the removal and reissuance of a new seal. If the shipper will not validate the seal, the carrier is to notify Sysco at the phone number indicated on the load tender advising the contact name at the ship location that will not perform the validation.
- **A sealed load does not indicate that a shipment is SL&C nor alleviate the carrier from potential claims liability.**

If a shipper will not allow a carrier on the dock to count the product, then the carrier should have the shipper notate as such on the bill of lading. If the preceding applies to a produce load, the carrier should contact the appropriate Salinas or Florida buying office (see dispatch sheet).

## Conclusion

Sysco is committed to an efficient foodservice supply chain – together with our carrier partners, we can achieve the many efficiencies available to both parties. We value every carrier partner and we share the desire to grow together.

[Top](#)

## Appendix A – Contacts

| Area                             | Contact   |
|----------------------------------|---|
| Corporate Cargo Claims           | <a href="mailto:000-transportationadmin@corp.sysco.com">000-transportationadmin@corp.sysco.com</a>        |
| Freight Expense / Invoicing      |   |
| Detention                        |   |
| Carrier Contracts / Compliance   | <a href="mailto:carriersetup@corp.sysco.com">carriersetup@corp.sysco.com</a>                              |
| Pallet Reimbursement             | <a href="mailto:PalletReceipts@corp.sysco.com">PalletReceipts@corp.sysco.com</a>                          |
| EDI Requests                     | <a href="mailto:TMS-EDI-Request@corp.sysco.com">TMS-EDI-Request@corp.sysco.com</a>                        |
| N RDC (Front Royal) Scheduling   | <a href="mailto:RDCSchedVA@corp.sysco.com">RDCSchedVA@corp.sysco.com</a>                                  |
| S RDC (Alachua) Scheduling       | <a href="mailto:RDCSchedFL@corp.sysco.com">RDCSchedFL@corp.sysco.com</a>                                  |
| System (TMS) issues              | Manhattan Customer Service<br><a href="mailto:callcenter@manh.com">callcenter@manh.com</a> / 800-203-9710 |
| NITC Planners Afterhours Support | 281-253-5641  |
| Sysco Produce                    | Produce load issues, contact @ 831-771-5000.<br>In Transit issues, contact Carrier Development-Produce    |

[Top](#)

## Appendix B – Locations

<http://www.sysco.com/about-sysco/our-locations.html>

### Redistribution Centers

| Location Name | Address                       | City        | State | Scheduling E-Mail Address  |
|---------------|-------------------------------|-------------|-------|--|
| Northeast RDC | 1000 Baugh Dr                 | Front Royal | VA    | <a href="mailto:rdcschedva@corp.sysco.com">rdcschedva@corp.sysco.com</a> |
| Southeast RDC | 12421 NW 173 <sup>rd</sup> St | Alachua     | FL    | <a href="mailto:rdcschedfl@corp.sysco.com">rdcschedfl@corp.sysco.com</a> |

### Corporate Office

| Location Name     | Address                             | City    | State | Phone Number |
|-------------------|-------------------------------------|---------|-------|--------------|
| Sysco Corporation | 1390 Enclave Pkwy<br>Mail Stop B201 | Houston | TX    | 281-584-1390 |

[Top](#)

## Appendix C – Canadian Fuel Surcharges

The net linehaul charge will be subject to the fuel surcharge as provided herein. The amount of the fuel surcharge will be determined by the Weekly Average Retail Prices for Diesel as published by the Natural Resources Canada on a weekly basis. The current index may be obtained via the internet at: [http://www2.nrcan.gc.ca/eneene/sources/pripr/prices\\_bycity\\_e.cfm?productID=5&locationID=66&frequency=W&priceYear=2018&Redisplay=](http://www2.nrcan.gc.ca/eneene/sources/pripr/prices_bycity_e.cfm?productID=5&locationID=66&frequency=W&priceYear=2018&Redisplay=)

The Weekly Average Retail Price, as determined above, will be used in the development of the fuel price adjustment for the period between the **Monday 2 weeks from the date of calculation through the Sunday of the week thereafter**. The table below is used to determine the appropriate charge by multiplying the billed kilometers (TL only) by the appropriate cost indicated in the fuel surcharge column. LTL and IMC is based off the net linehaul rate. The fuel surcharge will be applied based upon pickup date for the loads in question.

### Over the Road

| OTR CA MILEAGE BASED FUEL SURCHARGE MATRIX EFFECTIVE<br>JULY 10, 2017 |         |        |            |         |        |            |         |        |
|---|---------|--------|------------|---------|--------|------------|---------|--------|
| FUEL PRICE  |         | FSC    | FUEL PRICE |         | FSC    | FUEL PRICE |         | FSC    |
| \$0.371   | \$0.398 | \$0.01 | \$1.587    | \$1.614 | \$0.45 | \$2.803    | \$2.829 | \$0.89 |
| \$0.399   | \$0.425 | \$0.02 | \$1.615    | \$1.641 | \$0.46 | \$2.830    | \$2.857 | \$0.90 |
| \$0.426   | \$0.453 | \$0.03 | \$1.642    | \$1.669 | \$0.47 | \$2.858    | \$2.885 | \$0.91 |
| \$0.454   | \$0.481 | \$0.04 | \$1.670    | \$1.696 | \$0.48 | \$2.886    | \$2.912 | \$0.92 |
| \$0.482   | \$0.508 | \$0.05 | \$1.697    | \$1.724 | \$0.49 | \$2.913    | \$2.940 | \$0.93 |
| \$0.509   | \$0.536 | \$0.06 | \$1.725    | \$1.752 | \$0.50 | \$2.941    | \$2.968 | \$0.94 |
| \$0.537   | \$0.563 | \$0.07 | \$1.753    | \$1.779 | \$0.51 | \$2.969    | \$2.995 | \$0.95 |
| \$0.564   | \$0.591 | \$0.08 | \$1.780    | \$1.807 | \$0.52 | \$2.996    | \$3.023 | \$0.96 |
| \$0.592   | \$0.619 | \$0.09 | \$1.808    | \$1.835 | \$0.53 | \$3.024    | \$3.051 | \$0.97 |
| \$0.620   | \$0.646 | \$0.10 | \$1.836    | \$1.862 | \$0.54 | \$3.052    | \$3.078 | \$0.98 |
| \$0.647   | \$0.674 | \$0.11 | \$1.863    | \$1.890 | \$0.55 | \$3.079    | \$3.106 | \$0.99 |
| \$0.675   | \$0.702 | \$0.12 | \$1.891    | \$1.918 | \$0.56 | \$3.107    | \$3.133 | \$1.00 |
| \$0.703   | \$0.729 | \$0.13 | \$1.919    | \$1.945 | \$0.57 | \$3.134    | \$3.161 | \$1.01 |
| \$0.730   | \$0.757 | \$0.14 | \$1.946    | \$1.973 | \$0.58 | \$3.162    | \$3.189 | \$1.02 |
| \$0.758   | \$0.785 | \$0.15 | \$1.974    | \$2.000 | \$0.59 | \$3.190    | \$3.216 | \$1.03 |
| \$0.786   | \$0.812 | \$0.16 | \$2.001    | \$2.028 | \$0.60 | \$3.217    | \$3.244 | \$1.04 |
| \$0.813   | \$0.840 | \$0.17 | \$2.029    | \$2.056 | \$0.61 | \$3.245    | \$3.272 | \$1.05 |
| \$0.841   | \$0.867 | \$0.18 | \$2.057    | \$2.083 | \$0.62 | \$3.273    | \$3.299 | \$1.06 |
| \$0.868   | \$0.895 | \$0.19 | \$2.084    | \$2.111 | \$0.63 | \$3.300    | \$3.327 | \$1.07 |





## Sysco Carrier Operational Guidelines

| FUEL PRICE |         | FSC    | FUEL PRICE |         | FSC    | FUEL PRICE |         | FSC    |
|------------|---------|--------|------------|---------|--------|------------|---------|--------|
| \$0.896    | \$0.923 | \$0.20 | \$2.112    | \$2.139 | \$0.64 | \$3.328    | \$3.355 | \$1.08 |
| \$0.924    | \$0.950 | \$0.21 | \$2.140    | \$2.166 | \$0.65 | \$3.356    | \$3.382 | \$1.09 |
| \$0.951    | \$0.978 | \$0.22 | \$2.167    | \$2.194 | \$0.66 | \$3.383    | \$3.410 | \$1.10 |
| \$0.979    | \$1.006 | \$0.23 | \$2.195    | \$2.221 | \$0.67 | \$3.411    | \$3.437 | \$1.11 |
| \$1.007    | \$1.033 | \$0.24 | \$2.222    | \$2.249 | \$0.68 | \$3.438    | \$3.465 | \$1.12 |
| \$1.034    | \$1.061 | \$0.25 | \$2.250    | \$2.277 | \$0.69 | \$3.466    | \$3.493 | \$1.13 |
| \$1.062    | \$1.088 | \$0.26 | \$2.278    | \$2.304 | \$0.70 | \$3.494    | \$3.520 | \$1.14 |
| \$1.089    | \$1.116 | \$0.27 | \$2.305    | \$2.332 | \$0.71 | \$3.521    | \$3.548 | \$1.15 |
| \$1.117    | \$1.144 | \$0.28 | \$2.333    | \$2.360 | \$0.72 | \$3.549    | \$3.576 | \$1.16 |
| \$1.145    | \$1.171 | \$0.29 | \$2.361    | \$2.387 | \$0.73 | \$3.577    | \$3.603 | \$1.17 |
| \$1.172    | \$1.199 | \$0.30 | \$2.388    | \$2.415 | \$0.74 | \$3.604    | \$3.631 | \$1.18 |
| \$1.200    | \$1.227 | \$0.31 | \$2.416    | \$2.443 | \$0.75 | \$3.632    | \$3.658 | \$1.19 |
| \$1.228    | \$1.254 | \$0.32 | \$2.444    | \$2.470 | \$0.76 | \$3.659    | \$3.686 | \$1.20 |
| \$1.255    | \$1.282 | \$0.33 | \$2.471    | \$2.498 | \$0.77 | \$3.687    | \$3.714 | \$1.21 |
| \$1.283    | \$1.310 | \$0.34 | \$2.499    | \$2.525 | \$0.78 | \$3.715    | \$3.741 | \$1.22 |
| \$1.311    | \$1.337 | \$0.35 | \$2.526    | \$2.553 | \$0.79 | \$3.742    | \$3.769 | \$1.23 |
| \$1.338    | \$1.365 | \$0.36 | \$2.554    | \$2.581 | \$0.80 | \$3.770    | \$3.797 | \$1.24 |
| \$1.366    | \$1.392 | \$0.37 | \$2.582    | \$2.608 | \$0.81 | \$3.798    | \$3.824 | \$1.25 |
| \$1.393    | \$1.420 | \$0.38 | \$2.609    | \$2.636 | \$0.82 | \$3.825    | \$3.852 | \$1.26 |
| \$1.421    | \$1.448 | \$0.39 | \$2.637    | \$2.664 | \$0.83 | \$3.853    | \$3.880 | \$1.27 |
| \$1.449    | \$1.475 | \$0.40 | \$2.665    | \$2.691 | \$0.84 | \$3.881    | \$3.907 | \$1.28 |
| \$1.476    | \$1.503 | \$0.41 | \$2.692    | \$2.719 | \$0.85 | \$3.908    | \$3.935 | \$1.29 |
| \$1.504    | \$1.531 | \$0.42 | \$2.720    | \$2.747 | \$0.86 | \$3.936    | \$3.962 | \$1.30 |
| \$1.532    | \$1.558 | \$0.43 | \$2.748    | \$2.774 | \$0.87 | \$3.963    | \$3.990 | \$1.31 |
| \$1.559    | \$1.586 | \$0.44 | \$2.775    | \$2.802 | \$0.88 | \$3.991    | \$4.018 | \$1.32 |
| \$0.979    | \$1.006 | \$0.23 | \$2.195    | \$2.221 | \$0.67 | \$3.411    | \$3.437 | \$1.11 |
| \$1.007    | \$1.033 | \$0.24 | \$2.222    | \$2.249 | \$0.68 | \$3.438    | \$3.465 | \$1.12 |
| \$1.034    | \$1.061 | \$0.25 | \$2.250    | \$2.277 | \$0.69 | \$3.466    | \$3.493 | \$1.13 |
| \$1.062    | \$1.088 | \$0.26 | \$2.278    | \$2.304 | \$0.70 | \$3.494    | \$3.520 | \$1.14 |
| \$1.089    | \$1.116 | \$0.27 | \$2.305    | \$2.332 | \$0.71 | \$3.521    | \$3.548 | \$1.15 |
| \$1.117    | \$1.144 | \$0.28 | \$2.333    | \$2.360 | \$0.72 | \$3.549    | \$3.576 | \$1.16 |
| \$1.145    | \$1.171 | \$0.29 | \$2.361    | \$2.387 | \$0.73 | \$3.577    | \$3.603 | \$1.17 |
| \$1.172    | \$1.199 | \$0.30 | \$2.388    | \$2.415 | \$0.74 | \$3.604    | \$3.631 | \$1.18 |
| \$1.200    | \$1.227 | \$0.31 | \$2.416    | \$2.443 | \$0.75 | \$3.632    | \$3.658 | \$1.19 |
| \$1.228    | \$1.254 | \$0.32 | \$2.444    | \$2.470 | \$0.76 | \$3.659    | \$3.686 | \$1.20 |
| \$1.255    | \$1.282 | \$0.33 | \$2.471    | \$2.498 | \$0.77 | \$3.687    | \$3.714 | \$1.21 |
| \$1.283    | \$1.310 | \$0.34 | \$2.499    | \$2.525 | \$0.78 | \$3.715    | \$3.741 | \$1.22 |
| \$1.311    | \$1.337 | \$0.35 | \$2.526    | \$2.553 | \$0.79 | \$3.742    | \$3.769 | \$1.23 |
| \$1.338    | \$1.365 | \$0.36 | \$2.554    | \$2.581 | \$0.80 | \$3.770    | \$3.797 | \$1.24 |
| \$1.366    | \$1.392 | \$0.37 | \$2.582    | \$2.608 | \$0.81 | \$3.798    | \$3.824 | \$1.25 |

| FUEL PRICE |         | FSC    | FUEL PRICE |         | FSC    | FUEL PRICE |         | FSC    |
|------------|---------|--------|------------|---------|--------|------------|---------|--------|
| \$1.393    | \$1.420 | \$0.38 | \$2.609    | \$2.636 | \$0.82 | \$3.825    | \$3.852 | \$1.26 |
| \$1.421    | \$1.448 | \$0.39 | \$2.637    | \$2.664 | \$0.83 | \$3.853    | \$3.880 | \$1.27 |
| \$1.449    | \$1.475 | \$0.40 | \$2.665    | \$2.691 | \$0.84 | \$3.881    | \$3.907 | \$1.28 |
| \$1.476    | \$1.503 | \$0.41 | \$2.692    | \$2.719 | \$0.85 | \$3.908    | \$3.935 | \$1.29 |
| \$1.504    | \$1.531 | \$0.42 | \$2.720    | \$2.747 | \$0.86 | \$3.936    | \$3.962 | \$1.30 |
| \$1.532    | \$1.558 | \$0.43 | \$2.748    | \$2.774 | \$0.87 | \$3.963    | \$3.990 | \$1.31 |
| \$1.559    | \$1.586 | \$0.44 | \$2.775    | \$2.802 | \$0.88 | \$3.991    | \$4.018 | \$1.32 |

### LTLD/CTLD

| LTLD/CTLD CA MILEAGE BASED FUEL SURCHARGE MATRIX<br>EFFECTIVE JULY 10, 2017 |         |        |            |         |        |            |         |        |
|---|---------|--------|------------|---------|--------|------------|---------|--------|
| FUEL PRICE  |         | FSC    | FUEL PRICE |         | FSC    | FUEL PRICE |         | FSC    |
| \$0.350   | \$0.370 | 0.00%  | \$1.339    | \$1.358 | 20.09% | \$2.319    | \$2.338 | 40.18% |
| \$0.371   | \$0.391 | 0.41%  | \$1.359    | \$1.378 | 20.50% | \$2.339    | \$2.358 | 40.59% |
| \$0.392   | \$0.412 | 0.82%  | \$1.379    | \$1.398 | 20.91% | \$2.359    | \$2.378 | 41.00% |
| \$0.413   | \$0.433 | 1.23%  | \$1.399    | \$1.418 | 21.32% | \$2.379    | \$2.398 | 41.41% |
| \$0.434   | \$0.454 | 1.64%  | \$1.419    | \$1.438 | 21.73% | \$2.399    | \$2.418 | 41.82% |
| \$0.455   | \$0.475 | 2.05%  | \$1.439    | \$1.458 | 22.14% | \$2.419    | \$2.438 | 42.23% |
| \$0.476   | \$0.496 | 2.46%  | \$1.459    | \$1.478 | 22.55% | \$2.439    | \$2.458 | 42.64% |
| \$0.497   | \$0.517 | 2.87%  | \$1.479    | \$1.498 | 22.96% | \$2.459    | \$2.478 | 43.05% |
| \$0.518   | \$0.538 | 3.28%  | \$1.499    | \$1.518 | 23.37% | \$2.479    | \$2.498 | 43.46% |
| \$0.539   | \$0.558 | 3.69%  | \$1.519    | \$1.538 | 23.78% | \$2.499    | \$2.518 | 43.87% |
| \$0.559   | \$0.578 | 4.10%  | \$1.539    | \$1.558 | 24.19% | \$2.519    | \$2.538 | 44.28% |
| \$0.579   | \$0.598 | 4.51%  | \$1.559    | \$1.578 | 24.60% | \$2.539    | \$2.558 | 44.69% |
| \$0.599   | \$0.618 | 4.92%  | \$1.579    | \$1.598 | 25.01% | \$2.559    | \$2.578 | 45.10% |
| \$0.619   | \$0.638 | 5.33%  | \$1.599    | \$1.618 | 25.42% | \$2.579    | \$2.598 | 45.51% |
| \$0.639   | \$0.658 | 5.74%  | \$1.619    | \$1.638 | 25.83% | \$2.599    | \$2.618 | 45.92% |
| \$0.659   | \$0.678 | 6.15%  | \$1.639    | \$1.658 | 26.24% | \$2.619    | \$2.638 | 46.33% |
| \$0.679   | \$0.698 | 6.56%  | \$1.659    | \$1.678 | 26.65% | \$2.639    | \$2.658 | 46.74% |
| \$0.699   | \$0.718 | 6.97%  | \$1.679    | \$1.698 | 27.06% | \$2.659    | \$2.678 | 47.15% |
| \$0.719   | \$0.738 | 7.38%  | \$1.699    | \$1.718 | 27.47% | \$2.679    | \$2.698 | 47.56% |
| \$0.739   | \$0.758 | 7.79%  | \$1.339    | \$1.358 | 20.09% | \$2.079    | \$2.098 | 35.26% |
| \$0.759   | \$0.778 | 8.20%  | \$1.359    | \$1.378 | 20.50% | \$2.099    | \$2.118 | 35.67% |
| \$0.779   | \$0.798 | 8.61%  | \$1.379    | \$1.398 | 20.91% | \$2.119    | \$2.138 | 36.08% |
| \$0.799   | \$0.818 | 9.02%  | \$1.399    | \$1.418 | 21.32% | \$2.139    | \$2.158 | 36.49% |
| \$0.819   | \$0.838 | 9.43%  | \$1.419    | \$1.438 | 21.73% | \$2.159    | \$2.178 | 36.90% |
| \$0.839   | \$0.858 | 9.84%  | \$1.439    | \$1.458 | 22.14% | \$2.179    | \$2.198 | 37.31% |
| \$0.859   | \$0.878 | 10.25% | \$1.459    | \$1.478 | 22.55% | \$2.199    | \$2.218 | 37.72% |
| \$0.879   | \$0.898 | 10.66% | \$1.479    | \$1.498 | 22.96% | \$2.219    | \$2.238 | 38.13% |
| \$0.899   | \$0.918 | 11.07% | \$1.499    | \$1.518 | 23.37% | \$2.239    | \$2.258 | 38.54% |



## Sysco Carrier Operational Guidelines

| FUEL PRICE |         | FSC    | FUEL PRICE |         | FSC    | FUEL PRICE |         | FSC    |
|------------|---------|--------|------------|---------|--------|------------|---------|--------|
| \$0.919    | \$0.938 | 11.48% | \$1.519    | \$1.538 | 23.78% | \$2.259    | \$2.278 | 38.95% |
| \$0.939    | \$0.958 | 11.89% | \$1.539    | \$1.558 | 24.19% | \$2.279    | \$2.298 | 39.36% |
| \$0.959    | \$0.978 | 12.30% | \$1.559    | \$1.578 | 24.60% | \$2.299    | \$2.318 | 39.77% |
| \$0.979    | \$0.998 | 12.71% | \$1.579    | \$1.598 | 25.01% | \$2.739    | \$2.758 | 48.79% |
| \$0.999    | \$1.018 | 13.12% | \$1.599    | \$1.618 | 25.83% | \$2.759    | \$2.778 | 49.20% |
| \$1.019    | \$1.038 | 13.53% | \$1.759    | \$1.778 | 26.24% | \$2.779    | \$2.798 | 49.61% |
| \$1.039    | \$1.058 | 13.94% | \$1.779    | \$1.798 | 26.65% | \$2.799    | \$2.818 | 50.02% |
| \$1.059    | \$1.078 | 14.35% | \$1.799    | \$1.818 | 27.06% | \$2.819    | \$2.838 | 50.43% |
| \$1.079    | \$1.098 | 14.76% | \$1.819    | \$1.838 | 27.47% | \$2.839    | \$2.858 | 50.84% |
| \$1.099    | \$1.118 | 15.17% | \$1.839    | \$1.858 | 27.88% | \$2.859    | \$2.878 | 51.25% |
| \$1.119    | \$1.138 | 15.58% | \$1.859    | \$1.878 | 28.29% | \$2.879    | \$2.898 | 51.66% |
| \$1.139    | \$1.158 | 15.99% | \$1.879    | \$1.898 | 28.70% | \$2.899    | \$2.918 | 52.07% |
| \$1.159    | \$1.178 | 16.40% | \$1.899    | \$1.918 | 29.11% | \$2.919    | \$2.938 | 52.48% |
| \$1.179    | \$1.198 | 16.81% | \$1.919    | \$1.938 | 29.52% | \$2.939    | \$2.958 | 52.89% |
| \$1.199    | \$1.218 | 17.22% | \$1.939    | \$1.958 | 29.93% | \$2.959    | \$2.978 | 53.30% |
| \$1.219    | \$1.238 | 17.63% | \$1.959    | \$1.978 | 30.34% | \$2.979    | \$2.998 | 53.71% |
| \$1.239    | \$1.258 | 18.04% | \$1.979    | \$1.998 | 30.75% |            |         |        |
| \$1.259    | \$1.278 | 18.45% | \$1.999    | \$2.018 | 31.16% |            |         |        |
| \$1.279    | \$1.298 | 18.86% | \$2.019    | \$2.038 | 34.03% |            |         |        |
| \$1.299    | \$1.318 | 19.27% | \$2.039    | \$2.058 | 34.44% |            |         |        |
| \$1.319    | \$1.338 | 19.68% | \$2.059    | \$2.078 | 34.85% |            |         |        |

**IMDL**

**IMC CA MILEAGE BASED FUEL SURCHARGE MATRIX EFFECTIVE July 10, 2017**

| FUEL PRICE |         | FSC    | FUEL PRICE |         | FSC    | FUEL PRICE |         | FSC    |
|------------|---------|--------|------------|---------|--------|------------|---------|--------|
| \$0.371    | \$0.391 | 0.41%  | \$1.400    | \$1.420 | 20.40% | \$2.429    | \$2.449 | 40.39% |
| \$0.392    | \$0.412 | 0.82%  | \$1.421    | \$1.441 | 20.81% | \$2.450    | \$2.470 | 40.80% |
| \$0.413    | \$0.433 | 1.22%  | \$1.442    | \$1.462 | 21.22% | \$2.471    | \$2.491 | 41.21% |
| \$0.434    | \$0.454 | 1.63%  | \$1.463    | \$1.483 | 21.62% | \$2.492    | \$2.512 | 41.62% |
| \$0.455    | \$0.475 | 2.04%  | \$1.484    | \$1.504 | 22.03% | \$2.513    | \$2.533 | 42.02% |
| \$0.476    | \$0.496 | 2.45%  | \$1.505    | \$1.525 | 22.44% | \$2.534    | \$2.554 | 42.43% |
| \$0.497    | \$0.517 | 2.86%  | \$1.526    | \$1.546 | 22.85% | \$2.555    | \$2.575 | 42.84% |
| \$0.518    | \$0.538 | 3.26%  | \$1.547    | \$1.567 | 23.26% | \$2.576    | \$2.596 | 43.25% |
| \$0.539    | \$0.559 | 3.67%  | \$1.568    | \$1.588 | 23.66% | \$2.597    | \$2.617 | 43.66% |
| \$0.560    | \$0.580 | 4.08%  | \$1.589    | \$1.609 | 24.07% | \$2.618    | \$2.638 | 44.06% |
| \$0.581    | \$0.601 | 4.49%  | \$1.610    | \$1.630 | 24.48% | \$2.639    | \$2.659 | 44.47% |
| \$0.602    | \$0.622 | 4.90%  | \$1.631    | \$1.651 | 24.89% | \$2.660    | \$2.680 | 44.88% |
| \$0.623    | \$0.643 | 5.30%  | \$1.652    | \$1.672 | 25.30% | \$2.681    | \$2.701 | 45.29% |
| \$0.644    | \$0.664 | 5.71%  | \$1.673    | \$1.693 | 25.70% | \$2.702    | \$2.722 | 45.70% |
| \$0.665    | \$0.685 | 6.12%  | \$1.694    | \$1.714 | 26.11% | \$2.723    | \$2.743 | 46.10% |
| \$0.686    | \$0.706 | 6.53%  | \$1.715    | \$1.735 | 26.52% | \$2.744    | \$2.764 | 46.51% |
| \$0.707    | \$0.727 | 6.94%  | \$1.736    | \$1.756 | 26.93% | \$2.765    | \$2.785 | 46.92% |
| \$0.728    | \$0.748 | 7.34%  | \$1.757    | \$1.777 | 27.34% | \$2.786    | \$2.806 | 47.33% |
| \$0.749    | \$0.769 | 7.75%  | \$1.778    | \$1.798 | 27.74% | \$2.807    | \$2.827 | 47.74% |
| \$0.770    | \$0.790 | 8.16%  | \$1.799    | \$1.819 | 28.15% | \$2.828    | \$2.848 | 48.14% |
| \$0.791    | \$0.811 | 8.57%  | \$1.820    | \$1.840 | 28.56% | \$2.849    | \$2.869 | 48.55% |
| \$0.812    | \$0.832 | 8.98%  | \$1.841    | \$1.861 | 28.97% | \$2.870    | \$2.890 | 48.96% |
| \$0.833    | \$0.853 | 9.38%  | \$1.862    | \$1.882 | 29.38% | \$2.891    | \$2.911 | 49.37% |
| \$0.854    | \$0.874 | 9.79%  | \$1.883    | \$1.903 | 29.78% | \$2.912    | \$2.932 | 49.78% |
| \$0.875    | \$0.895 | 10.20% | \$1.904    | \$1.924 | 30.19% | \$2.933    | \$2.953 | 50.18% |
| \$0.896    | \$0.916 | 10.61% | \$1.925    | \$1.945 | 30.60% | \$2.954    | \$2.974 | 50.59% |
| \$0.917    | \$0.937 | 11.02% | \$1.946    | \$1.966 | 31.01% | \$2.975    | \$2.995 | 51.00% |
| \$0.938    | \$0.958 | 11.42% | \$1.967    | \$1.987 | 31.42% | \$2.996    | \$3.016 | 51.41% |
| \$0.959    | \$0.979 | 11.83% | \$1.988    | \$2.008 | 31.82% | \$3.017    | \$3.037 | 51.82% |
| \$0.980    | \$1.000 | 12.24% | \$2.009    | \$2.029 | 32.23% | \$3.038    | \$3.058 | 52.22% |
| \$1.001    | \$1.021 | 12.65% | \$2.030    | \$2.050 | 32.64% | \$3.059    | \$3.079 | 52.63% |
| \$1.022    | \$1.042 | 13.06% | \$2.051    | \$2.071 | 33.05% | \$3.080    | \$3.100 | 53.04% |
| \$1.043    | \$1.063 | 13.46% | \$2.072    | \$2.092 | 33.46% | \$3.101    | \$3.121 | 53.45% |
| \$1.064    | \$1.084 | 13.87% | \$2.093    | \$2.113 | 33.86% | \$3.122    | \$3.142 | 53.86% |
| \$1.085    | \$1.105 | 14.28% | \$2.114    | \$2.134 | 34.27% | \$3.143    | \$3.163 | 54.26% |
| \$1.106    | \$1.126 | 14.69% | \$2.135    | \$2.155 | 34.68% | \$3.164    | \$3.184 | 54.67% |
| \$1.127    | \$1.147 | 15.10% | \$2.156    | \$2.176 | 35.09% | \$3.185    | \$3.205 | 55.08% |



## Sysco Carrier Operational Guidelines

| FUEL PRICE |         | FSC    | FUEL PRICE |         | FSC    | FUEL PRICE |         | FSC    |
|------------|---------|--------|------------|---------|--------|------------|---------|--------|
| \$1.148    | \$1.168 | 15.50% | \$2.177    | \$2.197 | 35.50% | \$3.206    | \$3.226 | 55.49% |
| \$1.169    | \$1.189 | 15.91% | \$2.198    | \$2.218 | 35.90% | \$3.227    | \$3.247 | 55.90% |
| \$1.190    | \$1.210 | 16.32% | \$2.219    | \$2.239 | 36.31% | \$3.248    | \$3.268 | 56.30% |
| \$1.211    | \$1.231 | 16.73% | \$2.240    | \$2.260 | 36.72% | \$3.269    | \$3.289 | 56.71% |
| \$1.232    | \$1.252 | 17.14% | \$2.261    | \$2.281 | 37.13% | \$3.290    | \$3.310 | 57.12% |
| \$1.253    | \$1.273 | 17.54% | \$2.282    | \$2.302 | 37.54% | \$3.311    | \$3.331 | 57.53% |
| \$1.274    | \$1.294 | 17.95% | \$2.303    | \$2.323 | 37.94% | \$3.332    | \$3.352 | 57.94% |
| \$1.295    | \$1.315 | 18.36% | \$2.324    | \$2.344 | 38.35% | \$3.353    | \$3.373 | 58.34% |
| \$1.316    | \$1.336 | 18.77% | \$2.345    | \$2.365 | 38.76% | \$3.374    | \$3.394 | 58.75% |
| \$1.337    | \$1.357 | 19.18% | \$2.366    | \$2.386 | 39.17% | \$3.395    | \$3.415 | 59.16% |
| \$1.358    | \$1.378 | 19.58% | \$2.387    | \$2.407 | 39.58% | \$3.416    | \$3.436 | 59.57% |
| \$1.379    | \$1.399 | 19.99% | \$2.408    | \$2.428 | 39.98% | \$3.437    | \$3.457 | 59.98% |

### Produce

| PRODUCE OTR US PERCENTAGE BASED FUEL SURCHARGE MATRIX<br>EFFECTIVE JUNE 1, 2015 |                |       |        |        |        |
|---|----------------|-------|--------|--------|--------|
| FUEL PRICE  |                | PROD1 | PROD2  | PROD3  | PROD4  |
| <b>\$1.201</b>  | <b>\$1.265</b> | 0.29% | 0.44%  | 0.52%  | 0.48%  |
| <b>\$1.266</b>  | <b>\$1.330</b> | 0.59% | 0.89%  | 1.04%  | 0.96%  |
| <b>\$1.331</b>  | <b>\$1.395</b> | 0.88% | 1.33%  | 1.57%  | 1.44%  |
| <b>\$1.396</b>  | <b>\$1.460</b> | 1.18% | 1.77%  | 2.09%  | 1.92%  |
| <b>\$1.461</b>  | <b>\$1.525</b> | 1.47% | 2.22%  | 2.61%  | 2.40%  |
| <b>\$1.526</b>  | <b>\$1.590</b> | 1.77% | 2.66%  | 3.13%  | 2.88%  |
| <b>\$1.591</b>  | <b>\$1.655</b> | 2.06% | 3.10%  | 3.66%  | 3.37%  |
| <b>\$1.656</b>  | <b>\$1.720</b> | 2.36% | 3.55%  | 4.18%  | 3.85%  |
| <b>\$1.721</b>  | <b>\$1.785</b> | 2.65% | 3.99%  | 4.70%  | 4.33%  |
| <b>\$1.786</b>  | <b>\$1.850</b> | 2.95% | 4.43%  | 5.22%  | 4.81%  |
| <b>\$1.851</b>  | <b>\$1.915</b> | 3.24% | 4.88%  | 5.74%  | 5.29%  |
| <b>\$1.916</b>  | <b>\$1.980</b> | 3.54% | 5.32%  | 6.27%  | 5.77%  |
| <b>\$1.981</b>  | <b>\$2.045</b> | 3.83% | 5.76%  | 6.79%  | 6.25%  |
| <b>\$2.046</b>  | <b>\$2.110</b> | 4.13% | 6.20%  | 7.31%  | 6.73%  |
| <b>\$2.111</b>  | <b>\$2.175</b> | 4.42% | 6.65%  | 7.83%  | 7.21%  |
| <b>\$2.176</b>  | <b>\$2.240</b> | 4.72% | 7.09%  | 8.36%  | 7.69%  |
| <b>\$2.241</b>  | <b>\$2.305</b> | 5.01% | 7.53%  | 8.88%  | 8.17%  |
| <b>\$2.306</b>  | <b>\$2.370</b> | 5.31% | 7.98%  | 9.40%  | 8.65%  |
| <b>\$2.371</b>  | <b>\$2.435</b> | 5.60% | 8.42%  | 9.92%  | 9.14%  |
| <b>\$2.436</b>  | <b>\$2.500</b> | 5.90% | 8.86%  | 10.45% | 9.62%  |
| <b>\$2.501</b>  | <b>\$2.565</b> | 6.19% | 9.31%  | 10.97% | 10.10% |
| <b>\$2.566</b>  | <b>\$2.630</b> | 6.49% | 9.75%  | 11.49% | 10.58% |
| <b>\$2.631</b>  | <b>\$2.695</b> | 6.78% | 10.19% | 12.01% | 11.06% |

| FUEL PRICE |         | PROD1  | PROD2  | PROD3  | PROD4  |
|------------|---------|--------|--------|--------|--------|
| \$2.696    | \$2.760 | 7.08%  | 10.64% | 12.53% | 11.54% |
| \$2.761    | \$2.825 | 7.37%  | 11.08% | 13.06% | 12.02% |
| \$2.826    | \$2.890 | 7.67%  | 11.52% | 13.58% | 12.50% |
| \$2.891    | \$2.955 | 7.96%  | 11.97% | 14.10% | 12.98% |
| \$2.956    | \$3.020 | 8.26%  | 12.41% | 14.62% | 13.46% |
| \$3.021    | \$3.085 | 8.55%  | 12.85% | 15.15% | 13.94% |
| \$3.086    | \$3.150 | 8.85%  | 13.30% | 15.67% | 14.42% |
| \$3.151    | \$3.215 | 9.14%  | 13.74% | 16.19% | 14.91% |
| \$3.216    | \$3.280 | 9.44%  | 14.18% | 16.71% | 15.39% |
| \$3.281    | \$3.345 | 9.73%  | 14.63% | 17.23% | 15.87% |
| \$3.346    | \$3.410 | 10.03% | 15.07% | 17.76% | 16.35% |
| \$3.411    | \$3.475 | 10.32% | 15.51% | 18.28% | 16.83% |
| \$3.476    | \$3.540 | 10.62% | 15.95% | 18.80% | 17.31% |
| \$3.541    | \$3.605 | 10.91% | 16.40% | 19.32% | 17.79% |
| \$3.606    | \$3.670 | 11.21% | 16.84% | 19.85% | 18.27% |
| \$3.671    | \$3.735 | 11.50% | 17.28% | 20.37% | 18.75% |
| \$3.736    | \$3.800 | 11.80% | 17.73% | 20.89% | 19.23% |
| \$3.801    | \$3.865 | 12.09% | 18.17% | 21.41% | 19.71% |
| \$3.866    | \$3.930 | 12.39% | 18.61% | 21.93% | 20.19% |
| \$3.931    | \$3.995 | 12.68% | 19.06% | 22.46% | 20.68% |
| \$3.996    | \$4.060 | 12.98% | 19.50% | 22.98% | 21.16% |
| \$4.061    | \$4.125 | 13.27% | 19.94% | 23.50% | 21.64% |
| \$4.126    | \$4.190 | 13.57% | 20.39% | 24.02% | 22.12% |
| \$4.191    | \$4.255 | 13.86% | 20.83% | 24.55% | 22.60% |
| \$4.256    | \$4.320 | 14.16% | 21.27% | 25.07% | 23.08% |
| \$4.321    | \$4.385 | 14.45% | 21.72% | 25.59% | 23.56% |
| \$4.386    | \$4.450 | 14.75% | 22.16% | 26.11% | 24.04% |
| \$4.451    | \$4.515 | 15.04% | 22.60% | 26.64% | 24.52% |

### Produce destination states in U.S.

- **PROD1** CA, NV, UT, AZ
- **PROD2** WA, OR, MT, ID, WY, CO, NM
- **PROD3** ND, SD, NE, KS, OK, TX, LA, MS, AL, AR, MO, IA, MN, WI, IL, IN, MI, KY, TN
- **PROD4** ME, NH, VT, NY, NJ, PA, OH, MD, MA, CT, RI, DE, WV, VA, NC, SC, GA, FL

### Produce destination provinces in Canada

- **PROD2** British Columbia, Alberta
- **PROD2** Saskatchewan, Manitoba
- **PROD3** Ontario, Quebec, New Brunswick, Newfoundland, Nova Scotia, Prince Edward Island

[Top](#)

## Appendix D – Accessorials

**For shipments tendered through Manhattan’s Transportation Management System.**

### Accessorial Schedule Effective 7/10/17

All requested, authorized and approved accessorials MUST be applied to the load prior to goods receipt. Charges subject to change.

| <b>Accessorial Description</b>   | <b>Rate Effective July 10, 2017</b>  |
|--|--|
| <b>Stop Charges (Non Produce)</b>  | <b>Origin Pickup and Final Delivery Free</b><br><b>Additional stops: \$50.00 per stop</b>  |
| <b>Driver Detention, see core carrier guidelines for eligibility (extraordinary circumstances will be handled accordingly)</b> | <b>First 2 hours free</b><br><b>Additional time at \$60.00/hour (paid by the minute)</b><br><b>Maximum \$480</b><br><b>Detention not paid for carriers arriving late</b> |
| <b>Layover Fee (Layover pay may be considered based on circumstances)</b>  | <b>\$200.00</b>  |
| <b>Truck Ordered Not Used</b>  | <b>\$250.00</b>  |

| <b>Produce Stop Charges</b>   | <b>Rate</b>   |
|---|---|
| <b>Produce Stop Charges must be requested through: <a href="mailto:produce2@corp.sysco.com">produce2@corp.sysco.com</a>.</b><br><b>Dispatch sheet from the Sysco Produce Office must be included.</b> | <b>1<sup>st</sup> 4 Pickups are Free and last Delivery.</b><br><b>Additional stop charges \$50.00 each.</b> |

[Top](#)

## Appendix E – RDC Appointment Scheduling Requests

All appointments must be scheduled as soon as possible but no later than 72 hours prior to delivery. If the original appointment is missed, you will be rescheduled for the next available appointment. Any delays incurred in transit should be e-mailed to the appropriate location below for reschedule.

**Front Royal, VA RDC**

[rdcschedva@corp.sysco.com](mailto:rdcschedva@corp.sysco.com)

**Alachua, FL RDC**

[rdcschedfl@corp.sysco.com](mailto:rdcschedfl@corp.sysco.com)

For direction to these facilities – please call 540-631-2170 for Front Royal, or 386-418-8500 for Alachua.

Please use the form below (pasted into the body of your email) to schedule or reschedule delivery appointments at the RDC facilities.

| Shipment ID | Supplier Name | Carrier SCAC | Drop or Live Unload? | Requested Appointment | Requested Reschedule Appointment |
|-------------|---------------|--------------|----------------------|-----------------------|----------------------------------|
|             |               |              |                      |                       |                                  |

[Top](#)



## Appendix F – EDI Setup Agreement and Profile

**For Shipments Tendered through Manhattan’s Transportation System**

### EDI Setup Agreement and Profile

I, \_\_\_\_\_ (e.g., Owner, President, VP, etc.) from \_\_\_\_\_ (e.g., EDI Partner Name, Carrier Name) agree to pay the one-time testing fee of \$500 USD that is to be paid directly to Manhattan Associates within 30 days from the invoice date for the technical implementation and testing.

**Desired EDI Protocol**

AS2:

By selecting this option I, \_\_\_\_\_, (e.g., Owner, President, VP, etc.) understands that \_\_\_\_\_ (e.g., EDI Partner Name, Carrier Name) is to pay the \$0.50 USD fee associated with AS2 for each transaction.

Traditional:

By selecting this option I, \_\_\_\_\_, (e.g., Owner, President, VP, etc.) understands that all transaction costs are the responsibility of \_\_\_\_\_ (e.g., EDI Partner Name, Carrier Name) and our VAN provider.

**Trading Partner EDI Profile for AS2 Setup:**

Company Name:

Company

Address:

Company City

Company State:

Company Zip:

AS2 Technical

Contact: Phone

Number:

Email Address:

Technical Support Email:

AS2 Software:

Production Qualifier

(ISA07): ID (ISA08):

AS2

Name:

Prod URL:

Outbound IP Address:

Port:

Certificate name:

(A copy of the certificate must be submitted as well) Message format type:

Message Digest:

Document

Encryption: Preferred

MDN Mode:

Custom Mapping Requests (Optional):

[Top](#)

## Appendix G – Approved Reason Code

| Codes     | Description                            | Category of Issue           | Operational Definition   |
|-----------|--|-----------------------------|--|
| <b>D1</b> | Carrier Dispatch Error                 | Carrier Related             | Any reason that a carriers dispatch or controlling entity causes the carrier to be late  |
| <b>D2</b> | Driver Not Available                   | Carrier Related             | Any reason that after a carrier accepts load tender the driver fall off or loses the truck   |
| <b>AH</b> | Driver Related                         | Carrier Related             | Any reason associated with driver that causes carrier to be late with the exception of HOS (Hour of Service use Reason Code: BH - Insufficient Time to Complete Delivery)                          |
| <b>BH</b> | Insufficient Time to Complete Delivery | Carrier Related             | Driver runs out of hours (Hours of Service)  |
| <b>AI</b> | Mechanical Breakdown                   | Carrier Related             | Any vehicle or trailer related break down that cause carrier to be late  |
| <b>AY</b> | Missed Pick-up                         | Carrier Related             | Any reason that a carrier was late to delivery due to miss in the original pick-up appointment   |
| <b>AJ</b> | Other Carrier Related                  | Carrier Related             | Any reason not listed in approved Reason Codes that causes carrier to be late  |
| <b>AF</b> | Accident                               | Non-Carrier Related - Other | This is related to any accident en route that caused the carrier to be late  |
| <b>BG</b> | Other                                  | Non-Carrier Related - Other | Any reason not listed in approved Reason Codes that causes carrier to be late  |
| <b>BO</b> | Railroad Failed to Meet Schedule       | Non-Carrier Related - Other | This is related to intermodal loads only and is any reason that railroad did not meet rail schedule that caused carrier to be late   |
| <b>BE</b> | Road Conditions                        | Non-Carrier Related - Other | This is related to construction or adverse road conditions (e.g., traffic) that caused carrier to be late  |
| <b>BR</b> | Train Derailment                       | Non-Carrier Related - Other | This is related to intermodal loads only and is any reason that railroad did not meet rail schedule that caused carrier to be late   |
| <b>AO</b> | Weather or Natural Disaster Related    | Non-Carrier Related - Other | This is related to natural events (e.g., Hurricane) that caused carrier to be late   |
| <b>AG</b> | Consignee Related                      | Non-Carrier Related - Sysco | Any reason not listed in approved Reason Codes that causes carrier to be late  |
| <b>AD</b> | Customer Requested Future Delivery     | Non-Carrier Related - Sysco | Any reason that the original appointment was changed by either the vendor or Sysco facility due to their own capacity  |
| <b>T7</b> | Insufficient Delivery Time             | Non-Carrier Related - Sysco | Any reason that Sysco cannot accommodate the requested delivery date listed on the load tender after carrier attempts to schedule delivery appointment within 24 hrs. of accepting the load tender |

## Sysco Carrier Operational Guidelines

| Codes     | Description               | Category of Issue            | Operational Definition  |
|-----------|---------------------------|------------------------------|---|
| <b>AX</b> | Insufficient Pick-up Time | Non-Carrier Related - Sysco  | Any reason that Vendor cannot accommodate the requested pick-up date listed on the load tender after carrier attempts to schedule pick-up appointment within 24 hrs. of accepting the load tender |
| <b>AW</b> | Past Cut-off Time         | Non-Carrier Related - Vendor | This is related to any load tendered less than 48 hrs. of pick-up request   |
| <b>AL</b> | Previous Stop             | Non-Carrier Related - Vendor | This is related to any delay in loading caused by Vendor that result in carrier to be late. However, this does not apply if carrier is late to pick-up  |
| <b>BQ</b> | Shipment Overweight       | Non-Carrier Related - Vendor | This is related to any load that causes carrier to exceed gross vehicle weight  |
| <b>AM</b> | Shipper Related           | Non-Carrier Related - Vendor | Any reason not listed in approved Reason Codes that causes carrier to be late   |

[Top](#)

### Appendix H - Produce Cold Chain Best Practices

Sysco Corporate Quality Assurance has collaborated with Corporate Logistics, SMS, and Operations to develop the PRODUCE COLD CHAIN BEST PRACTICES (**PCCBP**) Guidance Document for the Shipping/Loading/Transporting/Receiving Branded & Packer Produce Products.

#### Introduction

Sysco Corporation maintains a strong commitment to overall food safety as well as ensuring consistent quality products are delivered to our Sysco, FreshPoint and Sygma owned Operating Companies.

#### Purpose

The purpose of this PRODUCE COLD CHAIN BEST PRACTICES Document (**PCCBP**) is to provide specific instructions and recommendations to our Supplier Quality Assurance Team members, Sysco Produce Transportation providers, members of Sysco Merchandising Services, Sysco Corporate Supply Chain, and Sysco, FreshPoint and Sygma operating companies receiving personnel.

#### Scope

The PRODUCE COLD CHAIN BEST PRACTICES (**PCCBP**) has been designed to provide further guidance as it relates to the supplier's, transportation companies, and Sysco Companies receiving department's responsibilities. From loading requirements and best practices, verification of carrier's equipment condition, temperature control monitoring, and TTR placement for a successful and suitable transportation of Fresh Produce. Unless otherwise specified, product must meet PACA, Good Delivery Guidelines. Please see the below link for detailed information:

<http://www.ams.usda.gov/rules-regulations/paca/good-delivery>

#### Equipment

A calibrated probe thermometer and infra-red thermometer are required to execute these procedures during the loading and unloading process.

#### First things First: Understanding the Basics of Trailer Refrigeration

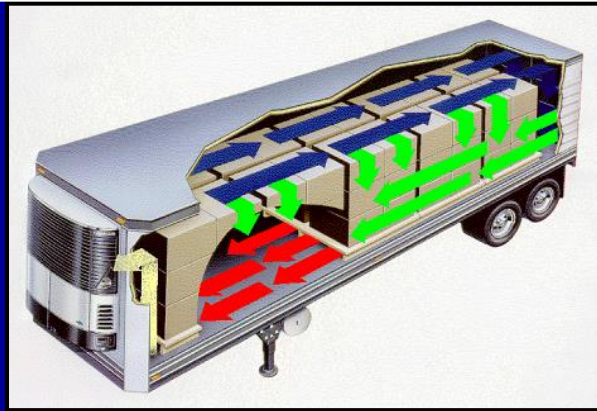
- Trailer refrigeration is designed to maintain temperature. It is not designed to change the temperature of the product.
- Trailers must be fully insulated and sealed to ensure heat enters the trailer at as slow a rate as possible.
- The reefer unit applies cold air at the set point temperature. The cold air must circulate over the interior surfaces of the trailer, removing heat as it enters the trailer.
- The combination of the insulation and reefer functions ensure that the product temperature is maintained by removing the exterior heat before it enters the product.
- As heat is picked up by the cold air circulating through the trailer, it is returned to the refrigeration unit, which then removes the heat picked up the air, and expels it back outside the system.

Illustration:

Clean trailer w/ attached air chute



Trailer Airflow Illustration



*\*It is important to remember that the cold air delivered to the trailer is not designed to make the product cold. It is designed to remove heat from the trailer as it enters through the walls, floor, and drain holes. Air circulation is one of the most important factors in protecting refrigerated loads of perishable products. Refrigeration capabilities are meaningless if the refrigerated air is not properly circulated to maintain product temperature.*

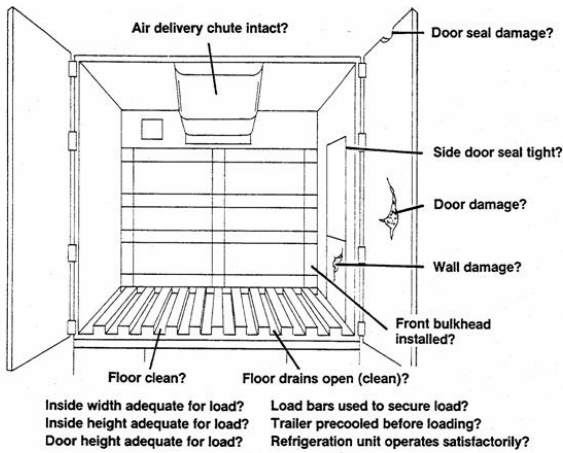
**Supplier's Requirements:** Have all loading staff and supervisors view Sensitech 4 steps for Successful Shipments: <http://www.sensitech.com/videos/four-steps>

- Product must to be loaded onto the trailer at the temperature as required by Product and Sysco specifications; ex. 33-40 degrees for value added pre-cut leafy greens.
- Provide pulp temperatures to the driver and notate them on the BOLs.
- Inspect the reefer trailers to ensure that it meets the following Sysco's equipment requirements prior to loading:
  - Trailer must have an operational air chute of adequate length for the trailer, fully attached from beginning to end to the refrigeration unit. See illustration of a damaged air chute.
  - Trailer's interior must be in optimum condition with no holes in the walls, ceilings, and floors. Drain holes in the floor must have **kazoos** or must be cork plugged to avoid introduction of warm or cold air into the trailer. See illustration of kazoos.
  - Using an infra-red thermometer, check the wall temperature in the front, middle, and back of the trailer. Readings should be near the required set point as stated on the BOLs. This is the preferred method; air temp with probe thermometer may be used if infra-red thermometer is not available. This must be noted on BOL.
  - Trailer must be clean, floor grooves free of debris, and odor. See illustration below.
  - Carrier must supply additional bracing through use of load bars prior to supplier sealing trailer. Supplier's personnel should refuse to load any trailer that does not meet Sysco Companies requirements.

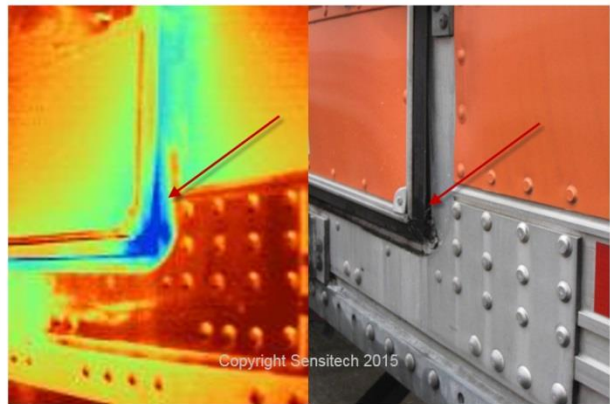
## Damaged Air Chute



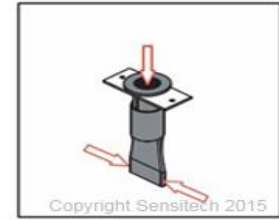
## Damaged Air Chute



## Exterior Door Seal Damage



# Kazoos



Outside view of drain with kazoo to prevent air from entering trailer.

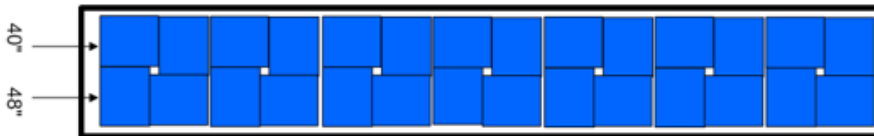
Diagram of kazoo which attaches to drain preventing air from entering trailer.

- Loading the trailers in accordance to Sysco Companies loading requirements as prescribed below:
  - Center loading - use spacers where applicable.
  - There must be at least 12" of space between the top layer of the pallet and the ceiling.
  - Ensure the reefer unit is off during the loading process.
  - Record product temperature during the loading process.
  - Secure cases/units loaded with one or more of the following: Air bags, bracing, shrink film or netting, or strapping.

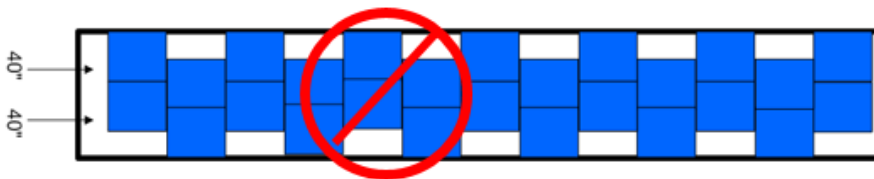
## Best Practice 53' Trailer

- 26 pallets straight-in center loaded configuration
- 26 pallets loaded in a chimney-stack, 2 sideways pinwheel pattern
- 28 pallets loaded in a chimney-stack, 4 sideways pinwheel pattern
- No matter the pattern – pallets / product must not be touching walls of trailer

### Trailer Top View



Centerline Loaded



Wall Loaded

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### Loading

*On multi pick truckloads and LTL, if applicable, the carrier is required to have seals removed from prior ship point verified, acknowledged, and documented by shipping personnel at next pick up location.*

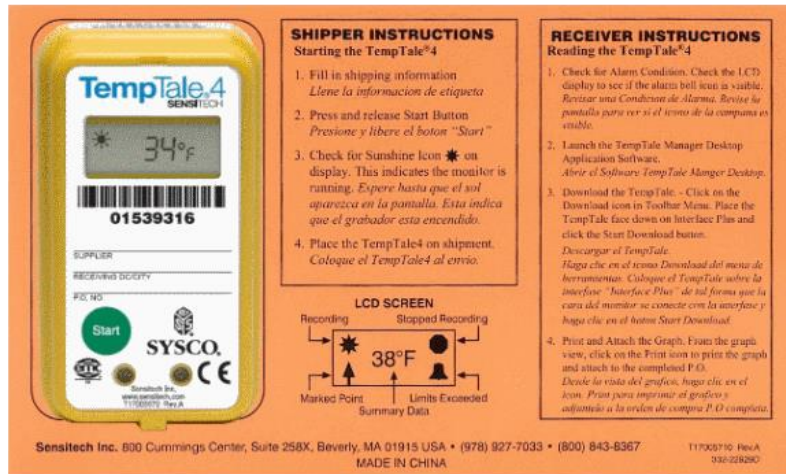
- Confirm Produce is at appropriate pulp temperature. Product must be loaded at 33-40 degrees for leafy commodity or precut items, and 42-47 for warm veg. such as cucumbers, bell peppers, and winter squash for example.
- Appropriate and/or additional packaging is applied to product pallets (plastic bags or paper wrap) to prevent chill or frost damage of the warm vegetable items for all mixer loads.
- Confirm Pallet height does not pinch cold air supply chute. For current or previous pick up. Note on BOL and advise shipping supervisor if condition exists.

## Pallet Height



- Confirm iced or wet cargo is not placed above dry partial pallets and the usage of blocks to improve airflow.
- Confirm that slip sheets are used for all wet, iced product, sacked, vented, or bagged products.
- Slip sheets are also used to protect wet product as well.
- Do not load pallets end to end.
- Confirm Sysco Companies' approved TTR Sensitech Temptale4 temperature monitors device is placed as ordered. Its location must be upper right hand corner of the last pallet facing rear doors. For additional detailed information refer to Temptale SOP Annex F.
- Confirm a Sysco Yellow TempTale4 **TTR** is started prior to placement. There must be a Sunshine icon showing on the LCD screen. Do **not** pre-start TTR in office at time of Driver check in.





### Starting a TempTale4 Monitor

- ✓ Press Hold and release the Green Start Button.
  - ✓ The "Sunshine" icon ☀ appears in the upper left corner of the display.
  - ✓ The TempTale4 will begin to record data after the start-up delay has passed.
- Driver must be allowed to visually inspect cargo, to request pulp samples, and he/she must sign off on BOL for temperature and case counts. Carrier must supply additional bracing through use of load bars prior to supplier sealing trailer.

### Carriers Responsibility

- **Trailer Condition Requirements:** It is the responsibility of the carrier to provide a reefer trailer that meets the following Sysco Companies' equipment requirements:
  - Trailer must have an operational air chute of adequate length, fully attached from beginning to end to the refrigeration unit.
  - Trailer's interior must be in optimum condition with no holes in the walls, ceilings, and floors. Floor Drain holes must be plugged in the winter months to avoid introduction of cold air into the trailer.
  - Trailer must be clean, free of debris, and odor.
  - Trailer must be pre-cooled to the appropriate temperature at least 1 hour prior to arriving at a shipper's location to pick up refrigerated/frozen freight.
- **Pre-Cooling Requirements:** All trailers must be pre-cooled or tempered to the appropriate temperature in accordance to Sysco's QA and the Shipper's product specification requirements.
- **Reefer Settings:** All Sysco Produce loads must be run on continuous mode unless otherwise instructed in writing by a Sysco representative.
- **Temperature Recorder:** turn on the temperature recording device (temp tale) and ensure proper placement. A dual responsibility with the supplier.

- **Product Temperature:** request product's pulp samples during the loading process. Carrier shall confirm the proper temperature at loading meets requirements as listed in [Annex B](#) prior to leaving and is noted on the Bill of Lading.
- **Product Count:** case counts are verified and match those noted on the Bill of Ladings. Driver must also inspect the product for damaged cases or pallets during the loading process. It is the right and responsibility of the Driver to report and reject any damage product or pallets from the shipper. Failure to do so, can and will result in a carrier claim filed.
- **In Transit Monitoring:** continuously monitor the reefer warning light and spot check the temperature readings being displayed through the reefer unit's refrigeration control interface. In the event of a set point variance of 3 degrees, lower or higher, it is the Driver's responsibility to communicate that to their assigned driver manager/dispatcher for immediate action.
- **Delivery:** maintain the cold chain of the product. Do not open the doors until a door is assigned and the actual unloading is set to begin. It is the Driver's responsibility to be present during the unloading process to ensure appropriate case counts and pulp samples of the product are taken. In the event that the Driver is not allowed on the dock, the driver is to communicate that information to his/her driver manager/dispatcher immediately.
- **Bill of Lading:** in the event that the BOL is signed with any type of exception, the Driver must notify his/her driver manager/dispatcher immediately. That information must be then forward to a Sysco Representative right away.

### Sysco Companies' Receiving Responsibilities

- **Temperature Readings:** In the event of a high alarm TTR, receiving personnel should verify and document reefer temperature readings as displayed through the refrigeration control display.
- **Reefer Unit Settings Verification:** In the event of a high alarm TTR, receiving personnel should verify and document the continuous mode setting.
- **Trailer Doors:** Trailer's doors must remain closed until the trailer is aligned into the assigned door dock.
- **Equipment Condition Inspection:** Receiving personnel must visually inspect the overall exterior and interior condition of the reefer trailer. Any anomalies must be documented through digital pictures.
  - **Anomalies such as but not limited to:** torn chute, damaged trailer, damaged goods, spilled product, odors, etc.
- **First Glance at Cargo Condition Inspection:** Upon opening the dock door, receiving personnel must make a first assessment of the overall condition of the product. Leaning pallets, crushed boxes, wet boxes, etc. must be documented through digital pictures.
- **Sensitech TempTale4 Download:** In the event of a High Alarm TTR, TempTale4 download must be done prior to unloading the product. In case the TTR has not alarmed, unloading may proceed with acceptable TemTale4 readings. Any temperature discrepancy must be noted, QA must be consulted for appropriate guidance.
- **Unloading Process:** Any product damages or discrepancies should be notated and documented with digital pictures.

- **QA Inspection:** All Produce loads must be inspected by Sysco produce Operating Company receiving QA Dept.
- **Signing the BOL**
  - **Clean BOL:** Receiving personnel must legibly sign and date the BOL and the carrier is free to go.
  - **Discrepancies:** In the event of any product quality, temperature, or case count discrepancy, it must be notated on the BOL. The completion of the Standard Over, Short, and Damage, and NUOCA Form must take place. Please refer to the Op Co Receiving Discrepancies SOP.
  - **Quality Issues:** Any quality issues will be documented within 24 hours using the Produce Products Discrepancy Notice.

[Top](#)

### Annex A

#### THERMOMETER CALIBRATION PROCEDURE

Thermometers to be used in cooler, freezers, and processing areas should be calibrated at approximately 32°F.

1. Thermometers should be placed in an ice-water bath with a stirrer. Thermometers can be held with a plastic or comparable sanitary lid.
2. Calibrate thermometers in ranges to be used.
3. Dial thermometers should be checked at a minimum of once per day.
4. Digital thermometers should be checked at a minimum of once per week.
5. Thermometers used to measure temperatures at approximately 32°F
6. Fill container to 3/4 full with crushed ice.
7. Add enough water to cover the ice.
8. Insert tip of thermometer into the ice water.
9. Stir ice/water mixture with thermometer for thirty seconds.
10. Place NIST calibrated thermometer in ice water batch.
11. Read thermometer, making sure that the thermometer tip is not touching the container.
12. If thermometer is adjustable, adjust thermometer to read the same as the NIST thermometer.
13. If thermometer is not adjustable, return to the company for re-calibration.
14. Once thermometer has been calibrated, recheck the thermometer against the NIST thermometer for correct setting.
15. Record calibration in thermometer calibration log.

[Top](#)

### Annex B

#### **Food Safety Produce Temperature Requirements:**

| 33-40 Degrees  | 33-70 Degrees  |
|--|--|
| Fresh Cuts, Sprouts  | Raw Agricultural Commodities   |
| Ex. Chopped Romaine, Cut Melon, Mung Beans,<br>Whole Peeled Garlic, Sliced Tomato, Shallots. | Ex. Iceberg Lettuce, Watermelon, Onions,<br>Peppers, Cantaloupe, Citrus. |

[Top](#)

Annex C

**RECOMMENDED STORAGE TEMPS FOR PRODUCE**

| Item               | Temperature Range (°F) | Item                     | Temperature Range (°F) |
|--------------------|------------------------|--------------------------|------------------------|
| Apples             | 33-38                  | Mandarins                | 45-55                  |
| Apricots           | 33-38                  | Mangoes                  | 49-55                  |
| Artichokes         | 33-38                  | Melons (whole)           | 44-47                  |
| Asparagus          | 33-38                  | Melons, (Fresh-cut)      | 40 or less             |
| Avocados (cold-    | 55                     | Mushrooms                | 33-38                  |
| Avocados (cold-    | 33-38                  | Nectarines               | 32-38                  |
| Bananas (to ripen) | 60-65                  | Nuts                     | 32-40                  |
| Bananas (to store) | 56-58                  | Okra                     | 44-47                  |
| Beans, green/snap  | 44-47                  | Onions, bulb             | 44-47                  |
| Beans, Lima        | 37-41                  | Onions, green            | 32-38                  |
| Beets              | 32-38                  | Oranges (Ariz./Texas)    | 44-47                  |
| Blackberries       | 32-38                  | Oranges (Calif.)         | 44-47                  |
| Blueberries        | 32-38                  | Oranges (Fla.)           | 44-47                  |
| Broccoli           | 32-38                  | Papayas                  | 50-55                  |
| Brussels sprouts   | 32-38                  | Peaches (ripe)           | 32-38                  |
| Cabbage            | 32-38                  | Peaches (unripe)         | 65-70                  |
| Cantaloupe         | 35-40                  | Pears                    | 38-32                  |
| Carrabolla         | 32-38                  | Pears (unripe)           | 49-55                  |
| Carrots            | 32-38                  | Peas, green              | 32-38                  |
| Cauliflower        | 32-38                  | Peas, Snow               | 32-38                  |
| Celery             | 33-38                  | Peppers, bell            | 45-50                  |
| Cherries           | 32-38                  | Peppers, chili (dried)   | Ambient                |
| Coconut            | 32-38                  | Peppers, chili (fresh)   | 44-47                  |
| Corn               | 32-38                  | Pineapple (mature green) | 50-55                  |
| Cranberries        | 33-40                  | Pineapple (ripe)         | 44-47                  |
| Cucumbers          | 45-50                  | Pineapple, fresh-cut     | 32-38                  |
| Dates, semi-dry    | 32-40                  | Plums/prunes             | 32-38                  |
| Dates, Soft        | 33-38                  | Plums/prunes (to ripen)  | 55-64                  |
| Dried fruits       | Ambient                | Potatoes                 | 45-50                  |
| Eggplant           | 45-50                  | Pumpkins                 | 50-60                  |
| Endive             | 33-38                  | Radishes                 | 32-38                  |
| Escarole           | 33-38                  | Raspberries              | 32-38                  |

## Sysco Carrier Operational Guidelines

| Item                    | Temperature Range (°F) | Item                   | Temperature Range (°F) |
|-------------------------|------------------------|------------------------|------------------------|
| Figs, fresh             | 33-38                  | Romaine                | 32-38                  |
| Garlic                  | 32-34                  | Rutabagas              | 32-38                  |
| Grapefruit (Texas/Fla.) | 49-55                  | Salad mixes            | 32-38                  |
| Grapefruit (AZ/ CA)     | 50-55                  | Spinach                | 32-38                  |
| Grapes                  | 32-38                  | Sprouts                | 34-36                  |
| Greens (Collards, kale) | 32-38                  | Squash, hard           | 50-55                  |
| Herbs (Basil, Oregano)  | 48-55                  | Squash, soft           | 45-50                  |
| Herbs (most types)      | 38-42                  | Strawberries           | 32-38                  |
| Honeydew                | 49-55                  | Sweet potatoes         | 50-55                  |
| Kiwifruit               | 32-38                  | Tomatoes, mature green | 50-55                  |
| Leeks                   | 32-38                  | Turnips                | 32-38                  |
| Lemons                  | 49-55                  | Watermelon             | 49-55                  |
| Lettuce                 | 34-38                  |                        |                        |
| Limes                   | 49-55                  |                        |                        |

[Top](#)

### Annex D

#### TIME and Temperature Decision Matrix for High Risk Produce: RECEIVING

During the receiving process if internal product temps of PHF /TCS Fresh Cut Produce are between 40-45 °F, and product has not been exposed to > 40 °F for more than eight hours during transit (based on TTR data, reefer download data, or other objective data such as ship time from a local vendor) the OpCo should complete a NUOCA and investigate to determine if the storage temp for supplier(s) and on-boarding product temp for items were at 40 °F or less.

If it can be established that products were stored and loaded at temps at 40 °F or below; and products were not exposed to temps > 40 °F for more than eight hours during transit, the product is acceptable to receive. The OpCo will be directed to HOLD and chill these items to 40 °F or less before shipping to customers.

PHF/TCS Fresh Cut Produce between 40-45 °F internal temps with time temperature exposure in transit of > 40 °F for more than eight hours should not be further distributed using the current distressed goods process. Product cannot be donated.

PHF/TCS Fresh Cut Produce exceeding 45 °F internal temperature should not be distributed using the current distressed goods process. Product cannot be donated.

[Top](#)



**TIME and Temperature Decision Matrix for High Risk Produce:**

| <b>Temperature Decision Matrix for Receiving Potentially Hazardous Produce Foods</b> |                                    |  |
|--|------------------------------------|--|
| Produce Pulp Temp  | TTR Status                         | Disposition  |
| ≤40F   | Not Alarmed                        | Accept   |
| >40F and ≤ 45F   | Non Alarmed                        | Investigate, If was not above 40F for over 8 hours and above 45 for 4 hours and loaded at proper temp. Accept/cool before distribution |
| >40F and ≤ 45F   | Alarmed                            | Investigate, If was not above 40F for over 8 hours and above 45 for 4 hours and loaded at proper temp. Accept/cool before distribution |
| >40F and ≤ 45F   | No TTR, Less than 4 hour transport | Confirm transportation time and loaded at <40 F.   |
| >40F and ≤ 45F   | No TTR, Over 4 hour transport      | Confirm Proper loading temp and confirm refer setting, accept if evidence of proper handling   |
| >40F and ≤ 45F   | No TTR, Over 4 hour transport      | Confirm proper loading and refer download for setting. More detailed information to confirm evidence of proper transport.              |
| >45 F  | NA                                 | Hold, Reject, Return to Supplier   |

**Annex E**

| <b>Potentially Hazardous Produce that Requires Temperature Control</b> |                              |
|--|------------------------------|
| <b>Included</b>  | <b>Not Included</b>          |
| Chopped, Sliced, Shredded, Peeled, Diced                               | Whole Produce                |
| Baby leaf Spinach  | Trimmed Whole Green Beans    |
| Spring Mix   | Romaine Hearts               |
| Bagged Cut Salads  | Head Lettuce                 |
| Sliced Mushrooms   | Whole Mushrooms              |
| Broccoli Florets   | Grapes                       |
| Sprouts/Micro Greens   | Broccoli Crowns              |
| Guacamole  | Field Packed Produce         |
| Tofu   | Whole Herbs                  |
| Sliced tomatoes  | Whole Avocados               |
| Sliced peppers   | Green Leaf                   |
| sliced cucumbers   | Romaine                      |
| sliced onions  | Red Leaf                     |
| chopped onions   | Citrus                       |
| diced onions   | Apples                       |
| chopped celery   | Potatoes                     |
| diced celery   | Whole Onions                 |
| carrot sticks  | Carrots                      |
| peeled carrots   | Tomatoes                     |
| Juice  | Pineapple                    |
| Diced Potato   | Banana                       |
| Sliced Potato  | Mango                        |
| Processed Avocado  | Stone fruits                 |
| Pulp Avocado   | Green Onions                 |
| Sliced watermelon  | Bell Peppers                 |
| cut cantaloupe   | Squash                       |
| cut pineapple  | Egg Plant                    |
| cut honeydew   | Cantaloupe                   |
| Sliced Oranges   | Honeydew                     |
| Orange Wedges  | Watermelon                   |
| Whole Peeled Garlic  | Asparagus                    |
| Whole Peeled Shallots  | Green Beans                  |
|  | Berries/Straw/Blue/Ras/Black |

[Top](#)

### Annex F

#### Sysco SUPPLIER TTR LETTER:

To protect the cold chain during main stream distribution and minimize food safety risk, Sysco, FreshPoint and Sygma requires TTR devices to be accompanied with all high risk, value added, further processed fresh vegetable products. TTR Produce monitors are required on all fresh produce loads that have a travel time of over 4 hours and or exceed total miles traveled of over 250 miles. All produce items of high risk which have been further (cut, chopped, diced, sliced, minced, cubed etc...) examples of products being (Chopped Romaine, Shred Lettuce, Spring Mix, Broccoli/Cauli Florets etc...) Product temperatures high risk products delivered must be 40 degrees F and below in order to be received and accepted into a Sysco/FreshPoint and Sygma owned Operating Company. Product temperatures found over 40 degrees for 8 hours accumulative will be subject to rejection. The (Produce) TTR alarm has a set point threshold of 4 hours 45 degrees and should be used for all refrigerated fresh produce items requiring transit temperatures between 34-38 degrees. If alarm is triggered upon delivery and product pulp temperatures are confirmed to be 45 degrees and over all high risk value added, further processed products will be rejected.

Raw agricultural field commodity items or those produce items delivered within their existing raw whole state, shape or form. Examples being: (Iceberg Head lettuce, Green Leaf, Romaine Head Lettuce, Broccoli Crown, etc...) will be received using normal inspection procedures and temperature verification based upon acceptable quality and condition. For warm veg items please ensure you and your company place the correct TTR recorder on the load being our approved (Potato/Onion and Tomato TTR device). This TTR device is specifically designed for shipment of warmer veg products.

Sysco/FreshPoint and Sygma Quality Assurance continues to partner with Sensitech for managing this program. Below is a complete list of approved TTR devices for the Sysco/FreshPoint and Sygma program. No other TTR devices are allowed or approved for Sysco/FreshPoint and Sygma produce loads.

| Custom Catalog Number              | Cost    | Description                                      | Temperature |       | Low Alarm           | Lo Time | High Alarm Type     | Hi Time |
|------------------------------------|---------|--|-------------|-------|---------------------|---------|---------------------|---------|
|                                    |         |  | Low         | High  |                     |         |                     |         |
| <b>Refrigerated 1 \$13.00 each</b> |         |  |             |       |                     |         |                     |         |
| PS120-02-011                       | \$13.00 | Refrigerated RTE, Past. Crabmeat, Wet Salads etc | 26 °F       | 40 °F | Disabled            | 120min  | Enabled, Cumulative | 240min  |
| <b>Produce \$23.50 each</b>        |         |  |             |       |                     |         |                     |         |
| PS120-03-011                       | \$23.50 | Produce  | 32 °F       | 45 °F | Enabled, Cumulative | 240min  | Enabled, Cumulative | 240min  |
| <b>Produce 40 Day \$23.50 each</b> |         |  |             |       |                     |         |                     |         |
| PS120-04-011                       | \$23.50 | Produce 40 Day Potato Onion and Tomato           | 32 °F       | 55 °F | Enabled, Cumulative | 240min  | Disabled            | 240min  |
| <b>Frozen \$13.00 each</b>         |         |  |             |       |                     |         |                     |         |
| PS120-01-011                       | \$13.00 | Miscellaneous Frozen - Domestic                  | N/A         | 15 °F | Disabled            | N/A     | Enabled, Cumulative | 240min  |

Suppliers are responsible for ensuring the correct appropriate temperature devices when requested and ordered by SMS Produce office are properly placed on all produce loads. Please pay close attention to the order to ensure this is not missed or overlooked. Upon delivery to our Sysco/FreshPoint and Sygma distribution centers, monitors will be downloaded by our receiving team in addition to thorough inspection of the products received.

To order monitors, please contact Sensitech and inform them that you need to order the **(Sysco Yellow TempTale4 monitors for Sysco and specify the device # that best matches your products and or items distributed. (See chart above).** Please ensure you order the correct TTR monitor based upon the type of produce items you are selling to Sysco/FreshPoint and Sygma companies. Each monitor has specific allowable temperature ranges that will be

tracked by the recording device so please read the information above in the chart carefully to ensure you select and or request the correct monitor.

### Frequently Asked Questions:

HOW DO SUPPLIERS ORDER THE “Sysco” TTRs?

- **There is a minimum 3-day turnaround time once the order is placed.** Please call Sensitech Inc. at 1.800.843.8367 and ask for Client Services. Ext. 2650.

ARE OTHER TYPES OF TTRs ACCEPTABLE?

- No. Sysco QA researched multiple TTRs in the market place and determined that specific high and low alarms were required to meet the critical limits established in our HACCP plans. Therefore we are requiring the Sensitech Temptale 4 models because they are specifically programmed to alert the receiver when the critical limits have been exceeded. Sensitech provides Sysco with selected services that continuously manage and drive Cold Chain improvement by leveraging collected trip data. Non-Sensitech monitors don't allow for data to be collected in a database for regular analysis to determine trends, provide digital records for internal/external audits, and to meet other FDA compliance requirements.

CAN I USE OTHER SENSITECH MONITORS OTHER THAN Sysco LABELED?

- No. Sysco labeled monitors possess the ideal specs for the product safety and quality our customer's desire. Additionally these specs are based on years of successful research done within Sysco's Cold Chain in order to provide the best results.
- Non-Sysco labeled monitor specs vary and can make our receiving procedures on the dock inefficient and wasteful due to reacting to possibly “false” alarms based on the specs of the individual non-Sysco monitor.

**Please address any questions related to this program to a Sysco Quality Assurance Produce Representative:**

**Matt Burke:** (831) 775-3445 Sysco Quality Assurance Western Produce Quality Manager  
**Tony Salerni:** (561) 882-2127 Sysco Quality Assurance Eastern Produce Quality Manager  
**Joe Stoner:** (407) 812-6787 FreshPoint Quality Assurance Director East Coast  
**Stella Quan:** (604) 242-0536 FreshPoint Senior Manager Canada  
**Dave Podesta:** (623) 907-6906 FreshPoint Quality Assurance Director West Coast

**Please address any questions related to the Cold Chain Program Mechanics to:**

Jeff McCann  
Sr. Program Manager | Sensitech Inc. | Beverly, MA USA  
Tel: 978-720-2684 | Fax: 978-921-2112

**Please address any questions Sales related to:**

Todd Thompson | **Account Manager Southwestern Region**  
**Sensitech Inc. | Houston, TX | O: 281.599.7224 | C: 713.582.5409**  
[tthompson@sensitech.com](mailto:tthompson@sensitech.com) | [Sensitech Inc.](#) | [FreightWatch International](#)  
*Supply Chain Visibility Solutions - Cold Chain & Logistics Security*

[Top](#)