

## **CPI PROCEDURES**

*These recommendations are offered in the hopes of streamlining the entire cycle of CPI receiving. When applied, the benefits will include reduced down time, fewer errors, enhanced communication, and increased integrity. A good reputation and solid credibility should place MACSC CPI in a superior business posture for the future.*

### **Buyer**

1. When buyers contact vendors for order placement, they must arrange for consistent casepack quantities, in order to eliminate receiving errors and maintain inventory integrity. The vendor should also ensure that the exterior of each box is clearly and legibly marked with the Rite Aid Corporation item number, casepack, purchase order number, and a brief description of the product. If these procedures are consistently applied and executed, fewer revision errors will occur during the receipt of the product.
2. The purchase orders should be shipped together. This will prevent the receiver from having to go from pallet to pallet after an order arrives, looking for items from different purchase orders. The shrink-wrap securing the pallet should have the clearly visible purchase order on it.
3. The buyer must make it very clear that all CPI (Centralized Products – Inbound) must be shipped directly to MACSC, CP, building 2. This will greatly reduce lost time in locating CPI mixed with regional and Rx products, and especially LTL loads. The packing lists, bols, and other pertinent shipping documents are entirely the responsibility of the CPI clerk, but the buyer will assist the clerk in the efficient handling and tracking of all CPI paperwork between MACSC and Corporate.

### **Shipper**

4. To reduce the risk of damage in the shipment, all skids must be secured with shrink-wrap, boxes must be properly stacked (i.e., large and heavy on the bottom, small and light on top), on good wood, and addressed to CP Building 2.

5. Segregation of products (i.e.: Rx, regional, CPI) must be maintained and confirmed by the shipper before arrival at MACSC. Presently, far too much down time is associated with locating product on LTLs in the yard, especially when a hot item is shipped late or omits are created by the delay. Efficiency and integrity are vital to the role of CPI.

## **Receiver**

6. Receiving orders requires a visual inspection of the documents for accuracy; casecounts; item numbers; and ensuring that the order is correct for MACSC.
7. The inspection will address damage issues early in the stages of receiving. The CPI clerk must be informed of any damage, and will notify all responsible parties.
8. The receiving process also includes inspection of expiration codes, correct upc codes, matching item descriptions, etc. Once these criteria are met, the receiver must follow established receiving protocol, and complete all paperwork (vendor compliance issues, new items, cube-scanning, proper signatures of bills, worksheets and other documents).

## **CPI Clerk**

9. The CPI clerk should immediately take charge of the completed paperwork, then verify and complete the procedures.
10. Whether they are liveloads or LTLs, all CPI appointments should be coordinated through the CPI clerk. This will shorten the line of communication and provide everyone with a constant point of contact. Familiarity will enhance dialogue and reduce miscommunication between MACSC, Corporate and outside shippers and vendors.
11. The CPI clerk will always have current knowledge of appointments and estimated arrival dates to answer queries from interested parties.