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Executive Management Letter

William W. Renz
Senior Vice President
Category Management and Merchandising
Rite Aid
30 Hunter Lane
Camp Hill, PA 17011

Dear Supplier Partner:

Rite Aid’s goal is to develop a business partnership that will be long and prosperous for both of our companies. The requirements set forth in the Supplier Compliance Guide will allow us both to benefit from increased sales by striving to reduce processing time and increase the “turnover” on your products.

Rite Aid is committed to improving supply chain efficiencies associated with receiving, processing, storing, shipping and invoicing of your merchandise. The Supplier Compliance Guide provides key information on how to conduct business with Rite Aid, specifically:

- Merchandise/Transaction Information and Technology - provides requirements for accurate item information, source tagging guidelines, Purchase Orders, unsaleable merchandise and EDI.
- Shipment and Routing – outlines the requirements for distribution and transportation of merchandise.
- Accounts Payable - provides requirements for accurate Supplier information and invoice processing.
- Key Performance Indicators (KPI’s) – details the KPI’s that we have selected to monitor the compliance/performance of warehouse Suppliers.
- Expense Offsets - identifies non-compliance areas and penalties.
- Import Information - outlines requirements for our import Suppliers.

Enclosed you will find detailed information for each of these areas, as well as other requirements. Should you have any questions, contact information is provided for each of these areas or you may contact your respective category manager. We also encourage you to visit the Rite Aid website at http://www.riteaid.com/company/ and select ‘Supplier Portal’.

Thank you in advance for your cooperation and I am looking forward to a mutually successful 2020.

Sincerely,

William W. Renz
I. INTRODUCTION

HOW TO USE THIS GUIDE
This guide is intended as a general overview of key Supplier performance indicators, merchandise information and technology, distribution, transportation, and accounts payable. Each section will explain Rite Aid’s requirements accordingly.

SPECIAL NOTES
- This guide contains information for Warehouse Suppliers – it does not cover Direct Store Delivery Suppliers or Pharmacy Suppliers.
- An import section is included for our Import Suppliers.
- The Rite Aid Supplier Portal provides additional Supplier information including, but not limited to the following:
  - Leadership (Category Management Team)
  - New & Current Supplier / New Item Submissions
  - Source Tagging Requirements
  - EDI Startup and Specification Information
  - Shipping & Routing Information
  - Forms Library
  - Supplier Compliance Scorecard
- Suppliers may access the Rite Aid Supplier Portal at www.riteaid.com. Go to the very bottom of the webpage and select ‘Supplier Portal’ under the ‘Corporate’ heading.
- Rite Aid reserves the right to alter, amend, or change any of the policies contained within the Supplier Compliance Guide at any time. It is the responsibility of the Supplier to maintain updated record of all Rite Aid policies & procedures. Nothing herein shall be deemed to constitute a limitation or waiver of any obligations or responsibilities that a Supplier may have or of any rights or remedies that Rite Aid may have, under law or in equity, all of which are hereby expressly reserved.
- Supplier Compliance Requirements were effective March 1, 2002.

KEY POINTS OF INFORMATION
- All appointments are driver-assisted live unloads.
  - Please see Section III Distribution Center Inbound Shipping & Routing – Appointment Scheduling pages 43-44 and page 48 for details and exceptions.
- All Rite Aid Distribution Centers have individual fast freight guidelines.
  - Please see Section III Distribution Center Inbound Shipping & Routing – Appointment Scheduling pages 43-44 for details and exceptions.
II. MERCHANDISE/TRANSACTION INFORMATION & TECHNOLOGY

The Merchandise Information and Technology section outlines the requirements for accurate item information, Purchase Order processing, Rite Aid’s expanding automation effort and the unsaleable merchandise policy.

ITEM INFORMATION - UPC
Accurate item information is critical for Rite Aid to service our customers and effectively manage inventory. Rite Aid requires Suppliers to join the Uniform Code Council (UCC) in order for their products to be UPC source marked and in compliance with set standards. The council may be contacted at: (800) 543-8137.

Not only is accurate item information necessary, but notification of changes is even more critical. Some of the frequently identified problem areas include:

- No UPC on merchandise that has a UPC assigned to it.
- UPC is incorrect on merchandise or carton.
- Supplier uses same UPC when product has changed.
- Packaging changes affect proper EAS tag placement
- Supplier has changed the UPC number without notifying Rite Aid.
- Pack size or carton quantity is changed without notification.
- Bar code of poor quality and will not scan.
- Selling unit UPC on carton case.
- Over-stickering the UPC.

To prevent such issues, the following information provides the requirements for new item setup, notification of changes, and date code/shelf life.

NEW ITEM INFORMATION & MERCHANDISE SAMPLES
When setting up new items, Rite Aid requires at least 6 (six) samples of new items for advertising and planogram purposes. These samples are to be provided free of charge to Rite Aid. In addition to the samples, the following information is required:

- General information about the product, i.e., item description, product identification numbers, appropriate UPC numbers, selling units per layer and pallet, is the item Checkpoint EAS source-tagged, case pack information, appropriate “optional” displays available (side panels etc.), terms of sale, i.e., opening order pricing/terms/guarantee sale.
- An ongoing review process evaluates whether a given product or line should be shipped on a prepaid or prepaid with freight allowance basis. To help facilitate this process, prices for product should be provided on both a prepaid and prepaid with freight allowance basis. New Suppliers should be prepared to present all initial products with both price formats.
- Key features/benefits of product being presented.
- Marketing/advertising plans, nationally and account specific.
• IRI/Nielsen market data where available and applicable, preferably customized to Rite Aid hierarchy and geography.

• Competitive retail accounts information such as which other retail accounts carry the product and what is the competitive retail pricing for the product/products being submitted? Are the products source-tagged for other retail accounts?

• Specific comparison information to products with which the new item/items might replace and/or compete.

• Contact person, telephone number, to include toll free number if available, fax number, mailing and email addresses.

• Under separate cover submit product samples. These product samples will not be returned to you. Do not send one-of-a-kind prototypes.

• All new products and any current products viewed as high-theft are required to be reviewed for potential source-tag opportunities. A Source-Tagging Start Up Form must be completed and sent to Checkpoint Systems with one (1) sample of the product for evaluation. Obtain this form by contacting the Rite Aid Source-Tagging Coordinator at 717-975-5719. Please see the Source-Tagging Program section on page 33 for additional details.

• Rite Aid has been challenged with the growing pressures of compliance caused by an ever increasing number of federal, state, and local laws and regulations. In support of a new compliance initiative Rite Aid has selected a widely used industry program name “WERCSmart” to manage the hazardous product identification data component of our regulatory compliance program. Beginning December 31, 2012, in order to “on-board” chemical containing defined products placed in our stores, suppliers will have to go to www.supplierwercs.com and follow the steps required to have your product assessed by WERCs. All chemical containing products will need to be register with WERCs and this will be monitored at the time of new item set up.

RITE AID BRAND TESTING PROCEDURES

• New Item Compliance Testing (Label Review and Claims Validation): Testing and label validation is required to ensure federal requirements, label claims and product quality before the item is put on the shelf.

• Yearly Ongoing Quality Testing: Maintain quality over the lifetime of the product. Frequency of testing is yearly compared to a national brand or a comparison to an agreed upon specification can validate whether product meets quality standards. More generic criteria can be set by the retailer for particular product categories. Testing these quality parameters over time ensures that changes to a vendor or factory or changes to raw materials or manufacturing processes do not impact the finished goods.

• Compliance Testing (State Regulations): California Prop 65 is perhaps the most critical; ensuring that products comply with past settlements and are labeled with the appropriate warnings is imperative. Additional state requirements are usually examined on a case by case basis to determine whether or not testing to them is value-added.
• **Billing:** All testing is billed directly to the supplier and any failure will be addressed directly with the supplier from Rite Aid’s 3rd Party Testing Representative and information is forwarded to the Rite Aid Category Manager.

• **Corrective Action** is expected within 6 months of failure, depending on the severity of the issue.

• **Reports:** All testing reports are supplied to the supplier and Rite Aid at the end of each month unless otherwise requested.

• **Rite Aid Chemical Policy Testing – Restricted Substance List (RSL)**
  - Rite Aid is committed to eliminating eight chemicals of high concern from its private brand formulated products. These chemicals include triclosan, propylparaben, formaldehyde, dibutyl phthalate, toluene, diethyl phthalate, butylparaben, methylparaben and nonylphenol ethoxylates. These chemicals must be removed from all products as of January 1, 2020. Testing and/or screening of all new or reformulated items presented to Rite Aid will be required. All SKU’s are required to be registered to the WERCsmart system. Please refer to the policy online at www.riteaid.com/corporate/chemical-policy
  - Rite Aid’s long-term goal is to extend its chemical policy to cover all of the products sold in its stores. This will be a multi-year effort, and Rite Aid is prioritizing which product categories Rite Aid will be expanding in the future and you will be notified. Rite Aid will extend its chemical program to cover formulated products such as over-the-counter medications, vitamins and supplements, as well as food and beverages. We will also review our operations to identify and act on emerging chemical issues that raise significant consumer concerns.

**NOTIFICATION OF CHANGES**

Business demands will require changes and proper lead-time for communicating these changes will reduce potential service and inventory issues. The chart below lists such changes and the communication requirements Rite Aid expects of its Suppliers:

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<th>GUIDELINE</th>
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<td>Pricing</td>
<td>Suppliers must provide 60 days’ notice for permanent price changes</td>
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<td>Case pack</td>
<td>Suppliers must provide 60 days’ notice</td>
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<tr>
<td>Product Change</td>
<td>Suppliers must request UPC changes 10 business days prior to shipment of the product to the first DC</td>
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<tr>
<td>Packaging Change</td>
<td>Suppliers must review with Rite Aid’s Source Tag Coordinator for any effect on EAS tag placement</td>
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<td>Substitutions</td>
<td>Suppliers must provide advance notification</td>
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<tr>
<td>Line Discontinuation</td>
<td>Suppliers must provide 120 days’ notice</td>
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Dated Product / Shelf Life
Rite Aid Distribution Centers will accept delivery and receive into inventory dated product from Suppliers within the guidelines below. Product that does not meet the guidelines will not be received into inventory.

**Average Shelf Life:** Average or range of shelf life for the product category at time of production by the manufacturer.

**Minimum Months:** Minimum shelf life requested at shipment. Expressed in months, exceptions specified.

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PURCHASE ORDER TERMS & CONDITIONS

General
a) As used herein, the term “Purchaser” shall refer to Rite Aid Hdqtrs. Corp. and its subsidiaries, affiliates and assigns, and the term “Supplier” shall refer to the party to whom Purchaser issues the Purchase Order.

b) These Terms and Conditions shall govern the Purchase Order issued by Purchaser to Supplier. Supplier must indicate a rejection of the Purchase Order, and the terms, conditions, definitions, and instructions contained herein, by sending Purchaser an e-mail notice within five (5) days following the date of the Purchase Order; otherwise the Purchase Order is deemed accepted by Supplier. By acceptance of the Purchase Order, Supplier agrees to sell and deliver, and Purchaser agrees to purchase and accept from Supplier, the products described in the Purchase Order (the “Products”), in conformance with and subject to all of the terms, conditions, definitions, and instructions contained in the Purchase Order and herein.

c) Purchaser’s issuance of the Purchase Order is conditioned on Supplier’s agreement that any terms, conditions, definitions, or instructions that add to, vary from, or conflict with those contained herein, whether communicated orally or contained in any purchase order confirmation, invoice, acknowledgement, release, acceptance or other written correspondence, irrespective of the timing, shall not form a part of the Purchase Order, even if Supplier purports to condition its acceptance of the Purchase Order on Purchaser’s agreement to such additional or different terms, conditions, definitions, or instructions. Purchaser hereby expressly rejects any such additional or different terms, conditions, definitions, or instructions.

d) These Terms and Conditions may be modified only by a written instrument executed by authorized representatives of both Purchaser and Supplier.

Shipment and Delivery
a) Time is of the essence in Supplier’s performance of its obligations set forth in the Purchase Order and herein. Supplier will notify Purchaser immediately if Supplier’s performance under the Purchase Order is delayed or is likely to be delayed. Purchaser’s acceptance of Supplier’s notice will not constitute Purchaser’s waiver of any of Supplier’s obligations.

b) Supplier shall preserve, pack, package, ship and handle the Products in accordance with the Purchaser’s Supplier Supply Chain Guide located at https://raportal.riteaid.com/RA/RAPORTAL/RAI0001.aspx, as the same may be amended from time to time, and in any event so as to protect the Products from loss or damage and in accordance with best commercial practices. Without limiting the foregoing, Supplier shall observe the requirements of any laws and regulations relating to hazardous work, including, without limitation, with respect to its accompanying information, packing, labeling, reporting, carriage and disposal.
c) Freezable Products are shipped at Supplier’s risk.

d) If Supplier delivers any Products after the delivery date set forth in the Purchase Order (the "Delivery Date"), Purchaser may reject such Products without any liability to Supplier.
e) Purchaser will hold any rejected Products at Supplier’s risk and expense, including storage charges, while awaiting Supplier’s return shipping instructions. Supplier will bear all return shipping charges, including without limitation, insurance charges, Purchaser incurs on Supplier’s behalf. Purchaser may, in its sole discretion, destroy or sell at a public or private sale any rejected Products for which Purchaser does not receive return shipping instructions within five (5) business days after the vendor has been notified, and apply the proceeds, if any, at Purchaser’s sole discretion, toward any storage or handling charges, or any other amounts owed to Purchaser by Supplier.

f) Supplier will include with each delivery of Products a packing list identifying the Purchase Order number, a description and the quantity of each of the Products contained in the delivery, and the date of shipment. Purchaser’s count will be accepted as final and conclusive on all shipments not accompanied by a packing list.

Inspection and Acceptance

a) Purchaser may reject any or all Product or delivery that does not conform to the requirements set forth in the Purchase Order within 10 business days following Supplier’s delivery of the Product; provided that if Purchaser receives Product the non-conformity of which is not apparent upon initial examination, Purchaser reserves the right to later reject such Product. Purchaser shall not be required to accept any partial delivery of Product.

b) In addition to any other remedies available to Purchaser, at Purchaser’s option, Purchaser may: (i) return any non-conforming Products to Supplier for a refund or credit; or (ii) require Supplier to replace the non-conforming Product. In either case, Purchaser will hold any rejected Products at Supplier’s risk and expense, including storage charges, while awaiting Supplier’s return shipping instructions. Supplier will bear all return shipping charges, including without limitation, insurance charges, Purchaser incurs on Supplier’s behalf. Purchaser also may charge Supplier all expenses of unpacking, examining and repacking non-conforming Product.

c) Purchaser may, in its sole discretion, destroy or sell at a public or private sale any rejected Products for which Purchaser does not receive return shipping instructions within five (5) business days after the vendor has been notified, and apply the proceeds, if any, at Purchaser’s sole discretion, toward any storage or handling charges, or any other amounts owed to Purchaser by Supplier.

d) In lieu of returning or replacing non-conforming Product, Purchaser may accept the non-conforming Product conditioned on Supplier’s providing a refund or credit in an amount Purchaser reasonably determines to represent the diminished value of the non-conforming Product. Purchaser’s payment to Supplier for Products prior to Purchaser’s timely rejection of such Product as non-conforming will not be deemed as acceptance by Purchaser.

Pricing and Payment

a) Unless otherwise specified in the Purchase Order, the price for the Products shall include all taxes and other charges, including shipping and delivery charges, duties, customs, tariffs, imposts and
government-imposed surcharges. If no price is mentioned in the Purchase Order, Products will be billed at the same price used in prior shipments made to Purchaser by Supplier or a lower price, if a lower price is offered.

b) In the event Supplier issues a price reduction prior to shipment, the reduced price shall apply to the Products identified in the Purchase Order. In addition, if Supplier offers any discount of any nature on the type of Products ordered by Purchaser prior to the last day of the calendar month following shipment of the order, Purchaser shall receive credit on such Products ordered in accordance with such discount. Notwithstanding anything contained herein or in the Purchase Order, Supplier warrants to Purchaser that the prices charged for the Products do not exceed those charged to any other purchaser similarly situated, excluding any governmental authority, under the same circumstances, quantity and quality considered.

c) Purchaser shall not be responsible for any transportation charges on back orders if the original Purchase Order is qualified as a prepaid shipment.

d) Purchaser reserves the right, at its option, to take an anticipation discount for payment made in advance of the Delivery Date.

e) Supplier must provide Purchaser with a properly prepared invoice in a timely manner. Purchaser shall pay Supplier for the Products in accordance with the payment terms set forth in the Purchase Order or Supplier’s invoice, whichever is more favorable, but in any event not before: (i) the Delivery Date; (ii) the date of Purchaser’s acceptance of all of the Products; or (iii) Purchaser’s receipt of a properly prepared invoice. Purchaser will not send payment by overnight courier services. Purchaser may, at any time, set-off any amounts Purchaser or its affiliates owes to Supplier against any amounts Purchaser owes to Supplier or any of its affiliates.

Force Majeure
Neither party shall be liable for a delay in performance of its obligations and responsibilities under the Purchase Order or hereunder due to causes beyond its control, and without its fault or negligence, such as, but not limited to, war, embargo, national emergency, insurrection or riot, fire, flood or other natural disaster, provided that said party has taken reasonable measures to notify the other promptly in writing, of delay (but in any event, within 72 hours of the force majeure event). Time is of the essence of this Purchase Order, and should Supplier fail to comply with Purchaser’s delivery schedule or otherwise fail to comply with its obligations hereunder, Purchaser may terminate this Purchase Order without any liability to Supplier. Failure of subcontractors or inability to obtain materials shall not be considered as a force majeure delay.

Termination
Purchaser shall be entitled to terminate the Purchase Order without any liability to Supplier if Supplier: (a) becomes insolvent; (b) files a voluntary petition in bankruptcy or under any similar law, or makes an assignment for the benefit of its creditors; (c) an involuntary petition in bankruptcy or under any similar insolvency law is filed against Supplier, or a receiver is appointed for, or a levy or attachment is made against, substantially all of Supplier’s assets, and such involuntary petition is not dismissed or such receivership or levy or attachment is not discharged within thirty (30) days after the filing or appointment thereof; or (d) Supplier defaults under any other agreement between Purchaser and Supplier.
Dispute Resolution

In the event any dispute arises between Purchaser and Supplier, either party may request in writing an opportunity to meet and confer regarding the dispute. If such a request is made, the parties shall meet and confer within 45 days of the date of the written request. This meeting and conference will take place at Purchaser’s headquarters located at 30 Hunter Lane, Camp Hill, PA 17011, unless Purchaser, in its sole discretion, chooses a different location. If the parties are unsuccessful at resolving their dispute within 15 business days following the meeting and conference, the parties shall be entitled to pursue any other remedy available to them, whether in law or equity.

Representations and Warranties. Supplier hereby represents and warrants to Purchaser as follows:

a) It is a corporation, partnership or limited liability company organized and existing under the laws of its jurisdiction of incorporation or formation; (ii) it has the requisite authority to enter into the Purchase Order and to perform its obligations thereunder and hereunder; (iii) the Purchase Order is a legal, valid and binding agreement of Supplier enforceable against Supplier in accordance with its terms; (iv) there is no contractual or, to Supplier’s knowledge, other restriction, limitation or condition which might affect adversely its ability to perform hereunder; and (v) it is in material compliance with all applicable laws, rules and regulations applicable to the conduct of its business.

b) That all Products, and the manufacturing, billing, advertising, shipping, sale and use thereof, comply with all federal, state and local laws and regulations applicable thereto.

c) That the Products do not infringe upon or violate any patent, trademark, copyright or any other intellectual or other property rights of any third party.

d) That the Products: (i) are merchantable, of good workmanship, design and material; (ii) conform to the specifications, drawings, samples and other description and requirements furnished to or adopted by Purchaser; (iii) are fit for their intended use and safe for consumer use; and (iv) free of all liens and encumbrances.

Covenants

a) Supplier shall, within five (5) days following the earlier of the date on which Supplier becomes aware or receives notice of any incorrect price and/or discount and/or noticeable discrepancies in quantities and sizes of any order, report such matter to Purchaser.

b) In case of any threat of action or claim against Purchaser by any person or entity due to the use, sale, offering for sale or shipment of any Products, Purchaser shall, at its election, and in addition to any other rights it may have hereunder or otherwise, be entitled to receive from Supplier full payment in cash of the invoice price paid by Purchaser for such Product plus all expenses incurred upon tendering to Supplier any remaining Products so complained against, unless, within ten (10) days following demand for such payment Supplier shall offer surety or other assurances satisfactory to Purchaser for the performance of its obligations.

c) In the event that any Products covered by the Purchase Order are subject to the Federal Food, Drug and Cosmetic Act, Wool Products Labeling Act, Fur Products Labeling Act, Flammable Fabrics Act, Consumer Products Safety Commission CA Prop. 65, and/or other applicable federal or state statutes, Supplier’s invoice shall bear the separate guarantees provided under such federal or state
statutes, and such invoice shall constitute a continuing guarantee in favor of Purchaser and its customers that the Products comply with such applicable federal or state statutes.

Indemnification
Supplier shall defend, indemnify and hold harmless Purchaser and its affiliates, and their respective shareholders, members, officers, directors, managers, agents, employees and representatives (each, an "Indemnified Party") from and against any and all damages, demands, claims, suits, actions, costs of investigations, assessments, judgments, fines, losses, liabilities, other costs and fees (including reasonable attorneys’ fees) and expenses (collectively, “Damages”) asserted against, resulting to, imposed upon or incurred by an Indemnified Party, directly or indirectly, by reason of, resulting from or arising out of: (a) any breach of any representation or warranty, agreement or covenant contained in the Purchase Order; (b) the Products, including, without limitation, the manufacture, distribution, sale, marketing and use thereof; (c) any investigation or finding by the Consumer Product Safety Commission and/or any other federal, state, local or other governmental authority; and (d) any other act or omission by Supplier or any of its affiliates or their respective shareholders, members, officers, directors, managers, agents, employees and representatives. The indemnification obligations set forth herein shall survive the termination of this Purchase Order.

Insurance
Supplier shall procure and maintain at Supplier’s sole cost and expense Comprehensive General Liability Insurance, including products and contractual liability, with limits of liability of not less than $5.0 million combined single limit per occurrence with an insurance company satisfactory to Purchaser. Said policy of insurance shall name Purchaser as an additional insured. Such policy or duly executed certificate of insurance shall be delivered to Purchaser upon request and renewals thereof shall be delivered at least 30 days prior to the expirations of the policy term.

Additional Terms
a) The Purchase Order and these Terms and Conditions and the rights therein and herein granted and obligations undertaken may not be assigned by any party without the express written consent of the other party; provided that Purchaser may assign the Purchase Order and its rights and responsibilities thereunder to any successor of Purchaser’s business, whether by merger, sale of stock, sale of assets or otherwise. The Purchase Order and these Terms and Conditions shall be binding upon and inure to the benefit of each of the parties’ successors and permitted assigns.

b) The Purchase Order and these Terms and Conditions, and the rights and obligations of the parties contained therein and herein, shall be construed in accordance with the laws of the Commonwealth of Pennsylvania, without giving effect to any choice of law or conflict of law provision or rule, whether of the Commonwealth of Pennsylvania or any other jurisdiction.

c) Each of the parties hereby submit to the exclusive jurisdiction of the Court of Common Pleas, Cumberland County, Pennsylvania., over any dispute arising out of or relating to the Purchase Order or these Terms and Conditions or any of the transactions contemplated thereby or hereby. Each party also hereby acknowledges that all claims in respect of any such dispute or any proceeding related thereto may be heard and determined in any such court. Each of the parties hereby waives, to the fullest extent permitted by applicable law, any objection that such party may now or hereafter have to the laying of venue of any such dispute or proceeding brought in such court or any defense of inconvenient forum for the maintenance of such dispute or proceeding.
d) If any provision of the Purchase Order or these Terms and Conditions is later determined to be void, invalid or unenforceable for any reason, such provision shall be deemed amended to delete therefrom the portion thus adjudicated to be void, invalid or unenforceable, such amendment to apply only to the operation of such provision in the particular jurisdiction in which such adjudication is made, and the validity and enforceability of all of the remaining provisions of the Purchase Order or these Terms and Conditions, as applicable, shall not be affected.

e) The parties acknowledge and agree that the Purchase Order and these Terms and Conditions, including the scope and term of thereof and hereof, are necessary for the protection of the business and goodwill of the parties and are considered by the parties to be reasonable for such purpose. The Supplier agrees that any breach of the Purchase Order and/or these Terms and Conditions may cause Purchaser substantial and irreparable damages and, therefore, in the event of any such breach, in addition to other remedies which may be available, Purchaser shall have the right to seek specific performance and other injunctive and equitable relief as well as attorney’s fees and costs.

f) No right or remedy conferred upon or reserved by any party under the Purchase Order or these Terms and Conditions is intended to be, or shall be deemed, exclusive of any other right or remedy herein or by law or equity provided or permitted, but each shall be cumulative of every other right or remedy.

g) Any notice with reference to the Purchase Order or these Terms and Conditions shall be made by certified mail or overnight mail to the address set forth on the Purchase Order.

h) Priority Code Indicators designate the type of Purchase Order being sent. The Priority Code Indicator is located in the EDI transaction data REF 01 at the Header Level. Refer to the following link for the Rite Aid EDI 850 mapping specifications: http://www.riteaidediservices.com/B2B/index.html. This link also will provide a list of all the Priority Code Indicators. Priority Code Indicators ZZ (regular replenishment orders) and AD (regular replenishment orders containing AD items) should be treated as ship and cancel orders unless you have communicated with your replenishment buyer. Backorders will only be accepted if you have prior communication with your replenishment buyer and the Purchase Order has been left open. All other Priority Code Indicators should be shipped complete and backorders will be accepted within a reasonable time frame. Please notify your replenishment buyer if you are unable to ship these orders complete and on time.
REPLENISHMENT GUIDELINES

1. All Supplier inquiries pertaining to Supplier Compliance should be directed to the appropriate Compliance Analyst or Vendormgmt@riteaid.com.

2. Product ordered on one Purchase Order is not to be received against a different Purchase Order. If the product is kept, a new Purchase Order should be created.

3. Suppliers should notify the Replenishment Buyer at least 48-hrs prior to shipping to request any Purchase Order modifications. Replenishment buyers have full discretion regarding order modifications. When the Supplier is on the Fill n Kill Program, requests for modifications will not be accepted.

4. All guidelines outlined in the Supplier Compliance Guide should be including, but not limited to, proper notice of case pack quantity and cost changes, product substitutions, item discontinuations product dating guidelines and delivery to ancillary facilities.

5. Free Goods Purchase Orders are to be compliant with all metrics in the Supplier Management Program.

6. Rite Aid may, at the Replenishment Buyer’s discretion, leave an item/order open to receive as a courtesy but authorization to accept a back order does not waive the compliance implications for the Supplier.

7. The Supplier is responsible for maintaining accurate lead times by DC/CSC location. If the Supplier is unsure of the current lead times or wishes to revise the lead times, they should contact their Replenishment Buyer.

ELECTRONIC DATA INTERCHANGE (EDI) / BUSINESS-TO BUSINESS

As a Rite Aid Supplier you are expected to support the supply chain strategy and be in compliance with our requirements to trade required transactions electronically through EDI. In addition to the content here, all EDI policies, procedures and guidelines are maintained on the EDI/B2B Trade Services website referenced below.

All Rite Aid file formats and protocols for exchanging transactions are within accepted and established standards and guidelines. EDI requirements are within the ANSI X.12 maintained by the Accredited Standards Committee (ASC X.12) of the American Standards Institute (ANSI). Also, industry standards are followed with regard to XML based transactions and AS2 protocol.

Rite Aid utilizes OpenText Trading Grid Network Service to support the exchange of transactions electronically with our Trading Partners. The Network supports all interconnects and administration to other networks, as well as, utilizes OpenText AS2 Services strategically to connect to those Trading Partners as deemed appropriate by Rite Aid EDI Services. No propriety files exchanges will be supported.
CURRENT EDI and Other TRANSACTIONS SUPPORTED (Related to DC and DSD)

- Rite Aid can **receive** the following Supply Chain related transactions:
  - 214 Transportation Carrier Shipment Status Message (*In order to improve upon the accuracy of the 214 Transportation Carrier Shipment Status Messages, Rite Aid requests that Supplier’s provide Rite Aid’s preferred LTL carriers the 204 Motor Carrier Load Tender.*)
  - 810 Invoice (Item level)
  - 832 Price/Sales Catalog
  - 846 Inventory Status (Drop Ship ecommerce)
  - 855 Purchase Order Acknowledgement
  - 856 Advanced Ship Notice (ASN)
  - 997 Functional Acknowledgment

- Rite Aid can **send** the following Supply Chain related transactions:
  - 820 Payment/Remittance
  - 830 Planning Forecast Schedule (DC)
  - 850 Purchase Order
  - 875 Grocery Purchase Order
  - 852 Product Activity/ DC Inventory
  - 852 Product Activity/POS
  - 860 Purchase Order Change /Buyer Initiated
  - 997 Functional Acknowledgment
  - EDI-to-Fax Purchase Order
  - EDI-to-Fax Purchase Order Change
  - EDI Action Alerts: Late FA997 PO & Reminder/Late ASN856
EDI Services Welcome Letter

The intent of this letter is to acquaint you with the Rite Aid EDI Services Program and the compliance requirements as it pertains to those trading partners who supply our Distribution Centers and Stores/Pharmacies as well as, fulfillment drop ship trading partners that support our Rite Aid Online Store.

Rite Aid requires all domestic and international suppliers to support the electronic exchange of transactions in accordance with accepted standards and specifications as well as compliance with the Rite Aid Supplier Compliance Guide.

Rite Aid EDI policies are covered in the Supplier Compliance Guide and the Supply Policy Agreement for Generic Pharmaceutical Suppliers which specify that all suppliers accepting distribution center (DC) purchase orders are required at minimum to support the electronic exchange of purchase orders, purchase order change, advance ship notices and invoice transactions in accordance with policy and procedures. Other transactions are supported and exchanged in certain instances as Rite Aid deems appropriate.

Direct-store-delivery suppliers are required to support item-level invoicing at minimum and as requested purchase orders and advance ship notice. Again, other transactions may be exchanged as Rite Aid deems appropriate.

Regarding our logistics trading partners the Transportation Carrier Shipment Status is required on inbound shipments to Distribution Centers.

Rite Aid Online Store third party fulfillment drop ship suppliers are required to support a number of transactions as specified and in accordance with the Rite Aid Online Store Master Agreement. This program for drop shipments is administered by our solution partner of LogicBroker.

In addition to “traditional EDI,” Rite Aid has relationships with third-party solutions providers to enable trading electronically with Rite Aid. Just go to Quick Link under Enablement Programs on web site for list of solution providers. Each trading partner must evaluate the costs and benefits of the appropriate solution that best satisfies their needs. Rite Aid does not assume any costs for supplier enablement solutions.

Below is a brief summary of those solutions for trading partners to consider:
• Web-based HTML forms that require only Internet access to utilize and exchange transactions. This is a simple point-and-click technology. Some of these offer back-office accounting package interfaces, the ability to upload larger files to forms, and alerting services around the transactions.
• Excel-based solution enabling file exchanges.
• XML, CSV, iDoc, etc
• Desktop software to enable the exchange of EDI transactions.
• Outsourced/Service Bureau which can take any file format the trading partner desires or requires and interface with Rite Aid requirements. Supports any-to-any format exchange.
• OCR/Fax-to-EDI services allow paper-based documents to be converted to an electronic transaction.
• Email-commerce is a trading partner push solution that enables the exchange of transactions through secured email where file formats such as flat file, XML and others are supported.
• Communications protocols of AS2 and SFTP as well as, value-added networks

Rite Aid Supplier Compliance Guides requires all suppliers to support the exchange of required transactions electronically and within standards acceptable and as supported by Rite Aid. Rite Aid processes millions of EDI transactions annually and has relationships with thousands of trading partners that utilize various software systems, platforms and have various internal constraints.

Because of these volumes and the numerous relationships that are supported, Rite Aid cannot support proprietary files or any customizations. It will be the responsibility of the trading partner to accommodate and support Rite Aid requirements and standards to conduct business.

Trading partner classifications are as follows:
• Manufacturers
• Wholesalers
• Distributors
• Suppliers
• Import Agents / Freight Forwarders
• Indirect Suppliers
• Financial Institutions
• Governmental Agencies / Authorities
• Transportation Carriers
• Healthcare Providers
• Third Party Logistics Services
• EDI Third Party Service Providers

The EDI Trade Services web site has twelve Quick Links to readily access appropriate content:
• Enablement Solutions
• EDI Implementation Guide
• Transaction Guidelines
• Forms/Documents
• FAQ’s
If there are any EDI questions please reference the information below.

- **Rite Aid EDI Services Department contact information:**
  - Helpline: 717-731-3815 (8am -5pm EST- after 5pm leave message)
  - Fax number: 717-975-8623
  - Email: Edi@riteaid.com
  - Mailing address: Rite Aid, EDI Services Dept., 200 Newberry Commons, Etters, PA 17319

- **Rite Aid Supplier Portal:** Go to [www.RiteAid.com](http://www.RiteAid.com), go to bottom of Home Page then select Corporate Info and either link from left side bar or right lower section to the Supplier Portal.


EDI Supplier Scorecard Metrics—Compliance and Performance Research Requests

Please keep this information for future reference when Supplier Scorecard issues are requested to be researched by the Rite Aid EDI Services Department. Supplier Scorecard inquiries that require research would include late or missing functional acknowledgement (997) of Purchase Orders as well as, late or missing ASN (856), invoice (810) or purchase order (850) non-compliance.

Scorecard research requests should be emailed in timely manner to Vendormgmt@riteaid.com. Also, general EDI questions related to metric can be sent to edi@riteaid.com or call the EDI Help Desk (717) 731-3815.

You are strongly encouraged to submit your research request in a timely manner. Researching stale dated transactions (beyond 30 days) will take more time to research. Due to the nature of the data being researched, your request may take 48 hours or longer to complete.

In order to expedite research requests relating to scorecard metric non-compliance or performance issues, the EDI Services Department requires that the requestor’s contact information (name, phone number and email address, company name and Rite Aid vendor number) be provided, along with the details of the request (Purchase Order number, invoice number, ASN number). Other helpful information would be your company ISA sender / receiver ID, ISA control number and the date and time of the specific transaction in question.
ED LETTER OF UNDERSTANDING
(Compliance is Expected from all Trading Partners)

EDI Trading Partner

Memorandum of Understanding

Date: _______________
Company / Vendor Name: ___________________________________ Vendor No.__________
Address: ______________________________________________________________________
State, Zip: _____________________________________________________________________
Phone: __________________ Email: __________________________________________________

Dear Trading Partner:

On this date _______________ Rite Aid (Rite Aid Hdqtrs. Corp.) requests your acceptance to exchange transactions electronically in accordance with Rite Aid’s Electronic Data Interchange (EDI) policies and guidelines. Rite Aid will exchange transactions direct or through GXS Trading Grid Message Network with _____________________________________________________ (Trading Partner) with offices located at ___________________________________________ and Rite Aid with offices located at 30 Hunter Lane, Camp Hill, PA 17011.

(A) Transactions. This Document applies to all current and future transactions, under ANSI ASC X12 004010 and 005010 standards and future version upgrades as well as, XML or flat file based transactions. All Network Identifiers and Qualifiers for Rite Aid and Trading Partner are expected to be exchanged in the EDI Trading Partner Profile document.

(B) Compliance with Rite Aid Supplier Compliance Guide, Supply Policy Agreement for Generic Pharmaceutical Supplier is expected; as well as EDI transaction specifications as specified on the Rite Aid EDI/B2B Trade Services web site http://www.riteaidediservices.com/. All transactions with be exchanged in accordance with published industry standards and guidelines for EDI as well as, general accepted industry practices.

(C) Testing. Rite Aid and Trading Partner will review the EDI transaction(s) during the testing period. For inbound transactions, Rite Aid’s EDI Department should receive sufficient test data from Trading Partner to ensure compliance with Rite Aid’s requirements. Further, Rite Aid will confirm that the EDI transaction will replace paper document currently provided by Trading Partner. For outbound transactions, Trading Partner will receive sufficient data from Rite Aid to ensure compliance with business requirements. Upon acceptance to production phase Trading Partner and Rite Aid agrees to exchange the EDI transaction(s) in place of paper documents.
(D) Standards/Version Upgrades. For transactions that Rite Aid exchanges, Rite Aid will notify Trading Partner appropriately of any version upgrades prior to any change. Rite Aid expects the same notification from Trading Partner for documents that Rite Aid receives.

(E) System Operations. Each party, at its own expense, shall provide and maintain the equipment, software, services and testing necessary to exchange transactions in a secure and reliable manner in accordance with accepted industry standards.

(F) Verification. Upon proper receipt of any Transaction, the receiving party shall promptly transmit a functional acknowledgement in return. A functional acknowledgement shall constitute conclusive evidence a document has been properly received and whether any errors identified. For transactions which Rite Aid transmits to Trading Partner, Rite Aid expects to receive a functional acknowledgement (ANSI X12 997) within twenty-four hours of Rite Aid’s transmission. For transactions that Rite Aid receives from Trading Partner, Rite Aid will transmit a functional acknowledgement to Trading Partner within twenty-four hours of receipt. Both the sender and receiver are expected to review 997s on a timely basis and react appropriately to any error conditions noted therein.

(G) Acknowledgement Monitoring. Rite Aid will monitor the performance of Trading Partner to ensure compliance with the above. Should any issues arise, Rite Aid expects prompt resolution from Trading Partner. Rite Aid expects the Trading Partner to monitor appropriately as well. (Refer to Appendix-A)

(H) Garbled/Partial Transmissions. If any transaction or file is received in an unintelligible, garbled or incomplete form, the receiving party shall promptly notify the originating party in order to rectify.

(I) Carbon Copy. For transactions from Rite Aid, the Trading Partner may authorize their Value- Added-Network to provide duplicate or ‘carbon-copy’ of transaction to other interested parties as deemed appropriate. Rite Aid will not authorize or support these requests directly.

(J) Transmission Times. Rite Aid will initiate EDI communications on an hourly basis with GXS Network. It is expected that Trading Partner will initiate EDI communications in a timely manner to as well for the timely exchange of transactions. If either party experiences an interruption or outage for any extended period it is expected that will be promptly communicated to the other party.

(K) Rite Aid EDI Program Guidelines. Trading Partner acknowledges existence of Rite Aid EDI/B2B Implementation Guidelines and compliance expectations as contained in the Rite Aid EDI Trade Services web site.

(L) Security Procedures. Each party shall properly use those security procedures, which are reasonably sufficient to ensure that all exchanges and transmissions of transactions are authorized and protected from improper access and adhere to industry best practices security standards.
(M) Changes to Data. Rite Aid will not correct or alter any data in transactions received from Trading Partner. Rite Aid will notify Trading Partner of any data errors and will expect Trading Partner to correct and re-transmit data in a timely manner.

(N) Duplicate Data. Rite Aid will use unique interchange; group and transaction control numbers on outbound transmissions to Trading Partner and expects Trading Partner to provide unique numbers on transmissions to Rite Aid. Unique numbers are necessary to ensure detection of duplicate data. Rite Aid will monitor Trading Partner data for duplicates and will notify Trading Partner immediately upon detection. Rite Aid expects Trading Partner to detect duplicate transmissions from Rite Aid and to notify immediately as well as, those that were not acknowledged with a Functional Acknowledgement (997).

(O) Public Interconnects. If your company uses an EDI Messaging Network other than GXS then Rite Aid will establish a “public network interconnect” between our Network and yours. Rite Aid expects your company to ensure that your Network uses appropriate controls and monitoring measures in order to achieve timely exchange of inbound and outbound transactions. Rite Aid agrees to do the same. Each side will be expected to resolve any problems or issues related to interconnect in a prompt manner.

(P) Other Important Documents. Please refer to the Rite Aid Supplier Compliance Guide and The Supply Policy Agreement for Generic Pharmaceutical Vendors. All EDI transactions are exchanged under terms and conditions of the Guide. To obtain a copy of the Guides, contact the Category Management Department or Pharmacy Purchasing Department

(Q) Purchase Order Terms and Conditions. The Rite Aid EDI Purchase Order Terms and Conditions are contained in the Rite Aid Supplier Compliance Guide and The Supply Policy Agreement for Generic Pharmaceutical vendors. These terms and conditions shall be deemed part of and incorporated in each Rite Aid EDI Purchase Order. Also, with in the EDI Purchase Order a message segment is included referencing these guidelines.

(R) EDI Data Recovery/Restoration: The Networks our Trading Partner’s use make available various reports and information to verify transmission status on EDI transactions and these are expected to be utilized for any issues. Contact your Network first if it is determined you need a retransmission of Rite Aid transactions. It is important that you are alert to the possibility of duplicate data or control numbers when retransmissions are requested and need to be addressed by your company.

(S) Data Sharing: EDI Transactions 830 and 852: If you receive from Rite Aid either or both of data sharing transactions of 830 or 852 – and utilize a third party it is expected that all data will be handled in a confidential manner and used by the Trading Partner for only the purpose intended as authorized by Rite Aid Replenishment/Supply Chain Department.
(T) Errors and omissions. Each party shall be responsible for correcting and resolving any errors or omissions that may occur in the exchange of any EDI transactions. Under certain conditions, Rite Aid may suspend or reject a transaction that is not in compliance with EDI specifications that cause operational impact on its processing systems. In those instances the Trading Partner will be advised to correct and resubmit the offending transaction.

Name/Title_________________________________________________________
Signature__________________________________________________________Date _________________

Please confirm acceptance and understanding of this letter and the referenced attachments by signing above.

Return a copy of this document to the Rite Aid EDI/B2B Department and keep a copy for your records.

Sincerely,
Rite Aid
EDI Services /B2B Department

***Please return along with Trading Partner Form to the EDI/B2B Department ***
Fax: 717-975-8623 or Email: edi@riteaid.com
RITE AID
EDI/B2B TRADING PARTNER PROFILE
(To be completed by new suppliers to become EDI enabled)

COMPANY INFORMATION:
Rite Aid Assigned 5-Digit Supplier #:___________________ Date:_________________
Company Name: ___________________________________________________________
Mailing Address: ______________________________________________________________________
City: _____________________________State:_________________ Zip: ______________
Corporate Website: ______________________________________________________________________

EDI / B2B CONTACTS:
Name: ______________________________________________________________________
Title: ___________________________Email: ___________________________________
Phone: _______________________Ext: __________Fax:__________________________
Cell Number: ________________________Time Zone: ___________________

Name: ______________________________________________________________________
Title: ___________________________Email: ___________________________________
Phone: _______________________Ext: __________Fax:__________________________
Cell Number: ________________________Time Zone: ___________________

BUSINESS CONTACT:
Name: ______________________________________________________________________
Title: ___________________________Email: ___________________________________
Phone: _______________________Ext: __________Fax:__________________________
Cell Number: ________________________Time Zone: ___________________

METHOD FOR EXCHANGING TRANSACTIONS ELECTRONICALLY:
___EDI Direct ___Third Party Solution Provider
Please provide name & contact of solution provider:
Name __________________________________________________________
Phone: ________________________ Email ________________
Trading Partner EDI INFORMATION REQUIRED FOR TESTING:

ISA Qualifier: _________________________________
ISA Sender/Receiver ID: _________________________________
GS Sender/Receiver ID: _________________________________
Value Added Network(s): _________________________________
Inbound Transmission Times: _________________________________
Outbound Transmission Times: _________________________________
EDI Transaction Versions Supported: _________________________________

TO BEGIN EDI TESTING PLEASE CONTACT:

Name: _________________________________ Phone: _________________________________
Email: _________________________________ Time Zone: _________________________________

Comments
EDI/B2B Trading Partner Enablement Solutions
If you require commercially available enablement solutions to exchange transactions, please reference our EDI/B2B Services web site at http://www.riteaidediservices.com/ for additional information. Go to the Quick Link entitled Enablement Solutions to review or contact the EDI Department.

In order to facilitate exchanging transactions electronically with Rite Aid, we have developed relationships with a number of the leading enablement solution providers. Please contact the Provider directly to learn more about the solutions. These companies provide a variety of commercial solutions and services to meet the needs of our trading partners to enable trading electronically with Rite Aid.

These solutions support traditional EDI as well as any-to-any file transfers, CSV or Excel files, PDF Images, XML, accounting package integration, web-based services, service centers, desktop software solutions, fax-to-EDI and paper/fax OCR conversion, to name some examples.

The links are provided for convenience only and there are no promises made as to the quality of the site information, services or products. The list is alphabetical and not in any order of preference. All potential solution providers are capable of supporting Rite Aid’s EDI requirements and assist in evaluation your company’s individual needs.
## EDI/B2B Third Party Services Providers:

<table>
<thead>
<tr>
<th>COMPANY NAME</th>
<th>PHONE NUMBER</th>
<th>WEBSITE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 EDI Source</td>
<td>(877) 334–9650</td>
<td><a href="http://www.1edisource.com">www.1edisource.com</a></td>
</tr>
<tr>
<td>123EDI</td>
<td>(866) 225–5334</td>
<td><a href="http://www.123edi.com">www.123edi.com</a></td>
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<tr>
<td>Accellos</td>
<td>(877) 805–8388</td>
<td><a href="http://www.accellos.com">www.accellos.com</a></td>
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<tr>
<td>Acom</td>
<td>(800) 699–5758</td>
<td><a href="http://www.aacom.com">www.aacom.com</a></td>
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<tr>
<td>ACT Data</td>
<td>(800) 228–3282</td>
<td><a href="http://www.actdata.com">www.actdata.com</a></td>
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<td>Amosoft</td>
<td>(310) 862–4259</td>
<td><a href="http://www.amosoft.com">www.amosoft.com</a></td>
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<tr>
<td>Aurora EDI Alliance</td>
<td>(800) 404–9182</td>
<td><a href="http://www.auroraedialliance.com">www.auroraedialliance.com</a></td>
</tr>
<tr>
<td>B2B Gateway</td>
<td>(401) 491–9595</td>
<td><a href="http://www.b2bgateway.net">www.b2bgateway.net</a></td>
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<tr>
<td>CovalentWorks</td>
<td>(800) 496–3380</td>
<td><a href="http://www.covalentworks.com">www.covalentworks.com</a></td>
</tr>
<tr>
<td>DataTrans Solutions, Inc.</td>
<td>(800) 469–0877</td>
<td><a href="http://www.datatrans-inc.com">www.datatrans-inc.com</a></td>
</tr>
<tr>
<td>Dicentral</td>
<td>(281) 480–1121</td>
<td><a href="http://www.dicentral.com">www.dicentral.com</a></td>
</tr>
<tr>
<td>Digital Movers</td>
<td>(866) 864–3377</td>
<td><a href="http://www.dmovers.com">www.dmovers.com</a></td>
</tr>
<tr>
<td>EDI Associates</td>
<td>(503) 608–4334</td>
<td><a href="http://www.ediassociates.com">www.ediassociates.com</a></td>
</tr>
<tr>
<td>EDI Service Bureau</td>
<td>(858) 486–7409</td>
<td><a href="http://www.ediservice.net">www.ediservice.net</a></td>
</tr>
<tr>
<td>Edict Systems/Grocery</td>
<td>(800) 443–3428</td>
<td><a href="http://www.groceryec.com">www.groceryec.com</a></td>
</tr>
<tr>
<td>Edisoft</td>
<td>(877) 334–0030</td>
<td><a href="http://www.edisoft.com">www.edisoft.com</a></td>
</tr>
<tr>
<td>Effective Data</td>
<td>(877) 825–5233</td>
<td><a href="http://www.effective-data.com">www.effective-data.com</a></td>
</tr>
<tr>
<td>eZCom Software, Inc.</td>
<td>(877) 765–3564</td>
<td><a href="http://www.ezcomsoftware.com">www.ezcomsoftware.com</a></td>
</tr>
<tr>
<td>Fintech (Alcohol only)</td>
<td>(800) 572–0854</td>
<td><a href="http://www.fintech.net">www.fintech.net</a></td>
</tr>
<tr>
<td>GXS/OpenText</td>
<td>(800) 334–2255</td>
<td><a href="http://www.gxs.com">www.gxs.com</a></td>
</tr>
<tr>
<td>HighJump/True</td>
<td>(888) 430–4489</td>
<td><a href="http://www.highjump.com">www.highjump.com</a></td>
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<tr>
<td>InfoAccess</td>
<td>(216) 525–0260</td>
<td><a href="http://www.infoaccess.net">www.infoaccess.net</a></td>
</tr>
<tr>
<td>Liaison Technologies</td>
<td>(877) 336–5163</td>
<td><a href="http://www.liaison.com">www.liaison.com</a></td>
</tr>
<tr>
<td>Message Express</td>
<td>(800) 637–7248</td>
<td><a href="http://www.msgxp.com">www.msgxp.com</a></td>
</tr>
<tr>
<td>OpenText/EasyLink</td>
<td>(800) 828–7115</td>
<td><a href="http://www.easylink.com">www.easylink.com</a></td>
</tr>
<tr>
<td>REMEDI</td>
<td>(614) 436–4040</td>
<td><a href="http://www.remedi.com">www.remedi.com</a></td>
</tr>
<tr>
<td>Sorvive Technologies</td>
<td>(770) 614–3122</td>
<td><a href="http://www.sorvive.com">www.sorvive.com</a></td>
</tr>
<tr>
<td>Spring Systems, Inc.</td>
<td>(888) 275–2160</td>
<td><a href="http://www.springsystems.com">www.springsystems.com</a></td>
</tr>
<tr>
<td>SPS Commerce</td>
<td>(888) 739–3232</td>
<td><a href="http://www.spscommerce.com">www.spscommerce.com</a></td>
</tr>
<tr>
<td>Sterling Commerce</td>
<td>(877) 426–3774</td>
<td><a href="http://www.sterlingcommerce.com">www.sterlingcommerce.com</a></td>
</tr>
<tr>
<td>XbecData</td>
<td>(303) 368–9964</td>
<td><a href="http://www.xbecdata.com">www.xbecdata.com</a></td>
</tr>
</tbody>
</table>
Home Page EDI/B2B Services Web Site:

Quick Links Navigation Directory – EDI/B2B Trade Services:

- Enablement Solutions
- EDI Implementation Guide
- Transaction Guidelines
- Forms/Documents
- FAQs
- Distribution Centers
- Announcements
- Store Locator
- EDI Messaging/Network
- EDI Essential/Basics
- Visit Rite Aid’s Supplier Portal
- OpenText GXS Alliance Program

EDI Services Department Contact Information

- Mailing Address:
  Rite Aid
  EDI Services / B2B Department
  200 Newberry Commons
  Etters, PA 17319

General Information / Support:

- EDI Help Line: (717) 731-3815 8am -5pm EST (Please leave message before or after times)
- EDI Email: edi@riteaid.com
- Fax number: 717-975-8623
- EDI/Services Website: http://www.riteaidediservices.com
- Corporate Operator - 717-761-2633
SOURCE TAGGING

Program Overview
Rite Aid has installed electronic article surveillance (EAS) devices in all stores. We have selected radio frequency (RF) with Checkpoint Systems to implement this strategy. All products viewed by Rite Aid as 'high theft' should be EAS source-tagged by the Supplier.

Program Benefits
- Protected product flows directly to sales floor
- Preferred tag is placed externally to provide visible deterrent
- Product is tagged in consistent location
- EAS deactivation occurs with bar code price scan
- Reduced out-of-stock = Increased sales

Source Tagging Guidelines
- All products viewed as high-theft must be visibly source-tagged
- All products deemed by Rite Aid as high theft items must be source tagged at 100%
- All new products and all high-theft products going through a package change must be examined for source-tag potential
- Externally placed EAS tags should be clear-tamper proof EAS tag
- Preferred tags used for Rite Aid are Checkpoint manufactured tags
- For a list of your products in our high shrink categories that must be source tagged, contact Rite Aid's Product Protection Specialist at (717) 975-5719 or email MDeppen@riteaid.com

Tagging Procedures
Step 1: Contact Rite Aid’s Product Protection Specialist or your Rite Aid Category Manager to discuss new product launches. They will also identify current items we consider as high-shrink and must be source tagged.

Step 2: Contact Checkpoint, our EAS Supplier. They will provide all necessary information and support to begin an effective source-tagging program with Rite Aid. Call (800) 253-7581 to receive a Supplier’s Guide. A Checkpoint Systems representative will answer any questions and assist your company with this program.

Step 3: After contact, Checkpoint may need samples of products for evaluation. Checkpoint engineers will analyze each item and provide a written evaluation regarding their recommendations for each product submitted.

Step 4: Lastly, contact Rite Aid’s Product Protection Specialist to discuss the implementation schedule and any outstanding issues regarding source tagging. Together, we will select program start dates for your merchandise, beginning a stronger, more rewarding partnership.

Contact Information
Rite Aid – Product Protection Specialist
30 Hunter Lane
Camp Hill, PA 17011
Tel: (717) 975-5719
Fax: (717) 975-5925

Checkpoint Systems Inc. - Source Tagging Evaluation Center
101 Wolf Drive
Thorofare, NJ 08086
Tel: (800) 253-7581
Fax: (856) 848-0937
UNSALEABLE MERCHANDISE POLICY (FRONT END PRODUCT ONLY)

A third-party processor currently handles Rite Aid’s unsaleable merchandise. During this process, your selected method of disposition (see Disposition Options) will be applied to all returned items.

The product reclamation center process is recognized to be the shared responsibility of manufacturers and distributors. Assigned cost components recognize the need for universally credible, equitable, non-discriminating treatment of all manufacturers and retailers. Items processed through the reclamation centers are allocated between all parties involved in the movement of goods according to a “generally accepted presumption for unsaleable responsibility” (GAPUR) standard. Responsibility is determined by the categories set forth below unless direct evidence suggests an alternative assumption of responsibility:

Manufacturer’s Responsibility
- Unlabeled or mislabeled product
- Improperly sealed product
- Over/short weight or partially filled product
- Broken glass
- Crushed, dented or collapsed product
- Swollen cans
- Manufacturer withdrawal
- Moldy package
- Rusty cans
- Leaking containers
- Soiled, stained, sticky, etc.
- Expired product as determined by expiration dates, if applicable

Disposition Options
- Center Option – (COPT) Disposition of product left up to the discretion of Rite Aid.
- Donate – (DONA) To add useful life to the product being reclaimed.
- Return to Supplier – (SHBK) Product will be packaged and returned to the Supplier. Shipping paperwork is prepared and included in the return shipments to the manufacturer. An Open RA is required for this option.

Handling & Added Charges
- See Rite Aid’s RETURNS AGREEMENT form.

Minimum / Maximum Rates
- Minimum: 100% of list price
- Maximum: 130% of list price
- Pre-Damage Direct Product Costs (DPC): Handling and storage costs which occur before damage is identified, as an item moves through retail distribution. They include costs incurred at the warehouse, during transportation to the store, and at the store itself. Store costs for retail shelf space, checkout, and bagging are excluded from this analysis.
- Post-damage Handling Costs: Costs which occur after the item has been identified in the store and before it arrives at the reclamation center.
• Reclamation Center Processing Costs: Handling and storage costs which occur as an item is processed through a reclamation center. This analysis contains separate calculations for the major variables which affect prepackage costs, including reclamation center gross efficiencies, type of product and processing chute.

Reimbursement
• Suppliers will be set up for a “deduction from invoice” and have the deduction taken from their next Supplier check.

Recalls
All recall information is due at the time the planogram change is made and accepted by the Category Manager. All freight charges for returned product will be billed to the Supplier. The following information is required to process recalls:
• Product Disposition: Product handling method chosen by Supplier.
• Address and Contact Phone Number to Return Merchandise: Supplier specific shipping destination information.
• Return Authorization Number: Issued by the Supplier.
• Description: Brief product identification.

See Rite Aid’s Recall Disposition Form for further details.
RITE AID RETURNS AGREEMENT

RETURNS AGREEMENT

THIS RETURNS AGREEMENT (this “Agreement”) is made this ____ day of ____, 20___, by and between Rite Aid Hqtrs. Corp. (“Rite Aid”) and the vendor identified below (the “Vendor”).

Please note: A separate Returns Agreement must be filled out for each Vendor number.

Vendor Name: _____________________________

Contact Name: _____________________________  Phone #: __________

Vendor Number: _____________________________  Fax #: __________

E-Mail Address: _____________________________

Invoice Address: _____________________________

Shipping Address: _____________________________

Category Manager: _____________________________

Associate Category Manager: _____________________________

TERMS OF AGREEMENT:

A. Return of Unsaleable Merchandise.

1. If, at any time, Rite Aid determines in its sole discretion that any of Vendor’s goods, products (including, without limitation, pharmaceutical and over-the-counter products) and other items and articles from the undersigned Vendor and/or Vendor’s Affiliates (collectively, “Products” and each, individually, a “Product”) are unsaleable for any reason, Rite Aid will have the right, in its sole discretion, but subject to Section B.2 below, to: (a) return to Vendor’s facility, at Vendor’s expense, any such Product for which Rite Aid has not paid; and (b) return to Vendor’s facility, at Vendor’s expense, and require Vendor to re-purchase from Rite Aid, any such Product for which Rite Aid has paid. If Rite Aid elects to return any such Product(s), or require Vendor to re-purchase any such Product(s) for which Rite Aid has paid, Rite Aid shall notify Vendor and Vendor shall, within 15 days following such notice, remit payment to Rite Aid, by wire transfer of immediately available funds or certified check, in an amount equal to: (x) the cost to return such Product(s) to Vendor’s facility; and/or (y) the price originally paid by Rite Aid for such Product(s), as applicable. Notwithstanding Rite Aid’s election to exercise its rights set forth in this Section A.1, Rite Aid shall not be required to return any such Product(s) until Vendor has remitted the foregoing payment(s) to Rite Aid. In addition, if Vendor refuses to accept any Product that Rite Aid elects to return to Vendor pursuant to this Section A.1, Rite Aid shall have the right, at Vendor’s expense, to destroy or otherwise dispose (including, without limitation, by public or private sale) of such Product. If Rite Aid elects to sell such Product, Rite Aid will have

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Rite Aid Returns Agreement
Page 2

the right, in its sole discretion, to markdown such Product and, in such event, Rite Aid shall have the right to offset any amounts payable to Vendor by the amount of any such markdown.

B. Process and Expense.

1. Vendor shall be charged the following processing fees for any unsalable Product. Such fees are based on the findings from the Joint Industry Task Force Study (JIR):

<table>
<thead>
<tr>
<th>Description</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>DPC (Direct Product Cost)</td>
<td>$0.085</td>
</tr>
<tr>
<td>Post Damage</td>
<td>$0.111</td>
</tr>
<tr>
<td>Ops through Scan:</td>
<td>$0.101</td>
</tr>
<tr>
<td></td>
<td>$0.207</td>
</tr>
</tbody>
</table>

2. Vendor shall determine the method of disposition for its unsalable Products. Based on the CODE/DESCRIPTIONS listed below, Vendor representative shall check (X) the method his/her company has authorized Rite Aid to use; provided, however, if no method is checked, Rite Aid shall have the right to elect any or all of such methods to dispose of Vendor’s unsalable Product. The additional charge, shown in ( ) at the end of the description, will be added to the charges set forth in Section B.1 above.

<table>
<thead>
<tr>
<th>CODE</th>
<th>DESCRIPTION (JIR COST)</th>
</tr>
</thead>
<tbody>
<tr>
<td>COPT</td>
<td>Scan and disposition is left up to the discretion of Rite Aid ($0.020)</td>
</tr>
<tr>
<td>DONA</td>
<td>Scan and denate ($0.030)</td>
</tr>
<tr>
<td>SHBK</td>
<td>Scan and ship back to vendor ($0.180)</td>
</tr>
</tbody>
</table>

   OPEN RA# REQUIRED WITH THIS OPTION: RA# ________

NOTE: Any Product remaining in Rite Aid’s reclamation centers for 45 days or more from the date of invoice, without a Return Authorization Number, will be disposed of at the discretion of Rite Aid. Rite Aid will not entertain ANY requests for payment for Product that falls into this category.

3. All Products will be billed at Rite Aid’s current list cost + JIR billing factors (DPC, Post Damage Handling, RCC Charges, Disposition Charges) unless otherwise agreed to in writing by Rite Aid. Notwithstanding the foregoing, Vendor billing is not to exceed 139% of Rite Aid’s list cost.

4. If Vendor desires to change its election with respect to the method of disposition identified in Section B.2 above, Vendor shall notify Rite Aid of such change in writing. Any such change will take effect no earlier than 30 days following approval by Rite Aid.

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Rite Aid Returns Agreement
Page 3

5. Vendor shall provide Rite Aid with a copy of its current national policy regarding
reclamation. Such policy shall be sent to:

Rite Aid
30 Hunter Lane
Camp Hill, PA 17011
Attention: Manager, Front End Returns

6. All damaged and outdated invoices are available through the Rite Aid Paperless Invoice
System using the Carolina Logistic Services Website at www.claretmspro.com. Vendor should
contact the Manager, Front End Returns, at 717-214-8832 to request setup of its company’s
authorized user. (See Exhibit A attached hereto)

C. Recall Merchandise.

Note: The methods of disposition set forth above DO NOT apply to recalls of Products. A
separate agreement MUST be filled out for all recalls at the time the recall is being
activated. As such, Vendor will have a separate disposition on recalls than it does on in
respect of unsaleable Products.

1. All recall invoices are available through the Rite Aid Paperless Invoice System using the
Carolina Logistic Services Website at www.claretmspro.com. Vendors should contact the
Manager, Front End Returns, at 717-214-8832 to request setup of its company’s authorized user.
(See Exhibit A attached hereto)

D. Miscellaneous.

1. The parties specifically acknowledge that 13 Pa. C.S.A. §2326 and 2327(b), as amended
from time to time, or any successor statutes, shall be inapplicable to this Agreement or
any of the transactions contemplated hereby and that Vendor will accept returned goods
in their “as-is” condition.

2. All returns shall be at the risk of Vendor.

3. The terms and conditions set forth in this Agreement are in addition to, and shall in no
way limit, Rite Aid’s rights and remedies under Rite Aid’s Vendor Profile, standard
terms and conditions or any purchase orders generated by Rite Aid. In the event of any
inconsistency between the terms and conditions of this Agreement and any of the
foregoing documents, this Agreement will govern.

4. Vendor acknowledges that notwithstanding anything to the contrary contained herein,
Rite Aid shall have no obligation to order any Products from Vendor, and that any such
order(s) will occur only through the issuance by Rite Aid of a purchase order to Vendor.

Rev 01/14
5. Miscellaneous.

   a. This Agreement and the rights herein granted and obligations undertaken may not be assigned by any party without the express written consent of the other party; provided that Rite Aid may assign this Agreement and its rights and responsibilities hereunder to any successor of Rite Aid’s business, whether by merger, sale of stock, sale of assets or otherwise. This Agreement shall be binding upon and inure to the benefit of each of the parties’ successors and permitted assigns.

   b. This Agreement, and the rights and obligations of the parties contained herein, shall be construed in accordance with the laws of the Commonwealth of Pennsylvania, without giving effect to any choice of law or conflict of law provision or rule, whether of the Commonwealth of Pennsylvania or any other jurisdiction.

   c. Vendor hereby submits to the exclusive jurisdiction of the Court of Common Pleas, Cumberland County, Pennsylvania, over any dispute arising out of or relating to this Agreement or any of the transactions contemplated hereby. Vendor also hereby acknowledges that all claims in respect of any such dispute or any proceeding related thereto may be heard and determined in such court. Vendor hereby waives, to the fullest extent permitted by applicable law, any objection that Vendor may now or hereafter have to the laying of venue of any such dispute or proceeding brought in such court or any defense of inconvenient forum for the maintenance of such dispute or proceeding.

   d. If any provision of this Agreement is hereafter determined to be void, invalid or unenforceable for any reason, such provision shall be deemed amended to delete therefrom the portion thus adjudicated to be void, invalid or unenforceable, such amendment to apply only to the operation of such provision in the particular jurisdiction in which such adjudication is made, and the validity and enforceability of all of the remaining provisions of this Agreement shall not be affected.

   e. Any breach of this Agreement by Vendor may cause Rite Aid substantial and irreparable damages and, therefore, in the event of any such breach, in addition to other remedies which may be available, Rite Aid shall have the right to seek specific performance and other injunctive and equitable relief as well as attorney’s fees and costs.

   f. No right or remedy conferred upon or reserved by any party under this Agreement is intended to be, or shall be deemed, exclusive of any other right or remedy herein or by law or equity provided or permitted, but each shall be cumulative of every other right or remedy.
Rite Aid Returns Agreement
Page 5

g. This Agreement may be signed in any number of counterparts, but all such counterparts shall constitute one and the same instrument. Each party hereto will receive by delivery or facsimile transmission a duplicate original of the Agreement executed by each party, and each party agrees that the delivery of the Agreement by facsimile transmission will be deemed to be an original of the Agreement so transmitted.

h. This Agreement supersedes all prior agreements, written or oral, between the parties relating to the subject matter of this Agreement. This Agreement may not be modified, changed or discharged, in whole or in part, except by an agreement in writing signed by Vendor and Rite Aid.

i. Any notice with reference to this Agreement shall be made by certified mail or overnight mail to the address set forth below.

* * * * *

The signatures below by the appropriate Category Manager of Rite Aid and the representative of Vendor denote their understanding and acceptance of the above Agreement.

Vendor: ______________________

By: ______________________
Title: ______________________

Date: ______________
Address: ______________________
____________________

RITE AID HDQTRS. CORP.

By: ______________________
Name: ______________________
Title: ______________________

Date: ______________

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Exhibit A

NOTICE

PLEASE BE ADVISED THAT AS OF MARCH 18, 2005, ALL INVOICING FOR DAMAGED AND OUTDATED AND RECALLED PRODUCT IS NOW PAPERLESS. ALL INVOICES WILL BE OBTAINED BY A VENDOR DESIGNATED REPRESENTATIVE THROUGH THE CAROLINA LOGISTIC SERVICES WEBSITE. PLEASE IDENTIFY THE CORRECT PERSON WITHIN YOUR COMPANY WHO REQUIRE THESE INVOICES, AND PROVIDE THE REQUESTED INFORMATION BELOW. ALL APPROPRIATE INFORMATION FOR ACCESS TO THE CLS WEBSITE WILL BE SENT TO THE DESIGNATED INDIVIDUAL.

All information relating to the Carolina Logistic Services Website should be sent to the following individual:

PLEASE PRINT:

Vendor Name

Address

Contact Name

E-mail Address

Authorized by (print name)

THIS FORM MUST ACCOMPANY THE RITE AID RETURNS AGREEMENT FOR UNSALEABLE PRODUCT

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# Store Recall Disposition Form

**General Information**
- Category Memo:
- Vendor:
- Vendor Rep.
- Title:
- Date:

**Reason for Return**
- Must Select One:
  - Product Discontinued
  - Product Withdrawn
  - Product Recalled
  - Product Unsold
- Clearance Markdown
- Other:

**Store Return Information**
- Rented Return: X
- Per Unit Cost:
- Unit Select One:
  - Rent Rollback
  - Rollback

**Disposition & Costs**
- Product Return
  - Rollback:
- Rollback:

**Special Instructions:**
- Special Instructions for Stores that must be approved by MGR Category Management Support:

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**With your signature you are agreeing to the terms set forth herein:**

**Vendor Contact:**
- Type / Print Name:
- Signature:
- Date:

**Category MGR:**
- Type / Print Name:
- Signature:
- Date:

**VP Category MGR:**
- Type / Print Name:
- Signature:
- Date:

**Retail Department:**
- Type / Print Name:
- Signature:
- Date:

**Administrative Use Only:**
- Ref #:
- Department:
- PO #:
- Site #:
- Master #:
- Program #:
- Exp Date:

---

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III. DISTRIBUTION CENTER INBOUND SHIPPING & ROUTING

SUPPLIER RESPONSIBILITY

As business partners driving mutually beneficial supply chain efficiencies, this section contains detailed instructions for the routing, consolidation, marking, and documentation of merchandise shipments to Rite Aid Distribution Centers. Rite Aid is committed to working with our Suppliers to improve product packaging and handling, as well as increasing automation efforts.

It is the Supplier’s responsibility to ensure that they have the most current edition of the Rite Aid Supplier Compliance Guide, whether in paper or electronic form, and that the appropriate people at each of their shipping locations receive the information contained within the Guide.

The information contained within this section supersedes and cancels all previous instructions / guides issued.

Failure to follow instructions contained within this section will result in a minimum chargeback of $100 per shipment and any and all additional charges incurred due to the shipper’s failure to follow these instructions. Requests for exceptions must be written and received prior to the Purchase Order being issued to the Supplier. Changes and/or deviations from the instructions provided herein may only be approved by the Rite Aid Logistics Team and must be in writing.

Acceptance of a Rite Aid Purchase Order is an agreement to the conditions as listed in the current Rite Aid Supplier Compliance Guide, including all associated Supplier Compliance metrics and infractions. It is expected that all Suppliers comply with the requirements set forth. Non-compliance results in expense offsets as outlined in Section VI of this document.

Supplier Prepaid Purchase Orders and/or Shipments refer to those shipments where the Supplier is responsible for arranging for the transportation of the shipment and the associated freight charges. In these instances, the Supplier is responsible for all Supplier Compliance infractions as outlined in Sections V & VI of this document.

Rite Aid controlled freight Purchase Orders and/or Shipments refer to those shipments where Rite Aid is responsible for arranging for the transportation and the associated freight charges. In these instances, the ONLY Supplier Compliance infraction that the Supplier is not responsible for is On-Time Appointment (1019). The Supplier is responsible for all remaining Supplier Compliance metrics and infractions as outlined in Sections V & VI of this document.

Purchase Orders are to be shipped complete, in one shipment, so that goods are received into Rite Aid inventory by the due date as stated on the Purchase Order. Penalties may be imposed on late
shipments. Any subsequent shipments for both prepaid and Rite Aid freight controlled Purchase Orders are expected to be shipped freight prepaid, F.O.B. destination at the Supplier’s expense.

GENERAL SHIPPING REQUIREMENTS

Appointment Scheduling

- Appointments are required for all Distribution Centers and must be made by the carrier at least seventy-two (72) business hours prior to the requested delivery and by 11:00 am local time at the respective Distribution Center.
- All appointments, except Rite Aid controlled freight, are driver-assisted live unloads. The exception is for shipments arriving via Rite Aid preferred LTL carrier, where appointments are not required and driver-assist does not apply.
- Appointments must be confirmed by the respective Rite Aid Distribution Center. A list of Distribution Centers (addresses and phone numbers) is provided in this section.
- Purchase Orders will be issued to the building holding the DEA license; therefore, the order may be re-consigned to another building at the time of delivery.
  - A single Purchase Order should not cover more than 1 truckload. If a Purchase Order is approved to ship on more than 1 trailer, each trailer requires a separate appointment.
  - All Rite Aid Distribution Centers have fast freight guidelines. If a non-preferred LTL carrier shipment meets the requirements of the specific Distribution Center’s fast freight guidelines, an appointment may not be required. You must contact the Distribution Center(s) for specifics relating to their fast freight guidelines.
  - Appointment compliance by a Supplier’s carrier is monitored. Consistent non-compliance results in a dismissal of that carrier from all Rite Aid Distribution Centers.
  - Please be aware of the holidays listed below when scheduling appointments at the Distribution Centers. The holiday schedule can be found on the Rite Aid Portal under Supplier Management and Supplier Documents.
    - New Year’s Day*
    - Memorial Day*
    - Independence Day*
    - Labor Day*
    - Thanksgiving Day*
    - Christmas Day*
  *These are corporate holidays and vary in their application at the Distribution Centers. The Supplier is responsible for contacting the facility if there are any questions, issues or concerns regarding the appointment of any Purchase Orders. It is the Supplier’s responsibility to adjust shipping practices to ensure the Purchase Orders arrive on time.

- Appointment Information REQUIRED:
  1. Purchase Order number
  2. Number of cartons per shipment
  3. Cube per shipment
4. Condition of load - number of pallets
5. Weight per shipment
6. Carrier name
7. Carrier bill number
8. Carrier phone number and contact information
9. Description of goods
10. Hazardous Material Class (if required)
11. Supplier name and origin

**Carton Markings**

- Please note: At this time Rite Aid does not require the UCC/EAN-128 Shipping Container Label to be used in conjunction with the ASN.
- Master packs / master cartons are not accepted. All cartons must be shipped in the same unit(s) as they were ordered.
- All carton markings must indicate the following information:
  1. Case Pack Carton Quantity
  2. Unique Identifier (such as: merchandise description or Rite Aid item number)
  3. Proper Hazardous Material Label (if required)
  4. Date Code
     - If product requires an expiration date, this must be listed on the carton
     - If a closed date code is used on the individual items, it must also be closed dating on the carton. If an open date code is used on the individual items, it must also be open dating on the carton.
       - Open Dating would appear as 01/01/12
       - Closed Dating 12JA01 (Julian Dating)
     - Decipher coding must be sent to Rite Aid to be placed in the Rite Aid Date Code Book

**Marking Format (sample)**

<table>
<thead>
<tr>
<th>Unique Identifier: Bunny, Solid Chocolate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Casepack Qty: 48</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Proper Hazardous Material label</th>
<th>Date Code</th>
</tr>
</thead>
</table>

**Placement of Carton Markings (sample)**
Pallets

- Rite Aid does not participate in Pallet Exchange programs.
- Rite Aid does not allow pallet banks.
- CHEP and PECO Pallets are accepted at all Rite Aid Distribution Centers.
- By accepting a Rite Aid Purchase Order, Suppliers acknowledge and accept full responsibility for the following:
  - Product shipped to a Rite Aid facility on pallets from other pallet providers is done so knowingly and willingly and at the Supplier’s sole discretion and expense.
  - Rite Aid assumes no financial responsibility or liability for receiving shipments on non-CHEP/non-PECO pallets.
  - Rite Aid assumes no responsibility or liability for managing, storing, and/or securing non-CHEP/non-PECO pallets related to those shipments received on non-CHEP/non-PECO pallets.

Pallet Guidelines

- Pallet height is accepted at a maximum of 50 inches (including the height of the pallet) for conventional products. Height exceptions may be granted on a case-by-case basis for paper, diapers, feminine hygiene products, and other light-weight product.
- Pallet weight accepted is a maximum of 2,500 pounds. Weight exceptions may be granted on a case-by-case basis for pallets weighing between 2,500-3,000 pounds. Advance approval is required for any exceptions to pallet height and weight.
- If a shipment contains multiple Purchase Orders, sort cartons by Purchase Order, ensuring that each pallet only contains cartons for one Purchase Order.
  - If your carton count is insufficient to build a complete pallet, you may combine multiple items on one pallet by placing cardboard/heavy paper dividers between Purchase Orders and clearly marking the pallet to indicate this so that the cartons are clearly segregated.
- Maximum carton weight is 40 pounds. Weight exceptions may be granted on a case-by-case basis. Advance approval is required for any exceptions.
- Each layer of cartons on a pallet must be easily countable.
- Both CHEP/PECO and non-CHEP/non-PECO Pallets shall not have any overhang
- Both CHEP/PECO and non-CHEP/non-PECO Pallets shall have solid, unbroken slats/boards
- Both CHEP/PECO and non-CHEP/non-PECO Pallets shall be clean – no dirt, grease or other foreign material
- Both CHEP/PECO and non-CHEP/non-PECO Pallets shall not have protruding nails

Pallet Requirements for Shipments (pallets shall adhere to the following requirements):
1. Non-CHEP/non-PECO Pallets of standard GMA Grade 40” x 48” four-way hardwood pallets consisting of:
   - Five bottom deck boards
   - Minimum of seven top deck boards
2. Non-CHEP/non-PECO Pallet shall not exceed 60lbs in weight
3. Both CHEP/PECO and non-CHEP/non-PECO Pallets shall have solid, unbroken slats/boards
4. Both CHEP/PECO and non-CHEP/non-PECO Pallets shall be clean – no dirt, grease or other foreign material
5. Both CHEP/PECO and non-CHEP/non-PECO Pallets shall not have protruding nails
**Packing Lists**

- A packing list must accompany each shipment of the same Purchase Order. The packing list must reflect the product delivered with each shipment.
- The following information is required on every Packing List:
  - Supplier Name and Origin
  - Rite Aid Purchase Order Number
  - Item Description OR Selling Unit UPC Number
  - Total Case Quantity per Item (each item must appear with one total)
    - For example, but not limited to: case counts by lot number will not be deemed as acceptable.
- Master Packing Lists are considered unusable and will be considered non-compliant.
- A packing list will be deemed as ‘unusable’ if the information provided is not clear, concise, and accurate. ‘Unusable’ may include, but is not limited to, the following conditions: missing pages, unreadable text, weathered and incomplete or inaccurate or missing data. ‘Unusable’ will be determined at the time of receipt and will be detailed on the scorecard.
- Suppliers should work with their carriers to determine the most effective way of shipping the packing list to ensure that it arrives with the shipment. A few recommendations to consider are:
  1. Place the packing list in a well-marked envelope attached to a carton and secured under the shrink wrap.
  2. Include an extra box in the shipment which is listed on the Bill of Lading count that contains only the packing list inside. Also clearly mark on the outside of the empty box that the packing list is contained inside. This box should be located in the top layer of the pallet and on the outside to ensure visibility and secured under the shrink wrap. This only applies to truckload or LTL deliveries. This is not applicable for ‘fast freight’/small packages (i.e. FedEx, UPS).
- Packing Lists must never be sent inside a case of product.
- If the shipment is controlled by a Rite Aid carrier, Rite Aid carriers will NOT sign in acknowledgement of receiving a Packing List. The packing list is the responsibility of the supplier to attach securely to the freight as outlined above.
- **Do not attach the packing list to the BOL.** The BOL is paperwork from the Supplier that is utilized by the carrier to develop the Delivery Receipt. The BOL does not follow the freight to the final destination. Distribution Centers receive a Delivery Receipt from the carrier when it delivers the freight.

**Bill of Lading Requirements**

All bills of lading must have the following information:

- Purchase Order number
  - For Rite Aid Controlled Freight Shipments, include the CS Number
- Pieces (cartons and pallets) and weight
- Complete commodity description with accurate NMFC (National Motor Freight Classification)
- Address of actual origin/shipping location (including zip code)
  - For Rite Aid Controlled Freight Shipments, DO NOT mark a released value on the Bill of Lading OR that the shipment is ‘Third Party’
- Freight terms – prepaid or collect
Purchase Orders that state the freight terms as prepaid (except for prepaid with an allowance), must have the Bill of Lading marked as such. Prepaid Purchase Orders shipped collect will be subject to a full chargeback of the freight charges and a $100 administrative fee, per occurrence. If there are any questions as to the freight terms, contact your Replenishment Buyer or the Rite Aid Transportation Department.

Packaging
- Use safety lids to avoid leakage of liquid products.
- Minimize use of inner pack plastic, cellophane and divider cardboard unless necessary to protect product. Use stronger outer packaging of cardboard to minimize damage.
- Do not pack boxes to the top of cartons. Use divider cardboard as buffer to prevent cut product when opening.
- Packaging and all associated markings must comply with Hazardous Material Regulations (if required).
- Identify number of cartons - “x of y” cartons

Load Conditions
- Minimize mixed skids or mixed layers of items.
- All shipments must be palletized. Slip sheet or floor loaded shipments are not accepted. Additional labor associated with receiving such shipments may result in a chargeback to the Supplier.
- **Do not** place the same item on multiple pallets within the load.
- Sort by Purchase Order number first, then by item number.
- A single Purchase Order number should not occupy more than one truckload. It is the Supplier’s responsibility to ensure that the Purchase Order does not exceed one truckload. If a Purchase Order goes beyond one truckload, the Supplier must contact the Replenishment Buyer requesting the Purchase Order be changed to not exceed one truckload. The Supplier is responsible for all initial fill rate infractions that may result from a Purchase Order exceeding one truckload.

Returns to Supplier
- Rite Aid utilizes an electronic payment platform that eliminates all paper copies of carrier freight invoices and supporting documentation, such as Bills of Lading and Delivery Receipts.
- Suppliers may access supporting freight documentation on-line via the carrier’s website using the carrier PRO number referenced on the Supplier invoice.
- Suppliers may obtain further information on our website [http://www.riteaidediservices.com/index.html](http://www.riteaidediservices.com/index.html) under “Return to Supplier Shipping Policy.”
RITE AID TRANSPORTATION AND INBOUND SHIPMENT ROUTING
Transportation is a vital component in effectively managing the supply chain. Ultimately, the goal is to manage product flow to achieve the highest fill rates while operating in the most efficient manner. Rite Aid’s Transportation Department continually directs its efforts toward instituting freight prepaid with allowance or customer pick-up (CPU) programs. Under these programs, the Supplier must allow for normal transit time from their location to the respective Rite Aid Distribution Center.

What follows are responsibilities and requirements for both Supplier Prepaid and Rite Aid Controlled Freight shipments to our Distribution Centers.

Drop Trailers
Drop trailer arrangements for truckload shipments are evaluated on a case-by-case basis and are subject to the approval of the Rite Aid Transportation Department. The Supplier’s historical on-time appointment performance is a key component of evaluating requests for drop trailers. Drop trailers are expected to deliver 24 hours prior to the scheduled Purchase Order appointment date and/or due date and within the drop trailer parameters of the specific Rite Aid Distribution Center.

All preferred LTL carriers drop trailers. When using a Rite Aid preferred LTL carrier, it is highly suggested that Suppliers ship to ensure the product arrives two business days prior to the Purchase Order due date to allow time for the Distribution Center to receive shipments arriving on drop trailers and ensure an on-time Purchase Order receipt. Drops trailers are to be unloaded within 48 hours of being dropped at a Rite Aid Distribution Center. Excluding standard transit-time failures, a PO delivering in a drop trailer on the same date as the PO due date will be subject to On-Time infractions.

Inbound Deliveries
All drivers entering a Rite Aid premises will be required to provide a state-issued photo ID or a company-issued photo ID with name and picture upon arrival to security.

Carriers and Delivery Appointments
To ensure priority delivery appointments and unloading by trained receiving personnel, Suppliers must use one of the LTL carriers from the Rite Aid preferred carrier list.

Delivery appointments at Rite Aid Distribution Centers are required and all Rite Aid Distribution Centers are driver assist unloads. The Supplier or Supplier’s carrier must obtain a delivery appointment from the Rite Aid Distribution Center Receiving Department. If the Supplier’s carrier fails to keep an appointment, does not notify the Distribution Center Receiving Department at least 48 hours prior to the scheduled appointment time, or is more than one (1) hour late for the appointment, the Supplier will incur an offset fee for a delay in our receiving operations. The offset fee will be in addition to any other applicable charges related to the delivery for which the Supplier is responsible.
SUPPLIER PREPAID SHIPMENTS

Supplier Prepaid LTL (Less than Truckload) Shipments
On all LTL shipments, Rite Aid expects Suppliers to utilize one of our preferred LTL carriers. This reduces the number of carriers that serve our Distribution Centers and helps to expedite the delivery of merchandise to our Distribution Centers and to our stores. Our preferred LTL carriers have pre-set appointments, drop trailers, and are able to increase our receiving efficiencies and your/our carrier efficiencies. Preferred LTL carriers also provide shipment status detail via EDI (214). Non-preferred LTL carriers are required to make delivery appointments with the Distribution Center in accordance with the appointment requirements set forth in the Rite Aid Supplier Compliance Guide and are driver assist unloads.

If a Supplier chooses to use a non-preferred LTL carrier, Rite Aid is not responsible for any accessorial charges, such as detention, storage, sort and segregation, unloading, and/or notification charges.

Supplier Prepaid Truckload (TL) Shipments
All TL shipments require delivery appointments at our Distribution Centers and are driver assist unloads.

For prepaid TL shipments, with the exception of prepaid with an allowance shipments, Rite Aid is not responsible for any accessorial charges, such as detention, storage, sort and segregation, unloading, and/or notification charges.

For ALL prepaid LTL and TL shipments, all accessorial charges will be between the Supplier and carrier. If Rite Aid incurs any accessorial charges, such as detention, storage, sort and segregation, unloading, and/or notification charges the charges will be deducted from the Supplier’s accounts payable balance, plus a $100 administrative fee, per occurrence.

REMEMBER: Your carriers are required to make appointments and be on time!

RITE AID CONTROLLED FREIGHT SHIPMENTS
The Rite Aid Transportation Department serves to provide routing instructions on all Rite Aid Controlled freight shipments and is the only department authorized to provide routing instructions where Rite Aid is responsible for the freight. Suppliers must contact the Rite Aid Transportation Department at least two (2) business days (16 business hours) prior to ship date for routing instructions for each Purchase Order. The ship date is derived by taking the Rite Aid Purchase Order due date minus standard transit days, excluding day of pick-up and non-business days (weekends and holidays). It is the Supplier’s responsibility to add any additional transit days for non-business days such as weekends and holidays. Please see the below shipping example under the “General Supplier Responsibilities for Rite Aid Controlled Freight Shipments” section. Additional freight costs resulting
from expediting shipments for on-time arrival due to the Supplier’s failure to provide sufficient lead time for routing may be charged to the Supplier.

Contact the Rite Aid Transportation Department with any questions prior to shipping to ensure compliance with our Transportation policies and procedures. Rite Aid neither approves nor is responsible for freight and accessorial charges on prepaid shipments.

- Suppliers must e-mail all routing requests. Telephone requests are not accepted. If the Supplier has signed up for Vendor Visibility, routing information should be entered directly into the system. Any discrepancies should be reported to your Rite Aid Transportation Analyst immediately.
- Backordered merchandise for both Supplier Prepaid and Rite Aid Controlled freight Shipments is to be shipped under freight terms of prepaid FOB destination at the Supplier’s expense. **Purchase Orders are not to exceed more than one Truckload for that specific Purchase Order.**

General Supplier Responsibilities for Rite Aid Controlled Freight Shipments

- The agreed upon freight allowance will be paid by the Supplier to Rite Aid for all shipments picked-up at the Supplier’s shipping location(s) provided on the Customer Pick-Up contract. The Customer Pick-Up agreement lists the Supplier’s shipping location(s) and the associated freight allowance(s). The supplier is obligated to abide by the terms contained in the Customer Pick-Up agreement. It is the Supplier’s responsibility to notify Rite Aid Transportation of any change of address to the Supplier’s shipping origins. A change of address to a shipping origin may void the Customer Pick-Up agreement. If the Customer Pick-Up agreement becomes voided, the Supplier will be responsible for shipping the Purchase Order(s) with the Supplier’s chosen carrier. Any freight charges billed to Rite Aid from an origin location that is not listed in the Customer Pick-Up agreement will be subject to a full chargeback of the freight charges and a $100 administrative fee will apply. Rite Aid will not be responsible for any freight charges related to a carrier that was not assigned by Rite Aid Transportation.
- The Rite Aid Transportation Department may be contacted at (717) 761-2633 ext. 6554, 8247, 8507 or 8606 or via e-mail at transportation@riteaid.com for routing instructions.
- When submitting the routing request, Suppliers must provide the following information:
  - Supplier address from which product is shipping
  - Rite Aid Distribution Center to which product is shipping
  - Purchase Order number
  - Total number of pallets in shipment
  - Indicate whether pallets may be double-stacked
  - Total number of cartons in shipment
  - Total weight of shipment
  - Total cube of shipment
- Rite Aid Transportation will provide routing instructions to the Supplier within two (2) business days of the Supplier’s initial request for routing instructions. Routing instructions will not be returned on non-business days (weekends and holidays).
• The Supplier will advise Rite Aid Transportation at least 48 hours in advance of the scheduled pick-up of any change in the pick-up instructions, volume, commodity, date, time, or other requirements. Failure to advise Rite Aid Transportation of a change in pick-up will result in a fee to the Shipper of $200.

• The Supplier will advise Rite Aid Transportation if a Truckload carrier has not setup a pickup appointment within 48 hours of receiving routing instructions. This does not apply to LTL or Small Parcel, which is the Supplier’s responsibility to schedule a pickup.

• The Supplier will load only shipments destined to the Rite Aid Distribution Center as specified by the Rite Aid routing instructions.

• The Supplier will load Rite Aid’s designated carrier’s vehicle in a safe manner and secure the shipment for safe transport to its destination.

• The Supplier or its designated shipping facility will not delay the loading of the Rite Aid designated carrier’s vehicle beyond 30 minutes of the scheduled appointment time. The Supplier will be responsible for any delays at a rate of $10 per 15 minutes for each 15 minute period delay, beyond the 30 minutes of the scheduled appointment time, in loading the carrier’s vehicle. Notify your transportation analyst immediately of any loading delays.

• The Supplier or its shipping facility is responsible for any damage it causes to the Rite Aid designated carrier’s vehicle while at the Supplier’s facility.

• The Supplier must notify the Rite Aid Transportation Department immediately concerning any deviation to the initial pickup appointment, regardless of whether the deviation is caused by the Carrier or Supplier.

• If the driver is present at the time of loading and has reasonable access to count pallets loaded by the Shipper, the carrier will sign “X number of pallets STC”. When Rite Aid’s carrier is picking up a preloaded trailer the carrier will sign “shipper load/shipper count (SLC)”. Rite Aid carriers will NOT sign for cases/cartons/packing list/pallet.

• Rite Aid Transportation and its designated carrier will adhere to all Federal and State transportation regulations.

• Rite Aid Transportation and its designated carrier agree to equipment requirements specified by the Supplier, where applicable and agreed upon in advance.

• Rite Aid Transportation will arrange for timely and accurate pick-up of shipments at the Supplier’s facility. Any changes to the initial appointment, Rite Aid Transportation will notify the Supplier of any delay or change in pick-up.

• Rite Aid’s designated carrier is responsible for any damage to the Supplier’s facility that it causes with its vehicle while in the process of picking up a shipment.

• Rite Aid will be given 72 hours (3 business days) from the date of final receipt at the Rite Aid Distribution Center to advise Supplier of any shipment exceptions. All exceptions are reported on the Supplier Compliance Scorecard via the Rite Aid Supplier Portal.

• Rite Aid’s carrier will arrive on-time for scheduled appointments. An on-time arrival is defined as arriving within a one (1) hour window before or after the scheduled appointment time.
The freight allowance is shown as a line item deduction on the Supplier’s invoice for the goods shipped.

The below illustrates two examples of shipping once a Purchase Order has been received. The first example is a standard example without a Holiday while the second, contains a Holiday.
Rite Aid Controlled Freight Less-than-Truckload (LTL) Shipments

- Multiple Purchase Orders shipping to the same Rite Aid Distribution Center must be written on one (1) bill of lading so as to constitute one shipment.
- Shipping more than one LTL shipment per week to a Rite Aid Distribution Center is not permitted. Suppliers must consolidate Purchase Orders, coordinate the items and quantities impacted, and coordinate and agree upon Purchase Order due dates with your Replenishment Buyer. Failure to do so may result in Suppliers incurring Fill Rate and On-Time compliance infractions. Suppliers are charged back for subsequent LTL shipments occurring in the same work week.
- The selected Rite Aid preferred carrier should service your location direct. If not, please contact the Rite Aid Transportation Department for further instructions.
- It is the Supplier’s responsibility to contact the LTL carrier assigned to the shipment for a pick-up appointment allowing adequate time (adjust shipping practices to account for any additional transit days due to a Holiday) to arrive to destination by the due date.

Rite Aid Controlled Freight Truckload (TL) Shipments

- Suppliers must provide seals and notate the seal number on the BOL. Carriers will be instructed to sign “Said to Contain” (STC) if a seal is not provided. Rite Aid is not liable for shortages and damages for Rite Aid Freight Controlled TL shipments where the Supplier did not provide a seal and/or notate the seal number on the BOL.
- It is the assigned carrier’s responsibility to contact the supplier for a pick-up appointment allowing adequate time (adjust shipping practices to account for any additional transit days due to a Holiday) to arrive to destination by the due date.

Rite Aid Controlled Freight Small Parcel Shipments

- All Rite Aid controlled freight small parcel shipments must be routed by the Rite Aid Transportation Department.

For ALL Rite Aid Controlled Shipments, deviations from these procedures indicate that the Supplier chooses to ship on a prepaid basis and result in a chargeback for full freight plus $100 administrative fee, per occurrence.

Rite Aid Controlled Freight Import Shipments

- Please refer to the Import section of the Rite Aid Supplier Compliance Guide for import instructions.

Rite Aid Controlled Freight Air Freight

- Rite Aid does not authorize airfreight. Any deviations from the normal shipping procedures must be authorized by the Rite Aid Transportation Department.
<table>
<thead>
<tr>
<th>Distribution Center Information</th>
<th>DEA NUMBER</th>
<th>* DUNS No. + 4</th>
<th>PREFERRED LTL CARRIER</th>
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<tbody>
<tr>
<td>LIVERPOOL DISTRIBUTION CENTER*</td>
<td>RE0356003</td>
<td>0145788920055</td>
<td>YRC, FEDEX, OLD DOMINION, ESTES</td>
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<tr>
<td>7245 Henry Clay Boulevard</td>
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<tr>
<td>Liverpool, NY 13088 (315) 461-5700 x2274</td>
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<tr>
<td>PERRYMAN DISTRIBUTION CENTER**</td>
<td>RR0236073</td>
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<td>601 Chelsea Road</td>
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<tr>
<td>Aberdeen MD 21001-4306 (410) 297-6363</td>
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<tr>
<td>RITE AID FIXTURE DISTRIBUTION CENTER</td>
<td>N/A</td>
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<tr>
<td>325 Welltown Road</td>
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<tr>
<td>Winchester, VA 22603 (540) 662-3552</td>
<td></td>
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<tr>
<td>PONTIAC DISTRIBUTION CENTER</td>
<td>002230PY</td>
<td>0145788920029</td>
<td>YRC, FEDEX, OLD DOMINION, ESTES</td>
</tr>
<tr>
<td>5400 Perry Drive</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Waterford, MI 48329 (248) 674-7770</td>
<td></td>
<td></td>
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<tr>
<td>ICE CREAM DIVISION</td>
<td>N/A</td>
<td>0145788920061</td>
<td>YRC, FEDEX, OLD DOMINION, ESTES</td>
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<tr>
<td>9200 Telstar Avenue</td>
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<tr>
<td>El Monte, CA 91731 (626) 571-0122</td>
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<tr>
<td>WILSONVILLE DISTRIBUTION CENTER</td>
<td>N/A</td>
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<tr>
<td>29555 SW Boones Ferry Road</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Wilsonville, OR 97070 (503) 685-6013</td>
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<tr>
<td>WOODLAND DISTRIBUTION CENTER</td>
<td>RTO223874</td>
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<tr>
<td>1755 East Beamer Street</td>
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<tr>
<td>Woodland, CA 95776 (530) 663-1800 x124</td>
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<tr>
<td>LANCASTER DISTRIBUTION CENTER</td>
<td>N/A</td>
<td>0145788920088</td>
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<tr>
<td>2801 West Avenue H</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lancaster, CA 93536 (661) 951-7565</td>
<td></td>
<td></td>
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</tbody>
</table>

Contact the Rite Aid Transportation Department with any questions regarding Rite Aid Preferred Carriers and inbound routing prior to shipping. The Rite Aid Transportation Department must be contacted for routing of ALL RITE AID FREIGHT CONTROLLED SHIPMENTS. Suppliers may reach the Rite Aid Transportation Department at (717)761-2633 ext. 6554 or 8507 or via email at transportation@riteaid.com. *The Primary Ship-to-Location holds the DEA Number.
## Summary of Satellite Distribution Center Information

<table>
<thead>
<tr>
<th>PRIMARY SHIP TO LOCATION ADDRESS</th>
<th>DUNS + 4</th>
<th>DEA NUMBER</th>
<th>PREFERRED LTL CARRIER</th>
<th>SATELLITE WAREHOUSE LOCATION #1</th>
<th>SATELLITE WAREHOUSE LOCATION #2</th>
<th>SATELLITE WAREHOUSE LOCATION #3</th>
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<tr>
<td>LIVERPOOL DISTRIBUTION CENTER</td>
<td>014578892005</td>
<td>RE0356003</td>
<td>YRC FEDEX OLD DOMINION ESTES</td>
<td>4577 Buckley Rd Liverpool, NY 13088 (315) 622-6140</td>
<td>N/A</td>
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<tr>
<td>7245 Henry Clay Blvd Liverpool, NY 13088 (315) 461-5700 x2274</td>
<td>014578892001</td>
<td>RR0236073</td>
<td>YRC FEDEX OLD DOMINION ESTES</td>
<td>1601 Perryman Rd Aberdeen, MD 21001</td>
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<tr>
<td>PERRYMAN DISTRIBUTION CENTER</td>
<td>014578892008</td>
<td>N/A</td>
<td>YRC FEDEX OLD DOMINION ESTES</td>
<td>29125 SW Casting St Wilsonville, OR 97070</td>
<td>N/A</td>
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<tr>
<td>601 Chelsea Rd Aberdeen, MD 21001 (410) 297-6363</td>
<td>014578892008</td>
<td>N/A</td>
<td>YRC FEDEX OLD DOMINION ESTES</td>
<td>280 North Pioneer Ave Woodland, CA 95776</td>
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<tr>
<td>WILSONVILLE DISTRIBUTION CENTER</td>
<td>014578892008</td>
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<td>YRC FEDEX OLD DOMINION ESTES</td>
<td>280 North Pioneer Ave Woodland, CA 95776</td>
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<tr>
<td>29555 SW Boones Ferry Rd Wilsonville, OR 97070 (503) 685-6013</td>
<td>014578892008</td>
<td>N/A</td>
<td>YRC FEDEX OLD DOMINION ESTES</td>
<td>280 North Pioneer Ave Woodland, CA 95776</td>
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<tr>
<td>WOODLAND DISTRIBUTION CENTER</td>
<td>014578892008</td>
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<td>YRC FEDEX OLD DOMINION ESTES</td>
<td>280 North Pioneer Ave Woodland, CA 95776</td>
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<tr>
<td>1755 East Beamer St Woodland, CA 95776 (530) 661-1800 x 124</td>
<td>014578892008</td>
<td>N/A</td>
<td>YRC FEDEX OLD DOMINION ESTES</td>
<td>280 North Pioneer Ave Woodland, CA 95776</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Purchase Orders will be issued to the building holding the DEA license; therefore, the order may be re-consigned to another building at the time of delivery.
Distribution Centers

CORPORATE SUPPLY CHAIN DEPARTMENT
30 Hunter Lane, Camp Hill, PA 17011
(717) 761-2639 (extension 8606, 8507, 8247 or 6554)

WILSONVILLE (OR)
20555 S.W. Dorris Perry Road
Wilsonville, OR 97070
(503) 685-4013

PONTIAC (MI)
5400 Perry Dr.
Waterford, MI 48329
(248) 674-7770

LIVERPOOL (NY)
2440 Honey Clay Boulevard
Liverpool, NY 13088
(315) 661-1700 x2274

WOODLAND (CA)
1775 East Bearan Street
Woodland, CA 95694
(530) 661-1800

LANCASTER (CA)
2801 W. Avenue H
Lancaster, CA 93536
(661) 951-7565

PERRYMAN (MD)
601 Chelsea Road
Aberdeen MD 21001-4906
(410) 297-4263
# RITE AID PREFERRED LTL CARRIERS

## Local Terminals Servicing Rite Aid Distribution Centers

<table>
<thead>
<tr>
<th>DC</th>
<th>Estes</th>
<th>FedEx</th>
<th>Old Dominion</th>
<th>YRC</th>
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<tbody>
<tr>
<td>Aberdeen, MD DC 10</td>
<td>201 Chesapeake Blvd Elikton, MD 21921 410-392-0328</td>
<td>7331 Carbide Rd Baltimore, MD 21226 443-770-0330</td>
<td>2301 Hawkins Point Rd Curtis Bay, MD 21226 410-354-9556</td>
<td>5101 Washington Blvd Baltimore, MD 21227 443-543-0290</td>
</tr>
<tr>
<td>Waterford, MI DC 29</td>
<td>9911 Harrison St Romulus, MI 48174 734-946-0374</td>
<td>205 Park Dr Troy, MI 48083 248-585-0393</td>
<td>1163 Souter St Troy, MI 48083 248-577-5213</td>
<td>7701 W Jefferson Ave Detroit, MI 48209 313-843-1900</td>
</tr>
<tr>
<td>Liverpool, NY DC 55</td>
<td>7200 Schuyler Rd E Syracuse, NY 13057 315-452-9050</td>
<td>201 Canada Dr E Syracuse, NY 13057 315-656-3328</td>
<td>5959 Court St Rd E Syracuse, NY 13206 315-463-0029</td>
<td>6990 Northern Blvd E Syracuse, NY 13057 315-463-7500</td>
</tr>
<tr>
<td>Woodland, CA DC 81</td>
<td>5411 Raley Blvd Sacramento, CA 95838 916-991-4570</td>
<td>4075 Channel Dr West Sacramento, CA 95691 916-371-9181</td>
<td>2920 Oates St W Sacramento, CA 95691 916-617-2884</td>
<td>4200 W Capitol Ave West Sacramento, CA 95691 916-371-4555</td>
</tr>
<tr>
<td>Lancaster, CA DC 88</td>
<td>9120 San Fernando Rd Sun Valley, CA 91352 818-504-4155</td>
<td>11911 Branford St Sun Valley, CA 91352 818-899-1141</td>
<td>3747 Gilmore Rd Bakersfield, CA 93308 661-326-1369</td>
<td>17401 Adelanto Dr Adelanto, CA 92301 760-246-0091</td>
</tr>
</tbody>
</table>

### Rite Aid Preferred LTL Carrier National Account Representatives

**ESTES EXPRESS**

Bob Dodd ([Bob.Dodd@estes-express.com](mailto:Bob.Dodd@estes-express.com))

**FEDEX (FREIGHT)**

Erin Kelly ([emkelly@fedex.com](mailto:emkelly@fedex.com))

**FEDEX GROUND (SMALL PARCEL)**

Jim Royston ([jdroyston@fedex.com](mailto:jdroyston@fedex.com))

**OLD DOMINION**

Joseph Prebula ([Joseph.Prebula@odfl.com](mailto:Joseph.Prebula@odfl.com))

**YRC**

Bill Carey ([Bill.Carey@ycrfreight.com](mailto:Bill.Carey@ycrfreight.com))
IV. ACCOUNTS PAYABLE

This section outlines important information for new Supplier setup, changes in Supplier information, invoice requirements and payment policies. Accurate information will ensure timely invoice processing.

SUPPLIER INFORMATION - NEW SUPPLIERS

New Suppliers cannot be added to the Rite Aid Supplier File until the Supplier has been designated as an “Authorized” Supplier by a Rite Aid Category Manager. Each Supplier must meet all of Rite Aid’s Supplier insurance and product liability requirements as confirmed by our Risk Management Department. Furthermore, approval from the Rite Aid Accounts Payable and Treasury Departments must be obtained to activate a Supplier within the Rite Aid Supplier File.

A Category Manager will work with the Supplier to complete the New Supplier Application and Information Form, which requires the following documents/agreements to be completed by Rite Aid and/or the new Supplier:

- Warehouse and DSD Suppliers
- Defense and Indemnity Agreement
- Mutual Confidentiality Agreement
- Rite Aid Returns Agreement
- Rite Aid Guaranteed Sales Agreement
- Certificate of Insurance (Annually)*
- EDI Trading Partner Profile Form (if applicable)
- IRS Form W-9
- Current Dun & Bradstreet Report
- Store Number List (DSD Suppliers)

If you are not registered, you will need a letter of credit from your financial institution and a copy of the most current (within a year of the application date) audited financial statements. This may also be requested during the new Supplier approval process for potential Warehouse or DSD Supplier.

Each document/agreement required in the application process must be completed, signed, and returned to the Category Manager, at which time this information will be reviewed by Rite Aid Risk Management, Accounts Payable and the Treasury Department.

Please note: an updated “Certificate of Insurance” should be provided to the Accounts Payable Process Performance Department at 200 Newberry Commons, Etters, Pa. 17319 or to approcessperf@riteaid.com within 10 days of current COI expiration.

Once all Rite Aid requirements are met, the Supplier will be approved and added to Rite Aid’s Supplier File after which the Category Manager will be able to generate Purchase Orders. Suppliers must provide a single address for all Rite Aid remittances.

In addition to these documents, the Category Manager will provide each new Supplier with the following documents:

- Rite Insight, InfoAccess.net
SUPPLIER INFORMATION - CHANGES TO EXISTING SUPPLIER FILES

Changes to the corporate address, remit to address, name, or legal structure changes such as company mergers, company sold, Chapter 11 or going out of business must be communicated in writing on a company letterhead and signed by an authorized representative of your company. The letter must contain the following information:

- Your Company Name and DUNS Number
- Old Parent Company Name and New Parent Company Name
- Old Company Address and New Company Address
- Change of Remit Address
- Statement of What Is Transpiring

Written notification of changes of this nature must be sent to the appropriate Category Manager at:

Rite Aid
Attn: __________
30 Hunter Lane
Camp Hill, PA 17011

SUPPLIER INFORMATION – CHANGES TO REMIT TO ADDRESSES

The Supplier File will not be updated for remit address changes unless the written notification discussed above is provided to the Category Manager.

If there is a change in ownership and the new owner is not currently on our Supplier File as an approved Supplier, your company will be treated like a new Supplier and will be required to complete the new Supplier process and gain approval as set forth in previous paragraphs.

SUPPLIER INFORMATION – PURCHASE ORDER / INVOICE PROCESSING

Rite Aid Accounts Payable is dedicated to paying all merchandise invoices within the established payment terms as well as providing the Suppliers with superior customer service. EDI 810 Invoice transactions are required of all Rite Aid Suppliers. Non-compliance penalties will be assessed per invoice infraction.

Listed below are the procedures that must be followed to make sure your invoices are paid on a timely basis:

1. Receive from Rite Aid a valid Purchase Order, either EDI or a printed purchase order form (phone orders, worksheets and verbal commitments are not valid).
2. Verify the accuracy of all Purchase Order details including cost price, payment terms, etc. Do not ship merchandise until all discrepancies on the Purchase Order have been
corrected and proof of correction is provided to you by the category manager in the form of a new Purchase Order (cost and payment term differences are not reimbursable).

3. After shipping goods, submit invoices via the EDI 810 document. (Unless the invoices are for PO’s shipped to DC’s 16 and/or 17 – in which case invoice must be submitted manually to the Warehouse AP email address below). Do not begin transmitting 810’s until the testing process is complete. For more information call the EDI contacts previously listed.

4. Multiple Distribution Center deliveries cannot be included on a single Purchase Order.

5. Each invoice for a Rite Aid Distribution Center receipt must correspond to one unique Purchase Order.

6. Multiple Purchase Orders may not be combined on a single invoice.

7. Items with extended terms must be invoiced separately.

8. Suppliers may not invoice prior to shipment and must invoice only for the product shipped.

9. For DSD Suppliers, the Supplier is required to provide the store with a fully priced and extended paper invoice at time of delivery of merchandise. The invoice will reflect the same invoice number, invoice date, Rite Aid store #, shipping address and invoice total as that submitted via EDI (as discussed above)

RITE AID PAYMENT POLICIES

Payment Amount Process
Rite Aid will pay the lesser of the price listed on the applicable Purchase Order, the current invoice price, or the negotiated Market Level price (DSD Suppliers only).

Payment Due Date Calculation
The invoice due date will be calculated based upon Invoice Date or Receipt of Goods Date (whichever choice is either specified in the Supplier File, or whichever is later if not specified in the Supplier File) and based upon the most favorable of the invoice or Purchase Order terms. Supplier terms will be standard across entities. Checks will not be sent via overnight services.

Cash Discount Calculations
Rite Aid will calculate the cash discount on an invoice’s gross value of merchandise prior to discounts and allowances.

Timing of Deductions
Rite Aid may take an additional 30 days dating without loss of discount for any invoice that is not equal to or less than each item price indicated in the Purchase Order or the Market Level Pricing system (DSD Suppliers only).

Shipping Discrepancies
Deductions will be taken for quantity variances by shipment / picking error, shortages, and damaged merchandise. Adjustments for Supplier shortages or damages, observed at the time of receipt at a Rite Aid location, will be documented at that time. Where inspection of product is not feasible or permitted, undisclosed shortages or damages subsequently discovered during the Rite Aid receiving process, will result in an adjustment to the Supplier billing.

Other Deductions
Rite Aid reserves the right to deduct from outstanding Supplier payables for allowances, bill backs, returns, post audits, coupons rejected by manufacturer’s processor and other receivables including assessments and fees. Rite Aid also reserves the right to request payment by check on balances past due.

Shipping Requirements
All merchandise is required to be shipped in accordance with Rite Aid’s Transportation Guidelines (See Section III: Shipment & Routing Instructions). Penalties will be assessed and deductions will be taken for violations of these guidelines.

Invoice Copies (DSD only)
All DSD shipments must contain a copy of the invoice, which should include an invoice number, date, cost, and Rite Aid store number. A separate invoice copy must be sent to the corporate office either through the EDI process or as paper.

RITE AID POST AUDIT POLICY
Rite Aid conducts Post Audits of all aspects of its payable units. Rite Aid reserves the right, as protected under Article 2-725 of the UCC, to file claims within forty-eight (48) months of the event. Rite Aid auditors submit all claims in writing to our Suppliers and allow the Suppliers 30 days to review and respond to the claims before any deduction is initiated. All issues must be resolved in 60 days.

SUPPLIER INQUIRIES AND CORRESPONDENCE
Supplier telephone and letter inquiries regarding accounts payable transactions, balances, and discrepancies should be directed to the Warehouse or DSD Accounts Payable Department. A number of accounts payable correspondents are available to process Supplier inquiries and problems.

Our correspondents work with a continuous backlog of Supplier inquiries; therefore, wherever possible, Suppliers should state their situation in writing, attach supporting documentation to their written inquiry, and send their package to the Warehouse or DSD Accounts Payable Department, whichever is applicable. Allow 6-8 weeks for response. Except for emergency situations, telephone inquiries will be logged and processed by our correspondents based upon their backlog agenda and the time and date of the telephone inquiry.

Initial inquiries sent by facsimile transmissions (fax) will also be processed based upon our backlog agenda. To be fair to all Suppliers, fax inquiries will not be inserted into our processing schedule ahead of written and/or telephone inquiries.

Rite Aid must be notified in writing of any invoice payment dispute within thirty (30) days of the check date.

Supplier correspondence on open invoices must be initiated within six (6) months of the initial invoice date.
RITE AID ACCOUNTS PAYABLE CONTACTS
Phone: Please call (717) 761-2633 and follow the prompts to reach the appropriate party within Accounts Payable.

Warehouse Accounts Payable (For Distribution Centers Deliveries)
Mail: Rite Aid
      PO Box 8432
      Harrisburg, PA 17105-8432
Email: Warehouse.AccountsPayable@riteaid.com
Fax: (717) 972-3985

DSD Accounts Payable (For Direct Store Deliveries)
Mail: Rite Aid
      PO Box 8431
      Harrisburg, PA 17105-8431
Email: DSDAP@riteaid.com
Fax: (717) 975-5901

Expense Accounts Payable (Non-Merchandise)
Mail: Rite Aid
      PO Box 8431
      Harrisburg, PA 17105-8431
Fax: (717) 975-5919
Email: Expenseap@riteaid.com

Vendor Billing
Mail: Rite Aid
      PO Box 3165
      Harrisburg, PA 17105
      Attn: AP Acctg & Analysis
Fax: (717) 730-8273
Email: vendorbilling@riteaid.com

A/P Process Performance (Vendor File Maintenance/1099's)
Mail: Rite Aid
      200 Newberry Commons
      Etters, PA 17319
Fax: (717) 975-5919
Email: approcessperf@riteaid.com
Phone: 1099 Inquiries (717) 730-8301
V. SUPPLIER MANAGEMENT PROGRAM

The Supplier Compliance Guide was established to elevate awareness of critical gaps in the supply chain for Rite Aid and our Suppliers. By simply creating an awareness of these key measurements, we will work together to resolve some of the challenges that prevent maximization of customer satisfaction.

As part of Rite Aid’s commitment to continued improvement of supply chain performance, we continually review measures highlighting those areas that Rite Aid has determined to be of high priority. It is our objective to share only the most useful indicators of performance, focusing our attention on measurements that will result in the highest achievement standards throughout the supply chain. Rite Aid extends the invitation for every member of the Supplier community to schedule a visit to a Rite Aid Distribution Center to observe the receipt processing of their respective shipments, thereby affording an opportunity to observe our performance measurement criteria ‘in action’.

It is our expectation that the Supplier Compliance Guide will provide an opportunity to investigate supply chain challenges. Through joint process improvements, Rite Aid is committed to working with our Suppliers, making every effort to continually improve performance. Please be aware every Purchase Order is accepted under the terms and conditions of the Supplier Compliance Guide.

Rite Aid’s expense offset policy is intended to recover the cost incurred by Rite Aid due to Suppliers not meeting our standards. Expense offset charges include administrative fees PLUS a metric non-compliance fee, where applicable. Below you will find a complete listing of non-compliance issues and corresponding expense offset charge(s).

In your review of each metric, please take the time to understand what each metric and associated infraction represents. If you have any questions, please send your inquiry to Vendormgmt@riteaid.com.

PEFORMANCE METRICS
Performance metrics focus on Supplier-related shipping/transportation issues that directly impact DC related activities (i.e. manpower allocation and receipt processing efficiencies). Performance metric compliance violations are recorded per Purchase Order. Performance expense offset charges (administrative fee + a metric non-compliance fee) will be applied to each Supplier’s AP account as a line-item deduction and are applied as DC Credits to offset the additional expense necessary for processing non-compliant receipts.

Performance metrics are measured per occurrence or per Purchase Order receipt and are reported daily. The Performance Metrics and definitions are listed below. To determine the expense offset for each metric, please see Section VI, Expense Offsets.
• **Shipped to Wrong RA Center** is defined as any product arriving at a Rite Aid center that was intended to arrive at another Rite Aid facility or non-Rite Aid center.
• **Shipped Cancelled PO** is defined as a purchase order that arrived at a Rite Aid center which was cancelled.
• **Packing List / BOL Missing** is defined as a purchase order that arrives without a packing list (PL) / bill of lading (BOL) listing the item receipt details.
• **Pack List/BOL Unusable** is defined as damage to the PL/BOL so that the information cannot be interpreted (i.e. torn, weathered, poor print quality, missing pages) OR when the PL/BOL is missing requirements OR contains more than one purchase order.
• **No UPC on Item or Unscannable UPC** is defined as the physical product at the item level that does not have a UPC number or does not have a scannable bar code.
• **Incorrect UPC on Item** is defined as the physical product at the item level that does not have the correct UPC bar code and/or number.
• **Item Not Ordered or Cancelled on PO** is defined as an item or items that arrived and was not ordered or was cancelled.
• **Damaged Item** is defined as product that arrived in a non-saleable condition. “Non-saleable” is defined as not desired to be purchased by the consumer due to the product and/or its packaging being altered creating concern for dissatisfaction.
• **Overage per PO Quantity** is defined as a quantity of product that arrived which is greater than the amount listed on the purchase order.
• **Overage per Pack List/BOL Quantity** is defined as a quantity of product that arrived which is greater than the amount listed on the Packing List / BOL.
• **Shortage per Pack List/BOL Quantity** is defined as quantity of product that arrived which is less than the amount listed on the Packing List / BOL.
• **Short-Dated Item Shipped** is defined as product that arrived with dating that fails to meet the requested minimum date for that particular item or product line.
• **Out-Dated Item Shipped** is defined as product that arrived with dating that is beyond the requested minimum date for that particular item or product line.
• **Incorrect CSPK Quantity** is determined when the number of selling units inside the case does not match the number of units indicated on purchase order.
• **Carton Markings / Missing or Inaccurate** is defined as any carton received without the required information.
• **Damaged Pallet** is defined as a pallet that arrives at a Rite Aid facility that is damaged or unusable.

### EDI METRICS

All Suppliers MUST initiate and complete their EDI testing and be in production within 30 days after the ETA date of their initial Purchase Order(s).

EDI metrics are measured on a monthly basis. The information is updated the first of each month and is available on the Compliance Scorecard.

- **Purchase Order Non-compliance:** All Purchase Orders are required to be received via Electronic Data Interchange (EDI). For more information, email [edi@riteaid.com](mailto:edi@riteaid.com) or go to [http://www.riteaidediservices.com](http://www.riteaidediservices.com)
- **ASN Non-compliance:** All shipments received in Rite Aid Distribution Centers are required to be preceded by an Advanced Ship Notice (ASN) via EDI.
- **Invoice Non-compliance:** All invoices against Rite Aid Purchase Orders are required to be entered into Accounts Payable system via EDI.
COMPLIANCE METRIC DEFINITIONS

Compliance metrics focus on performance that directly impacts service levels (i.e. fill rates, on-time shipments, and ASN accuracy) and DC related activities (i.e. manpower allocation and receipt processing efficiencies). Compliance metrics are reported on a monthly basis. Compliance expense offset charges (a metric non-compliance fee per PO) will be applied if the Supplier fails to meet the Supplier Compliance performance expectations, as determined by Rite Aid.

Compliance metrics are reported on a monthly basis. The information is updated on the seventh of each month and is available on the Compliance Scorecard report.

Suppliers are responsible for obtaining the Rite Aid Distribution Holiday Schedule to ensure deliveries are made on time throughout the year. The holiday schedule may be found on the Rite Aid Supplier Portal [https://raportal.riteaid.com](https://raportal.riteaid.com) under Supplier Management > Supplier Documents > Holiday Schedule.

- **Initial Receipt Fill Rate**: The percent of units received to the total units ordered on the PO based upon the initial DC receipt. Initial receipt unit fill rate pertains to the first substantial receipt defined as 5% or more of the total Purchase Order quantity and not accumulated receipts. The supplier is expected to fill the PO completely and on-time, but a PO will only be considered non-compliant if <97% of the total units ordered on the PO are delivered.

- **On-time PO Arrival**: A Purchase Order is considered On-Time when the total quantity received is equal to or greater than 90% of the total Purchase Order quantity and was received on or before the due date.

- **On-time Appointment**: Appointment met by the scheduled date/time to the appointment made. “Time” is defined as the specific dock time that was assigned. On-Time Appointment values: YES (On-Time), NO (Late, Late Cancel or No Show). In the event that a carrier arrives prior to their scheduled appointment time, effort will be made to expedite unloading; however, early arrivals are subject to DC capacity constraints.
  - **On-Time** – Delivery on the date requested and within one (1) hour of the designated appointment time.
  - **Late** – Delivery on a date after requested and/or later than one (1) hour of the designated appointment time.
  - **Late Cancel** – Delivery appointment is cancelled less than 48 hours prior to the delivery time.
  - **No Show** – Delivery is not made and appointment is not re-scheduled.

- **Failure to Acknowledge EDI 850 PO w/EDI 997 within 24 hours**: EDI 997s must be received within 24 hours of Purchase Order transmittal date and time. (Rite Aid weekends and recognized holidays are adjusted into expected arrival dates and times.)

- **ASN not received within 24 hours of Supplier ship date/time**: Advanced Ship Notices (ASN) must be received via EDI within 24 hours of the Purchase Order ship date and time. (Rite Aid weekends and recognized holidays are adjusted into expected arrival dates and times.)
SUPPLIER INQUIRIES AND CORRESPONDENCE
For questions relating to Rite Aid’s Supplier Management Program, please contact Vendormgmt@riteaid.com. Include supplier number and name in the subject line of the email.

All inquiries pertaining to Supplier violations must be received within 30 days of the date of the violation. Inquiries received after 30 days of the infraction date will not be reviewed.

When disputing an infraction, complete and include a “Compliance Dispute Form” with your email to Vendormgmt@riteaid.com. The form can be found on the Rite Aid Supplier Portal https://raportal.riteaid.com under Supplier Management > Supplier Documents > Compliance Dispute Form. All listed information for the infraction being disputed should be included on the form.

All back up documentation is available on the Rite Aid Supplier Portal https://raportal.riteaid.com under Supplier Management > Supplier Scorecard, with report options ‘Summary by Month, Performance by Day, Fee Review by Date, Fee Review by Invoice and Fee Review by PO’.

For directions on how to use the Rite Aid Supplier Portal, please contact Vendormgmt@riteaid.com for a user’s guide and further assistance.

SUPPLIER REQUESTS FOR CONTACT UPDATES
Please forward all requests for additional contacts, deletion of contacts, or to update contact information (new email addresses, etc.) to Vendormgmt@riteaid.com. Please use the “ID Request Form” that is located on the Rite Aid Supplier Portal https://raportal.riteaid.com under Supplier Management > Supplier Documents > ID Request Form. It is the supplier’s responsibility to have the appropriate contacts receiving email alerts.

THIRD PARTY INQUIRIES AND CORRESPONDENCE
Rite Aid takes measures to ensure the privacy of Supplier statistics reported via the Supplier Management Program. Examples include using a secure server, requiring a user id and password, mandatory password changes every 45 days, and limited data views.

Performance inquiries from carriers or competitors are directed to the Supplier for response. Rite Aid does not share or publish a Supplier’s performance statistics. We encourage our Supplier community to use the information we provide to hold carriers accountable for their performance and improve their competitive position.

If it is determined that the performance information Rite Aid provides is misused or misrepresented, we will clarify the objectives and operations of the Supplier Management Program in order to maintain the integrity of the program. While specific details will not be shared, general information regarding how the program was created, managed and reported will be shared to ensure all interests are fairly considered.
## VI. EXPENSE OFFSETS

<table>
<thead>
<tr>
<th>NON-COMPLIANCE AREA</th>
<th>EXPENSE OFFSET FEES</th>
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</thead>
<tbody>
<tr>
<td>Purchase Order (PO)</td>
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</tr>
<tr>
<td>Shipped to Wrong RA Center</td>
<td>$160 admin fee + $400 per shipment</td>
</tr>
<tr>
<td>Shipped Cancelled PO</td>
<td>$160 admin fee + $400 per purchase order</td>
</tr>
<tr>
<td>Packing List/BOL</td>
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<tr>
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</tr>
<tr>
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</tr>
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<td><strong>Item</strong></td>
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</tr>
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<td>No UPC on Item or Unscannable UPC</td>
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</tr>
<tr>
<td>Incorrect UPC on Item</td>
<td>$160 admin fee + $2 per unit</td>
</tr>
<tr>
<td>Item Not Ordered or Cancelled on PO</td>
<td>$160 admin fee + $150 per item occurrence</td>
</tr>
<tr>
<td>Damaged Item</td>
<td>$50 per occurrence</td>
</tr>
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<td>Overage per PO Quantity</td>
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<td>Overage per Packing List/BOL Quantity</td>
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<td>Deducted from invoice</td>
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</tr>
<tr>
<td>Out-Dated Item Shipped</td>
<td>$160 admin fee per item + $2 per carton</td>
</tr>
<tr>
<td><strong>Carton</strong></td>
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<td>Incorrect Case Pack (CSPK) Quantity</td>
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<td>Carton Markings / Missing or Inaccurate</td>
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<td>ASN Non-Compliance</td>
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<td>On-Time Appointment Non-Compliance</td>
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<tr>
<td>Failure to acknowledge PO w/EDI 997 within 24 hours</td>
<td>$250 per purchase order</td>
</tr>
<tr>
<td>ASN not received within 24 hours (of Supplier Ship Date/Time)</td>
<td>$250 per purchase order</td>
</tr>
</tbody>
</table>

*Red font indicates change effective 8/5/2019.*
VII. CODE OF ETHICS AND BUSINESS CONDUCT

CODE OF ETHICS AND BUSINESS CONDUCT: PUTTING VALUES INTO ACTION
To view Rite Aid’s Code of Ethics and Business Conduct Document, select the link below: www.riteaid.com/corporate/governance/code-of-ethics

ETHICS COMPLIANCE, FRAUD, WASTE & ABUSE PREVENTION AND REPORTING
Rite Aid is committed to preventing fraud, waste, and abuse. To this end, all Rite Aid vendors and their agents or employees are required to follow Rite Aid policies and procedures regarding fraud, waste, and abuse in billing governmental programs that pay for healthcare. The full text of the policy titled New Jersey Fraud Waste and Abuse Laws, Sanctions, and Protections is set forth below and is available on the Rite Aid Supplier Portal. This policy must be reviewed and be made available to your agents and employees that conduct business within or with the State of New Jersey. To access Rite Aid’s Supplier Portal, please visit www.RiteAid.com, go to the bottom of the webpage, then click on “Supplier Portal” under “Corporate”.

In accordance with Rite Aid’s policy, anyone who knows or suspects that fraud, waste, or abuse is occurring is required to report it without penalty. Numerous confidential reporting avenues have been established to report fraud, waste, and abuse included but not limited to calling the hotline at 1-888-RITE-CALL (1-888-748-3225) or visit us at www.integritycounts.ca/org/RiteAid

Questions regarding Rite Aid’s policy may be directed to:
Andy Palmer
Group Vice President, Compliance, Privacy, and Internal Assurance Services
Rite Aid – 30 Hunter Lane, Camp Hill PA 17011
Phone: (717) 730-8272 / Fax: (717) 975-5994 / Email: apalmer@riteaid.com

OR

Audit Committee of the Board of Directors
Rite Aid Corporation
C/O Internal Assurance Investigations
P.O. Box 3165
Harrisburg, PA 17105

SCOPE
This policy applies to all associates that work in a Rite Aid store location and all members of Rite Aid field management, plus Rite Aid’s business partners, vendors and their employees in the state of New Jersey only.

OVERVIEW
Federal and state laws exist to save the government money by reducing fraud waste and abuse in
billing governmental programs that pay for healthcare. These laws do several things that can be summarized as follows:

- Anyone (associates or vendors) who knows of fraud, waste or abuse in billing are required to report it
- There are penalties for failure to report
- There are protections from retaliation for people who report

Rite Aid is committed to the goal of eliminating fraud, waste and abuse and our policies reflect that commitment by addressing the goals of these laws through anonymous avenues for reporting, informing associates of their responsibilities and holding them accountable for failure to report and providing protections for people who report. Refer to the Associate Handbook for additional information about Rite Aid’s Fraud Policy as well as Policies and Procedures for detecting Fraud, Waste, and Abuse.

All business conducted by Rite Aid, or on behalf of Rite Aid, will be done in compliance with the Federal Deficit Reduction Act and related federal and state laws. Further, in accordance with the Deficit Reduction Act, Rite Aid will establish and maintain policies related to preventing and detecting fraud, waste, and abuse. We also require that all those who conduct business for or on behalf of Rite Aid review and abide by the following:

- Federal False Claims Act and similar state laws
- “Whistleblower” protections under the law
- Rite Aid’s policies and procedures for detecting and prevention fraud, waste, and abuse

All associates and vendors of Rite Aid will be informed of the laws regarding fraud and abuse and false claims and must report any issues immediately to 1-888-RITE-CALL (1-888-748-3225), www.integritycounts.ca/org/RiteAid, or by contacting state or federal officials.

In addition to federal laws designed to prevent and report fraud, waste and abuse in billing, New Jersey has several statutes for the same purpose but offering additional protections and penalties. They are summarized below.

**New Jersey Medical Assistance and Health Services Act – Criminal Penalties, N.J.S. 30:4D-17(a)-(d)**
Provides criminal penalties for individuals and businesses engaging in fraud or other criminal violations relating to Title XIX-funded programs. They include both fines and imprisonment for the associate who submits the fraudulent claim.

**Civil Remedies, N.J.S. 30:4D-7.h., N.J.S. 30:4D-17(e)-(i); N.J.S. 30:4D-17.1.a:**
In addition to the criminal sanctions discussed above, violations of N.J.S. 30:4D-17(a)-(d) can also result in civil sanctions including recovery of overpayments and interest and potentially up to triple the amount of each overpayment and exclusion of the associate or the pharmacy who submits the fraudulent claim.

**Health Care Claims Fraud Act N.J.S. 2C:21-4.2 & 4.3; N.J.S. 2C:51-5**
Provides criminal penalties for health care claims fraud, including claims with state funds:

(a) A pharmacist who knowingly commits health care claims fraud may be fined up to 5 times the amount of the fraudulent claim and to permanent forfeiture of his or her license;
(b) If an associate who is not a pharmacist commits health care claims fraud the associate may be fined up to 5 times the amount of the claim.

**Conscientious Associate Protection Act - “Whistleblower Act”, N.J.S.A. 34:19-4**

New Jersey law prohibits an employer from taking any retaliatory action against an Employee if the Employee does any of the following:

(a) Discloses, or threatens to disclose an activity, policy or practice that they reasonably believe is in violation of the law or, provides information involving deception of, or misrepresentation to pharmacists who report improper quality of patient care;

(b) Provides information to any public body conducting an investigation, hearing or inquiry into any violation of the law; or provides information regarding any perceived criminal or fraudulent activity, policy or practice of deception or misrepresentation;

(c) Objects to, or refuses to participate in, any activity, policy or practice which the Associate reasonably believes is in violation of the law or, pharmacists believe constitutes improper quality of patient care.

The protection against retaliation, when a disclosure is made to a public body, does not apply unless the Associate has brought the activity, policy or practice to the attention of a supervisor of the Associate by written notice and given the employer a reasonable opportunity to correct the activity, policy or practice. However, disclosure is not required where the Associate reasonably believes that the activity, policy or practice is known to one or more supervisors of the employer or where the Associate fears physical harm as a result of the disclosure, provided that the situation is emergent in nature.

**New Jersey False Claims Act-N.J.S.A. 2C:32-1 et seq.**

The New Jersey False Claims Act (NJFCA) has similar provisions to the federal False Claims Act. For example, The Attorney General may bring an action against an individual or entity that makes a false claim. In addition, the NJFCA also allows for individuals to bring a private right of action in the name of the State against wrongdoers and be able to collect a penalty from those wrongdoers. Under the NJFCA, the civil penalties were increased from to $2,000 per false or fraudulent claim to the federal level, which is currently $5,500 to $11,000 per false or fraudulent claim under the NJ Medical Assistance and Health Services Act.

The NJFCA provides that a person will be liable for the same penalties as under the federal False Claims Act but to the State of NJ if that person:

(a) Knowingly presents or causes to be presented a false or fraudulent claim for payment or approval;

(b) Knowingly makes, uses, causes, or conspires to defraud the State by getting a false or fraudulent claim to be approved/paid;

(c) Has possession, custody, or control of public property or money used by the State and knowingly delivers or causes to be delivered less property than the amount for which the person receives a certificate or true and accurate receipt;

(d) Knowingly buys, or receives as a pledge of an obligation or debt, public property from any person who lawfully may not sell or pledge the property; or

(e) Knowingly makes, uses, or causes to be made or used a false record or statement to conceal, avoid, or decrease an obligation to pay or transmit money or property to the State.
**Websites for Obtaining Additional Information:**

- Deficit Reduction Act – Public Law 109-171  
- New Jersey Statutes  
  - [www.njleg.state.nj.us](http://www.njleg.state.nj.us)
- U.S. Department of Health and Human Services, Centers for Medicare and Medicaid Services, Deficit Reduction Act  

Rite Aid has adopted various policies to comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the privacy regulations, as well as to fulfill its duty to protect the confidentiality and integrity of confidential protected health information as required by law and professional ethics.

Rite Aid will investigate any claims of violations of confidentiality or possible breach of confidentiality of sensitive patient, customer, associate, or company information. All associates, contractors, and agents of Rite Aid are expected to comply and cooperate with Rite Aid’s investigation and sanctioning of violations of HIPAA law, federal or state regulations, and Rite Aid HIPAA policy and procedures.
VIII. IMPORT MANUAL

This section outlines important procedures for Rite Aid’s import Suppliers. Compliance to these procedures is mandatory. Please take the time and read each section carefully. Any deviations could result in a chargeback or other penalty. Please send copies of this section to all of your Suppliers, as well as keeping a copy on file for easy reference.

IMPORT DEPARTMENT CONTACTS

Should you have any questions, please contact the Import Department:

Rite Aid
30 Hunter Lane
Camp Hill, PA 17011
Phone: (717) 975-5860

SUPPLIER SET UP FORMS

Rite Aid requires that any Supplier doing business with us must provide our Import department with:

- Rite Aid Supplier application – for new Supplier set-up only
- Rite Aid standard defense and indemnity agreement signed by an officer of the company.
- A certificate of insurance for minimum $5.0 million coverage of general liability including products liability insurance with a Supplier’s endorsement noted on, or attached to, the policy. Certificate must list Rite Aid Hdqtrs Corp. and it’s affiliates as an additional insured.
- Rite Aid Mutual Confidentiality Agreement signed by an officer of the company
- Supplier partner Code of Ethics acknowledgement
- Customs Trade Partnership Against Terrorism (C-TPAT) Contact Information form for each potential factory.
- Rite Aid deduction agreements which authorize deductions via the Infor Nexus Payment Platform
  - Rite Aid Returns Agreement
  - Rite Aid Promotional Funding Agreement
  - Rite Aid Loyalty Card Promotion and Funding agreement
- Infor Nexus -Vendor Registration contact form.

QUOTATION SHEETS

The Rite Aid import quote sheet must be completed in full detail before an item will be considered.

Rite Aid’s quote sheets should be sent directly to the category manager, or, if a buying agent is facilitating the transaction, the quote should be directed to the agent.

- Two original quotes with color photographs are required. Do not staple or glue photographs to the quote.
- The item description/intended use should answer the following:
  - What the item is used for
  - What the item is made of
  - A composition/cost breakdown is required
- The Harmonized Tariff System (HTS) number/classification should be ten digits and accurate. A composition / cost breakdown, features of the product and intended use of the product
must be included to verify the tariff category designation and consequently the applicable rate of duty.

- Ocean freight rates vary according to the country of origin, FOB port and ultimate destination (U.S. east coast/west coast). Freight rates are based upon carton cube and weight. Please supply factual information as Rite Aid will use this to determine an estimated landed cost.

- Product quoted as assortments should so be represented by picture and description. Please make sure assortment color(s) and style(s) are detailed sufficiently on the quote sheet.
- Manufacturer’s item number should be furnished on each import quote sheet. Please supply corresponding manufacturer’s Universal Product Code (UPC) if available.
- No increase in pricing will be accepted after the quote is received and negotiated.

**MERCHANDISE SAMPLES**

Merchandise samples are necessary to successfully conduct business in the international market. Failure to provide necessary samples can result in the cancellation of your order.

- All samples shipped to Rite Aid should be shipped “PRE-PAID”. Any samples shipped “COLLECT” will not be accepted and any associated charges will be billed back to the Supplier.
- A “sample request” will be issued designating the anticipated number of samples required.
- All samples should be sent within three (3) weeks of receipt of sample request. Samples should be forwarded to:
  
  Rite Aid
  451 St. Johns Road
  Camp Hill, PA 17011
  Attn: Seasonal Category Manager

- Each sample should be identifiable. Please affix a label to each item with the following information:
  
  - Supplier Name
  - Supplier Item Number
  - Supplier Item Description
  - Rite Aid Item Number (if repeat)
  - First Cost

- Samples may be used for the following:
  
  - Planograms
  - Video presentations to field personnel
  - Artwork
  - Advertising
  - Tariff classification
  - Product Selection

**PRODUCT QUALITY AUDIT**

As part of our company’s commitment to providing Rite Aid customers with safe, high quality merchandise, Rite Aid has implemented an import testing program. This program will be managed by Bureau VERITAS Consumer Products Services, Inc. Testing is required for all merchandise Rite Aid selects to purchase on a direct import basis.

Rite Aid policy requires that all products sold to Rite Aid are in compliance with applicable United States government regulations and industry standards (federal, state and local).
Testing will be required annually for all seasonal products. Additional testing may be required if:

- change in country of origin
- change in manufacturing site
- multiple factories/sites

When submitting items to Bureau VERITAS Consumer Products Services, Inc., Suppliers must request the review to be done in accordance with the Rite Aid Import Testing Program. Incomplete testing done on behalf of the Supplier or manufacturer will not be accepted.

- Samples should be delivered to Bureau VERITAS Consumer Products Services, Inc. in the Rite Aid account name.
- Rite Aid and Bureau VERITAS Consumer Products Services, Inc. will determine which tests are required based on commodity type.
- **Testing charges are for the account of the Supplier/manufacturer. Invoicing and payment arrangements will be managed by Bureau VERITAS Consumer Products Services, Inc.**
- Test results / reports will be forwarded to the Supplier and to Rite Aid.

Satisfactory testing will result in the issuance of a “Certificate of Approved Testing” by Rite Aid. This certification is indicated as a stipulation for payment on the Infor Nexus platform.

- If testing is not satisfactory, the Supplier and Rite Aid will be notified. If, by chance, any of the products or goods have already been shipped or are in our Distribution Centers or stores, the Supplier shall accept return of all such product at their expense. Compensation to Rite Aid may include ocean freight, duty, broker’s fees, drayage and any other costs that our Distribution Centers and/or corporate reverse logistics department may have incurred in processing returned goods.

**Testing will not alleviate defective product claims.**

*****CONTACT YOUR RESPECTIVE RITE AID AGENT REPRESENTATIVE FOR A COMPLETE ADMINISTRATIVE PROCEDURES OVERVIEW*****

FACTORY AUDITS

Rite Aid Corporation selects and maintains international Suppliers based upon many criteria, including price, quality and location. However, we also consider other factors, most importantly a Supplier’s willingness and ability to conduct their operations in full compliance with all applicable laws and regulations of both the country in which they operate and those of the United States.

In addition to complying with applicable laws and regulations, Rite Aid also recognizes a Supplier’s responsibility to be in compliance with the following requirement:

- **Supply Chain Security:** Suppliers should have a written security plan and regularly evaluate security procedures to protect the international supply chain from unauthorized access.

Rite Aid views this requirement very seriously and the satisfaction of your obligation with respect to it is essential to establishing and maintaining a business relationship between our two companies. Rite Aid reserves the right to randomly audit our Suppliers’ factories and/or warehouses to insure compliance with the requirements listed above. These audits may be performed by a third party and
we expect your full cooperation with them. Refusal of an audit, failure to cooperate with an audit or failure of an audit may result in the termination of our business relationship.

ARTWORK AND PACKAGING
It is the responsibility of the Supplier and/or agent to produce product artwork and packaging.

The cost of preparing artwork will be defined during purchase negotiations. Unless otherwise documented, the Supplier and/or agent will be financially responsible for artwork.

All expenses (including freight) for packaging proofs, which Rite Aid is to approve, will be absorbed by the Supplier and/or agent.

Packaging requirements/artwork will be advised to the Supplier. The Supplier must confirm packaging requirements/artwork thirty days prior to the required ship date.

UPC CODING
RITE AID HAS IMPLEMENTED SCANNING IN ALL OF ITS STORES. IT IS MANDATORY THAT EACH ITEM BE LABELED WITH A UNIVERSAL PRODUCT CODE (UPC). IN ADDITION, THE UPC MUST CONFORM TO ALL UCC STANDARDS.

Manufacturer’s UPC should be indicated on the Rite Aid Import Quote Sheet.

- Rite Aid will assign a Rite Aid UPC if a manufacturer’s UPC is not available.

If an item’s weight exceeds twenty five pounds (25 lbs), a detachable UPC code sticker must be applied.

- The sticker should have the same UPC code as the carton on it and should be removable (for the Rite Aid cashier to remove and scan). This is to aid point of sale scanning and improve inventory accuracy.
PURCHASE ORDERS
All Purchase Orders will be issued at/by our Camp Hill Corporate Headquarters Office. Rite Aid will not issue payment for product or services that are not defined on a Rite Aid Purchase Order.

All Purchase Orders must be confirmed by the manufacturer / beneficiary. This should be accomplished on the Infor Nexus platform within ten (10) days of issuance of the order.

The Purchase Order indicates a “Date to Arrive”. This date is defined as the date Rite Aid requires the product to physically be available at the Distribution Center facility. The following is how Rite Aid calculates an expected delivery schedule:

Rite Aid West Coast Distribution Facilities
Wilsonville, OR; Woodland, CA; Lancaster, CA

- Booking Window (CFS, CY) = Purchase Order Arrival Date minus 43-49 days
- Delivery Window (CFS,CY)= Purchase Order Arrival Date minus 29-42 days
- Sailing Window (CFS,CY) = Purchase Order Arrival Date minus 22-28 days
- Latest Sail Date = Purchase Order Arrival Date minus 21 days
- Transit Time = 28-55 days depending on Origin

WC Transit Time

<table>
<thead>
<tr>
<th>Book</th>
<th>Delivery</th>
<th>Sail</th>
<th>PO Arrival</th>
</tr>
</thead>
<tbody>
<tr>
<td>14 Days</td>
<td>14 Days</td>
<td>7 Days</td>
<td>PO Arrival</td>
</tr>
</tbody>
</table>

All cargo must be booked no later than 14 days prior to cargo delivery date. At the time of booking, YUSEN Logistics will advise the designated carrier’s cutoff date and time for your shipments. Cargo must be delivered by this date and time to ensure it sails within the sailing window.

Rite Aid East Coast Distribution Facilities
Perryman, MD; Waterford, MI;
Liverpool, NY; Secaucus, NJ

- Booking Window (CFS, CY) = Purchase Order Arrival Date minus 57-63 days
- Delivery Window (CFS,CY)= Purchase Order Arrival Date minus 43-56 days
- Sailing Window (CFS,CY) = Purchase Order Arrival Date minus 36-42 days
- Latest Sail Date = Purchase Order Arrival Date minus 35 days
- Transit Time = 42-54 days depending on Origin
All cargo must be booked no later than 14 days prior to cargo delivery date. At the time of booking, YUSEN Logistics will advise the designated carrier’s cutoff date and time for your shipments. Cargo must be delivered by this date and time to insure it sails within the sailing window.

Partial bookings and/or partial shipments are not permitted without pre approval from the Rite Aid Transportation Department. Early delivery of cargo IS NOT allowed.

Purchase orders for seasonal programs will be issued for one east coast DC (DC 16 Secaucus, NJ) and one west coast DC (DC 17 Lancaster, CA). Rite Aid has nominated Port Logistics to trans-load east coast import cargo and Rite Aid will deconsolidate west coast import freight from these points to each Rite Aid DC. Current Rite Aid DCs will be aligned as follows:

<table>
<thead>
<tr>
<th>Location</th>
<th>Port of Entry</th>
<th>Rite Aid DC Serviced</th>
</tr>
</thead>
<tbody>
<tr>
<td>DC 16 East Deconsolidation Center</td>
<td>Port Logistics</td>
<td>Perryman, MD</td>
</tr>
<tr>
<td>125 Castle Road</td>
<td>Elizabeth, NJ</td>
<td>Waterford, MI</td>
</tr>
<tr>
<td>Secaucus, NJ 07094</td>
<td>Newark, NJ</td>
<td>Liverpool, NY</td>
</tr>
<tr>
<td></td>
<td>Staten Island, NY</td>
<td></td>
</tr>
<tr>
<td>DC 17 West Deconsolidation Center</td>
<td>Rite Aid Distribution Center</td>
<td>Wilsonville, OR</td>
</tr>
<tr>
<td>2801 W. Avenue H</td>
<td>Los Angeles, CA</td>
<td>Woodland, CA</td>
</tr>
<tr>
<td>Lancaster, CA 93536</td>
<td>Long Beach, CA</td>
<td>Lancaster, CA</td>
</tr>
</tbody>
</table>

Bookings, shipments and documentation for these two new distribution centers must meet the requirements of this Supplier Compliance Guide.
RITE AID – INFOR NEXUS FACT SHEET

- Infor Nexus was previously GT Nexus/Tradecard. The workflow remains unchanged.

Infor Nexus is used to provide on-line financial process automation and financial settlement services for all import purchase orders. Infor Nexus is a hosted procurement-to-payment solution enabling the electronic purchase, reconciliation and settlement of goods and services. Infor Nexus allows buyers and sellers to process and settle transactions securely, cost effectively and efficiently online. This method replaces both traditional Letter of Credit and open account approaches to offer your company the following benefits:

- Electronic delivery of Purchase Orders
- Automated creation of Commercial Invoice based on Purchase Order information
- Automated document compliance checking
- Real time visibility and reporting to all parties
- Improved communication among all parties
- Improved data quality across shipping documents
- Improved planning and reporting capabilities
- Payment assurance is available, if desired, for 100% of the value of an order
- Access to a variety of export financing options

Once you have completed the Infor Nexus registration process, Infor Nexus will assign a Client Manager to provide detailed training and ongoing support prior to your first transactions. In the meantime, please direct questions to Ted Williams (twilliams1@riteaid.com). You may also visit www.infor.com for additional information.

1. Purchase Orders are initiated by Rite Aid and sent electronically to Infor Nexus.
2. Sellers will be notified of all new Purchase Orders, and asked to approve online.
3. Sellers create and approve Invoices on the Infor Nexus platform as goods are readied for shipment.
4. Goods and documents are sent to the Logistics Service Provider (LSP).
5. The Logistics Service Provider will issue a hardcopy Forwarders Cargo Receipt to the Seller once goods have been received and all document requirements have been met. The LSP will then transmit Proof of Delivery (POD) data to Infor Nexus.
6. The Infor Nexus automated compliance check will compare the shipment documents (Invoice and POD) to the procurement documents (Purchase Order, including any amendments).

7. After compliance has been run, Rite Aid will be alerted to review any discrepancies and approve or negotiate the Payment Authorization document. Once finalized, payment will be determined based upon the terms of the transactions.

8. Rite Aid wires payment to the Infor Nexus payment service provider who then remits payment to your account at the bank you designate.

INFOR NEXUS FREQUENTLY ASKED QUESTIONS

Who is Infor Nexus?
Infor Nexus, previously GT Nexus / Tradecard, is a provider of technology and services to automate the financial processes of a global supply chain. The Infor Nexus solution aligns the documentary and financial requirements of a domestic or international trade transaction with the physical movement of goods, eliminating time-consuming and error-prone manual processes. By streamlining and enhancing the steps necessary for Purchase Order approvals, payment decisions and settlement, Infor Nexus provides a cost-effective, practical and patented service for financial supply chain management. The Infor Nexus network of partners allows it to facilitate services such as credit protection and trade finance in many countries. Infor Nexus is headquartered in New York, with offices worldwide including, Oakland, CA, Hong Kong, Brussels, Taipei, Seoul and Tokyo. Visit www.infor.com for more information.

What are the terms and conditions of Infor Nexus membership?
The terms and conditions of Infor Nexus membership are defined in a set of agreements that all members are required to execute during the application process. Please visit www.infor.com to complete your online registration and review and download the appropriate agreements.

How do we register with Infor Nexus?
Being a part of the Infor Nexus community begins with submitting a registration online. Once you have completed the online registration process, Infor Nexus will work with you to set up your account and provide you with the necessary information to get you started.

Who initiates a transaction on Infor Nexus?
Rite Aid will initiate transactions (and amendments) by sending an electronic copy of the finalized Purchase Order to Infor Nexus. Infor Nexus will then send you an e-mail with a link to review the Purchase Order for accuracy and approve it on the Infor Nexus system.

What documents are necessary for payment to take place?
Your shipment of merchandise will take place as normal. You will be required to create an Invoice with commodity detail on the Infor Nexus platform. The Logistics Service provider will automatically forward to Infor Nexus data representing the Proof of Delivery.

Who makes the payment decision?
After Infor Nexus’s compliance check runs, all transactions that successfully pass compliance will be presented to Rite Aid for payment approval. In the event a discrepancy is identified then a Discrepancy Notice will be generated and both you and Rite Aid will be notified by email. Once
any noted discrepancies are resolved the system will immediately trigger payment instructions based upon the terms of the Purchase Order.

**How are payments made?**

Rite Aid wires payment to Infor Nexus’s payment service provider who then remits payment to your account at the bank you designate.

**What is Infor Nexus’s role in the financing process?**

Infor Nexus facilitates the financing request and payment process. Infor Nexus provides the means for the seller to request financing and allows the financing bank view access to the transaction documentation to assist them in their financing decision. The seller and the financing bank negotiate the terms of their financing arrangement outside of the Infor Nexus platform and the financing bank will indicate their decision on the on-line finance request. If the bank agrees to finance the transaction, by approving the finance request, Infor Nexus will facilitate payment directly to the financing bank at time of settlement.

**Will credit protection be available for this transaction?**

Yes. Infor Nexus has arranged for credit protection service through Coface, which can be purchased on a transaction basis. You will be asked if you want coverage at the time you approve the Purchase Order or Invoice on the Infor Nexus platform and you can monitor your exposure to Rite Aid online in Infor Nexus.

**What tools are used for workflow management?**

Users of Infor Nexus have online access to a flexible event-driven workflow management engine. The system moves information within and between all parties on each transaction according to their own business rules and provides alerts to pending tasks through e-mail reminders. All parties can track the status of their transaction online, 24 hours a day.

**Who do I contact with questions?**

Please contact Ted Williams, Vice President Category Management at 717-975-5850 or at twilliams1@riteaid.com.

**COMMERCIAL SHIPPING DOCUMENTATION**

It is the responsibility of the supplier to provide the necessary required documentation for lawful import (transport) into the United States of America.

The INFOR Nexus commercial shipping invoice must include the following information:

- The Seller – Complete name and address
- The Buyer – Complete name and address
- Full Item Description – Name by which item is known, the grade or quality, and the marks, numbers, and symbols under which sold by the seller or manufacturer to the trade in the country of exportation. Description should include what the item is made of (material component breakdown) and what the item is used for
- Quantity
- Value
- Currency
- Terms of Sale
• Country of Origin
• Manufacturer – Complete name and address
• Solid Wood Packaging Material (SWPM) – Statement that shipments originating, i.e. shipping, Hong Kong or China do not contain any SWPM
• Rite Aid Destination – Statement that all cartons have been marked with the respective destination (city/state) as it appears on the corresponding Purchase Order

If your shipment consists of any of the following regulatory merchandise, the appropriate statement must be included in the documents submitted to YUSEN Logistics. Failure to do so may result in delays when cargo arrives and associated charges, such as storage or demurrage, will be billed back to the Supplier.
• Trademark Agreement
• License Agreement
• Interim Footwear Invoice
• Quota Charge Statement
• Form A, Certificate of Origin
• GSP Declaration (General System of Preference)
• CCIB Certificate (China Commodity Inspection for stoneware lead content)
• TSCA Certificate (Toxic Substance Control Act)
• Impact Resistance Certificate (for glass lenses only)
• FDA Form 2877, including Accession Number
• C.I.T.E.S. (Committee on Internal Trade of Endangered Species (Fish and Wildlife))
• Cost Breakdown watches and clocks (movement, strap.band/bracelet, case $ battery)
• Country of Origin
• Commodity Clearance issued by Bureau of Fisheries and Aquatic
• Anti-Dumping and Counter-Veiling Duty Statement (ACC/CVD statement)
• Clock/Watch Supplemental Information Form
• FCC form 740 (statement regarding the importance of radio frequency devices capable of causing harmful interference
• UL (Underwriters Laboratory) Listing for Lighting

COUNTRY OF ORIGIN MARKINGS
Every article imported into the United States must be marked in a conspicuous place legibly, indelibly and permanently as to the nature of the article permits and in a manner to indicate the country of origin of the article to the ultimate purchaser in the United States.

The general rules of origin currently define the country of origin for a good as the country in which it is manufactured, produced or grown. Further work or material added to the good in another country must affect “substantial transformation” of the good in order to change the country of origin. Substantial transformation means production which results in a new and different good that has a name, character and use different from those of its constituent materials.

The type and size printing “Made in (country of manufacture)” must be equal to or larger than that used for the Rite Aid name if both are to be printed on the package.
The country of origin marking and the Rite Aid name and address must be printed in close proximity on the packaging. This will alleviate any assumption by the consumer that the item is a product made in the United States of America.

It is the Supplier’s responsibility to provide the correct country of origin markings on Rite Aid product(s), as required by all United States government regulatory agencies.

**TRANS-SHIPMENTS**

Trans-shipment of merchandise is defined as the transfer of merchandise from the country of origin to an intermediary country prior to shipment to the destination country for purposes of legally or illegally achieving new country of origin status for the merchandise or to circumvent the foreign trade policies of the country of origin or the country of destination. This practice is illegal. Rite Aid will not knowingly import merchandise that was trans-shipped through a second or third country in order to evade any laws or regulations of the United States or any laws or regulations of the country(s) of manufacture or exportation.
CARTON MARKS
Import suppliers are required to mark all master cartons in the following manner. Printing must be done in block letters and numbers. No handwritten letters or numbers. *Please note updated change on front markings.*

- All master packed cartons (including master pack with a single item) must be sealed; glue or stapled.
- Non shippable inner packs are not acceptable.
- Inner packs must include item number and description.
- If product is breakable and should be handled carefully, mark cartons FRAGILE: HANDLE WITH CARE. (Please see example of shipping mark below)
Please Note: All GARDEN POTS MUST have the following message box added to future shipments. All fragile shipping message boxes as shown above should also be on all cartons.
RITE
AID

Seasonal Stripe Series

Remember: Stripe height to be 15% of carton height and print around front, sides, and back of carton

Rite Aid’s new seasonal case labeling program will help our distribution centers identify and distribute seasonal products.

This new program will also help store managers identify and merchandise seasonal product on a timely basis.

Please print the appropriate colored icon stripe on all cartons containing SEASONAL, NON-PLANOGRAMMED MERCHANDISE.

This step is critical in moving merchandise in and out of our distribution centers. ANY CARTONS WITHOUT THE STRIPE WILL NOT BE ACCEPTED AT OUR D.C.S.

Thank you for your cooperation.
Seasonal Stripe Series

Remember: Stripe height to be 15% of carton height and print around front, sides, and back of carton.

Rite Aid's new seasonal case labeling program will help our distribution centers identify and distribute seasonal products.

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Thank you for your cooperation.
RITE AID CARGO BOOKING AND SHIPPING INSTRUCTIONS
All shipments must be booked through our nominated freight forwarder, YUSEN Logistics. A contact list for YUSEN Logistics origin offices is provided in this manual.

Cargo Booking
All bookings for Rite Aid cargo must be booked in YUSEN Logistics’ e-Booking. E-Booking is a web based tool that allows Suppliers to make bookings, create documents and archive shipping information. Suppliers may create a booking by choosing a pre-populated Purchase Order from the database (preferred method) or they may manually create a Purchase Order, if necessary. The following details are necessary to create the booking:

1. Rite Aid Purchase Order number
2. Rite Aid item number
3. Quantity to be shipped
4. Number of cartons to be shipped
5. Cube and weight measurements for each item
New U. S. Customs and Border Protection 10+2 requirements mandate that the following data be supplied 24 hours prior to cargo loading on a vessel. It is the supplier’s responsibility to provide accurate information in the YUSEN eBooking system at the time of booking:

1. Manufacturer name and address
2. Seller name and address
3. Container stuffing location (CY/CY)
4. Stuffer (CY/CY)
5. Country of origin

Failure to provide accurate information may result in U.S. CBP penalties.

Bookings for factory loaded (FCL) shipments must meet the following requirements FOR EACH RITE AID DESTINATION:

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Minimum Volume</th>
<th>Maximum Cargo Gross Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>20' Std.</td>
<td>27 cbm</td>
<td>16,326 kgs (36,000 lbs)</td>
</tr>
<tr>
<td>40' Std.</td>
<td>55 cbm</td>
<td>18,144 kgs (40,000 lbs)</td>
</tr>
<tr>
<td>40' High</td>
<td>66 cbm</td>
<td>19,051 kgs (42,000 lbs)</td>
</tr>
<tr>
<td>45' High</td>
<td>76 cbm</td>
<td>19,507 kgs (43,000 lbs)</td>
</tr>
</tbody>
</table>

Suppliers are required to adhere to the above cube and weight restrictions and may not load less than the minimum volume or more than the maximum weight without permission from the Rite Aid Transportation Department. Failure to comply will result in charge backs of any additional costs incurred by Rite Aid to rectify overweight containers upon arrival in the U.S.

UNDER NO CIRCUMSTANCES SHOULD FREIGHT FOR MORE THAN ONE RITE AID DISTRIBUTION CENTER BE LOADED INTO A CONTAINER BY THE SUPPLIER WITHOUT PRIOR APPROVAL FROM THE RITE AID TRANSPORTATION DEPARTMENT. PRIOR APPROVAL IS ALSO REQUIRED FOR 20’ SUPPLIER LOADED CONTAINERS.

If a Supplier does not have sufficient quantity for a factory load, the cargo must be booked as a CFS shipment and delivered to YUSEN’s CFS warehouse for consolidation with other Rite Aid freight. All CFS receiving charges are for the account of the Supplier.

Within 24 hours (1 business day) after receiving the booking from the Supplier, the Shipping Order (S/O) will be released. If a discrepancy exists between the Supplier’s S/O information and Rite Aid’s Purchase Order information, the S/O will be released within 24 hours after all discrepancies have been resolved.

Suppliers are to book shipments within the booking window calculated from the Purchase Order Arrival date. With the seven day sailing window in mind, CFS freight should be delivered in week one of the delivery window so that there is time for YUSEN Logistics to consolidate the goods with other Rite Aid cargo arriving that week. If the booking is not made within this window, equipment and/or space on the vessel may not be available. The Supplier will be held accountable for not meeting the shipping window if the cargo booking window has not been met.
Cargo Delivery

**CY Bookings** – If the Supplier has a full container load for a single Rite Aid Distribution Center, they may make a CY booking and request to load the containers at the factory. If approved, the Supplier is responsible for picking up the empty container from the carrier’s terminal, loading it and delivering the loaded container back to the carrier’s terminal. YUSEN Logistics will supply the Supplier with the information to pick up and deliver the container, including the carriers cutoff date and time.

Before loading any container, the Supplier must conduct a security inspection that is compliant with Rite Aid C-TPAT requirements in order to verify the physical integrity of the container prior to loading. All Supplier loaded containers must be sealed with the high security seal provided by the steamship line at the Supplier’s premises before the container is transported to the CY location. The seal number must be recorded on the documentation provided to YUSEN Logistics. Any change in the original seal number must be communicated to YUSEN Logistics as soon as possible. In the case of shipments from China, the container must be sealed by the Supplier, but the seal may be broken and re-sealed by China Customs.

**CFS Bookings** – If the Supplier does not have sufficient cargo to make full container loads to a Rite Aid Distribution Center, freight must be delivered to YUSEN Logistics’ warehouse, who will arrange for shipment to the Rite Aid Distribution Center. It is the Supplier’s responsibility to deliver cargo to the YUSEN Logistics CFS warehouse. Upon arrival the cargo will be unloaded, sorted, counted and checked for damage. Cargo delivered in poor condition (wet/damaged/open) will be rejected by YUSEN and cargo will require remediation and re-delivery by the Supplier.
Documentation

Three (3) complete sets of shipping documents must be presented to YUSEN Logistics within three (3) business days of vessel departure. The Packing List (PL), Container Load Results (CLR) and Forwarder Cargo Receipt (FCR) draft are required to be completed in e-Booking. Upon receipt of freight, receipt of all required documents and receipt of payment for origin charges, a FCR will be issued electronically from YUSEN Logistics to INFOR Nexus. The FCR is a required document for payment on the INFOR Nexus platform. YUSEN Logistics will collect any other necessary documents from the carrier or other 3PL and will forward the complete set of documents to the appropriate customs broker in the U.S. for entry.

CUSTOMS-TRADE PARTNERSHIP AGAINST TERRORISM (C-TPAT)

As a certified member of Customs-Trade Partnership against Terrorism, or C-TPAT, Rite Aid has agreed to work with U.S. Customs and Border Protection to ensure the integrity of our supply chain and to communicate security guidelines to all of our business partners within our supply chain. Rite Aid requires all of our foreign manufactures to join forces with us in order to achieve a secure international supply chain. By focusing on the physical security of the purchase, production and transportation of imported good, we can achieve this goal. Rite Aid is asking all of our Suppliers to review the Rite Aid C-TPAT Business Partner Requirements below and agree to develop and implement a verifiable, documented program to enhance security throughout your supply chain. If you do not actually control a production facility, warehouse, or transportation entity, you must agree to communicate the requirements below to the service provider(s). Where practical, the relationship should be conditioned upon the acceptance and implementation of these guidelines.

In conjunction with this, Rite Aid will begin a factory audit program which will include a C-TPAT security audit as well as a social compliance audit. We expect each of our Suppliers to act in accordance with the requirements of these audits and to comply with any factory inspection request from our third party auditors.

RITE AID C-TPAT BUSINESS PARTNER REQUIREMENTS

Security Procedures

Rite Aid Corporation requires all business partners to demonstrate that they are meeting C-TPAT security criteria via the completion of a C-TPAT security questionnaire, signed by an officer of your
company. Based upon a documented risk assessment process, non-C-TPAT eligible business partners are subject to verification of compliance with C-TPAT security criteria by the importer. Rite Aid reserves the right to visit or have a contracted third party visit foreign Supplier facilities.

**Point of Origin**
Rite Aid business partners must develop security processes and procedures consistent with the C-TPAT security criteria to enhance the integrity of shipments at point of origin. Periodic reviews of business partners’ processes and facilities will be conducted by Rite Aid in order to ensure that these processes, procedures and facility standards are consistent with the security standards required by Rite Aid.

**Participation/Certification in Foreign Customs Administrations Supply Chain Security Programs**
Current and prospective business partners who have obtained a certification in a supply chain security program administered by foreign Customs Administrations are required to indicate their status of participation to Rite Aid.

**Container Security**
Container integrity must be maintained to protect against the introduction of unauthorized material and/or persons. At point of stuffing, procedures must be in place to properly seal and maintain the integrity of the shipping containers. A high security seal must be affixed to all loaded containers bound for the U.S. All seals must meet or exceed the current PAS ISO 17712 standards for high security seals.

**Container Inspection**
Procedures must be in place to verify the physical integrity of the container structure prior to stuffing, to include the reliability of the locking mechanisms of the doors. A seven-point inspection process must be performed for all containers:
- Front wall
- Left side
- Right side
- Floor
- Ceiling/Roof
- Inside/Outside doors
- Outside/Undercarriage

**Container Seals**
Written procedures must stipulate how seals are to be controlled and affixed to loaded containers - to include procedures for recognizing and reporting compromised seals and/or containers to US Customs and Border Protection or the appropriate foreign authority. Only designated employees should distribute container seals for integrity purposes.

**Container Storage**
Containers must be stored in a secure area to prevent unauthorized access and/or manipulation. Procedures must be in place for reporting and neutralizing unauthorized entry into containers or container storage areas.
Physical Access Controls
Access controls prevent unauthorized entry to facilities, maintain control of employees and visitors, and protect company assets. Access controls must include the positive identification of all employees, visitors, and Suppliers at all points of entry.

Employees
An employee identification system must be in place for positive identification and access control purposes. Employees should only be given access to those secure areas needed for the performance of their duties. Company management or security personnel must adequately control the issuance and removal of employee, visitor and Supplier identification badges. Procedures for the issuance, removal and changing of access devices (e.g. keys, key cards, etc.) must be documented.

Visitors
Visitors must present photo identification for documentation purposes upon arrival. All visitors should be escorted and visibly display temporary identification.

Deliveries (including mail)
Proper Supplier ID and/or photo identification must be presented for documentation purposes upon arrival by all Suppliers. Arriving packages and mail should be periodically screened before being disseminated.

Challenging and Removing Unauthorized Persons
Procedures must be in place to identify, challenge and address unauthorized/unidentified persons.

Personnel Security
Processes must be in place to screen prospective employees and to periodically check current employees.

Pre-Employment Verification
Application information, such as employment history and references must be verified prior to employment.

Background Checks / Investigations
Consistent with foreign, federal, state, and local regulations, background checks and investigations should be conducted for prospective employees. Once employed, periodic checks and reinvestigations should be performed based on cause, and/or the sensitivity of the employee’s position.

Personnel Termination Procedures
Companies must have procedures in place to remove identification, facility, and system access for terminated employees.

Procedural Security
Security measures must be in place to ensure the integrity and security of processes relevant to the transportation, handling, and storage of cargo in the supply chain.

Documentation Processing
Procedures must be in place to ensure that all information used in the clearing of merchandise/cargo, is legible, complete, accurate, and protected against the exchange, loss or introduction of erroneous information. Documentation control must include safeguarding computer access and information.

**Manifesting Procedures**
To help ensure the integrity of cargo received from abroad, procedures must be in place to ensure that information received from business partners is reported accurately and timely.

**Shipping & Receiving**
Arriving cargo should be reconciled against information on the cargo manifest. The cargo should be accurately described, and the weights, labels, marks and piece count indicated and verified. Departing cargo should be verified against purchase or delivery orders. Drivers delivering or receiving cargo must be positively identified before cargo is received or released.

**Cargo Discrepancies**
All shortages, overages, and other significant discrepancies or anomalies must be resolved and/or investigated appropriately. Customs and/or other appropriate law enforcement agencies must be notified if illegal or suspicious activities are detected - as appropriate.

**Security Training and Threat Awareness**
A threat awareness program should be established and maintained by security personnel to recognize and foster awareness of the threat posed by terrorists at each point in the supply chain. Employees must be made aware of the procedures the company has in place to address a situation and how to report it. Additional training should be provided to employees in the shipping and receiving areas, as well as those receiving and opening mail. Additionally, specific training should be offered to assist employees in maintaining cargo integrity, recognizing internal conspiracies, and protecting access controls. These programs should offer incentives for active employee participation.

**Physical Security**
Cargo handling and storage facilities in domestic and foreign locations must have physical barriers and deterrents that guard against unauthorized access. Importers should incorporate the following C-TPAT physical security criteria throughout their supply chains as applicable.

**Fencing**
Perimeter fencing should enclose the areas around cargo handling and storage facilities. Interior fencing within a cargo handling structure should be used to segregate domestic, international, high value, and hazardous cargo. All fencing must be regularly inspected for integrity and damage.

**Gates and Gate Houses**
Gates through which vehicles and/or personnel enter or exit must be manned and/or monitored. The number of gates should be kept to the minimum necessary for proper access and safety.

**Parking**
Private passenger vehicles should be prohibited from parking in or adjacent to cargo handling and storage areas.
Building Structure
Buildings must be constructed of materials that resist unlawful entry. The integrity of structures must be maintained by periodic inspection and repair.

Locking Devices and Key Controls
All external and internal windows, gates and fences must be secured with locking devices. Management or security personnel must control the issuance of all locks and keys.

Lighting
Adequate lighting must be provided inside and outside the facility including the following areas: entrances and exits, cargo handling and storage areas, fence lines and parking areas.

Alarms Systems & Video Surveillance Cameras
Alarm systems and video surveillance cameras should be utilized to monitor premises and prevent unauthorized access to cargo handling and storage areas.

Information Technology Security
Password Protection
Automated systems must use individually assigned accounts that require a periodic change of password. IT security policies, procedures and standards must be in place and provided to employees in the form of training.

Accountability
A system must be in place to identify the abuse of IT including improper access, tampering or the altering of business data. All system violators must be subject to appropriate disciplinary actions for abuse.

Agricultural
Written procedures and visible pest prevention measures, in compliance with Wood Packaging Materials (WPM) regulations and the International Plant Protection Convention’s (IPPC) International Standards for Phytosanitary Measures No. 15 (ISPM 15), must be adhered to and inspected on an annual basis.

CONVEYANCE TRACKING AND MONITORING AT ORIGIN
Rite Aid business partners must have procedures in place to monitor the transportation of cargo until the items are delivered to the export destination or to our freight forwarder, Yusen Logistics. Transporting the goods for export to the United States includes any domestic legs of the goods’ journey in the country of origin to the Port of Export. Containers, trailers, or any other conveyance must be tracked to ensure the integrity of same is maintained. Examples of procedures to monitor freight while en route to the delivery destination are:

- Utilizing a tracking and monitoring activity log or equivalent technology. If driver logs are utilized, they must reflect that the conveyance integrity was verified.
- Identifying predetermined routes. Procedures should consist of random route checks along with documenting and verifying the length of time between the loading point/container pickup and the delivery destinations, during peak and non-peak times. Drivers should notify the dispatcher of any route delays due to weather, traffic and/or rerouting.
• Performing a documented, periodic, and unannounced verification process to ensure the logs are maintained and conveyance tracking and monitoring procedures are being followed and enforced.
• During any physical inspections on the conveyance by a government official, drivers must report and document any anomalies or unusual structural modifications found on the conveyance.

GPS, email, radio, and phone calls are examples of tools that may be used to assist in the tracking of cargo.

RITE AID SOCIAL COMPLIANCE
Rite Aid’s good name and reputation are the result of its associates’ dedication and hard work. Together, we are responsible for preserving and enhancing this reputation, a task that is fundamental to our continued wellbeing. Rite Aid is committed to the highest standards of business conduct in its relationships with associates, customers, suppliers, stakeholders, and shareholders. This means conducting business in accordance with the spirit and letter of applicable laws and regulations.

Please follow the link to review Rite Aid’s Ethical Sourcing Principles, issued February 2012: https://raportal.riteaid.com/RA/RAPORTAL/RAMN0001.aspx
• Click ‘Current Suppliers’
• Click “Guiding Principles on Ethical Sourcing”

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<tr>
<td>Malaysia</td>
<td>YUSEN Logistics International Network Solutions Division</td>
<td>Kontena Nasional</td>
<td></td>
</tr>
<tr>
<td>(Penang)</td>
<td>c/o Tasco Bhd.</td>
<td>Room 1A1, Jorong Perusahaan Maju 8, Prai Industrial Estate, 13600 Prai Penang, Malaysia</td>
<td>Tel: 60-4-5099888</td>
</tr>
<tr>
<td></td>
<td>No. 2443, Lorong Perusahaan Sata, Kawasan Perindustrian Perai, Seberang Perai, 13000 Penang, Malaysia.</td>
<td>Tel: 60-4-3907310</td>
<td>Fax: 60-4-3905494</td>
</tr>
<tr>
<td>Malaysia</td>
<td>YUSEN Logistics OCM</td>
<td>c/o Tasco Bhd. Corporate Head Office Shah Alam Logistics Centre, Lot No.1A, Persiaran Jubit Perak Jalan 22-1, Section 22, 40300 Shah Alam Selangor Darul Ehsan, Malaysia</td>
<td>Tel: 603-5101888</td>
</tr>
<tr>
<td></td>
<td>Tesco Bhd.</td>
<td>No. 2443, Lorong Perusahaan Sata, Kawasan Perindustrian Perai, Seberang Perai, 13000 Penang, Malaysia.</td>
<td>Tel: 60-3-31762499 / 31766032</td>
</tr>
<tr>
<td>Philippines</td>
<td>YUSEN Logistics (Philippines) Inc</td>
<td>Amvel Business Park, Brgy San Dionisio, Sucat Road, Parañaque City</td>
<td>Telephone Number: 63-2-835-2888</td>
</tr>
<tr>
<td></td>
<td>Orient Freight Warehouse</td>
<td>Tabacalera Compound, P Correa St. corner UN Avenue</td>
<td>Paco, Manila</td>
</tr>
<tr>
<td>Thailand</td>
<td>YUSEN Logistics (Thailand) Co., Ltd.</td>
<td>20th Fl., Ocean Insurance Bldg., 163 Surawongse Road, Suriyawongse, Bangrak, Bangkok, Zip Code 10500, Thailand</td>
<td>Tel: 66-2-6341400 to 5</td>
</tr>
<tr>
<td></td>
<td>YUSEN Distribution Service (Thailand) Co., Ltd.</td>
<td>Latkrabang ICD, Module 6(F), 33/4 Moe 1, Chaokhun Tahan Road, Klongsampravet, Latkrabang, Bangkok 10520, Thailand</td>
<td>Tel: 66-2-7379900</td>
</tr>
<tr>
<td>Taiwan</td>
<td>Yusen Logistics (Taiwan) Limited</td>
<td>7F, No.88, Sec.2, Chung Hisao East Road, Taipei 10050, Taiwan</td>
<td>Tel: 886-2-23435575</td>
</tr>
<tr>
<td></td>
<td>Asia Pacific Container Terminal Inc</td>
<td>No. 2 Tungya Road Hisao Kang Dist, Kaohsiuang Taiwan</td>
<td>Tel: 886-7-8111121</td>
</tr>
<tr>
<td>Taiwan</td>
<td>Yusen Logistics (Taiwan) Limited</td>
<td>7F, No.88, Sec.2, Chung Hisao East Road, Taipei 10050, Taiwan</td>
<td>Tel: 886-2-23435575</td>
</tr>
<tr>
<td></td>
<td>Tungya Transportation &amp; Terminal Co., Ltd (Yang Mei Station)</td>
<td>#292, Huang Dong Road, Yang Mei, Tao Yuan Taiwan</td>
<td>Tel: 886-3-4754211</td>
</tr>
<tr>
<td>Bangladesh</td>
<td>Yusen Logistics (Bangladesh) Ltd</td>
<td>Shahajadi Chamber, 1st Floor, 1331/8 Sheikh Mujib Road,</td>
<td>QNS CONTAINER SERVICES LTD. SECTOR-7, PLOT 74-77 &amp; 64-66, CHITTAGONG EXPORT PROCESSING ZONE,</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Country</th>
<th>Location</th>
<th>Address</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chittagong</td>
<td>Agrabad Commercial Area, Chittagong, Bangladesh</td>
<td>Tel: 880-31-2524641, 2525391 to 93</td>
<td>CHITTAGONG K&amp;T LOGISTICS (APPROX 1.5 KM DISTANCE FROM CHITTAGONG PORT)</td>
</tr>
<tr>
<td>Indonesia (Jakarta)</td>
<td>PT. Yusen Logistics Indonesia Kompleks Ruko Enggano Megah No.5C-5D, Jl.Raya Enggano, Tanjung Priok Jakarta, Indonesia Tel: 62-21-4355950, Fax: 62-21-42909045</td>
<td>PT. MASAI KARGOSENTRA TAMA Jl. Industrial &amp; Warehousing Zone Marunda Center Block No.E7-A &amp; B</td>
<td></td>
</tr>
<tr>
<td>India (Cochin)</td>
<td>YUSEN Logistics (India) Ltd. XXII/1157 Naval Road Willington Island Cochin, India Zip Code 682003, India Tel: 91-484-2666396 to 98, 2666885 Fax: 91-484-2668886</td>
<td>COCHIN PORT CONTAINER FREIGHT STATION WILLINGTON ISLAND, COCHIN 682 003</td>
<td></td>
</tr>
<tr>
<td>(Mumbai)</td>
<td>Yusen Logistics (India) Ltd. Trade View, 3/F, Kamala Mills Complex, Pandurang BudhkarMarg. Lower Parel, Mumbai Zip Code 400013, India Tel: 91-22-30914050/51, 30914027/29/31/34/35/81 Fax: 91-22-30914090</td>
<td>ULA CONTAINER FREIGHT STATION SECTOR 8, DRONAGIRI, P.O. BOX 5, OPP BHENDKHAL VILLAGE, TALLIKA URAN, DIST RAIGAD.</td>
<td></td>
</tr>
<tr>
<td>(Chennai)</td>
<td>Yusen Logistics (India) Ltd.Chennai Temple Steps, Ground Floor, Block No. 1, No. 184-187 Anna Salai, Little Mount, Chennai Zip Code 400013, India Tel: 91-44-30914045 to 46, 51 Fax: 91-44-30914027</td>
<td>All Cargo Global Logistics Limited Container Freight Station 913, Thiruvottiyur High Road, Emavur, Chennai 600 057</td>
<td></td>
</tr>
<tr>
<td>(Kolkata)</td>
<td>YUSEN Logistics (India) Ltd. Constantia, 8th Floor 11, Dr. U.N. Brahmanchari Street Kolkata 700 017, India Tel: 91-33-30219191, Fax: 91-33-30219110</td>
<td>CWC Kolkata 18, Coal Dock Road Kolkata 700 043</td>
<td></td>
</tr>
<tr>
<td>Tuticorin</td>
<td>Yusen Logistics (India) Private Limited D.No : 1/2/2 2nd Floor, Manal Street, Near to Old Head Post office, Tuticorin 628001, India Tel: 91 044 30914051/461 2391750 Fax: 91 461 2391770</td>
<td>St. Johns Park 1463/2B Harbour Express Road Tuticorin - 8</td>
<td></td>
</tr>
<tr>
<td>Pakistan (Karachi)</td>
<td>Yusen Logistics, OCM D10/1 Main Khaliq-Ut-Zaman Road, Clifton Road, Block-B, Karachi, Pakistan Tel: 92-21-111111695 Fax: 92-21-5871161 or 92-21-5870313</td>
<td>PAK SHAHEEN TIMBER POND, KEMARI KARACHI</td>
<td></td>
</tr>
</tbody>
</table>
PRODUCT RECEIVED DISCREPANCIES/DEFECTS
We expect all items received in our facility to be in conformity to our Purchase Order and import item quote sheet. Any deviations will result in penalty.

Incorrect Weight and Cube
Deviations will result in a differential charge back.

Product Defects
Defects are defined as products that do not meet the standards and/or specifications for the purchased item (non-functional, discoloration, etc.). Each defect will be reviewed on a case-by-case basis and the Supplier will be advised of a proposed resolution.

Packaging Discrepancies
Discrepancies are defined as non-compliance to packaging and/or artwork specifications (inner/master shipping unit, type face, incorrect coloring). Each discrepancy will be reviewed on a case-by-case basis and the Supplier will be advised of a proposed solution.

Incorrect or Unscannable Universal Product Code (UPC)
Deviations will result in a monetary penalty equal to the loss at point of sale.

Incorrect Pre-Price
Deviations will result in a monetary penalty equal to the loss at point of sale.

Item Cancellation
A Supplier must notify Rite Aid thirty days prior to the required ship date if an item cannot meet the ship date for any reason. If the Supplier does not notify Rite Aid and cancellation is affected, the Supplier will be assessed a penalty at a rate of twenty-five (25) percent of the items first cost.

Trademark/Copyright/Patent Regulations
Non-compliant product will be returned to the Supplier or destroyed at the Supplier’s expense.

The following instances of non-compliance with the rules and requirements of the Rite Aid Import Manual will result in monetary charge backs to the supplier:
- Factory Loading of Overweight Containers: All costs incurred by Rite Aid to transport, reload and deliver the cargo in overweight containers will be billed to the Supplier.
- Underutilization of Supplier Loaded Containers: An underutilization charge of U.S. $50.00 per cbm will be billed to the Supplier.
<table>
<thead>
<tr>
<th>Art Style:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Color Box</td>
</tr>
<tr>
<td>Header Card</td>
</tr>
<tr>
<td>Window Box</td>
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<tr>
<td>Platform Box</td>
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<tr>
<td>Full Color Label</td>
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<tr>
<td>UPC Label</td>
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<tr>
<td>Hang Tag</td>
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</table>

**Other:**
- Assembly required?

**Recommended Packaging/Comments:**

**FOB $ - ELC**

**Contact your respective Rite Aid agent representative for complete DIW forms and instructions.**
### Rite Aid Import Quote Sheet

<table>
<thead>
<tr>
<th>Rite Aid Item #</th>
<th>Repeat Item #</th>
<th>Model Item #</th>
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<tbody>
<tr>
<td>Item Description</td>
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<tr>
<td>Vendor ID #</td>
<td>Alternate Contact</td>
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</tr>
<tr>
<td>Vendor Name</td>
<td>Vendor’s Telephone #</td>
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</tr>
<tr>
<td>Vendor Address</td>
<td>Vendor’s Fax #</td>
<td>Vendor’s E-mail Address</td>
</tr>
<tr>
<td>Vendor’s phone #</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vendor Fax #</td>
<td></td>
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<tr>
<td>Vendor Contact</td>
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#### Cost Information

<table>
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<tr>
<th>EC</th>
<th>WC</th>
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<tbody>
<tr>
<td></td>
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**First Cost**

<table>
<thead>
<tr>
<th>Freight (EC)</th>
<th>Duty</th>
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<td>$ -</td>
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**Freight Rate**

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<tr>
<th>HTS # (10 Digits)</th>
<th>% B/C</th>
<th>% Duty</th>
<th>Total</th>
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<tbody>
<tr>
<td></td>
<td>2.50%</td>
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**Weight (in Lbs.)**

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<tr>
<th>Pcs per Master</th>
<th>Pcs per Inner</th>
<th>Weight (in Lbs.)</th>
<th>Cube (in Cu. Ft.)</th>
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<tbody>
<tr>
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**Buyer’s Detail**

<table>
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<tr>
<th>Planned Dist.</th>
<th>Retail $</th>
<th>Preprice?</th>
<th>Class # &amp; Name</th>
<th># In Assortment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

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IX. LETTER OF ACKNOWLEDGEMENT

The Rite Aid Supplier Compliance Program was launched in March of 2002, after research across the retail landscape, to improve how Rite Aid and its Supplier partners execute along the Supply Chain to meet the needs of our mutual valued customers. The program established standardized business protocols and set expectations for compliance and performance to drive higher in-stock levels at retail and higher levels of supply chain logistics execution. Commensurately, the Supplier Compliance Guide was developed as a convenient resource for our suppliers to use to align their organizations with Rite Aid business requirements.

Our program is web based and allows your team to have access to granular transaction information, on demand, at your convenience. All you have to do is ensure that our supplier contact database has the most current contact information for those associates that your firm has designated to have access to Rite Aid supplier compliance information. Further, to enhance communications to your brand about the performance of your supply chain, our program is designed to send an e-mail alert to your designated contact list each time an infraction is incurred at a given Rite Aid Distribution Center. Finally, to make sure that any questions or issues you may have receive personalized attention, we have established a Supplier “Response Team” to provide timely responses to questions, problem analysis and resolution, and collaborative feedback.

The collaboration of Rite Aid and its Supplier community, through the resources of the Guide, has contributed significantly to increased Sales and Margin, improved Customer Satisfaction, and reduced Operating Expenses. Our work together has been a great example of continuous improvement and partnership. To this end, we ask for your continued support and focus on supply chain execution excellence. I am confident through our joint efforts and focus these positive trends will continue.

If you are a new supplier, it is critical that you engage those internal stakeholders to understand every aspect of the Guide to ensure alignment with Rite Aid’s business requirements before initial shipments begin. Again, please ensure that you have updated our supplier contact database with the contact information for the associates at your brand that should have access. If you are an existing Supplier, we appreciate your continued engagement and support. If you have questions, or need clarification of any matter, please contact the Compliance Analyst that supports your brand, or vendormgmt@riteaid.com. Upon complete review of the entire Rite Aid Supplier Compliance Guide, please return this page, signed and dated below, to Rite Aid Corp. office, Attn: Supplier Management Program, 30 Hunter Lane, Harrisburg, PA 17011.

Finally, be advised that the Guide is a living document that will be continually refreshed to meet the changing needs of Rite Aid and the retail/supplier landscape.

Once again, thank you for all of your support,

Supplier Name: ____________________________________________
Supplier Number: ____________________________________________
Supplier Representative (Print Name): ________________________________
Supplier Representative (Signature): ________________________________
Supplier Representative (Title): ____________________________________
Date: __________/________/________