

2016 - 2017

verMarch2016

Guidelines, Terms and Conditions on Scheduling Appointments, Warehouse Fees & General Information



For contact information about CDC Headquarters in Lombard IL (AP/AR/Sales/Purchasing/Projects), please visit <http://www.cdcsupply.com/contact-us.html>

General Information – CDC Warehouses

CDC Wilmington - Ambient

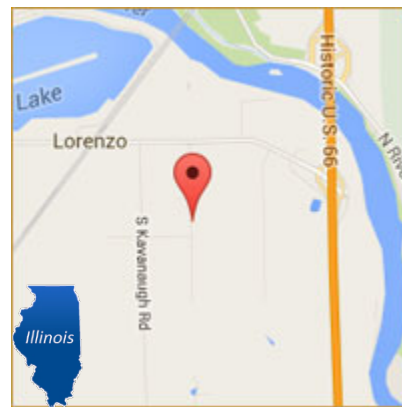
29700 S. Graaskamp Blvd.
Wilmington, IL 60481 USA
Phone: (815) 926-4200
Fax: (630) 972-9876

For a pick-up or delivery appointment:

ApptsDry@cdcsupply.com

Click for: [Directions](#)

To place orders – email:
CustomerService@cdcsupply.com



DRY

CDC Wilmington - Frozen/Refrigerated

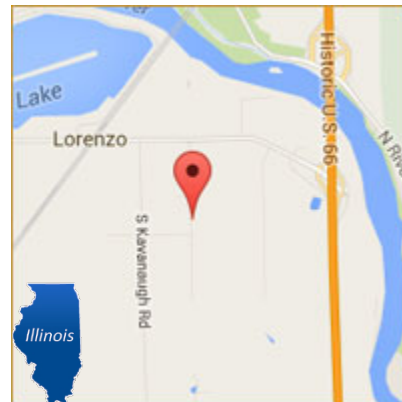
24945 W. Design Rd.
Wilmington, IL 60481 USA
Phone: (815) 926-4200
Fax: (630) 972-9876

For a pick-up or delivery appointment:

ApptsFrozen@cdcsupply.com

Click for: [Directions](#)

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CustomerService@cdcsupply.com



FROZEN



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General Information (con't)

CDC-Atlanta

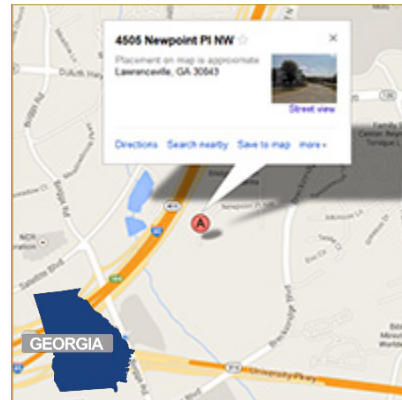
4505 Newpoint Pl.
Lawrenceville, GA 30043 USA

***For a pick-up/delivery appointment:
newpointoper@amwarelogistics.com***

(678) 377-8585 x112

[Click for GA Directions](#)

To place orders – email:
CustomerService@cdcsupply.com



DRY

CDC-Dallas

1005 W. Wintergreen Rd.
Hutchins, TX 75141 USA

***For a pick-up/delivery appointment:
lmonks@shipperswarehouse.com***

(972) 290-8002

[Click for TX Directions](#)

To place orders – email:
CustomerService@cdcsupply.com



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- **ALL PRICES ARE F.O.B. Wilmington, Illinois** (or other CDC warehouse as noted).
- Catalog prices are subject to change without notice.
- Appointments are necessary for order pick up and must be made at least 24 hours in advance.
- Order lead time required for pick up is 4 days, excluding weekends and holidays and does not include transit time for delivery.
- All orders for product must be via **e-mail/PDF** or **FAX**. No verbal orders will be accepted. All orders must be received by 3:00p.m. CST Monday-Friday.
- **As standard practice NO order changes are accepted within 48 hours of shipping. Order changes or add-ons within 48 hours of shipping must be authorized by CDC's traffic department/customer service group.**
- Pallet exchange is required. If no pallet exchange is made, a pallet charge of \$5.00 per pallet will be required at time of pick up paid by the driver with check (i.e. Comcheck, T-Check, EFS check, etc.).
- **TERMS ARE NET 14 DAYS FOR FROZEN PRODUCT & NET 21 DAYS FOR DRY PRODUCT**
- Notification of discrepancies should be called in or faxed within 24 hours of receipt of goods. Any damages and refused items need to be held at the DC until CDC arranges a return or directs items to be discarded/destroyed.
- **No deductions off invoice will be permitted without prior authorization.** Should unauthorized deductions be taken, they will be billed back.
- SPO terms: Special order items require submission of the enclosed special order form. Once the product is received into our warehouse, it will be added in its entirety to your next order. We will advise on which purchase order the item(s) will ship.
- Please note: Non-proprietary chain approved items may appear in more than one section of the price catalog.



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Scheduling Appointments, Warehouse Fees

APPOINTMENTS				
<p>CDC requirement for appointments are 24 hour notice. Carrier is issued a Confirmation Pick up Number, which will be required at time of scheduled loading. Appointments missed will be moved to the following day. Carrier must contact CDC to reschedule time. A rescheduling fee will be applied.</p>				
DOCK HOURS		<i>Sat - Sun overtime</i>		
Monday - Friday				
Loading and unloading at CDC Wilmington IL	DRY	6:00 AM-8:00 PM	CST	
	FROZEN	7:00 AM-8:00 PM	CST	
Loading and unloading at CDC/Amware Lawrenceville GA	Receiving	8:00 AM-12:00PM	EST	
	Shipping	8:00 AM-5:00 PM	EST	
Loading and unloading at CDC/Shippers Hutchins TX	Receiving	7:00 AM-1:00 PM	CST	
	Shipping	7:00 AM-3:00 PM	CST	
OVERTIME				
Overtime Cost is \$ 60.00 /hr				
DRIVERS AUTHORIZATION TO INSPECT LOADING				
<p>CDC will allow Driver to inspect product condition, count product and observe loading. <<<< Drivers must stipulate request at time of check in >>>> CDC will load trucks to the best of their ability and allow Drivers input as to load arrangement. CDC will Not be responsible for load management after departure of Carrier. Upon departure from CDC, the driver is responsible for quantity and condition of product through delivery. All damages, shortage/overage will be the responsibility of carrier.</p>				
INSPECTION OF TRUCKS				
<p>All trucks will be inspected upon arrival, prior to loading. Truck Must be clean and road worthy. CDC is authorized to decline shipments on equipment CDC deems unacceptable.</p>				



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DRIVER RESPONSIBILITY	Driver will be provided a BOL (Bill of Lading) and a copy of the customer packing list to be used as verification at delivery location. It is the responsibility of the carrier to present these documents to the distributor at time of delivery.
PALLETS	All pallets will either be exchanged or compensated for at the rate of \$5.00 per pallet. CDC accepts checks as payment (i.e. Comcheck, T-Check, EFS check, etc.).
TERMS	CDC's billing terms of Net 21 (DRY) & Net 14 (FROZEN) Days commences when order is picked-up at CDC's dock. Ownership of product transfers to party being invoiced.
FROZEN FOOD CARRIERS – Wilmington, IL ONLY	All receipts of frozen product must have an internal product temperature per product specification, 10 degrees Fahrenheit or colder. All products must be stored on good quality, safe condition, four way pallets (Food Grade) Any damaged product on deliveries or temperature concerns may be refused. All inbound must be accompanied by bill of lading, which will include the following: Pieces - Weight - Cube - Code Date - Description - Sell by, or Expiration Date Outbound trailers must be pre-cooled to a minimum temperature of 10 degrees Fahrenheit. Shipping and receiving hours are Monday through Friday, 7:00 AM till 8:00 PM CST



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Missed Appointments, Re-Scheduling Fees

- Due to the frequency of carriers missing or being late for their appointments it has become necessary for CDC to enforce a Missed Appointment/ Re-Scheduling fee to offset labor and detention cost due to the carriers being late or missing their appointments.
- The fees are:
 - \$100 if late for appointment. Trucks that are 4 or more hours late could be subject to additional charges.
 - \$100 re-scheduling a pick-up for the next day if re-scheduled appointment is taken before the original appointment time has passed.
 - \$200 to re-scheduling a pick-up later than one day from original appointment. {Weekends not counted as a day}
 - \$200 if appointment is missed and no appointment is made to pick load up for another day or the new appointment is taken after the original appointment has passed.
- Late Dry loads checking in after 8 p.m. **Central Standard Time** could be subject to additional charges.
- Late Frozen loads checking in after 8 p.m. **Central Standard Time** could be subject to additional charges.
- All late trucks will be loaded/unloaded on a “**worked in**” basis.
- Appointments will be taken at least 24 hours in advance, between 8:30 a.m. and 3:30 p.m. *Central Standard Time*
- When an appointment is made a confirmation number will be issued for that appointment time.
- Appointments will not be honored if the driver does not have a confirmation number for their appointment.

<<<< The driver will be responsible to have a check for any pallets and fees >>>>



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