

DSD Vendor Responsibilities – Service

Standards of Conduct

1. DSD vendors will immediately check-in with store leadership upon entering a GetGo location.
2. Safety must be the top priority of all our partners. Vendors will be aware of the conditions surrounding their service visit and/or delivery, ensuring that there are no safety concerns to our Team Members, vendor teams, or customers. Including but not limited to:
 - a. Slip/trip hazards (including trash, pallets, and product itself)
 - b. Sharp instruments or edges
 - c. Personal protective equipment worn, as needed and as required by GetGo
 - d. Any other mechanical and physical safeguards to protect Team Members, vendor teams, and customers
3. Vendor sales representatives and delivery drivers are representative of GetGo during their time servicing our stores. As such, any customer questions or concerns should be handled in an appropriate manner or directed to a GetGo Team Member. All vendor personnel will meet minimum standards while in GetGo stores, including but not limited to:
 - a. Name tags will be worn at all times.
 - b. Follow dress code, as prescribed by their employer (uniform, business casual, etc.).
 - c. Cell phones (personal or work) are to not be in use while in the store for any reason.
 - d. Provide Customer Service to guests within the building.
4. Vendors must get new items authorized through the BWL Merchant team with GetGo. New Items are not permitted to be delivered under request of any other GetGo personnel, and all new items must be submitted and setup through the BWL Merchant team prior to delivery. Failure to do so will result in unauthorized product being picked up and returned by the distributor.

Standards of Service

- All DSD deliveries must arrive during designated receiving hours, detailed below. Deliveries that arrive outside of these hours will not be received (unless otherwise agreed upon with the Store Leader).
 - Sub Shops/Café+Market Stores: 8am-11am and 1pm-5pm
 - Grab 'n Go, Conventional, and Kiosk Stores: 8am-3pm
- Backroom and back stock areas must remain organized by DSD vendor. Product must be placed in designated back stock area neatly and safely. This plays a significant role in keeping the right inventory available, allows for easier stocking, and reduces out of dates.
- Service and delivery visits will assist in item, planogram, and shelf integrity.
 - Planograms will be followed at all times.
 - **No unauthorized items may be delivered to the store.** All items on invoice must be on POG or an approved display. Vendor personnel will bring any item maintenance concerns to the attention of store leadership, including price/cost discrepancies, authorization concerns, or UPC issues.
 - Electronic shelf labels, tags, and rail strips are not to be removed during out of stock conditions.
 - Maintain cleanliness within sets, cleaning shelves and cases when required.
- Regular delivery schedules are to be strictly adhered to.
 - Emergency situations are reported directly to the store and the category merchant.
 - Adjustments must be made for holidays or observances that occur on a regularly scheduled service visit or delivery day. Service or delivery must occur the day before or after the holiday. No service visits or deliveries are permitted to be cancelled due to a holiday.
 - Any changes to delivery schedules are sent to the category manager for approval and communicated to the stores at least 30 days in advance.

Examples: **Responsibilities will be slightly different based on individual state regulations. All vendors should adhere to all merchandising responsibilities as dictated by state regulations.

Sales Representative (Outline of a typical order)

- Upon arriving at the store, the sales rep will check-in with the Store Leader or leader on duty, sign in on the handheld, and put on a name tag.
- The sales rep will ask if there are any urgent issues that need to be resolved.
- The rep will review any upcoming promotions or events with store leadership, in order to maintain in-stock conditions.
- The rep will merchandise the store, including the following:
 - Rotating product (both on shelves and back stock)
 - Throwing away any plastic or cardboard waste that is created.
- The rep will pull any out of date or damaged product and issue a return slip to the store.
 - Items for credit will be placed in the designated area for pick-up by the delivery driver.
- Upon completion of the order, the rep will review the order with store leadership prior to submitting. Only after the sales rep and store leadership are aligned on the order will the order be submitted.
- The sales rep will sign out through the handheld.

Delivery Driver (Outline of a typical delivery)

- Upon arriving at the store, the delivery driver will check-in with the Store Leader or leader on duty, sign in on the handheld, put on a name tag, and confirm store is ready for their delivery.
- The driver will bring in the delivery, staging it in the agreed upon area of the store for the Store Leader (or designated store personnel) to check in the product.
 - Store leadership will confirm the correct quantity being delivered.
- After store leadership confirms that the quantities on the invoice match with what was received, the driver can bring the product into the store.
- The driver will place all product in the proper designated areas, being sure that products are rotated (FIFO).
- The driver will pick up any credits (out of dates or damages), or unauthorized product that was previously delivered and will write up any damages made before or on delivery.
- Any unauthorized product that was on the invoice and refused by the store must be removed from the delivery, with the invoice adjusted accordingly.
- The driver will sign out through the handheld.