

PO Box 22529 • Milwaukie, Oregon 97269

Receiving Policies, Information, and Instructions

Contact Information

Address: 2400 SE Mailwell Dr Milwaukie OR 97222

Main Office Phone: 503-230-2883

Warehouse Receiving: 503-905-5236

Hours of Operation Pacific Standard Time

Receiving Hours:	Monday	7AM – 4 PM	Tuesday	7AM – 4 PM
	Wednesday	7AM – 4 PM	Thursday	7AM – 4 PM
	Friday	7AM – 4 PM	Saturday	CLOSED
	Sunday	7AM – 4 PM		

Scheduling

All appointments are to be scheduled through www.ncrpowertraffic.com. A 72-hour minimum is required for appointments. Vendors and Carriers can register online via www.alpinefoods.com and selecting the appointment tab. When scheduling, include Purchase Order Number(s) and lumper requirements. After the appointment request is completed, a finalized appointment is assigned and a five digit “load number” (confirmation number) will be provided via email. This number will serve as the confirmation number and should be recorded for reference. If you do not receive a load number when you schedule an appointment, the appointment was not finalized. If you do not receive a response or confirmation number within 2 hours during normal office hours (7AM- 3PM) contact the main office for assistance @ 503-230-2883.

Arrival

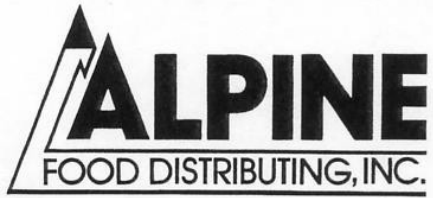
Drivers are to be instructed by the supplier’s carrier to check in at the Warehouse Receiving Office upon arrival. The driver must present the 5-digit appointment confirmation number to the warehouse clerk and ensure all documentation and BOLs are present, complete, and accurate. The warehouse clerk will then assign a door to the driver. It is a requirement that a glad hand lock is applied to all trailers during the loading/unloading process. All trailers should arrive with an intact seal and be locked. Alpine employees will cut the seal prior to docking and record the number. Drivers are required to always remain in trucks during the unloading unless authorized by a supervisor to be on the dock for product breakdown.

Appointment Fees

Late appointment work in fee (1 hour past appointment with no call)	\$100
No appointment, work in fee	\$200
No call / no show for appointment fee	\$100

Carriers are required to call 2 hours in advance if they will be late or are unable to honor the scheduled appointment time. Failure to do so will result in a no call/no show and the vendor will be charged.

Carriers are responsible for paying late fees. If carrier is unable or unwilling to pay the fees, the fees will be deducted from the vendor or supplier invoice.



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Detention

Alpine Receiving facilities are expected to unload within 2 hours of scheduled appointed times. Detention will be accepted only when the carrier arrives on time for their appointment with equipment properly sealed, within temperature range, and in acceptable condition for unloading.

Detention claims will be considered if the load exceeds 3 hours from appointment time.

Detention fees will apply to the third hour and all subsequent minutes beyond 3 hours.

The detention fee is \$60/ hour - \$300 Max.

Example 1: Appointment time 1:00pm, Arrival Time 1:00pm, Check out time 3:45pm.

Trailer unload time = 2 hours 45 Minutes. Detention Fee payable is \$0 (Less than 3-hours)

Example 2: Appointment time 1:00pm, Arrival Time 1:00pm, Check out time 4:00pm.

Trailer unload time = 3 hours Detention Fee payable is \$60 (1 hour @\$60 per hour)

Detention fee claims will be considered for time delay at Alpine Facilities only, Alpine will not accept responsibility for transit or destination consequences resulting from delays.

Detention claim must be submitted to the purchasing agent for approval and accompanied with the following:

Appointment time and confirmation number-Carrier arrival time and dock in time-Time of warehouse checkout

No detention chargers will apply to “work in” appointments.

Lumper Services and Fees

Alpine utilizes lumper services for all inbound loads. Drivers are not allowed to unload or use industrial equipment in the Alpine facility. There is no charge for unloading, however the supplier is responsible for the cost to sort, segregate, and palletize to Alpine’s requirement.

Drivers are not allowed in the warehouse.

Alpine lumper service: West Coast Loaders 503-253-3585

Fee Structure: Minimum Charge \$125

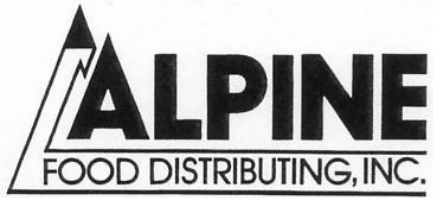
Breakdown Loads -----WCL updated New pricing on the right off previous to be discussed

- 1-5 Finished Pallets \$145
- 6-12 Finished Pallets \$250
- 13-20 Finished Pallets \$310
- 21-30 Finished Pallets \$410
- 31+ Finished Pallets \$475

Floor Loads

- 1-500 Cases \$325
- 501-750 Cases \$385
- 751-1000 Cases \$425
- 1001-1250 Cases \$485
- 1251+ Cases Negotiable

Pallet replacement \$15.00 #1 per damaged board



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Product Requirements Upon Receipt

All products to be received by Alpine must be inspected and meet defined quality standards. Alpine will only accept undamaged goods in the quantity specified on the PO, conforming to the detailed UPC/UCC, description, and pack size.

Palletization: Alpine requires all products to be palletized to its Ti-Hi pallet pattern by item.

Pallet requirements: Certain pallets are deemed acceptable which include New and #1 48X40 four-way pallet that meets GMA grade A specifications. CHEP wood pallets will be accepted but not exchanged. Alpine does not participate in pallet pool programs and suppliers will ship pallets at their own risk. Pallets that are inspected and deemed unacceptable will be replaced with Alpine provided pallets. Suppliers are required to pay for the replacement pallets and have the amount deducted from the supplier invoice.

Temperature inspection: Alpine utilizes calibrated “lollipop” thermometers to temp probe all inbound loads to ensure the temperature of the inbound product meets specification.

Temperature requirements:

- 15F or below for all Frozen product
- 32F – 42F for all refrigerated product
- 33F or above for Dry/Ambient product

Quantity: The quantity received must match the quantity stated on the Purchase Order. Discrepancies will be noted on the BOL. Unless otherwise agreed upon within the supplier contract or agreement, overages will not be accepted by Alpine and will be returned to the carrier.

Code dated products that do not meet Alpine’s requirements for shelf life will be refused. A product must have a minimum of 75% of its shelf life remaining upon receipt unless otherwise agreed upon in a vendor contract or agreement.

Damage: Alpine will not accept exposed, torn, crushed, soiled, out of temperature range, or any type of compromised goods into the facility. Goods will be refused and returned to the carrier unless other arrangements or agreements exist with the vendor.