

PO Box 22529 • Milwaukie, Oregon 97269

## Receiving Policies and Information

### Contact Information

Address: 2400 SE Mailwell Dr Milwaukie OR 97222  
Main Office Phone: 503-230-2883  
Warehouse Receiving: 503-905-5236

### Hours of Operation

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.RetalixTraffic.com](http://www.RetalixTraffic.com). A 72-hour minimum is required for appointments. Vendors and Carriers can register on line in the link provided, instructions are provided once registered on Retalix.com. 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.

### Arrival

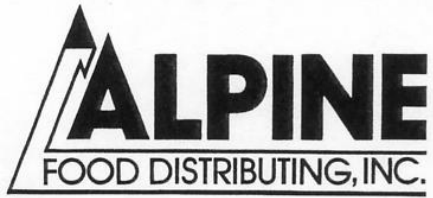
Drivers are to be instructed by the supplier’s carrier to check in at the Warehouse Receiving Office upon arrival. All warehouse visitors are required to sign in to the facility Visitor Log at the receiving window and acknowledge the Alpine Visitor Safety Brief. Driver must present the 5-digit appointment 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 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 remain in trucks at all times during the unloading unless authorized 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 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 load exceeds 3 hours from appointment time.

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

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 (3-hour minimum not reached)

**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 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 palletizing to Alpine’s requirement.

Drivers are allowed to sort, segregate, and palletize in Alpine facilities. If the drivers are unable to complete this within their delivery window, they will be required to utilize Alpine’s lumber service and will be charged for those services.

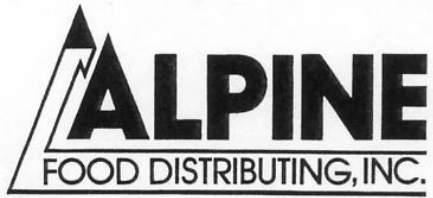
Alpine lumper service: West Coast Loaders 503-253-3585

**Fee Structure:**

Breakdown Loads

1-5	Finished Pallets \$95
6-12	Finished Pallets \$195
13-20	Finished Pallets \$250
21-30	Finished Pallets \$325
31+	Finished Pallets \$375

Pallet replacement \$10 per damaged board



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**Product Requirements Upon Receipt**

All product 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 and that conform to the detailed UPC/UCC, description, and pack size.

**Palletization:** Alpine requires all products to be palletized to its Tie-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 not acceptable will be replaced with Alpine provided pallets. Suppliers are required to pay for the replacement pallets and can pay directly to the lumber service or 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 product** that do not meet Alpine’s requirements for shelf life will be refused. 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.