



MDI Delivery Instructions for Drivers

MDI, 5005 Alex Lee Blvd, Hickory, NC 28601

Appointments for delivery should be made at least 72 hours in advance. We ask that you check each order and have your carrier go online to <https://managedreceiving.capstonelogistics.com> to schedule an appointment for all orders shipping on the same truck. The penalty for a late delivery is \$750.00 per day.

Appointments

Appointments are made via the internet. To register for a username and to schedule appointments, visit <https://managedreceiving.capstonelogistics.com>.

Receiving Hours

DEPARTMENT	DAY	TIME
ALL Departments	Sunday-Friday	4 a.m. to 2 a.m.
ALL Departments	Saturday	4 a.m. to 11 a.m.

Need help?

Please email managedreceiving-support@capstonelogistics.com, or call 770-724-0517 or 828-725-4085.

Contact Information

Grocery Receiving Office	828-725-5028
Grocery Receiving Manager	828-725-4021
Grocery Inventory Control	828-725-4098
Fax Number	828-725-4050
Capstone (unloader service)	828-725-4182

Drivers

- Drivers will check in at main gate prior to appointment time with bills for instructions.
- Before backing into assigned door, driver will put bills on the back of the trailer. Drivers will remain in their trucks.
- All loads are Capstone unload. Drivers must hire Capstone to unload their trucks. No exceptions.
- All freight must be tendered in a sorted and segregated manner.

Transportation

- Do not ship via YRC/Yellow or USF Holland
- No UPS or Fed-Ex ground shipments. Exceptions for small package delivery only.
- Ship all LTL loads by Old Dominion, Estes, ABF.
- MDI transportation department is "MTH of Hickory" at 828-725-4071, which could be used for third-party pickup.





MDI Delivery Instructions: Products & Pallets

Product

- PO # must show on all copies of the bills of lading & invoices.
- Case labels must have the product description, case UPC#, pack/size.
- Shipping labels are to be placed facing out, and each pallet must be shrink-wrapped or banded to ensure that product is received intact. To prevent and/or reduce damage during the normal shipping, storage and handling process, product on a pallet is not to hang over the edge.

Pallet Configuration & Standards

A.)

Size:	40" wide x 48" long
Type:	All product must be shipped on CHEP, PECO, or GMA Grade "A" (40x48 4-way entry hardwood pallets)
Material:	Group III and/or Group IV hardwood
Grade:	Grade "A" quality, 4-way, flush, non-reversible pallet

- Seven boards on top, five boards on bottom and three stringers
- No double stringers or patched boards
- Should not contain broken or missing stringers or boards
- Nails should not protrude from any pallet surface

B.) Pallets that do not meet GMA Grade "A" standards are subject to penalty and/or rejection. Specific penalties will be managed on an individual basis, dependent on compliance with these pallet quality standards.

C.) Non-acceptable pallets received into our Distribution Centers must be re-stacked on good pallets prior to completion of delivery. A charge of \$25 per bad pallet will be deducted from the Purchase Order invoice at time of payment.

D.) MDI does not exchange pallets.

