



# MDI Grocery Delivery Instructions



## Appointments

Appointments are made on the internet. To register for a username and schedule appointments, please visit [managedreceiving.capstonelogistics.com](http://managedreceiving.capstonelogistics.com).

Need Help? Please email [managedreivingsupport@capstonelogistics.com](mailto:managedreivingsupport@capstonelogistics.com). OR call 770-724-0517 or 828-725-4246.

*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 @ [www.mdiappts.com](http://www.mdiappts.com) to schedule an appointment for all orders shipping on the same truck. The penalty for a late delivery is \$750.00 per day.*

<b>RECEIVING HOURS</b>	Grocery	Sunday thru Thursday	9:00 P.M. to 8:00 A.M.
	Perishables	Monday thru Saturday	2:00 A.M. to 8:00 A.M.
	Frozen	Monday thru Saturday	2:00 A.M. to 8:00 A.M.

## 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 dept. is "MTH of Hickory" @ 828-725-4071, which could be used for **3<sup>rd</sup> party pickup**.

## Driver

- Driver will check in at main gate prior to appt. time with bills for instructions.
- Before backing into assigned door, driver will put bills on the back of the trailer. Driver 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 & segregated manner.

## Product

- PO # must show on all copies of the bills of ladings & 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

- 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  
Should not contain broken or missing stringers or boards  
No double stringers or patched boards  
Nails should not protrude from any pallet surface
- 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.
- 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.
- MDI does not exchange pallets.

## Contact Info

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

**Address: MDI, 5005 Alex Lee Blvd, Hickory, NC 28601**