



# 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 [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**.*

## Appointments

Appointments are made via the internet. To register for a username and to schedule appointments, visit [www.mdiappts.com](http://www.mdiappts.com).

## Need help?

Please email [managedreceivingssupport@capstonelogistics.com](mailto:managedreceivingssupport@capstonelogistics.com), or call 770-724-0517 or **828-725-4246**.

## Receiving Hours

DEPARTMENT	DAY	TIME
Grocery	Sunday-Thursday	9 p.m. to 8 a.m.
Perishables	Monday-Saturday	2 a.m. to 8 a.m.
Frozen	Monday-Saturday	2 a.m. to 8 a.m.

## 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 ABF.
- No UPS or Fed-Ex ground shipments. Exceptions for small package delivery only.
- Ship all LTL loads by Old Dominion, Estes, 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.)**

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

