

**Breckenridge E-Delivery and Logistics
Food and Beverage Pilot Program**

Standards of Procedure

Objective:

To establish procedures and provide guidance to distributors using the loading dock areas for deliveries as well as provide 106West, distributors and customers a standard of procedure for deliveries and returned goods.

Protocol for Receipt and Delivery of Goods:

1. Distributors shall schedule their deliveries with 106West's dock manager and via OpenDock.
 - a. Distributors will need to create a username and password if they have not done so already. Email jason@106westlogistics.com with any questions.
2. If a distributor misses their scheduled delivery window, said distributor shall reschedule their delivery via 106West's dock manager and shall notify dispatch to update OpenDock accordingly.
3. Designated staging is available inside the loading dock platform. This is a shared loading dock so please be respectful of other distributors and their space needs.
4. Distributors are prohibited from offloading outside designated, approved locations and distributors shall not stage outside the designated staging area.
5. The loading dock is for active loading and unloading only! Distributors shall only remain at the loading dock as long as necessary to unload and stage their goods. Maximum dwell time at the dock is **2 hours** for unloading and staging.
6. If the loading dock is full upon arrival, distributors shall check in with dock personnel for additional instructions.
7. Vehicles reported as interfering with the use of the loading dock will be subject to citation from the Town of Breckenridge.
8. Vehicles should not be left unattended at the loading dock.
9. After a distributor stages their goods in the correct, marked and signed, designated area(s), 106West shall review the distributor's invoice/manifest and generally inspect and count the distributor's goods.
10. If the staged goods match the distributor's invoice/manifest, 106West shall take possession of the shipment and sign for the goods.
 - a. Distributors/delivery drivers shall note any shortages and/or observed damages on the invoice at the time of delivery and shall notify 106West of same.

- c. All invoices shall be time stamped by 106West at time of signing.
- 11. Once the invoice is approved by 106West, the goods shall be delivered to their final destination, with the general priority of deliveries being as follows (depending on the arrival of delivery vehicles): food/perishable items, then beer/liquor/other beverage items, with retail items being delivered last.
- 12. 106West shall make all deliveries to their final destination in a manner that ensures quality and freshness and complies with Colorado law.
- 13. 106West shall properly hold any perishable items that cannot be delivered in a timely manner.
- 14. Upon delivery to its final destination, all goods shall be placed with the customer in their reasonably agreed-upon location and the invoice initialed by 106West staff to ensure accountability.
- 15. The distributor's invoice, signed/initialed by 106West shall be left at the customer's location with the goods.

Protocol for Damaged/Returned Goods:

- 1. The customer shall notify distributor and/or the distributor's representative of the returned, damaged, or mis-pulled product and the distributor and/or distributor's rep shall notify 106West of same.
 - a. Flow of communication for returns shall be as follows:
 - i. Customer → Distributor/Rep → 106West
- 2. Once the distributor/rep advises 106West of the customer and the product being returned, 106West shall reasonably gather the product from the customer as necessary and take the product to the loading dock and hold the product in a temperature-controlled environment per distributor's instructions.
 - a. Distributor shall arrange for the product to be picked up by its delivery driver asap.
- 3. In the event the distributor's return policy differs from the policy herein, the distributor's policy shall control and 106West and the customer shall adhere to the distributor's return policy.
 - a. Likewise, if distributor advises its customer to do something different with the returned goods (ex: throw the goods in the garbage), customer shall adhere to the distributor's recommended course of action.

4. In the event of any mis-delivered product, the customer and/or the distributor's rep shall notify 106West as soon as possible, 106West shall confirm the mis-delivery with the customer and shall, as expeditiously as possible, correct the mis-delivery.
5. If any product is damaged, lost or stolen while in the sole possession of 106West's personnel, the customer shall notify the distributor and 106West shall reimburse the customer directly via its warranty for such product in accordance with 106West's warranty policy.
6. Any returned product shall be set aside by the customer and picked up by 106West. 106West shall take it to the loading dock and hold and stage it for distributor's delivery driver to pick up asap. Please note that 106West does not store product and cannot hold product overnight and some returns may need to be held at the customer's location until the following morning.

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