



03/31/2020

Dear Fine Foods Retailers,

I wanted to reach out to you as we are moving forward in the interim to implement some changes to our delivery process to ensure the safety of our employees and your staff and to ensure we follow social distancing guidelines. We will no longer require the traditional proof of delivery from customers. These process changes are meant to minimize/eliminate any physical handoff of both paperwork and/or devices. We are looking for customer alignment that this new operating procedure will be sufficient proof of delivery to secure payment of goods.

- 1) All PFC employees have a responsibility to ensure our deliveries and invoicing match
- 2) Maintain 2 meters (6ft) distance from the receiver during the check-in process and ask for verbal confirmation that delivery matches invoice (if check in is needed at store level). Use barcode scanning where applicable.
- 3) Signatures on handheld – we will not have the receiver or staff personal touch our HH device or sign off (our sales reps will sign off themselves on the HH device for the deliveries and will write “C19” and the name of whoever receives it/is at the store during delivery). As well there will be no passing off of paperwork.
- 4) Damages and Stales Credits - maintain 2 meters (6ft) distance from the receiver during the check-off process and no paperwork will be required (process itself to get credits will remain unchanged)

Thanks,

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