



Vendor Guide

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Versions

Version	Change initiator	Changes
1.0 (November 2019)	Charles G.-Beliveau	Initial version
1.01 (February 2020)	Charles G.-Beliveau	Email address correction on page 9
1.02 (May 2020)	Charles G.-Beliveau	Section 5.1 – Email
1.03 (January 2021)	Charles G.-Beliveau	SAP transition changes (forms)
1.04 (June 2022)	Charles G.-Beliveau	New Vice Presidents
1.05 (October 2025)	Julien Bruxelle-Fradette Kaven Delarosbil	Change to legal structure of Groupe BMR to BMR Div. of Sollio Cooperative Group Update of the reference to the Non-Compliance Policy (9.1.2)

1. Introduction

Dear Vendor,

BMR Div. of Sollio Cooperative Group includes more than 275 renovation centres and hardware stores in Quebec, Ontario and the Maritime provinces. Retail sales for BMR and its members are estimated at more than \$1.5 billion per year and some 8,000 people work within the network. BMR is the leading Quebec player in the hardware industry and operates under the BMR, Agrizone and Potvin & Bouchard banners. It goes without saying that our vendors play a critical role in fulfilling this priority and that is why we have developed a **BMR Div. of Sollio Cooperative Group Vendor Guide**. This Guide presents all of our standards, which we ask you to adhere to in order to ensure attainment of our satisfaction objectives, which we are sure you share. This document will serve as a guide in our interactions, while setting out our shared responsibilities to develop a lasting and mutually beneficial collaborative relationship.

Thank you for your cooperation and support for BMR Div. of Sollio Cooperative Group.

Sincerely,



Antonio Di Pasquale
Chief Executive Officer - Operations



Charles Grégoire-Béliveau
Senior Vice President
Commercial Strategy & Partner Relations

2. Distribution network and scope of application

The Vendor Guide describes procedures and information exchanges between BMR Div. of Sollio Cooperative Group and its vendors. In this document, the term “BMR” refers to BMR Div. of Sollio Cooperative Group and represents the distribution centers and all its merchants.

The main BMR players set out in this guide are:

- Category managers of procurement department;
- Integrity department;
- Buyers;
- Demand planners;
- Receiving service of distribution centres.

The information flows covered by the Guide are:

- Creation and maintenance of the product repository;
- Transmission of the purchase order and delivery;
- Performance management;
- Penalties for non-compliance with the rules set out in this guide.

Physical flows covered by the Guide are:

- Delivery to the distribution center and stores;
- Delivery to satellite warehouses (BMR and merchants);
- Product returns to vendors.

3. Product referencing

This section deals with product referencing. The following is a brief summary of the areas covered in this section:

- 3.1. Coding
- 3.2. UPC code and barcode
- 3.3. Non-compliance fees

Any product sold to BMR, whether delivered to a distribution center or a merchant, must be authorized and validated by BMR. Each product has a unique identifier, a UPC code and a scannable barcode.

BMR requires all its vendors to fully comply with Health Canada requirements with respect to the various laws and regulations in effect. In the event that a product requires a product licence, the vendor must provide the product registration numbers during the process of coding that new product into the BMR repository. However, the vendor must first be authorized to work with BMR. See part 9 of this Guide, Vendor qualifications.

a. Coding

The vendor code is a prerequisite for creating any reference codes. Any vendor that has not been identified yet should contact the category manager, who will confirm, if necessary, the timeline and desired quantities for submitting samples. The product record must be created and validated before the product can be sold in the BMR network.

The data provided during the creation of the item record will be used in the process of sending purchase orders, receiving and invoicing. It is essential to fill in all the requested fields and provide updates. All requested data is mandatory and penalties will be applied in the event of non-compliance.

i. Creation

All products must be issued a code using the BMR tool. The code creation tool is available at the following address: <https://produits.bmr.co/efichecreation.htm>. Two user guides have been created to help you install and use the code creation tool. The BMR Master Data team is the point of contact for any support requests regarding the use of the tool (md@bmr.co).

Once the new product is activated and the first order is placed, it is important to note that the data will be verified upon receipt at the distribution center.

In the event of non-compliance with safety data, such as the absence of a safety data sheet (SDS), certification information or other data, the product will be quarantined or returned to the vendor. It is important to note that any sales lost during the period that the product is unavailable, and administrative and operational management fees (handling, inventory and shipping) will be charged to vendors.

ii. Hazardous product data

In Canada, the regulations governing the transportation of dangerous goods are called the *Transportation of Dangerous Goods Regulations* (TDG). For more information, please refer to: <https://www.tc.gc.ca/eng/tdg/clear-tofc-211.htm>.

Any hazardous product must be marked as such when created:

1. Select “Yes” in the “Hazardous Product” box (see step 9 of the creation guide)
2. Insert the completed safety data sheet (SDS) in accordance with applicable laws and regulations (in the event that the data sheet is missing, the creation of the reference will be suspended and non-compliance fees will be applied).

It is recommended to use the Globally Harmonized System of Classification and Labelling of Chemicals (GHS). For more information, please refer to:

- Canada Gazette on revisions to the Safety Data Sheet (SDS) : <http://gazette.gc.ca/rp-pr/p2/2015/2015-02-11/pdf/g2-14903.pdf> (page 453)
- Globally Harmonized System of Classification and Labelling of Chemicals (GHS) for more information on the different data: https://www.ccohs.ca/oshanswers/chemicals/whmis_ghs/sds.html

iii. Palletizing data and product dimensions

Each product can be ordered and delivered individually, in a box or in a pallet. The vendor must enter the following data during the process of creating the item record:

- Weight and dimension of one unit;
- Weight, size, and number of units contained in a master pack or inner pack;
- Weight, dimensions and number of units contained in a pallet.

Features of a pallet for delivery to the distribution center or satellite warehouses:

- CHEP pallet;
- Maximum dimensions (including pallet): 40" W × 48" D × 54" H (100 cm × 120 cm × 135 cm);
- Maximum weight (including pallet): 2,500 lb (1,100 kg);
- Products should not protrude beyond the edges of the pallet.

Please refer to appendix 11.a for packaging type descriptions and pallet diagrams.

In the exceptional case where the product cannot be delivered on a CHEP pallet, please contact your category manager.

iv. Product marketing

In order for us to successfully market your products, we need to obtain information and images that will be used to promote your products through our websites, catalogue and/or circular, for example.

1. Photo of your product

A photo must be inserted when creating the product record according to the following specifications:

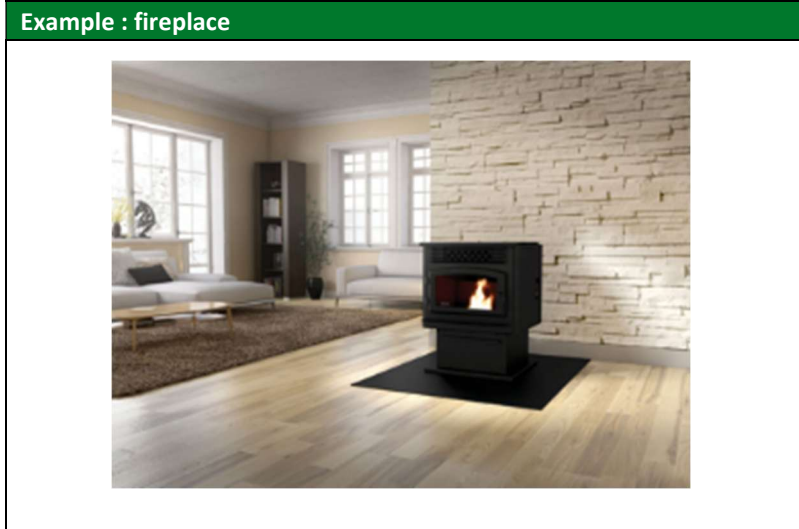
- Format: JPG or PSD.
- Resolution: Minimum 10 cm (4") in width (1,200 pixels × 1200 pixels), 300 dpi (please make sure the image is not blurry).
- Background: Must be white, without any decor or ideally close-cut.
- When your product is packaged (see Table 1 below) you must provide us with an image of the packaging (French and English version) and an image of the product on its own.
- For layout planning needs, we require a picture of the product in its packaging (front-facing). This picture needs to be with a white background, without any décor and close-cut. If this picture is not available, we will require a free sample of your product and we will take the picture and charge you a 50\$ fee per product.

Table 1: packaged product



- In order to properly market your products, we ask to provide us a picture placing the product in context (see Table 2 below). Whether it is a mood photo, a home or a scene including your product, such images will allow us to showcase and promote your product.
- Format: JPG or PSD.
- Resolution: Minimum 10 cm (4") in width (1,200 pixels × 1,200 pixels), 300 dpi (please make sure the image is not blurry).

Table 2: product in context



2. Description of your product


To be able to integrate your products into our websites, you must provide us the following information using an Excel template. Please request this template from the digital team at numerique@bmr.co and complete with the following information:

- UPC code
- BMR product code
- Quantity of product in a package
- Product name (EN)
- Product name (FR)
- Short description (FR) max 70 characters
No complete sentences, key sales information.
- Short description (EN) max 70 characters
No complete sentence, key sales information.
- Short description (FR) – Describe all the features of your product.
- Short description (EN) – Describe all the features of your product
- Product dimensions per unit in its packaging: length × width × height
- Product weight per unit in its packaging: kg or lb.

b. UPC code and barcode

The coding standard used by BMR is GS1. The label with the UPC code must be scannable. The UPC code shall be clearly legible on each product and on its packaging, as shown in Table 3 below.

Table 3: UPC code

Required UPC codes	Sample UPC code
<p>UPC codes must be displayed on:</p> <ul style="list-style-type: none"> • Master pack: Main product box. • Inner pack: Box inside the master pack. • The ready-for-sale product. <p>These 3 UPC codes are by definition different.</p>	

c. Non-compliance fees

Non-compliance fees are periodically charged to vendors in accordance with the fee escalation policy detailed in section 8.c Fee escalation.

The non-compliance fees due to product referencing are detailed in table 4: Product data non-compliance fees.

Table 4: Product data non-compliance fees

Category	#	Compliance	Description	Example	Fees (Escalation Stage 3)
Product referencing	1.1	Product record data – Creation	All data in the product record is mandatory and accurate.	The vendor failed to provide the safety data sheet	\$500 per occurrence with service to correct data
	1.2	Product record data – Changes	Any changes must be communicated	A change in price or packaging not communicated on time	\$500

4. Purchase order

This section covers requirements for purchase orders issued by BMR. The following is a brief summary of the areas covered in this section:

- 4.1. Issue of purchase order
- 4.2. Order type and purchase order field descriptions
- 4.3. Vendor actions and controls
- 4.4. Managing partially delivered or undelivered quantities
- 4.5. Minimum service life of products upon receipt

Purchase orders are generated by the BMR Procurement Department.

a. Issue of purchase order

Purchase orders can be only transmitted by email in PDF format.

Purchase orders can be sent at any time.

b. Order type and purchase order field descriptions

Table 4: Sample purchase order

Purchase order header																
 Contact: Luc Laroché Tel: 450-868-2439 llaroché@bmr.co	Société S/L GROUPE BMR SUITE 200 1501 RUE AMPERE BOUCHERVILLE QC J4B 5Z5	<table border="1"> <thead> <tr> <th colspan="2">Purchase Order</th> </tr> </thead> <tbody> <tr> <td>PO Number</td> <td>4800025332</td> </tr> <tr> <td>Created on</td> <td>2021-01-18</td> </tr> <tr> <td>Incoterms</td> <td>FOB</td> </tr> <tr> <td>Inco Loc 1</td> <td>Hebei</td> </tr> <tr> <td>Shipping Instruction</td> <td>Pickup</td> </tr> <tr> <td>Payment Terms</td> <td>Payable immediately Due net</td> </tr> </tbody> </table>	Purchase Order		PO Number	4800025332	Created on	2021-01-18	Incoterms	FOB	Inco Loc 1	Hebei	Shipping Instruction	Pickup	Payment Terms	Payable immediately Due net
Purchase Order																
PO Number	4800025332															
Created on	2021-01-18															
Incoterms	FOB															
Inco Loc 1	Hebei															
Shipping Instruction	Pickup															
Payment Terms	Payable immediately Due net															
Order from <input type="text"/>	Ship to GROUPE BMR INC. ENTREPOT BOUCHERVILLE 1660 RUE EIFFEL BOUCHERVILLE, QC J4B 7W1 TEL: 450-449-9781 INFO@BMR.CO NUMBER: 2201	Pay to <input type="text"/>														

Table 5: Order type list

Type	Description	Compliance threshold
Standard	Standard purchase order for hardware	98%
Cross-dock	Standard purchase with cross-docking	100%
Semi-direct	Semi-direct purchases	98%

c. Vendor actions and controls

Upon receipt of each purchase order, the vendor must:

- Within 24 hours following the issue of the purchase order:
 - Inform BMR of any non-compliance regarding prices or conditions. Then, the prices and conditions of the purchase order will take precedence over those of the vendor's invoice.
 - Indicate any discrepancies in vendor and product data (references, descriptions, units, etc.).
 - Email any changes to the replenisher indicated on the PO (upper left section).
- Within 5 working days before the required date:
 - Make an appointment to obtain confirmation of the address and delivery time;
 - Or to make a goods pickup request.

In both cases, the vendor should contact Receiving according to the product category (see Table 6).

Table 6: Contacting Receiving

Category	Email	Telephone
Hardware	receptionquincaillerie@bmr.co	450-449-9781, ext. 3312
Building material	receptionmateriaux@bmr.co	450-670-7414, ext. 4303

Order picking rules:

- The purchase order must be complete and all products listed on the purchase order must be delivered on the same day, in the same shipment for a less-than-truckload (LTL) order;
- A CHEP pallet must be used;
- Products with the same UPC code must be packed on the same pallet within the limits of the pallet specifications;
- It is possible to mix multiple reference codes in the same box. These boxes containing multiple reference codes must be identified with a bright bilingual label bearing the message "BOÎTES MIXTES/MIXED BOXES."

d. Managing partially delivered or undelivered quantities

By default, BMR does not close partially delivered or undelivered purchase orders. Any eventual cancellations for items on back order (B/O) in a purchase order are communicated to the vendor by the buyers. All undelivered quantities are expected in accordance with the purchase order.

For cross-dock orders, items on back order are cancelled and communicated to the vendor. Non-compliance fees are applicable from the first receipt of the order. These fees will be maintained even if the vendor completes the order at a later date.

B/O items can be bundled with another purchase order to optimize shipping. The vendor can also combine multiple PO references in the same box. When the vendor combines multiple purchase orders, Receiving must be notified (see the order picking rules above)

e. Minimum service life of products upon receipt

For products with an expiry date or a limited service life, the vendor is required to contact the BMR Quality Coordinator (through the category manager) to agree on the minimum service life upon receipt of products at the BMR distribution center. The minimum service life (expiry) required is calculated using Table 7 below. The expiry date and lot number must be clearly indicated on the packaging and on products sold individually.

The expiry date of the products is verified upon receipt and in the event of any non-compliance, the product will be quarantined. The vendor will be informed by the Procurement Department in charge of the category. Any exceptions must be discussed and agreed on in advance with BMR's Procurement Department.

Table 7: Minimum service life

Product service life (Years)	Product service life (Days)	Minimum service life upon reception (Days)
1	365	180
1.5	540	365
2	730	365
3	1,095	540
4	1,460	730
5	1,825	912
6	2,190	1,080
7	2,555	1,260
8	2,920	1,460
9	3,285	1,642
10	3,650	1,825

5. Delivery

This section covers requirements for deliveries by the vendor. The following is a brief summary of the areas covered in this section:

- 5.1. Appointment booking and delivery confirmation
- 5.2. Receiving
- 5.3. Non-compliance fees

e. Appointment booking and delivery confirmation

Upon receipt of the purchase order, the vendor is required to contact BMR to arrange an appointment based on the requisition date on the purchase order.

i. Vendor managed shipping

The vendor must contact Receiving at least five (5) business days prior to the required order date on the purchase order. The required date is the desired delivery date to the distribution center. BMR Receiving will then confirm an unloading time slot with the vendor. This confirmation will be used in assessing vendor performance. Where a change in unloading time slot is requested, only requests from the vendor are taken into account. The carrier is not allowed to contact Receiving to request a change in unloading time slot.

All deliveries to hardware warehouses must be by dry box. No flatbed deliveries will be accepted. The vendor is responsible for shipping management; any delivery non-compliance will be borne by the vendor.

ii. Shipment managed by BMR

The vendor must contact Receiving five (5) business days prior to the required date to confirm a pickup date for the goods on the PO. BMR will confirm the pickup provider, and the carrier will contact the vendor to confirm the appointment and make the pickup. Vendors must ensure they adhere to the time slots set when booking their appointment.

In both cases, shipping is organized by purchase order. If the vendor has more than one PO in progress, the purchase orders cannot be combined in the same shipment without obtaining prior consent from BMR Receiving. In addition, advance deliveries are not permitted without prior authorization.

The vendor is required to fill the form appoint or pick-up request (refer to appendix 11.5) and transfer it to the Receiving contact below according to the product category (see Table 8: Contacting Receiving, below). Receiving will confirm the delivery address or shipping carrier.

Table 8: Contacting Receiving

Category	Email	Telephone
Hardware	receptionquincaillerie@bmr.com	(450) 449-9781, ext. 3312
Building material	receptionmateriaux@bmr.com	(450) 670-7414, ext. 4303

See appendix 11.b for a list of warehouses.

f. Receiving

The carrier must check in at the guard station and comply with the distribution center security rules. A safety rule reminder is posted at the entrance to the site and is also attached in the appendices (see appendix: 11.3 Safety rules for drivers). To check in, the driver must present the following: the bill of lading and waybills. Drivers who do not present the bill of lading and waybills will be denied access to the site. Delivery without a confirmed appointment will also be refused. After verification, Receiving will confirm the unloading dock with the driver.

iii. Product loading and configuration

Each product has different specifications, so it's important to adhere to the pallet configuration to speed up receiving. See section 3.1.3, "In Canada, the regulations governing the transportation of dangerous goods are called the *Transportation of Dangerous Goods Regulations* (TDG). For more information, please refer to: <https://www.tc.gc.ca/eng/tdg/clear-tofc-211.htm>.

Any hazardous product must be marked as such when created:

3. Select "Yes" in the "Hazardous Product" box (see step 9 of the creation guide)
4. Insert the completed safety data sheet (SDS) in accordance with applicable laws and regulations (in the event that the data sheet is missing, the creation of the reference will be suspended and non-compliance fees will be applied).

It is recommended to use the Globally Harmonized System of Classification and Labelling of Chemicals (GHS). For more information, please refer to:

- Canada Gazette on revisions to the Safety Data Sheet (SDS) : <http://gazette.gc.ca/rp-pr/p2/2015/2015-02-11/pdf/g2-14903.pdf> (page 453)
- Globally Harmonized System of Classification and Labelling of Chemicals (GHS) for more information on the different data: https://www.ccohs.ca/oshanswers/chemicals/whmis_ghs/sds.html

Palletizing data and product dimensions," above for more information.

It's possible to mix multiple PO reference codes in the same box. These boxes containing multiple PO reference codes must be identified with a bright bilingual label bearing the message:

"BOÎTES MIXTES/MIXED BOXES."

Bulky products such as displays must be delivered on a pallet without being separated.

If the carrier makes deliveries to various warehouses, BMR products must be unloadable without having to move other products. All products must be delivered on a CHEP pallet in shrink wrap and conform to the item record palletizing data.

iv. Unloading and compliance checks

Receiving and compliance checks are a two-step process.

1. **Unloading:** The driver hands over the documents (bill of lading form and waybills) to the person in charge of unloading. The checker performs a visual check and count of the number of pallets to proceed with unloading. During this time, the driver must wait in the reserved waiting area and must not move around in the warehouse. The driver must comply with the safety rules posted at the entrance to the site.
2. **Check:** Once the unloading is complete and the driver is released, the goods on the dock are scanned into the computer system. If any goods are damaged, missing, soiled (dirty or wet) or do not comply with palletizing rules, a non-compliance report will be generated and penalties will be assessed (see part g, “Non-compliance fees”).

The vendor may be notified of any non-compliance within three (3) business days of receipt.

v. Delivery by courier/express service

Only courier/express services can deliver without appointment. Couriers are required to deliver products to the yard, even for a single box.

See appendix 11.d for specifications on the receipt of hardware and building materials.

g. Non-compliance fees

Non-compliance fees are periodically charged to vendors in accordance with the fee escalation policy detailed in part 8.c Fee escalation.

The non-compliance fees arising from product referencing are detailed in Table 9: Delivery non-compliance fees.

Table 9: Delivery non-compliance fees

Category	#	Compliance	Description	Example	Fees (Escalation Stage 3)
Delivery	2.1	Appointment booking	The Vendor must book an appointment five (5) business days prior to the requisition date	Late appointment booking	\$300 per event
	2.2	Changing appointments	If vendor manages the transport, the vendor must report any change in the delivery time slot	The carrier contacts BMR directly	\$300 per event
	2.3	On-time delivery	The vendor must comply with the time slot set with BMR Receiving	Non-compliance with time slot	\$500 per event
	2.4	On-time delivery – Subsequent late deliveries	The vendor must comply with the time slot set BMR Receiving	The time slot is missed again	3 rd and any subsequent occurrence = \$1,000
	2.5	Goods pickup – Time exceeded	The loading time is pre-set and should not be exceeded	Time exceeded	\$100 per hour (first hour free)
	2.6	Goods pickup – Goods not ready	Goods are not ready	The carrier must leave empty-handed	\$1,500 per event

2.7	Goods pickup – Incorrect information provided	The vendor must provide the correct pickup address and business hours of its shipping dock	Upon arrival, the driver is advised to report to another address	\$100 per event
2.8	Goods pickup – Different quantity	The vendor must confirm the correct amount of pallets for pickup.	The vendor loads 10 pallets while the pickup was for 4 pallets	\$100 per +/- pallet
2.9	Non-compliance with pallet dimensions	Pallets must comply with the maximum dimensions of 40" x 48" x 54" (L x W x H)	60" tall pallet or boxes overflowing from CHEP pallet	\$100 per pallet
2.10 A	Shipping documents	The vendor/carrier must provide the bill of lading and waybills	Document not provided	\$300 per event
2.10 B	Shipping documents	The carrier must hand-deliver the documents	The documents are present in the trailer and not in the driver's possession	\$150 per event
2.11	Non-compliant barcode (UPC)	The vendor must identify all products with a scannable UPC that meets BMR standards	Product with no barcode or non-scannable barcode	\$20 per pallet per week (calculated weekly) + \$60 per hour of work per person to correct
2.12	Delivery on CHEP pallet	The vendor is required to use CHEP pallets	Goods delivered on other medium	\$1,000 per PO + \$100 per hour of work to correct
2.13	Non-compliant packaging	All boxes must be packaged and identified with a scannable and accessible UPC code	Packing with no barcode or a non-scannable barcode	\$20 per pallet per week (calculated weekly) + \$60 per hour of work per person to correct
2.14	One purchase order, one shipment	All products on the same purchase order must be delivered in the same shipment	Products delivered in several shipments without notifying Receiving	\$500 per PO + \$60 per hour of work to correct
2.15	Product grouping	The same products must be grouped on one pallet	The same products are divided over multiple pallets	\$1,000 per PO
2.16	Product integrity and quality	The vendor must ensure that the goods are secure for transport	Damaged or soiled pallet and/or packaging upon receipt	\$1,000 per PO + note: Receiving may refuse the shipment if unloading pallets does not appear safe
2.17	Receiving an unordered or unknown product	Any goods in the shipment not intended for BMR	Access to BMR products is difficult and delays unloading	\$100 per pallet to be moved Note: Receiving may refuse delivery

6. Product recall and return

This section covers requirements for product recalls and returns. The following is a brief summary of the areas covered in this section:

- 6.1. Product recall at the vendor's request
- 6.2. Product recall at Health Canada's request
- 6.3. Product returned following an inventory review
- 6.4. Non-compliance fees

Product recalls and returns only apply to products sold and delivered to the BMR distribution center. In the event of a recall or return of a product sold directly to a store, the vendor must arrange the return with the affected store.

a. Product recall at the vendor's request

In the event of a product recall at the vendor's request, BMR will identify the product with the relevant reference number in its distribution network and arrange the return to the vendor. It is important to note that any sales lost during the period that the product is unavailable, as well as administrative and operational management fees (handling, inventory and shipping), will be charged to vendors.

b. Product recall at Health Canada's request

Where a product poses a health or safety risk, the vendor is required to contact Health Canada immediately to apprise them of the situation. As a result of the incident or reporting, risk assessment is performed with the vendor or within the BMR distribution network. In both cases, the vendor is required to contact Health Canada to create a file and inform the appropriate BMR category manager. BMR will be responsible for identifying and quarantining the product in question, as well as returning or destroying it.

It is important to note that any sales lost during the period that the product is unavailable, and administrative and operational management fees (handling, inventory and shipping or destruction) will be charged to vendors in accordance with commercial agreements and non-compliance fees.

c. Product returns following an inventory review

The defined business agreement states that BMR is authorized, at its discretion, to conduct two inventory reviews (distribution center and other BMR sites) per fiscal year based on business needs. During the renovation, acquisition, transfer or conversion of a store, BMR may conduct an inventory review. Shipping costs are borne by the vendors.

d. Non-compliance fees

Non-compliance fees are periodically charged to vendors in accordance with the fee escalation policy detailed in part 8.c Fee escalation. The non-compliance fees arising from the product return or recall are detailed in Table 10: Return/recall non-compliance fees.

Table 10: Return/recall non-compliance fees

Category	#	Compliance	Description	Example	Fees (Escalation Stage 3)
Return	3	Return/recall	Products may be returned to vendors for Health Canada-related or commercial reasons	Health Canada issued a recall on a product distributed by BMR due to a risk of use	\$1,000 per event + handling, storage and return fees

7. Vendor performance

This section deals with vendor performance. The following is a brief summary of the areas covered in this section:

- 7.1. On-time delivery rate: OTD %
- 7.2. On-time, in-full delivery rate: OTIF %
- 7.3. Compliance rate: CR %
- 7.4. Non-compliance fees

BMR uses three key performance indicators (KPIs) to monitor vendor performance, providing an accurate picture of the vendor's operational performance and, in turn, a basis for continuous improvement. The KPIs, which are monitored periodically, are used to assess performance for each PO and a set of POs over a given time period.

a. On-time delivery rate: OTD %

This KPI is used to measure the rate of orders delivered on the promised date. It measures BMR's satisfaction regarding compliance with the delivery time slot (a one-hour delay is tolerated). The expected rate is 98%.

OTD % is calculated periodically using the following formula:

$$\text{OTD \%} = \left(\frac{\text{Number of purchase orders delivered within tolerance threshold}}{\text{Number of purchase orders}} \right) \times 100$$

See Tables 11 and 12 for data details and a sample calculation.

Table 11: Data used in calculating OTD %

Information from the PO	Information from Receiving
Item = Reference no. ordered from the purchase order Required delivery date = PO desired delivery date Time slot = Time slot confirmed with vendor by Receiving	Item = Reference no. received in accordance with the purchase order Delivery date = Delivery date to item warehouse Arrival time = Arrival time in the yard

Table 12: Example: BMR sends three (3) purchase orders to a vendor

PO no.	Item	Required delivery date	Time slot	Delivery date	Arrival time	OTD performance
1	A	2019-05-10	10:00AM	2019-05-10	10:30 AM	100%
1	B	2019-05-10	10:00 AM	2019-05-10	10:30 AM	100%
1	C	2019-05-10	10:00 AM	2019-05-10	10:30 AM	100%
1	D	2019-05-10	10:00 AM	2019-05-10	10:30 AM	100%
1	E	2019-05-10	10:00 AM	2019-05-10	10:30 AM	100%
1	F	2019-05-10	10:00 AM	2019-05-10	-	100%
2	A	2019-05-10	2:00 PM	2019-05-10	3:30 PM	0%
2	B	2019-05-10	2:00 PM	2019-05-10	3:30 PM	0%
3	Z	2019-05-14	2:00 PM	2019-05-16	2:00 PM	0%

OTD performance:

- PO no. 1: 100%. Item F has not been delivered, the penalty is applied under OTIF (see section 7.2. On-time, in-full delivery rate: OTIF %).
- PO no. 2: 0%, delivery is 1.5 hr late (first non-compliance).
- PO no. 3: 0%, delivery is 2 days late (second non-compliance).

For these three purchase orders, the vendor’s OTD performance is 33%.

If the vendor had already been notified of a delay, penalties would apply under fee escalation:

- PO no. 2: As this was a second non-compliance, the vendor was contacted by email to take corrective action without penalty fees.
- PO no. 3: As this was a third non-compliance, fees of \$500 were applied.

b. On-time, in-full delivery rate: OTIF %

This KPI is used to gauge whether the expected product is delivered at the desired time in the expected quantity. It therefore measures BMR’s satisfaction in terms of delivery times and quantities. The following tolerance factors are applied:

- Order type (see Table 3: Order type list)
- Back order: 2-day grace period given for B/O orders, except for “Tag” orders

OTIF is calculated using the following formula:

$$OTIF \% = \left(1 - \left(\text{if}(|\text{Requisition date} - \text{Delivery date}| \leq 2 ; \frac{|\text{Quantity ordered} - \text{Quantity delivered}|}{\text{Quantity ordered}} ; 0) \right) \right) \times 100$$

See Tables 13 and 14 for data details and a sample calculation.

Table 13: Data used in calculating OTIF %

Information from the PO	Information from Receiving
Item = reference no. on the purchase order Required delivery date = PO desired delivery date Ordered quantity = PO quantity	Item = Reference no. received in accordance with the purchase order Date = Date of first delivery to the distribution center Delivered quantity = Item quantity received on first receipt

Table 14: Example: BMR sends two (2) regular POs to a vendor

PO no.	Item	Ordered quantity	Required delivery date	Quantity – First delivery	Date – First delivery	OTIF performance
4	A	250	2019-05-10	250	2019-05-10	100%
4	B	100	2019-05-10	99	2019-05-10	99%
4	C	60	2019-05-10	59	2019-05-10	98%
4	D	80	2019-05-10	85	2019-05-10	94%
4	E	50	2019-05-10	30	2019-05-10	60%
4	F	40	2019-05-10	0	2019-05-10	0%
5	A	100	2019-05-16	100	2019-05-16	100%
5	B	50	2019-05-16	50	2019-05-21	0%
5	C	150	2019-05-16	140	2019-05-21	0%
5	D	300	2019-05-16	298	2019-05-17	99%

OTIF performance:

- PO no. 4: 50%. Only Items A, B and C meet the criteria.
- PO no. 5: 50%. Only Items A and D meet the criteria.

Over the analysis period, vendor OTIF performance was 50%.

Consider PO no. 4 as an example: To reach a delivery quantity threshold of 98%, 19 units of Item E and 39 units of Item F were missing. Given that the unit values of E and F are \$10 and \$15, respectively, the total value of late quantities amounted to \$775 (19 × \$10+\$39 × 15). For regular orders, fees amounted to 10% of the value of undelivered quantities, which represented fees of \$77.50 (775 ×10%). Item D was delivered and no non-compliance fees are applied.

c. Compliance rate: CR %

This KPI is used to measure all instances of non-compliance for the product received. CR is calculated as follows:

$$CR \% = \left(\frac{\text{Number order lines received} - \text{Number of noncompliant lines}}{\text{Number of lines received}} \right) \times 100$$

See Tables 15 and 16 for data details and a sample calculation.

Table 15: Data used in calculating CR %

Information from the PO	Information from Receiving
Item = Reference no. on the purchase order Requisition date = PO desired delivery date Ordered quantity = PO quantity	Item = Reference no. received in accordance with the purchase order Date = Date of first delivery to a distribution center Delivered quantity = Item quantity received on first receipt

Table 16: Example: BMR sends two (2) purchase orders to a vendor:

PO no.	Item	OTIF performance	Compliance	Non-compliance reason no. 1	Non-compliance reason no. 2
4	A	100%	Yes		
4	B	80%	Yes		
4	C	98%	No	2.11 – Non-compliant barcode	
4	D	94%	No	4.2 – OTIF % performance	
4	E	60%	No	4.2 – OTIF % performance	
4	F	0%	No	4.2 – OTIF % performance	
5	A	100%	Yes		
5	B	0%	No	4.2 – OTIF % performance	
5	C	0%	No	4.2 – OTIF % performance	2.16 product integrity and quality
5	D	99%	Yes		

CR % performance:

- PO no. 4: 33%. Only Items A and B meet the compliance criteria.
- PO no. 5: 50%. Only Items A and D meet the compliance criteria.

Over the performance period, vendor CR performance was 40%.

Let’s take PO no. 4 as an example: 5 pallets of Item C were delivered with unreadable UPC codes. Non-compliance fees amounted to \$220 (5 × \$20 + 2 × \$60 – \$20 per pallet + \$60 per hour of work used to correct all). Total non-compliance fees for PO no. 4 amounted to \$297.50 (\$77.50 (OTIF) + \$220 (UPC)).

d. Non-compliance fees

Non-compliance fees are periodically charged to vendors in accordance with the fee escalation policy detailed in section 8.c Fee escalation.

Performance non-compliance fees are detailed in Table 17: Performance non-compliance fees

Table 17: Performance non-compliance fees

Category	#	Compliance	Description	Example	Fees (Escalation Stage 3)
Performance	4.1	OTD % performance	Purchase orders must be delivered within the time slot set by Receiving	A delivery is two (2) hours late	\$500 per event
	4.2	OTIF % performance	Purchase orders must be delivered in full on the required date. The compliance thresholds are as follows: <ul style="list-style-type: none"> – 98% for regular orders – 100% for trade show and flyer Orders 	Over a one-month period, a vendor had a regular order for 20 reference numbers, 17 reference numbers were delivered within the 98% threshold. The other three reference numbers were delivered with only 70% of requested quantity	Regular orders: 10% of the value of late quantities Promo orders: 20% of the value of late quantities

8. Compliance

This section deals with vendor compliance and provides a list of associated fees. The following is a brief summary of the areas covered in this section:

- 8.1. Operational requirement
- 8.2. Full list of non-compliance fees
- 8.3. Fee escalation

a. Operational requirement

BMR requires vendors to comply with the rules and procedures set out in this Guide. These include the following:

- Product coding and data quality;
- Compliance with delivery days and goods pickups;
- Compliance with reference numbers of quantities ordered;
- Delivery quality (UPC code, CHEP pallet, required documentation, and product integrity).

In the event of non-compliance, BMR reserves the right to charge vendors non-compliance fees. Note that the fees listed in this guide are exclusive of taxes.

b. Full list of non-compliance fees

Category managers will inform you of the penalties and corrective actions required (see Table 18: Full list of non-compliance fees).

Table 18: Full list of non-compliance fees

Category	#	Compliance	Description	Example	Fees (Escalation Stage 3)
Product referencing	1.1	Product record data – Creation	All data in the product record is mandatory and accurate	The vendor failed to provide the safety data sheet	\$500 per occurrence with service to correct data
	1.2	Product record data – Changes	Any changes must be reported	A change in price or packaging not reported on time	\$500
Delivery	2.1	Appointment booking	The vendor must book an appointment five (5) business days prior to the requisition date	Appointment booking window missed	\$300 per event
	2.2	Changing appointments	If vendor manages the transport, the vendor must report any change in the delivery time slot	The carrier communicates directly with BMR	\$300 per event
	2.3	On-time delivery	The vendor must comply with the time slot set with Receiving	Non-compliance with time slot	\$500 per event
	2.4	On-time delivery – Subsequent late deliveries	The vendor must comply with the time slot set with Receiving	Subsequent non-compliance with time slot	3rd and subsequent non-compliance = \$1,000 per event
	2.5	Goods pickup – Time exceeded	The loading time is pre-set and must not be exceeded	Time exceeded	\$100 per hour (first hour free)

	2.6	Goods pickup – Goods not ready	Goods are not ready	The carrier must leave empty-handed	\$1,500 per event
	2.7	Goods pickup – Incorrect information provided	The vendor must provide the correct pickup address and business hours of its shipping dock	Upon arrival, the driver is advised to report to another address	\$100 per event
	2.8	Goods pickup – Different quantity	The vendor must confirm the correct amount of pallets for pickup	The vendor loads 10 pallets while the pickup was for 4 pallets	\$100 per +/- pallet
	2.9	Non-compliance with pallet dimensions	Pallets must comply with the maximum dimensions of 40" x 48"x54" (L x W x H)	60" tall pallet or boxes overflowing from CHEP pallet	\$100 per pallet
	2.10 A	Shipping documents	The vendor/carrier must provide the bill of lading and waybills	Documents not provided	\$300 per event
	2.10 B	Shipping documents	The carrier must hand-deliver the documents	The documents are present in the trailer and not in the driver's possession	\$150 per event
	2.11	Non-compliant barcode (UPC)	The vendor must identify all products with a scannable UPC meeting BMR standards	Product with no barcode or non-scannable barcode	\$20 per pallet per week (calculated weekly) + \$60 per hour of work per person to correct
	2.12	Delivery on CHEP pallet	The vendor is required to use CHEP pallets	Goods delivered using another format	\$1,000 per PO + \$100 per hour of work to correct
	2.13	Non-compliant packaging	All boxes must be packaged and identified with a scannable and accessible UPC code	Packing with no barcode or a non-scannable barcode	\$20 per pallet per week (calculated weekly) + \$60 per hour of work per person to correct
	2.14	One purchase order, one shipment	All products on the same purchase order must be delivered in the same shipment	Products delivered in multiple shipments without notifying Receiving	\$500 per PO + \$60 per hour of work per person to correct
	2.15	Product grouping	The same products must all be grouped on one pallet	The same products are divided over multiple pallets	\$1,000 per purchase order
	2.16	Product integrity and quality	The vendor must ensure that the goods are safe for shipping	Damaged or soiled pallet and/or packaging upon receipt	\$1,000 per PO. Receiving may refuse delivery if unloading pallets does not appear safe
	2.17	Receiving unordered or unknown products	Any goods in the shipment not intended for BMR	Unloading to access BMR products is compromised or slowed down.	\$100 per pallet to be moved Note: Receiving may refuse delivery
	Return	3	Return/recall	Products may be returned to vendors for Health Canada-related or commercial reasons	Receipt of products with a non-compliant expiry date
Performance	4.1	OTD % performance	Purchase orders must be delivered within the time slot set by Receiving	Delivery is two (2) hours late	\$500 per event

	4.2	OTIF % performance	<p>Purchase orders must be delivered in full on the required date. The compliance thresholds are as follows:</p> <ul style="list-style-type: none"> – 98% for regular orders – 100% for trade show and flyer Orders 	<p>Over a one-month period, a vendor had a regular order for 20 reference numbers, 17 reference numbers were delivered within the 98% threshold. The other three reference numbers were 70% delivered</p>	<p>Regular orders: 10% of the value of late quantities Promo orders: 20% of the value of late quantities</p>
Fee escalation	5	Recurring non-compliance	<p>Fee escalation occurs when a vendor fails to correct identified and reported cases of non-compliance</p>	<p>If a vendor consistently delivers late, in spite of non-compliance fees applied (Stage 3), fees of \$250 will be added (Stage 4: Occurrence no. 1)</p>	<p>Occurrence no. 1: \$250 Occurrence no. 2: \$500 Occurrence no. 3: \$1,000</p>

c. Fee escalation

Non-compliance fees are periodically communicated to vendors in accordance with the following stages:

1. Written warning
2. Request to implement a corrective action plan to address the recurring non-compliances
3. Non-compliance fees applied
4. Additional fees applied in the event of repeat occurrences

9. Vendor qualifications

This section deals with vendor qualifications. The following is a brief summary of the areas covered in this section:

- 9.1. Legal
- 9.2. Commercial
- 9.3. Environmental handling fees and environmental contributions

a. Legal

i. Health Canada

BMR requires all its vendors to comply in all respects with the requirements of Health Canada and current legislation. Accordingly, note that if any of your products were to be recalled or withdrawn from the market under such legislation, BMR will hold you fully liable for the value of the recalled products and for any damages incurred by BMR.

If you wish to:

- Report a consumer product incident, visit: <http://health.canada.ca/en/health-canada/services/consumer-product-safety/advisories-warnings-recalls/report-incident-involving-consumer-product-b.html>
- Report a consumer product incident, visit: <http://healthycanadians.gc.ca/apps/radar/CPS-SPC-0003.08.html>

ii. Bilingual identification (English/French)

In accordance with current legislation, BMR requires all products to be identified in English and French. The description on the sales package must be bilingual (English/French). Labelling in French may be accompanied by other translations, but no labelling in another language may be predominant relative to French. For any promotional material or display, please refer to the Office québécois de la langue française: <https://www.oqlf.gouv.qc.ca/francisation/entreprises/index.html>.

To ensure that all products sold within the BMR network comply with current language legislation in Quebec and Canada, particularly regarding bilingual product identification, please read the [Non-Compliance Policy – Product Language Compliance](#).

iii. Safety data sheets

To learn all about safety data sheets, visit the following links:

- **The SDS Gazette**, for non-mandatory revision every three (3) years (p. 453): <http://gazette.gc.ca/rp-pr/p2/2015/2015-02-11/pdf/g2-14903.pdf>

- **Globally Harmonized System of Classification and Labelling of Chemicals (GHS)** for more information on the different data: https://www.ccohs.ca/oshanswers/chemicals/whmis_ghs/sds.html

iv. Product certification

If your product has been certified by the CSA Laboratory, please provide us with the name of the Canadian standard it meets, its file number (certification) and the class. You can also provide us with the hyperlink.

Refer to the following link: <https://www.csagroup.org/testing-certification/product-listing/>

There are several accredited certification bodies that perform tests in accordance with CSA or other Canadian standards. If you would like to have your product certified, please choose from the Standards Council of Canada (SCC) list of laboratories at:

<https://www.scc.ca/en/accreditation/product-process-and-service-certification/directory-of-accredited-clients>

v. Pesticides

In Canada, no person shall manufacture, possess, handle, store, transport, import, distribute or use a pest control product not registered under the *Pest Control Products Act*.

The sale and use of pesticides are regulated by provincial regulations. The federal registration number and the substances contained in the product are used to determine the provincial classification of pesticides.

Required: The vendor agrees to transmit the safety data sheet and product registration number, without which BMR will be unable to authorize the sale of the product.

Regulation: *Pest Control Products Act*, SC 2002, c 28, refer to: <https://www.canlii.org/en/ca/laws/stat/sc-2002-c-28/latest/sc-2002-c-28.html>

b. Commercial

All terms and conditions are set out and described in the “ENTENTE COMMERCIALE / COMMERCIAL AGREEMENT” document. Approval of the terms and conditions is a prerequisite for selling your products through the BMR network. The category manager is your point of contact.

c. Environmental handling fees and environmental contributions

i. Environmental handling fees

BMR is committed to complying with Extended Producer Responsibility (EPR) policies. The purpose of this legislation is to transfer the responsibility to manage products at their end-of-life to the companies that first introduced them in the marketplace. Accordingly, when BMR or the

vendor introduces new products subjected to this legislation into the marketplace, they are responsible for the payment of environmental handling fees to the designated Stewardship program.

ii. Environmental contribution

In Quebec, BMR undertakes to comply with the *Regulation respecting compensation for municipal services provided to recover and reclaim residual materials*. Hence, BMR reports the containers, packaging, and printed matter it distributes into the Quebec marketplace each year (excluding products for which reporting is handled by vendors). Groupe BMR specifies the weight and quantity for each material and pays the associated contribution.

To streamline the text, **Environmental Program** will be the name used to refer to environmental handling fees and environmental contributions.

Requirements

- If the vendor is based or has an establishment in a province with an environmental program and its products are covered by an environmental program or if the vendor is enrolled in such an environmental program on a voluntary basis, the vendor must report and pay the environmental handling fees or contributions for all the products under the vendor's brands sold in the BMR network.
- If the vendor is enrolled in one or more programs, the vendor is required to send its membership number(s), specifying the programs to which they relate.
- The vendor undertakes to notify BMR, through the category manager, without delay, of any changes in its enrolment in one or more programs.
- If the vendor is not based or has no establishment in the province with an environmental program and its products are covered, the vendor agrees to provide a comprehensive description of the products (e.g., number of bulbs, types of batteries, type of paint, container material, etc.).
- Vendor also undertakes to transmit the weights and packaging types of all products sold to BMR. The information must be submitted in the format required by BMR.

iii. Internalization of environmental handling fees

In Quebec, section 7 of the *Regulation respecting the recovery and reclamation of products by enterprises* states that the costs related to the recovery and reclamation of a product “may be attributed only to that product and must be internalized in the price asked for the product.” As a result, environmental handling fees and environmental contributions must be integrated in the price of the product and must not be found on an additional line in the invoice.

Regulations

Regulation respecting the recovery and reclamation of products by enterprises, CQLR c Q-2, r. 40.1
<https://www.canlii.org/en/qc/laws/regu/cqlr-c-q-2-r-40.1/latest/cqlr-c-q-2-r-40.1.html>

Regulation respecting compensation for municipal services provided to recover and reclaim residual materials, CQLR c Q-2, r 10
<https://www.canlii.org/en/qc/laws/regu/cqlr-c-q-2-r-10/latest/cqlr-c-q-2-r-10.html>

10. Groupe BMR inc. contacts

The main stakeholders within BMR are set out in Table 19: List of BMR key contacts.

Table 19: List of BMR key contacts

Key contact	Email	Telephone
Category managers	In accordance with the commercial agreement	
Integrity Department	md@bmr.co	
Buyers	Indicated on the PO	
Main Warehouse Receiving	receptionquincaillerie@bmr.co receptionmateriaux@bmr.co	(4500 449-9781 ext. 3312 (450) 670-7414 ext. 4303
E-commerce	enrichissement@bmr.co	

11. Appendices

a. Description of packaging types and pallet diagrams

Packing types:

- Master pack: Should be the largest packaging carton. The one in which the inner pack or unit is directly located.
- Inner pack: A box containing a set of units. This type of pack is optional. No data should be provided if the unit is placed directly on the pallet or if there is only one pack.
- Unit: The item as sold in its packaging. This is not the dimensions of the assembled unit.

Table 20: Example no. 1: Packaging with no inner pack



Table 21: Example no. 2: Packaging with an inner pack

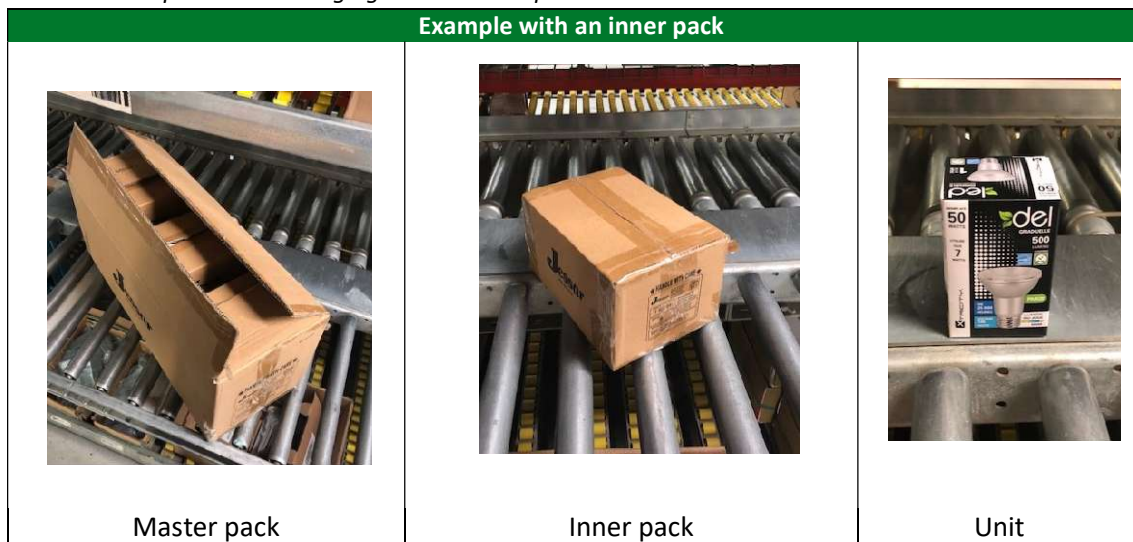


Table 22: Example no. 3: Right unit dimensions



Unit dimensions	
 <p>Right dimensions</p>	 <p>Wrong dimensions</p>

Table 23: Example no. 4: Standard pallet dimensions

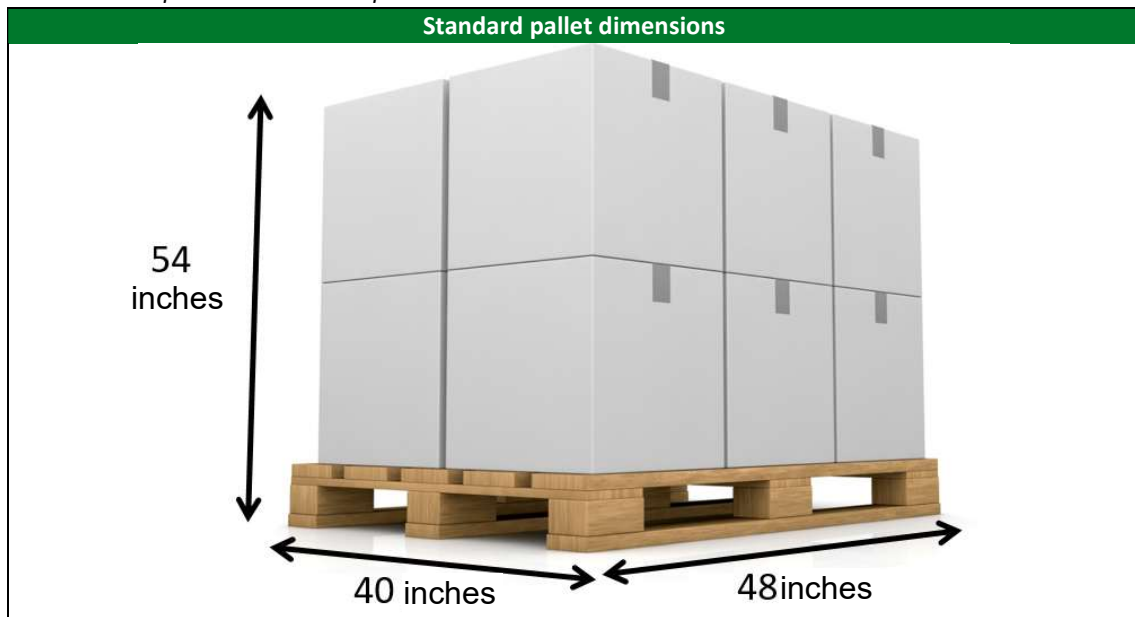


Table 24: Example no. 5: Poor pallet construction



b. Warehouse list

The list of BMR warehouses is set out in Table 25: List of BMR warehouses.

Table 25: List of BMR warehouses

Warehouse	Address
BMR Eiffel	1660 Eiffel Street, Boucherville, QC J4B 7W1
BMR Du Tremblay	40 Du Tremblay Road, Boucherville, QC J4B 6Z5
BMR Ampère	1501 Ampère Street, Boucherville, QC J4B 5Z5 (Head Office)
BMR Longueuil	2400 De la Metropole Street, Longueuil, QC J4G 1E6
BMR Volta	1215 Vota Street, Boucherville, QC J4B 7M7

c. Safety rules for drivers

For all BMR warehouses and wood yards:

- Mandatory safety shoes/boots (steel toe);
- Mandatory fluorescent safety jacket;
- No smoking on BMR grounds, even inside a truck;
- Drivers must attach a safety harness before climbing up to remove the snow from their trailer.

For the wood yards:

- Mandatory hard hat when tarping and securing loads.
- Once inside the yard, the driver must stay in the truck at all times.

d. Specific rules for receiving hardware and building material

List of specific rules:

- Upon arrival, the driver must park on the street then walk into the receiving office with the receiving papers.
- The driver will be assigned a place to enter to remove the tarps and prepare the load for receiving.
- Products that are vulnerable to bad weather must be protected accordingly (e.g., drywall).

e. Appointment or pick-up request

It is mandatory to schedule your pick-up or appointment by email, see section 5.1.2 for the process.

Prise de rendez-vous ou demande de cueillette

Appointment or pick-up request

Rendez-vous <i>Appointment</i>	# Commande <i>Purchase Order #</i>		
	Fournisseur <i>Supplier</i>		
	Transporteur <i>Carrier</i>		
	Nombre de palettes <i>Total skids</i>	Dimensions des palettes <i>Skid dimension</i>	Poids <i>Weight (lb)</i>

Cueillette <i>Pick-up</i>	# Commande <i>Purchase Order #</i>		
	Fournisseur <i>Supplier</i>		
	Transporteur <i>Carrier</i>		
	Nombre de palettes <i>Total skids</i>	Dimensions des palettes <i>Skid dimension</i>	Poids <i>Weight (lb)</i>
	Adresse complète de ramassage <i>Full address for pick-up</i>		
	Type de remorque nécessaire <i>Type of trailer required</i>		
	Matières dangereuses <i>Hazardous materiel</i>		
	# de référence pour la cueillette <i>Reference number for pick-up</i>		
	Commande prête à ramasser le <i>Order ready to pick-up in date of</i>		
	Personne contact, # téléphone et courriel <i>Contact, phone number and email</i>		
	Heure d'ouverture et de fermeture <i>Business hours</i>		

Signing of the Vendor Guide

Vendor

Vendor no. _____

(Title)

(Signature)

(Please print)

Date: _____

The parties hereby acknowledge that the terms and conditions of the Vendor Guide will be in force until they are amended by mutual agreement by the parties. The vendor is responsible to get the latest version on BMR.co (Section “Become a BMR Vendor”) on a regular basis to keep the processes up to date.