Vendor Noncompliance Fee Schedule

Rev. 3, 6/29/26

Following is a schedule of fees that will be imposed on suppliers for noncompliance with PLCB requirements for deliveries to its distribution centers (DCs). Questions about fees may be directed to RA-LBSCC@pa.gov.

Fees will be sent per month to the supplier via email to allow the supplier to review and submit questions. It is the supplier's responsibility to keep the PLCB supplier email data up to date in the PLCB supplier portal. After a 10-business day review period, the fees will be processed via a debit memo. All fees are charged to the supplier. PLCB does not bill any third party contracted by the supplier (carriers, logistics services, label providers, etc.).

Appointment Non-Compliance	Fee	Measure	Definition of Requirements Violation
No Show	$500	Per Appointment	Carrier does not arrive within the 30-minute grace period for an appointment.
Late Cancellation	$500	Per Appointment	Carrier cancels or reschedules an appointment less than 48 hours before scheduled appointment.
Late (Deny) 30 minutes	$500	Per Appointment	Carrier arrives more than 30 minutes after a scheduled appointment and cannot be accommodated. The Deny/Accept decision will be made solely at the DC's discretion.
Late (Accept) 30 minutes	$250	Per Appointment	Carrier arrives more than 30 minutes after a scheduled appointment and can be accommodated. The Deny/Accept decision will be made solely at the DC's discretion.
Incorrect Load	$250	Per Appointment	• Inbound appointment scheduled as a palletized load but product is on slip sheets • Excessive damage (e.g., frozen or tipped) • No case labels • Incorrect case labels for a significant quantity
Incorrect Paperwork	$250	Per Appointment	• Carrier has no paperwork at delivery • Carrier presents an inaccurate ASN or BOL • ASN is included in the delivery but is not on the appointment • Paperwork is missing required item data or the item data is incorrect, including the PLCB item code, SCC, and/or case quantity per item

Load Non-Compliance	**Fee**	**Measure**	**Definition of Requirements Violation**
Non-Conforming Pallets	$50	Per Pallet	• Pallet insufficiently secured with stretch wrap (less than three layers), resulting in instability • Cases are not separated by pallet or slip sheet • Layers with multiple SCCs are not separated by pallet or slip sheet • Pallets are damaged • Incorrect board configuration causes pallets to be unstable in racks • Pallets arrive with incorrect TI-HI, requiring pallet to be re-stacked to proper TI-HI; and/or exceed height limit • Fallen cases in the trailer must be re-stacked onto another pallet • Incorrect pallets (e.g., euro or non-standard)
Slip Sheet Loads	$50	Per Constructed Pallet	Any and all slip sheet loads received that need to be converted to pallets.
Case Non-Compliance	**Fee**	**Measure**	**Definition of Requirements Violation**
Noncompliant Trays (*effective 7/20/26*)	$1	Per Case	Product shipped in a tray that is not shrink-wrapped but is accepted and shrink-wrapped by the DC. Packaging requirements may be found here.
Relabeling	$5	Per Case	Case labeling is incorrect, illegible, incomplete, not on adjacent sides and/or unable to be scanned, requiring DC relabeling. Label requirements may be found here.
Recouping	$25	Per Case	DC salvages and/or recoups saleable product from a damaged inbound case.
Destruction	$36	Per Case	DC disposal of non-salvageable product resulting from inbound damage.