

**Best Buy Canada Ltd.**

**Shipping & Routing Guide**

**For**

**Shipments to Best Buy Canada Web Stores (Ingram Micro Whse)**

[www.bestbuy.ca](http://www.bestbuy.ca)

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# Table of Contents

<b>Important.....</b>	<b>3</b>
<b>Shipment.....</b>	<b>3</b>
<b>Shipment Documentation Requirements .....</b>	<b>3</b>
Packing Slip Requirements .....	3
BOL Requirements .....	4
<b>Fragile Materials .....</b>	<b>4</b>
<b>Packaging Guidelines.....</b>	<b>4</b>
<b>Label Requirements.....</b>	<b>5</b>
<b>Product Label Requirements.....</b>	<b>5</b>
Individual Unit .....	5
Master/Outer Carton Labeling .....	5
Carton Label Sample .....	5
Barcode Requirements.....	5
<b>Packaging.....</b>	<b>5</b>
Carton Contents .....	5
<b>Palletization .....</b>	<b>6</b>
<b>Proper Arrangement of Purchase Order &amp; SKUs on a Pallet .....</b>	<b>6</b>
Exception #1:.....	6
Exception #2:.....	6
<b>Receiving Policy .....</b>	<b>6</b>
<b>Hazardous Materials .....</b>	<b>7</b>
Hazardous Material Requirements .....	7
<b>Scheduling an Appointment.....</b>	<b>8</b>
<b>Ingram Micro Hours of Operations.....</b>	<b>8</b>
<b>1. LTL / TL Shipment – Freight Terms “DDP” .....</b>	<b>8</b>
<b>2. Ocean Container Shipment – Freight Terms “DDP” .....</b>	<b>8</b>
<b>3. LTL / TL Shipment – Freight Terms “Domestic Freight Collect” .....</b>	<b>9</b>

## Important

- ☞ Shipping and routing guide is only applicable to shipment originating from Vendor location within Canada
- ☞ Inbound shipments not meeting the requirements are subject to refusal and shall receive a chargeback to the vendor
- ☞ Risk of Loss and Damage in transit reverts to the shipper if requirements are not followed
- ☞ All Vendors are expected to adhere to the shipping requirements set forth in this document and requirements listed at [INGRAM MICRO GUIDE](#) when shipping Best Buy Canada (BBYC) purchase orders to specified locations listed below

BEST BUY WEB STORE NUMBERS AND ADDRESS		
	East	West
BEST BUY	900	899
ADDRESS	BEST BUY	BEST BUY
	c/o Ingram Micro Logistics	c/o Ingram Micro Logistics
	Dock IML	Dock IML
	88 Foster Cresent	7451 Nelson Road
	Mississauga, ON	Richmond, BC
	L5R 4A2	V6W 1L7

## Shipment

### Shipment Documentation Requirements

The following items are required to accompany each shipment

1. Packing Slip Information
  - If shipment has multiple purchase orders and/or multiple packing slips, a consolidated master packing slip is required
2. Bill of Lading (BOL)

### Packing Slip Requirements

1. One packing for each BBYC purchase order
2. All contents of a packing slip **MUST** be part of pick up form
3. Contents of a packing slip **MUST** match the quantity and description of the physical product being shipped
4. Handwritten revisions on a packing slip are **UNACCEPTABLE**
5. Information **MUST** include
  - a. BBYC purchase order number
  - b. BBYC SKU nbr
  - c. UPC/VPN
  - d. Product description
  - e. Quantity shipped by SKU
  - f. Number of carton and weight by SKU

- ☞ Missing packing slips are subject to non-compliance charges

## BOL Requirements

1. One BOL per shipment per destination
  - a. Multiple BOL are **UNACCEPTABLE**
2. BOL must include
  - a. BOL number
  - b. Pick up or BBYC pick up reference number
  - c. Carrier name
  - d. Shipper/vendor name and contact information
  - e. Consignee name and address
  - f. Shipment destination and address
  - g. BBYC purchase order nbr(s)
  - h. Carton count by each purchase order
  - i. Pallet count either total for one shipment to one destination

☞ For detail information & requirement vendor must review info at [INGRAM MICRO GUIDE](#)

☞ **IMPORTANT:** Shipment arriving at Ingram Micro without preapproval from BBYC and Ingram Micro are **UNACCEPTABLE**, subject to refusal and will result in chargeback to the vendor

## Fragile Materials

1. Each item should be surrounded by at least two inches of cushioning and be placed at least two inches away from the walls of the box. This prevents product-against-product damage and protects contents from shock and vibration, which can pass from the outside of the box to the contents
2. Use proper cushioning material, combined with a strong outer container, to protect your shipment fully. Make sure you use enough cushioning material to ensure that the contents do not move when you shake the container

### *Recommended Cushioning Material*

- Air-encapsulated plastic (small and large cell bubble sheeting)
- Inflatable packaging (air bags)
- Expanded polystyrene "peanuts" (loose fill)
- Corrugated liners and inserts



☞ Fragile objects such as electronics, glass, ceramics, and artwork, require special packaging for safe shipment. Packages containing these and similar items may require added cushioning or a double (over) box.

## Packaging Guidelines

BBYC and Ingram Micro maintain that proper packaging is required to protect product as it moves through the supply-chain. Ingram Micro has established guidelines for conforming and non-conforming product as it relates to damage in transit. This standard can be found in the "Receiving Policy" section of Ingram Micro routing guide available at [INGRAM MICRO GUIDE](#)

1. Each pallet **MUST** contain two address labels, one on each adjacent side of the pallet.
2. All palletized shipments **MUST** be stretch-wrapped or banded, with stretch wrap tied into the base of the pallet.

The information below is critical and **MUST** be included on the pallet label to ensure timely receiving

1. Purchase Order Number
2. Model or SKU nbr
3. Carton count by Model or SKU nbr
4. The verbiage "Pallet X of N" where X is the sequential pallet number and N is the total number of pallets per Purchase Order

☞ For detail information & requirement vendor must review info at [INGRAM MICRO GUIDE](#)

## Label Requirements

Pallet labels are required for all inbound shipments, including those where only one PO and one SKU are on the appointment.

1. All palletized cartons **MUST** have labels facing out
2. Each pallet **MUST** contain two address labels, one on each adjacent side of the pallet

☞ For detail information & requirement vendor must review info at [INGRAM MICRO GUIDE](#)

## Product Label Requirements

All products (individual units, inner and master/outer cartons) **MUST** be appropriately labeled according to the requirements below. Information can either be pre-printed on the product/carton itself, applied in the form of a label, or a combination thereof.

### Individual Unit

1. A scannable barcode -- UCC-12 or EAN-13 standard in UPC
2. Model No. and/or product description

### Master/Outer Carton Labeling

1. A scannable barcode -- UCC-12 or EAN-13 standard in UPC
2. Purchase Order Number – **MUST** be clearly visible on the outside of each carton
3. Model No. and/or product description
4. Case Pack Quantity (CPQ) – must match quantity approved by Best Buy Canada Ltd Merchandising
5. Lot Number (i.e. 1 of 5 cartons)

☞ Generic/no name carton labels are acceptable

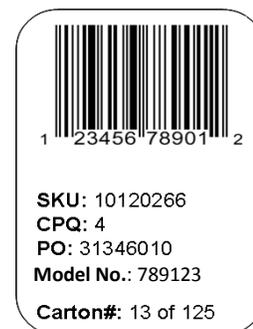
☞ Outer carton labels containing another retailer's company name are **UNACCEPTABLE**

### Carton Label Sample

All the information shown on sample is required on the outer carton label

Carton contents UPC **MUST** match UPC on the Carton label

A model number (in place of the SKU number) is required on outer carton labels



### Barcode Requirements

1. Clearly printed with no faded lines or numbers
2. Easily accessible without obstruction on a flat surface
3. Easily read by barcode scanners at our BBYC & Ingram locations
4. Matches the sellable unit

## Packaging

1. All products **MUST** be packaged in recyclable corrugated cartons
2. Each unit should be free of any excess wrap or packaging
3. All UPC barcodes **MUST** be scannable without removing any packaging or clear plastic when a carton is opened

### Carton Contents

1. Only one SKU per ship carton
  - a. Each SKU has a specific negotiated Case Pack Quantity (CPQ) as approved by BBYC Merch team
  - b. Change request to CPQ must be sent in writing to BBYC Merch team. If the change is accepted, Vendor can begin shipping in the new CPQ
  - c. **If casepack is 1, multiple units can be shipped in one carton with prior approval from BBY Merch team**

## Palletization

Product **MUST** be delivered on good wood, GMA Grade A or B, reusable pallets, measuring 48" X 40" with entry on the shorter side. Four-way entry pallet is also allowed however, "Block Style" pallets are not allowed.

The maximum height of any pallet cannot compromise the individual carton integrity, and **shall not exceed 72" in total height**.

Any product strapped to a pallet must ship via an LTL/TL carrier regardless of the weight and regardless of the payer of freight charges.

1. Pallet **MUST** be 48" x 40" with fork access on 40" face or on both
2. Pallet height **MUST** not exceed 72"
3. Freight must be adequately braced in the trailer to prevent shifting in transit. Toppled freight in a trailer will result in non-compliance penalties to the vendor or charge back to vendor

☞ For detail information & requirement vendor must review info at [INGRAM MICRO GUIDE](#)

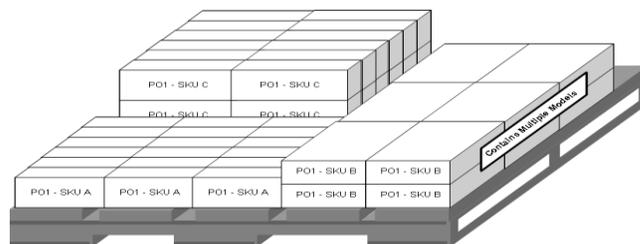
## Proper Arrangement of Purchase Order & SKUs on a Pallet

In order to ease the receiving process, Ingram Micro requires that Purchase Orders, and SKU within those Purchase Orders, be grouped together as much as possible. However, consolidating purchase orders onto a single pallet is acceptable for small orders provided that all products are clearly labeled. The same SKU within a purchase order cannot be placed on multiple "mixed sku" pallets.

### One model/UPC per pallet only

☞ Multiple models/UPCs on a pallet are **UNACCEPTABLE**.

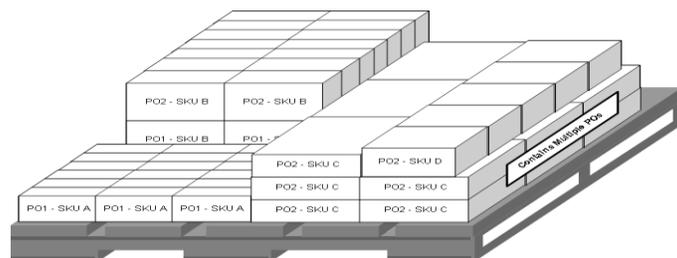
**Exception #1:** If there are not enough units to complete at least one full layer on a pallet, the product can be combined with other models in which there are also not enough products to complete one full layer on a pallet. However, the pallet **MUST** be properly marked as "Contains Multiple Models".



### One purchase order per pallet only

☞ Multiple PO#s on a pallet are **UNACCEPTABLE**.

**Exception #2:** If there are not enough cartons from one purchase order number to complete at least one full layer on a pallet, the cartons can be combined with other purchase order numbers in which there are also not enough cartons to complete one full layer on a pallet. However, the pallet **MUST** be properly marked as "Contains Multiple Purchase Order Numbers".



☞ For detail information & requirement vendor must review info at [INGRAM MICRO GUIDE](#)

## Receiving Policy

The following section defines the conforming and non-conforming product classification. Please review these guidelines for examples of product that Ingram Micro considers "unfit" for receipt. Ingram Micro reserves the right to refuse any non-conforming product.

☞ For detail information & requirement vendor must review info at [INGRAM MICRO GUIDE](#)

### **BBYC Designated Carriers Are Required To**

1. Refuse any non-conforming product or pallets at the Vendor's origin facility
2. Sign for Piece / Carton and Pallet / Skid Counts
  - a. No Shipper Load and Counts are allowed without prior authorization from the BBYC Transportation dept

## **Hazardous Materials**

A hazardous material is defined as “a substance or material, which has been determined by the Secretary of Transportation to be capable of posing an unreasonable risk to health, safety, and property when transported in commerce, and which has been so designated. The term includes hazardous substances, hazardous wastes, marine pollutants, and elevated temperature materials....”

Shipments of goods falling under the definition of Title 49CFR in the USA or under the Canadian Transportation of Dangerous Goods Act and Regulations **WILL NOT** be accepted by BBYC and Ingram Micro.

Please notify BBYC and Ingram Micro if such material is being ordered by completing the template “Regulated-Dangerous Goods - SKU Attribute Data Collection Initial Form.xls”

### **Complete template and email to**

- Ingram: [BestBuyCATO@ingrammicro.ca](mailto:BestBuyCATO@ingrammicro.ca)
- Best Buy Canada: [freightconsolidation@bestbuy.com](mailto:freightconsolidation@bestbuy.com)



Regulated-Dangerous Goods - SKU

## **Hazardous Material Requirements**

If any of the inventory is, or potentially is classified as “Hazardous Materials” vendor **MUST** notify BBYC in writing prior to shipping any of the inventory to Ingram Micro. In the event BBYC agrees to consider adding inventory to assortment, vendor **MUST** provide BBYC the following, prior shipping to Ingram Micro

1. A current “Material Safety Data Sheet (MSDS)” for the “Hazardous Material
2. Hazmat classification (type & degree of hazard)
3. The proper shipping name that best describe the material
4. The inventory packaging description (the actual internal & external packaging description, plus the packaging requirements for the Hazardous Material)
5. Marking and labeling requirements of each package
6. Information required on shipping papers
7. Placard and instructions on when placard are required, and where they are required to be placed
8. Any loading, moving and unloading regulations that apply to the mode of transportation
9. The regulations that apply in the case of an incident or emergency
10. The administrative issues and requirements associated with the transportation
11. Any paperwork providing that the inventory is not a “Hazardous Material”
12. Any other “Hazardous Material” related information, shipping documentation, labels, supplies and placard that may be required for shipment

### **Material Safety Data Sheet (MSDS) Sample**



MSDS.PDF

# Scheduling an Appointment

All vendors' shipments delivering to Ingram Micro **MUST** have an appointment number granted by Ingram Micro prior to yard entry. Shipments arriving without an appointment number will be refused.

## Ingram Micro Hours of Operations

All vendors and carriers must be able to deliver during all hours of operation

- Ingram East location (BBYC Store #900): **6am to 3pm EST**
- Ingram West location (BBYC Store #899): **6am – 1:30pm PST**

## 1. LTL / TL Shipment – Freight Terms “DDP”

Vendor to complete Ingram “Request for Delivery Appointment (RDA)” form and email to

1. Shipment to Ingram East location (BBYC Store #900): [toronto.receiving@ingrammicro.ca](mailto:toronto.receiving@ingrammicro.ca)
2. Shipment to Ingram West location (BBYC Store #899): [vancouver.receiving@ingrammicro.ca](mailto:vancouver.receiving@ingrammicro.ca)



INGRAM Blank  
RDA.xlsx

**Blank RDA Form**

### 🔔 IMPORTANT

1. All information on RDA **MUST** be complete
2. Appointments should be made at least 72 hours prior to the requested delivery date
3. **If you have a preferred date or time for delivery, please put this information in the “Special Instructions” field on the RDA form and Ingram will try to accommodate.**
4. Shipment **MUST** arrive ON TIME
5. Any modifications or cancellations to the appointment must be submitted at least 24 hours prior to the scheduled appointment
  - a. **Changes to appointments that are not communicated to Ingram will result in chargeback to the vendor**
6. BOL **MUST** contain BBYC Purchase Order and Ingram authorized appointment information

**\*\*SAFETY NOTICE!\*\*** All drivers **MUST** wait in the drivers lounge. They are not permitted to sit/wait in their trucks. This is to insure the safety of both the driver and our security staff.

## 2. Ocean Container Shipment – Freight Terms “DDP”

### 🔔 IMPORTANT

All BBYC shipment delivered to Ingram Whse via Ocean Container requires an approval from BBYC. Only approved ocean container shipment will be granted appointment confirmation.

Vendor to complete Ingram “Request for Delivery Appointment (RDA)” form and email to

1. Shipment to Ingram East location (BBYC Store #900): [toronto.receiving@ingrammicro.ca](mailto:toronto.receiving@ingrammicro.ca)
2. Shipment to Ingram West location (BBYC Store #899): [vancouver.receiving@ingrammicro.ca](mailto:vancouver.receiving@ingrammicro.ca)



INGRAM Blank  
RDA.xlsx

**Blank RDA Form**

**📌 IMPORTANT**

1. All information on RDA **MUST** be completed
  - a. Within “Special instructions if applicable:” **MUST** add
    - i. Comments “Ocean Container Delivery” &
    - ii. Ocean container and seal nbr
2. Appointments should be made at least 24-48 hours prior to the requested delivery date
3. Shipment **MUST** arrive ON TIME
  - a. Carrier to drop ocean container and paper work with Ingram
  - b. Carrier to pick up empty ocean container upon notification from Ingram, the same day
4. Any modifications or cancellations to the appointment **MUST** be submitted at least 24 hours prior to the scheduled appointment
  - a. **Changes to appointments that are not communicated to Ingram will result in chargeback to the vendor**
5. BOL **MUST** contain BBYC Purchase Order and Ingram authorized appointment information

### 3. LTL / TL Shipment – Freight Terms “Domestic Freight Collect”

**📌 IMPORTANT**

BBYC is responsible to pick up shipment from Vendor location located within Canada (prior approval required) and delivers to Ingram Whse.

Vendor to complete BBYC shipment pick-up form and email to BBYC

- BBYC Supply Chain Operations: [supplychainoperations@bestbuycanada.ca](mailto:supplychainoperations@bestbuycanada.ca)
- BBYC Vendor Collaboration: [freightconsolidation@bestbuy.com](mailto:freightconsolidation@bestbuy.com)

#### **BBYC Freight Pick-up Form**



BBYC Pickup  
Notice.xlsx

1. All information on pick up form **MUST** be completed
2. Contents of pick-up **MUST** match the actual/physical delivery
3. Completed pick-up **MUST** be sent to BBYC 48hrs prior from pick-up ready date
4. Email ONE pick-up form per “Ship Date” to “ONE destination”
  - a. If you desire a particular date & time, please contact us 5 business days prior to ship date
5. Pick-up days are Monday to Friday
  - a. **NO** pick-up on Saturday, Sunday or holidays
6. Pick-up time **MUST** be during normal business hours
7. All information on pick-form are **REQUIRED**
  - a. If all required information are not provided a pick-up appointment will not be made
8. BBYC will confirm pick-up date and time, carrier info within 24hrs from pick-up notice