



US | DDC

Inbound Shipping Guide

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Delivery Distribution Centers (DDCs)

- For Best Buy location numbers, location names, addresses, and contact information, go to the Partner Portal at <https://partners.bestbuy.com/>.
 - Enter 'Location Search' in the Search box at the top of the page
OR
 - Scroll to the bottom of the page and click on 'Location Search' in the Helpful Links section
- For access to the Partner Portal
 - Contact your company's Vendor Security Admin (VSA).
 - If you do not know your company's VSA, contact PartnerSupport@bestbuy.com.

Best Buy "Business Days"

- Throughout this document, any mention of "Business Days" references a specific set of assumptions explained here.
- Not to be confused for DDC inbound receiving days, corporate business days are typically Monday through Friday.
- Weekends and the following seven (7) U.S. observed holidays are not considered Business Days:
 - New Year's Day
 - Memorial Day
 - Juneteenth
 - 4th of July
 - Labor Day
 - Thanksgiving Day
 - Christmas Day
- If one of the above holidays falls on a...
 - Saturday, then the prior Friday will be considered a non-business day.
 - Sunday, then the following Monday will be considered a non-business day.

Vendor EDI Requirements

- Electronic Data Interchange (EDI) is the computer-to-computer exchange of business data in standard formats. It is the way to speed the flow of data by exchanging documents electronically, thus eliminating the need for manual processes.
- As part of the Vendor Master Agreement (VMA), Best Buy requires an EDI solution be in place for the following required documents within the designated timeframes as a means to conduct business. The following documents are mandatory via traditional EDI and must be in production prior to the first PO being cut to the trading partner.

EDI Feed	Vendor EDI Expectations
Purchase Order (850)	Vendors must not accept verbal POs
Purchase Order Change (860)	
Invoice (810)	
Application Advice (824)	
Advance Ship Notice [ASN] (856)	A Serial Shipping Container Code (SSCC) barcode is required at highest level for a Logistical Shipping Unit with SSCC data transmitted in ASN at same level.
Functional Acknowledgement (997)	Vendors must send an EDI997 within 24 hours in acknowledgement of EDI documents sent from Best Buy to vendor.

- Completed testing for all EDI transmission types must occur and is coordinated with Best Buy's EDI Team at (EDISupport@bestbuy.com).

What is an ASN?

- The EDI 856/ASN (Advance Ship Notice) is an electronic version of a printed packing slip used to provide detailed information about a pending delivery of goods. The ASN describes contents that have been shipped, size of shipment, carrier moving the order, and ship dates so the delivery destination is able to facilitate planning and receiving.
- 856 Advance Ship Notice [ASN] X12 v4030 – Core Domestic. Note: For information on the technical requirements, please contact EDISupport@bestbuy.com. For all other ASN questions, please contact ASNOperations@bestbuy.com

When should an ASN be used?

- An ASN is required for every shipment.
 - TL: A single, unique ASN is preferred for each truckload. ASNs should not be split across multiple trailers. Note: There should never be more than one ASN on a single pallet.
 - LTL: Each pallet (or lowest shipping configuration) is considered a unique shipment and requires a unique ASN.
 - For example, if four pallets are being shipped LTL, then there should be four ASNs (one for each pallet).
 - Parcel: Each package requires a unique ASN.
- Timing of transmission
 - ASN should be sent at the time of shipping.
 - ASNs or replacement ASNs are required prior to yard entry at the Best Buy distribution center.

ASN Technical Specifications

- An SSCC number cannot be reused within a rolling 18-month period.
- All SSCCs should be physically applied to the appropriate and matching ASN structure.
- BOL /PRO for EDI must match BOL/PRO on appointment in TMS. This is utilized for Appointment match.
- Vendors must specify a shipment type of either LT=LTL, M=FTL, or D=Parcel
- For DDC shipments, only a single SKU per SSCC is allowed. If there is a need to have mixed SKU pallets for transportation cube optimization, either: (1) Include carton SSCCs or (2) Apply multiple tare SSCCs to the pallet—1 tare SSCC per each SKU.
- For detailed ASN technical specifications, see the EDI Implementation Guide on the Best Buy Partner Portal (<https://partners.bestbuy.com/>).

ASN Accuracy and Compliance

- ASN Item, quantity, PO, SSCC, PRO (if available), and BOL data is expected to reflect the physical commodity and label it describes. Any deviation will be considered a violation.
- During this transition period, Best Buy is not charging vendors for violations to the above policies. However, in the future there may be a chargeback program to promote compliance.

Packaging, Environmental, and Recycling Attributes

For questions about this section, email: EnvironmentalServices@bestbuy.com

- Best Buy is committed to recycling our packaging materials at our distribution centers to help meet our 85% waste diversion goal across our US operations. In order for Best Buy to keep this commitment, the following packaging attributes are required.

<p>Shrink Wrap/Film/Slip Sheets:</p> <ul style="list-style-type: none"> Must be clear and completely transparent Must be LDPE (Low-Density Polyethylene) or LLDPE (Linear Low-Density Polyethylene) 	<p>EPS Expanded Polystyrene (Foam/Peanuts):</p> <ul style="list-style-type: none"> Must be rigid white polystyrene foam recycling symbol #6 Do not use foam pallets Must not be made of Polyethylene Terephthalate (PET) / Polyvinyl Chloride (PVC) Do not glue any material to foam material. Must not be ARCEL foam
<p>Banding/Strapping:</p> <ul style="list-style-type: none"> PET – Clear or Green Opaque only (high strength) PET – Clear or Green Translucent only (medium strength) No Polypropylene – Any color, No metal strapping 	<p>Bubble Wrap/Plastic Pillows – for the 2 types listed:</p> <ul style="list-style-type: none"> Must be pure LDPE on both sides No dual plastic material: 1-side LDPE, 1-side Nylon <p>No dual material: 1-side plastic, 1-side paper</p>
<p>OCC (Old Corrugated Containers):</p> <ul style="list-style-type: none"> Must be brown cardboard Adherent must easily be removed for recycling The OCC may not contain any of the following contaminates. Example contaminates wax, plastic, glass, metal, Styrofoam, wet strength, core, tissue, and/or wood. 	

- These materials should not be affixed together. (i.e. EPS should not be glued to cardboard, nor should cardboard be embedded within foam or other material.)
- Packaging should limit using wood/metal unless it is needed for structural integrity and to reduce damage.

1.0 Best Buy Receive-Ready

1.1 Concept

- The Receive-Ready concept describes Best Buy’s supply chain requirements from the inbound receipt perspective. Framing up expectations from this point-of-view is intended to emphasize the importance of upstream consistency and accountability. Without predictability, waste and inefficiencies can (and do) cause significant delays, which can result in the collaborative inability to execute against the Best Buy merchant and inventory plan.
- “Receive-Ready” represents
 - Standards – Best Buy’s expected level of quality.
 - Policies – Governing principles of doing business with Best Buy.
 - Compliance – Best Buy’s regulation of quality expectations.
- The goal of Receive-Ready is to ensure safety, reduce damages, and increase process efficiencies.
- **Within the entirety of this document, if any of the stated expectations are not met shipment refusal is possible.**

1.2 Receive-Ready Focus Areas

- Receive-Ready is broken out into six focus areas. Each earlier focus area sets the foundation for any following section (or focus area) of the DDC Inbound Shipping Guide.



1.3 When reviewing the Receive-Ready sections...

- Note: Large Fitness Vendors & Furniture can follow the Major Appliance sections.



2.0 Receive-Ready Items (SKUs)

For questions about this section, email: PDMBusinessSupport@bestbuy.com

2.1 Data Integrity



- To perform basic supply chain functions, Best Buy requires that vendors provide accurate item attributes in a timely fashion. If not executed properly, the following supply chain scenarios could occur:
 - Product could arrive to Best Buy DDCs as unrecognizable within inventory systems and could either:
 - Sit idle for days or weeks until Product Data Management (PDM) Portal updates are applied by the vendor.
 - Be refused and placed back on the delivering trailer, leaving the vendor to be responsible for refused product.
 - If GTINs (Global Trade Identification Number) and Case Pack Quantities are not available or accurate, carton quantities could be received incorrectly.
- Incorrect product and/or carton dimensions can have considerable negative downstream impacts:
 - Incorrect dimensions can lead to inaccurate planograms, potentially resulting in under-planning space (leading to planogram gaps) or over-committing limited space (where facing decisions have to be made).
 - Incomplete information can result in on-site delays to BestBuy.com.
 - If in-box (and out-of-box) product dimensions are inaccurate, issues can result with customer installation and setup.

2.2 Item Induction & Maintenance



- Best Buy requires vendors to provide new item data and modifications using the web-based PDM Portal (or through API connection with PDM).
- It is critical that vendors provide item data and updates to existing item data in a timely manner.
- Item information provided will be used for the creation of the Best Buy SKU and will be used throughout the supply chain. Missing or inaccurate information will delay the flow of items through the supply chain.

2.2.1 PDM Portal and API Connection

- The PDM Portal is a web-based tool or API connection for vendors to manually supplement or provide item data to Best Buy in order to enable the creation and maintenance of SKUs. This tool is used for item creation and changes to existing items.
- For access and more information about the PDM tool, go to <https://partners.bestbuy.com/group/guest/united-states/merchandising/product-management>

2.3 Package Measurement Rules



- **Best Buy's Supply Chain strongly encourages that all item attributes be entered in the imperial scale (meaning in inches and pounds). Please avoid utilizing metric system measures (such as centimeters, millimeters, and kilograms).**
- It is important that item attribute assumptions are consistent between the Best Buy supply chain and its vendors.
- The packaging measurement rules (mentioned here) are not meant to be comprehensive, rather the rules mentioned here are critical within Best Buy's logistical system. For a more complete list of Best Buy merchandising criteria, reach out to your Business Team contacts.

2.3.1 "Default Front" – Product In-the-Box and Out-of-Box

- Prior to any measurement capture, the Default Front of the trade item must be determined. For the purposes of this standard, the Default Front is the surface with the largest area that is used by the manufacturer to "sell" the product to the customer.
- The determination of Default Front is intended to provide a consistent, repeatable process to determine measurements for a given product package and may not always represent the "as merchandised" or shelf orientation of the product.

2.3.2 Height, Width and Depth – Product In-the-Box and Out-of-Box

- After the Default Front has been determined, it is possible to determine the height, width, and depth of an item.
- For out-of-box, please be sure to assess fully-assembled dimensions.
- While facing the Default Front:

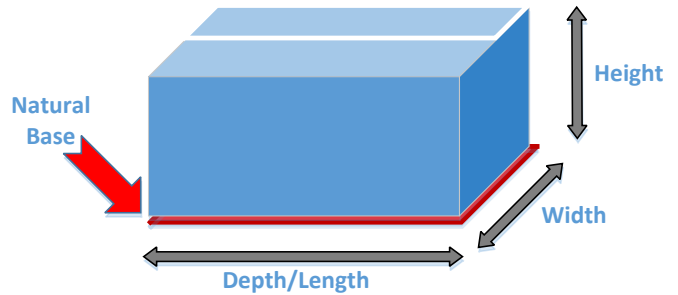
- Height: from the base to the top
- Width: from the left to the right
- Depth: from the front to the back
- Hanging items
 - Definition: a trade item that contains a hole for hanging purposes.
 - Measure the trade item while facing the Default Front as if it were hanging.
 - Measure the maximum distance including the hanger tab.

2.3.3 “Natural Base” – Master and Inner Packs

- The Natural Base of the non-consumer trade item must be identified before the height, width, and depth of a non-consumer trade item can be determined.
- The Natural Base is the natural underside of the packaged item pre-shipment (e.g. case).

2.3.4 Height, Width and Depth – Master and Inner Packs

- The orientation of a non-consumer trade item is not dependent on how it is shipped.
- For consistency in measuring:
 - If text, arrows, or other graphics printed on the item may indicate a top or bottom orientation, these take precedence in determining Natural Base.
 - Height: the distance between the Natural Base of the non-consumer trade item and the top.
 - Width: the shorter side of the Natural Base of the non-consumer trade item.
 - Depth/Length: the longer side of the Natural Base of the non-consumer trade item.
 - If Natural Base cannot be identified
 - Height is the shortest dimension.
 - Width is the next longest dimension.
 - Depth/Length is the longest dimension.



2.4 Global Trade Identification Number [GTIN]



- Vendors must provide a GTIN-14 for all items that have a carton ship size (case pack quantity) that is greater than 1 unit.
 - Please note: GTIN-14 refers to the GTIN on the master carton. The GTIN on the individual selling units of an item should be the 12-digit UPC or a 13-digit EAN.
- Best Buy uses the Interleaved 2 of 5 (ITF) barcode structure, which will always encode 14 digits. It is the globally unique identifier for the unique non-consumable trade item shipping configuration.
- For more information, and to generate a valid ITF-14 barcode, reference www.GS1us.org.



3.0 Receive-Ready Cartons

For questions about this section, email: Dist_Ops_Support@bestbuy.com

3.1 Reliability & Design

3.1.1 Majors



- In-the-box protective framing should encompass all corners and edges of the product.
- Product packaging and protective frame must:
 - Enable Best Buy to off-load product, from trailer, in a safe and efficient “Receive-Ready” manner.
 - Protect the product from, while allowing for, multiple clampable moves.
 - Sustain a minimum like-UPC stack height of 16 feet (4.9 meters) without incurring product or carton damage.
 - For Furniture: Sustain a minimum like-UPC stack height of 9 feet without incurring product or carton damage.
 - Not warp or loose integrity in high humidity and/or high-to-low temperature environments.
 - Adequately protect the sellable-unit at the contact points from use of hand-truck during home-delivery.
- If hand-access holes exist, they must maintain functional durability under repeated use.

3.1.2 TVs



- In-the-box protective framing should encompass all corners and edges of the product.
- Product packaging and protective frame must:
 - Sustain these required minimum like-UPC unit-stack heights without incurring product or carton damage:
 - If TV size is less than or equal to 60 inches, required minimum stack height is 6 units high.
 - For TV sizes between 61 and 89 inches the required minimum stack height is 4 units high.
 - For TV sizes greater than or equal to 90 inches stacking is not allowed, and a custom-sized (irregular) pallet is required for each.
 - Not warp or loose integrity in high humidity and/or in high-to-low temperature environments.
- Hand-access holes must exist on each of the two narrow side-panels, and they must maintain functional durability under repeated use.
- To help facilitate ease of customer unboxing, carton design should include unboxing methodology on the carton’s exterior design. For more detail around design requirements, email your Best Buy Business Team contacts.

3.1.3 Accessories



- All shipping cartons (MP & IP) must be made of rigid recyclable corrugate.
- Carton packaging and cushioning material must be able to maintain integrity and be free of damage through [1] typical rigors in transit, [2] staging in high humidity and/or high-to-low temperature environments.
- Do not use banding on individual cartons alone, as it can cause tearing to packaging.
- Use strong 3” wide tape designed for shipping.
 - Apply H-Taping method to seal all edges and seams. [1] Apply once, parallel to, and on-and-along each center seams. [2] Apply two strips of tape across both edge seams.
 - Do not apply tape perpendicular to flap seam.
 - Any other taping methodology will be reviewed as a potential pilferage.
- Adherence to National Motor Freight Classification (NMFC) standards is expected. www.nmfta.org

3.2 Case Pack Quantity [CPQ] Approval Process

3.2.1 Accessories



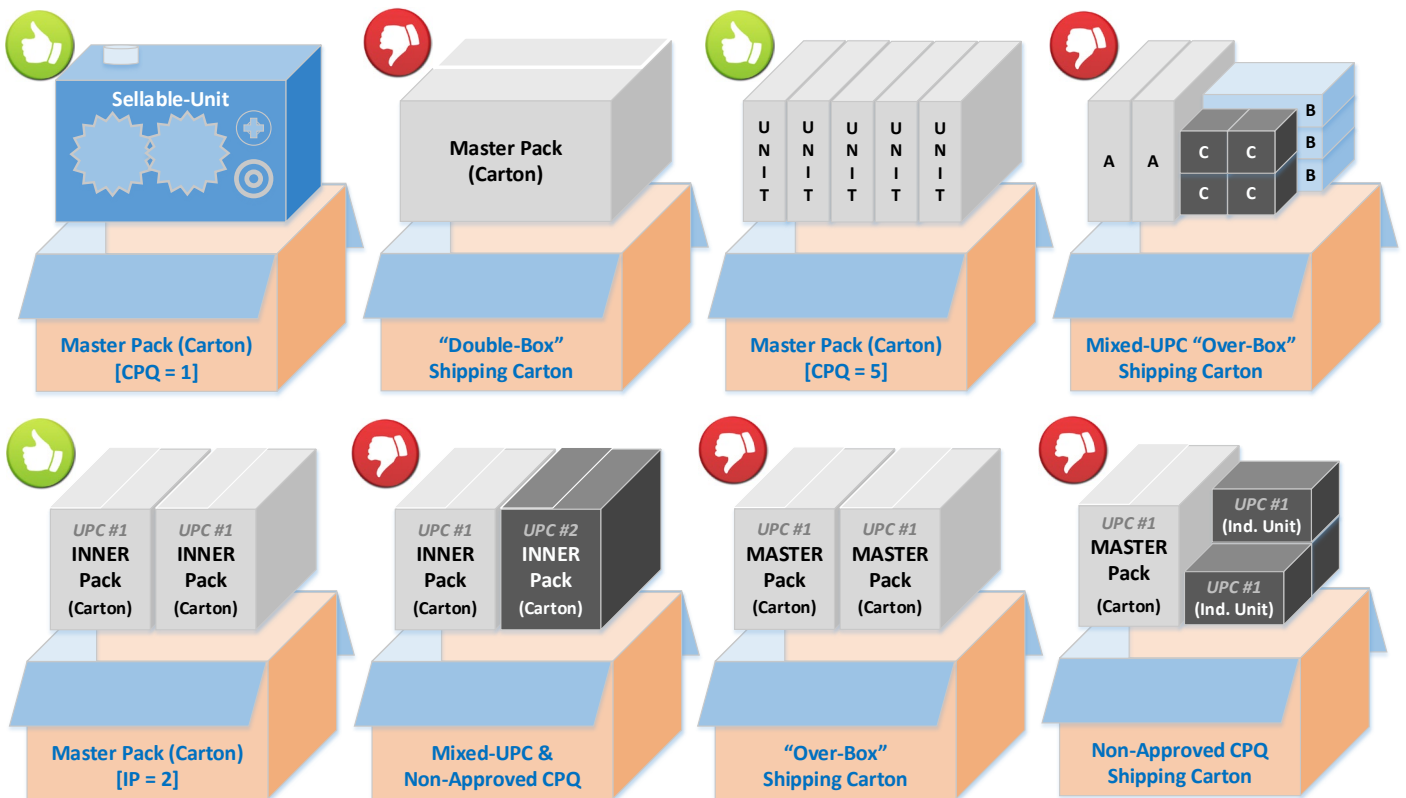
- Prior to item induction, discussions around the following considerations should take place with Best Buy Demand Planning:
 - CPQ is the BBY purchase order unit of measure and must align with the carton shipping configuration.
 - If inners cartons exist, they are typically the DC-to-store replenishment unit of measure.
- CPQ Change Request (change existing CPQ):
 - Prior to shipping a new CPQ configuration, vendors must email both the BBY Demand Planning Analyst and their corresponding BBY Demand Planning Manager to request CPQ approval.
 - If email-approval is received, vendor must initiate a firm stop date to discontinue shipments of the old CPQ.

- Prior to shipping the new CPQ, the vendor will need to make updates within the Portal with the new CPQ, GTIN-14 barcode, and adjusted dimensions/weights.

3.3 Carton Configuration

3.3.1 Accessories

- Within an individual shipping carton...
 - Only product of 1 unique UPC is allowed. Do not box together mixed-UPC product.
 - Fulfillment to only 1 unique Best Buy Purchase Order is allowed.
- Do not double-box or over-box cartons.
 - Example: Do not box any Master Pack cartons within a larger shipping box.
 - Only acceptable application: An approved Master Pack carton containing multiple Inner Pack cartons.
- A Master Pack is the largest BBY-approved shipping carton containing a pre-defined (CPQ) number of sellable-units.
- Shipping in less than (or more than) the BBY approved case pack quantities is not acceptable.



3.4 On-Carton Information

3.4.1 Majors & TVs

- The sellable-unit carton should have the following attributes:
 1. **Vendor Name** and/or Vendor Icon
 2. **Product Name** or Model #
 3. **Iconography** – When applicable and side-specific [[Reference Section 3.8](#)]
 4. **Product Orientation** – Side-specific product orientation (i.e. Front, Back, Side)
 5. **In-Box** and **Out-of-Box Dimensions**

3.4.2 Accessories

- For accurate and timely receiving, these **5 Critical Attributes** are required on each Master Pack carton:
 - Vendor Name** and/or Vendor Icon
 - Product Name** or Model #
 - Best Buy (Alpha) PO Number**
 - Case Pack Quantity [CPQ]** – Required if the number of sellable-units (CPQ) > 1. Not required, if CPQ = 1.
 - Trade Item Number & Barcode** – Along with human readable number, barcode must be machine-readable from a distance of 4 feet. Do not mark through barcode. If the Master Pack carton’s sellable-unit quantity (CPQ) is...
 - > 1, affix applicable ITF-14 barcode to the Master Pack carton.
 - = 1, affix applicable UPC-A barcode to the Master Pack carton.
- If any of the aforementioned is not present on either the Carrier Shipping Label or the on-carton (Master Pack carton) design, create “Receiving Labels” that will fulfill the 5 Critical Attributes.
- To avoid a poor customer experience, do not affix labels directly onto the surface of sellable units.
- When possible, labels should either be placed on the outside surface of non-sellable cartons or exterior surface of wrap/film. Labels should not cross any carton seams or edges.

3.5 Carrier Shipping Labels

- For each pallet, affix carrier shipping labels on 2 adjacent sides (excluding the top side).
- When possible, labels should either be placed on the outside surface of non-sellable cartons or exterior surface of wrap/film. Labels should not cross any carton seams or edges.
- Ship-To Address must follow the Best Buy location naming convention. Ex: “Best Buy DDC #74 – St. Louis”

Description	Required Information
“Ship-From” Address (and potential “Return-To” Address)	Shipper Name, Address, City/ST, Zip Code
“Ship-To” Address	Best Buy Location Name and Location #, Address, City/ST, Zip Code, (if necessary) Phone Number
Carrier Information	All required carrier information (Ex: As manifested... Carrier Name, Level of Service, Tracking ID, Shipping Barcodes, Lot Number (__ of __ cartons)
Reference Info	Reference Field #1: Best Buy PO (When populating, do not type “PO”)
Serial Shipping Container Code (SSCC Barcode)	Barcode must be machine scannable from a distance of 4 feet and contain the human readable code.

3.6 Receiving Labels





3.6.1 Majors & TVs

- For accurate and timely receiving, vendor-generated Receiving Labels must contain the **Best Buy (Alpha) PO Number**
- Label Size: Vendors must gauge appropriate size, but 4-inches wide by 2-inches tall is preferable.
- Placement of unobstructed label:
 - Do not cover: Iconography, Product Orientation, In-Box and Out-of-Box Dimensions, or Carrier Shipping Label.
 - For product or pallet/unit loads that are greater than 60 inches high, the label should be placed no higher than 4-6 inches from the top, and no lower than 32-36 inches from the bottom.
- Below is a suggested example for Receiving Labels:



3.6.2 Accessories

- Vendor-generated Receiving Labels are only required if the 5 Critical Attributes (mentioned above) are not available.
- Label Size: Vendors must gauge appropriate size, but 4-inches wide by 3-inches tall is preferable.
- Placement of unobstructed label:
 - Where applicable a minimum of 2 inches from any edge of each carton.
 - For product or pallet/unit loads that are greater than 60 inches high, the label should be placed no higher than 4-6 inches from the top, and no lower than 32-36 inches from the bottom.
- Below are suggested examples for Receiving Labels. Format is not as important as the actual content.

PO: DEFUVW Model: 8426MV12 GTIN-14 QTY:  24 <small>1 55 12345 67890 7</small>	UPC-A  PO: ZYXCBA <small>0 12345 67890 5</small> CPQ: 1	PO: FGHWXY GTIN-14 QTY:  12 <small>1 55 12345 67890 7</small> UPC-A Carton: <u>10</u> of 15  Inners (IP): 4 <small>0 12345 67890 5</small> IP QTY: 3
	GTIN-14 PO: AAABCD  CPQ: 5 <small>1 55 12345 67890 7</small> Carton: 71 of 84	

3.7 Box Strength Recommendations

3.7.1 Accessories

	Maximum Weight Boxes and Contents (lbs.)	Maximum Outside Dimension Length, Width, & Depth added (inches)	Minimum Burst Test (psi)
Single Wall	20	40	125
	35	50	150
	50	60	175
	65	75	200
	80	85	250
	95	95	275
	120	105	350
Double Wall	80	85	200
	100	95	275
	120	105	350
	140	110	400
	160	115	500
Triple Wall	180	120	600
	240	110	700
	260	115	900
	280	120	1100
	300	125	1300

3.8 Iconography

3.8.1 Majors

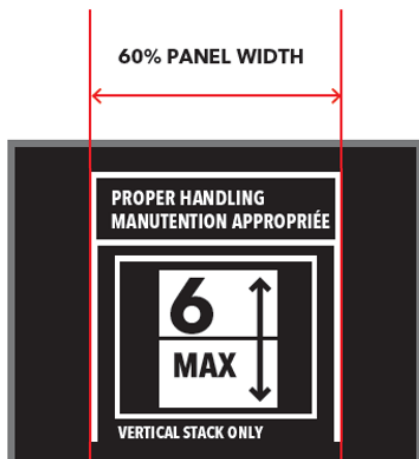
- Suggested side-specific special handling iconography must be visible on the exterior of each unit.
- Iconography must translate universally between customers and within Best Buy’s end-to-end supply chain.
- At minimum, Best Buy requires the following iconography:

Iconography	Special-handling interpretation:
Forklift / NO Forklift	Forklift use is/isn’t eligible on the specific side of the pallet that the icon is affixed.
Clamp / NO Clamp	Facing the specific side that the icon is affixed, squeeze clamp use is/isn’t product safe.
Hand Truck / NO Hand Truck	Hand Truck use is/isn’t eligible on the specific side of the product that the icon is affixed.
This Way Up Arrow	Indicates the direction that which the product needs to be oriented during shipping and storage.
Maximum Stack Height	The number on the icon indicates the maximum (and total) number of cartons that can be stacked on top of each other.
Product Type	Box must be clearly marked with type of product, i.e. refrigerator, washer, range, etc.

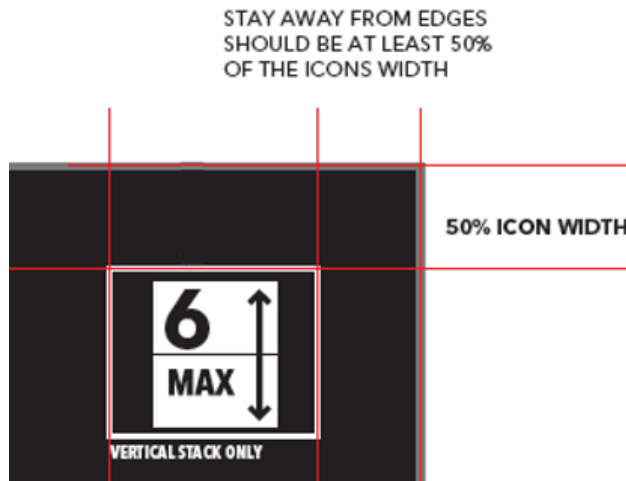
3.8.2 TVs

- Best Buy is looking to drive consistent TV-specific icons across all vendors and models. For the most recent iconography standards, reach out to your Best Buy Business Team contacts.
- Upon request, Best Buy standard icon assets can be provided. Ultimately, iconography must translate universally with customers and within Best Buy’s end-to-end supply chain.
- Required “Stack Height Icon” use and application must be as follows:
 - Side Panels (Example on the left)
 - Icon must be horizontally centered.
 - Icon size must be a minimum width of 64 mm
 - Icon size must not exceed 60% of panel width.
 - Front and Back Panels (Example on the right)
 - Preferred placement is in the upper right-hand corner.
 - Icon size must be identical to that of the side panels.
 - The space between the icon and any edge must exceed 50% of the icon’s width.

Side Panel Example



Front/Back Panel Example



4.0 Receive-Ready Pallets/Bundles

For any questions about this section, email: Dist_Ops_Support@bestbuy.com

4.1 When to Palletize?



- If shipping (or delivering) via less-than-truckload (LTL) capacity, 100% of LTL product must be palletized.
- When eligible floor-loaded product is not safe to unload via clamp machine.

4.2 BBY-approved Pallets



- 48-inch by 40-inch GMA, made of "Grade A" hardwood, allowing four-way forklift entry.
- Pallets must be "Regular Duty" and made of hardwood:
 - Withstanding weights up to 2,800 lbs.
 - Wood must be sound (no decay) and square edged.
 - No missing or broken top or bottom boards.
 - Top and bottom boards must be a minimum 5/8 inches thick.
 - Spacing between top boards must never exceed 3 1/4 inches.
- Individual units longer than 48 inches are allowed to use custom-sized (irregular) pallets but must comply with type of wood and other pallet requirements.
 - Some product groups may require an irregular pallet size that matches the footprint of the carton such as TV's greater than or equal to 90 inches.
 - For irregular pallet sizes, spacing must be at least 7.5 inches wide to accommodate a pallet jack fork.
- Unless approved by Best Buy, all other pallet types are non-compliant.
- Note: All non-approved pallet usage is subject to compliance charges.



4.3 Shipping Configuration & Orientation

4.3.1 Majors

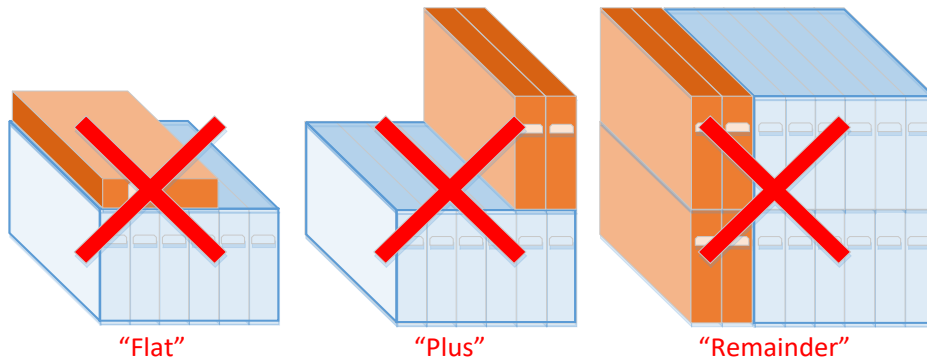


- If banding is used, it must be made of plastic. Do not use metal banding.
- If wrap film is used, it must be completely clear and colorless using 3 full revolutions on all 4 sides (not top).

4.3.2 TVs



- Do not ship "loose" floor-loaded product. Shipping configuration must be either palletized or bundled.
- Without exception, on each pallet (or within each bundle), only product for 1 Best Buy Purchase Order is allowed.
- Bundles are considered floor-loaded product and can be utilized only for full Truckload shipments.
- If wrap film is used, it must be completely clear and colorless using 3 full revolutions on all 4 sides (not top).
- Do not ship TVs resting "Flat" on its side. TVs must ship in the upright orientation.
- Do not ship in a "Plus" orientation. Do not ship inconsistent layer quantities.
- Do not ship in a "Remainder" (unbundled or non-approved bundle) configuration.
- Note: There is no pre-defined maximum pallet height. However, pallets must follow the required vertical trailer clearance guidelines as defined in Section 5.2.3.



4.3.3 Accessories



- Do not ship "loose" floor-loaded product. Shipping configuration must be either palletized or bundled.
- Without exception, on each pallet (or within each bundle), only product for 1 Best Buy Purchase Order is allowed.

- Bundles are considered floor-loaded product and can be utilized only for full Truckload shipments.
- If banding is used, it must be made of plastic. Do not use metal banding.
- If wrap film is used, it must be completely clear and colorless.
- Mixed-Model/UPC Pallets should be the exception. Consolidate like-Model/UPCs onto the fewest number of pallets. Maximizing trailer cube should not take precedence over consolidating like-Model/UPC. Excessive Mixed-Model/UPC Pallet use can lead to receiving errors and driver detention.
- Note: There is no pre-defined maximum pallet height. However, pallets must follow the required vertical trailer clearance guidelines as defined in Section 5.2.3.



4.4 Step-by-Step Checklist – Palletizing

- Do not allow product to extend (overhang) beyond any of the pallet sides. Referred to as a “Zero-Overhang” policy, the goal is to mitigate logistical stream-induced product damage and allow for safe and secure product put away.

4.4.1 Majors



- #1: Select BBY-approved Pallet.
- #2: Center the ship-ready appliance unit so that product does not extend (overhang) beyond any of the pallet sides.
- #3: Use corner/edge boards to increase vertical stacking strength, prevent damage to edges, and stabilize for transit and conveyance. Apply to all edges and extend to the full height and length.
- #4: If banding is used to secure the shipment to the pallet, apply over corner/edge boards and down through the pallet itself. Do not apply banding without corner/edge boards, as it can cause carton damage. It’s recommended to cross-band when shipping LTL to ensure product is secured to the pallet to avoid tipping during transport.
- #5: Machine application of clear film is preferable. Use clear stretch wrap (minimum of 80 gauge, recommend 3 revolutions), starting at the bottom wrap upward and around the product. This limits product separation, reduces load shifting, and any tearing of wrap eases identifying potential in-transit load tampering. [\[Reference 4.3.1\]](#)
- #6: Only for LTL shipments, seal a pallet-level packing slip on the short (40”) pallet side. [\[Reference 6.1\]](#)

4.4.2 TVs



- If palletizing, it is recommended that TVs be bundled prior to palletization. [\[Reference 4.6.1\]](#)
- Approved TV Bundle guidelines are meant to help facilitate safe, consistent, and efficient product handling to and through Best Buy DDCs. The goals are to reduce safety risk, reduce damage, and increase efficiency in supply chain processing.
- Aside from above benefits, application provides protection from elements so that the sellable-unit is clean and presentable to customers.

4.4.3 Accessories

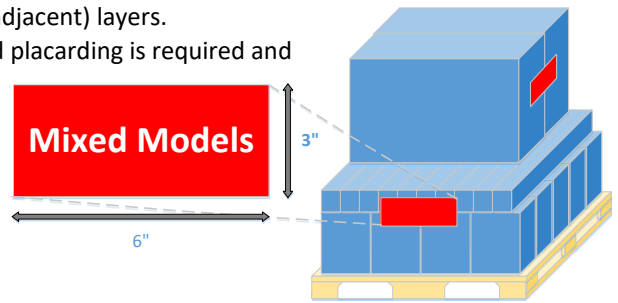


- #1: Select BBY-approved Pallet.
- #2: Use a corrugate sheet underneath the bottom-layer for protection and stability.
- #3: Stack like-Model/UPC boxes in adjoining arrangement.
 - Consolidate like-Model/UPC product to as few pallets as possible.
 - Per pallet, consolidate like-Model/UPC into (vertically adjacent) layers.
 - If layers are not feasible, consolidate into logical adjoining arrangement.
 - Orient carton shipping labels with the following on-pallet considerations:
 - Collectively orient small-cube product to face one side of the pallet.
 - Orient other product so that all labels face out towards the nearest side.
- #4: Use a corrugate sheet on every third layer, when possible, to distribute weight evenly.
- #5: When necessary, use corner/edge boards to increase vertical stacking strength, prevent damage to edges, and stabilize for transit and conveyance. Apply to all edges and extend to the full height and length.
- #6: If banding is used to secure the shipment to the pallet, apply over corner/edge boards and down through the pallet itself. Do not apply banding without corner/edge boards as it can cause carton damage.
- #7: Machine application of clear film is preferable. If not, use clear stretch wrap (minimum of 80 gauge, recommend 3 revolutions), starting at the bottom wrap upward and fully encompassing the product including all 4 sides and top. This limits product separation, reduces load shifting, and any tearing of wrap eases identifying potential in-transit load tampering.
- #8: Seal a pallet-level packing slip on the short (40”) pallet side. [\[Reference 6.1\]](#)



4.5 If constructing "Mixed-Model/UPC Pallets"

- On each pallet, consolidate like-Model UPC product into (adjacent) layers.
- Per pallet, on the exterior of any stretch wrap film, colored placarding is required and should be placed on (at minimum) 2 adjacent sides.
- Placarding must call out "Mixed UPCs", "Mixed Models", or some derivation of the like.
- BBY placard recommendations:
 - **Colored** placarding that is no smaller than 3 inches tall by 6 inches wide.
 - A Font Size greater than 72 point and in **BOLD**.

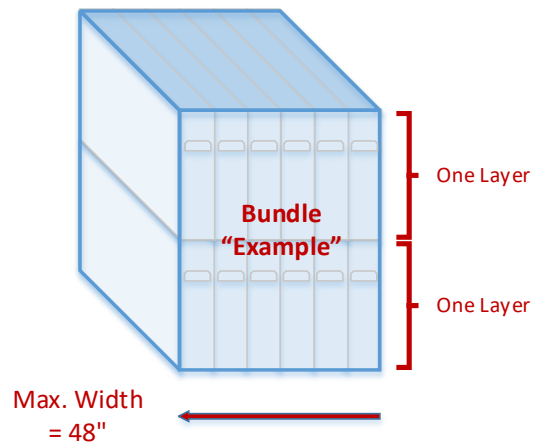


4.6 Step-by-Step Checklist – Bundles

- Bundles must contain only 1 like-Model/UPC. To avoid receiving errors, do not build Mixed-Model/UPC Bundles. Regardless of any "Mixed Models" placarding application, bundles are always assumed as like-Model/UPC bundles.

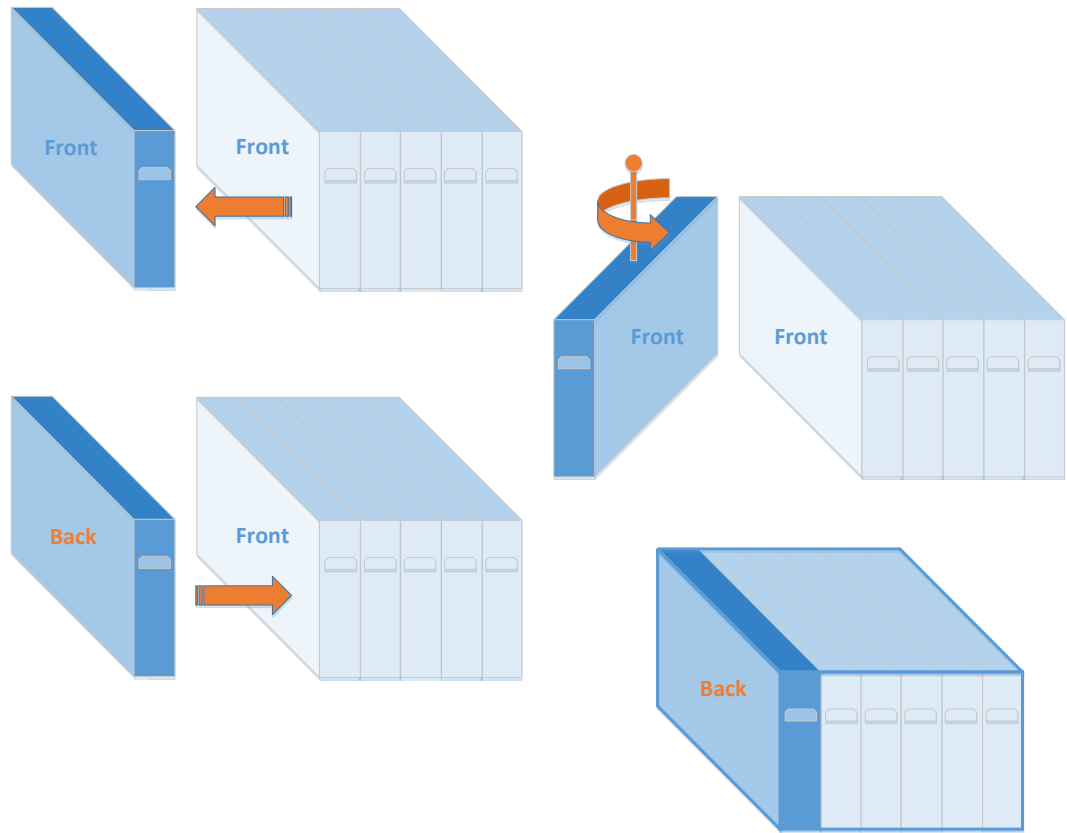
4.6.1 TVs

- Approved TV Bundle guidelines are meant to help facilitate safe, consistent, and efficient product handling to and through Best Buy DDCs. The goals are to reduce safety risk, reduce damage, and increase efficiency in supply chain processing.
- If palletizing TVs, it is recommended that TVs be bundled prior to palletization. (See below steps) Aside from above benefits, application provides protection from elements so that the sellable unit is clean and presentable to customers.
- Bundles must be built in full, consistent, and pre-defined layer quantities. To align on (BBY-ordered, Vendor-shipped) layer quantities, partner with BBY Demand Planning. Each layer should be built up to (but not exceeding) 48 inches in width.
- Banding of TV Bundles is not permitted.



• **Step-by-Step Checklist – Bundling TVs**

- #1: Start with a multi-use plastic slip sheet underneath the bottom-layer for product protection and stability. Of note, Best Buy does not have slip sheet unloading equipment.
- #2: Align like-UPC product together. Initially orient the default front-side of all TVs in the same direction.
 - Bundles must be built in full, consistent, and pre-defined layer quantities.
 - To align on (BBY-ordered, Vendor-shipped) layer quantities partner with BBY Demand Planning.
- #3: The two outermost units' default front-side(s) must face inward towards the middle of the bundle. (See graphic illustration below)



- #4: Use corner/edge boards to increase vertical stacking strength, prevent damage to edges, and stabilize for transit and conveyance. Apply to all edges and corners and extending the full height and length of the product.
- #5: Use sufficient clear film/wrap to reduce load shifting during transport and limit product separation. Do not wrap individual (or sub-sections of units). [\[Reference 4.3.2\]](#)

4.6.2 Accessories

- Vendor should assume that all bundled product will be unloaded from the trailer via clamp truck.
 - If product packaging cannot withstand clamp unloading, product must be palletized on a BBY-approved pallet.
 - Immediate no-touch/quick-clamp bundle orientation needs to exist all throughout the trailer.
- #1: Start with a multi-use plastic slip sheet underneath the bottom-layer for product protection and stability. Note: Best Buy does not have slip sheet unloading equipment.
- #2: Always position like-Model/UPC boxes upright and in the same product orientation (facing the same direction).
 - Build the bottom layer into a recommended (minimum) 3 feet by 3 feet bundle base.
 - Excluding height dimension, do not exceed 82" on any bundle dimension.
 - If the manufacturer's recommendations will allow, continually stack boxes on top of the bottom layer.
 - Do not stack beyond manufacturer's recommendations.
 - When possible, create even product layers.
- #3: When necessary, use corner/edge boards to increase vertical stacking strength, prevent damage to edges, and stabilize for transit and conveyance. Apply to all edges and extend to the full height and length.
- #4: If banding is used to secure the product bundle, apply over corner/edge boards. Do not apply banding without corner/edge boards as it can cause carton damage.
- #5: Machine application of approved film is preferable. If not, use clear stretch wrap (minimum of 80 gauge, with a recommended 3 revolutions), starting at the bottom wrap upward and fully encompassing the product including all 4 sides and top. This limits product separation, reduces load shifting, and any tearing of wrap eases identifying potential in-transit load tampering.

5.0 Receive-Ready Trailers

For any questions about this section, email: Dist_Ops_Support@bestbuy.com

5.1 Trailer Requirements – Truckload (TL) and Less-than-Truckload (LTL)



- Applicable to Truckload and LTL.
 - Truckload (TL) = A loaded, over-the-road (or intermodal) trailer that retains an intact shipper-applied seal all the way through arrival inspection at the Best Buy Guard House.
 - Less-than-truckload (LTL) = Mode of transport that runs on a “hub and spoke” operational network of interconnected terminals (as well as long-and-short haul trailers) meant to transport small freight.
- Only Best Buy compliant trailers will be accepted. Trailers must be either Dry Vans or Containers of standard length. Refrigerated, Lowboy, Flatbed, Conestoga, Lift-Gate, or any other trailer types are not compliant and will be refused.
- For both TL and LTL, trailers must meet the following qualifications:
 - Swing doors or Rollup doors (No lift-gates)
 - ICC Bumper Bar
 - Trailer cannot contain a pintle hook (also known as a tow or pintle hitch), or anything that will obstruct dock locks from appropriately engaging the ICC bumper.
 - Inside trailer height must be at least 100 inches
 - Trailer bed floor must be:
 - Between 46-to-52 inches high (from the ground).
 - Free of debris, damage, and no protruding nails.
- Other than product classified as ORM-D, no hazardous material should be on a delivering trailer.

5.2 “Receive-Ready” Trailer-Loading



- Do not ship loose floor-loaded product.
- Shipping configuration must be either palletized or approved bundles. [\[Reference 4.0\]](#)

5.2.1 Product Order

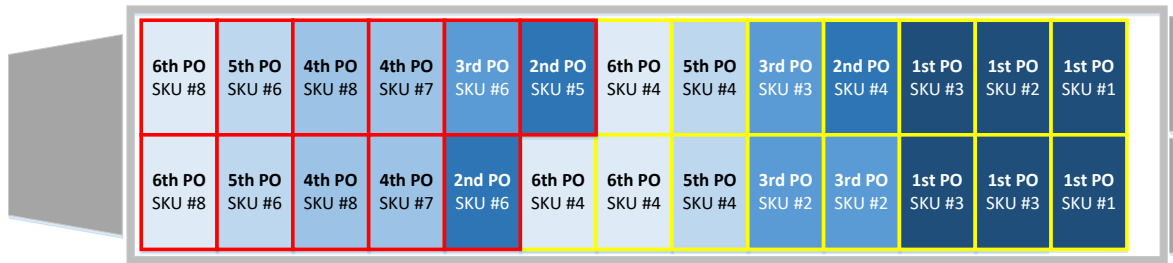


- At the tail-end of the trailer, destination (and if multi-stop delivery order) specific product must be immediately accessible for unload. If other product breaks up the continuous (destination-specific) product order, any non-accessible product (discontinuous in order, or non-like destination top-stacking) is present, Best Buy may consider the remainder of the trailer’s contents unfit for receiving, potentially resulting in documented shortage.
- Avoid stacking non-like-PO product on top of each other.
- From the tail-end and up through the nose-end of the trailer, product adjacencies need to be in-order grouped:
 - **First** by Like-Logistical Unit (Pallets vs. Floor-loaded Bundles). If trailer is to be loaded with a mix of logistical units, load palletized product in the nose-end of the trailer and afterwards load floor-loaded bundles.
 - **Next** by Like-PO (Purchase Order) Number.
 - **Lastly** by Like-Model/UPC.
- The two trailer-loading examples below have proper product adjacencies.

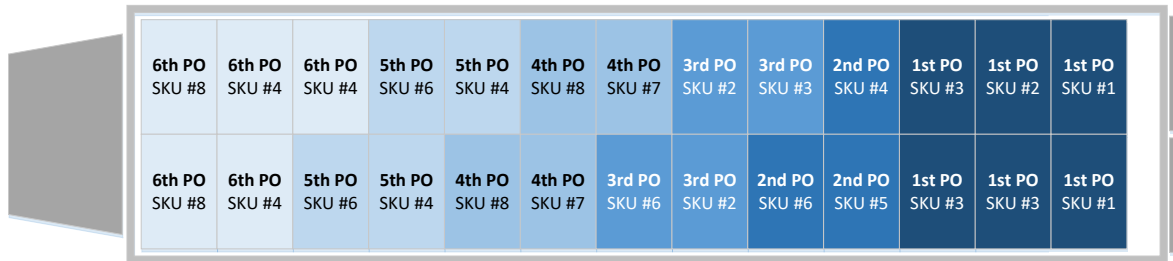
Example trailer: Loaded with different Logistical Units

RED boxes = Palletized Product

YELLOW boxes = Floor-loaded Bundles

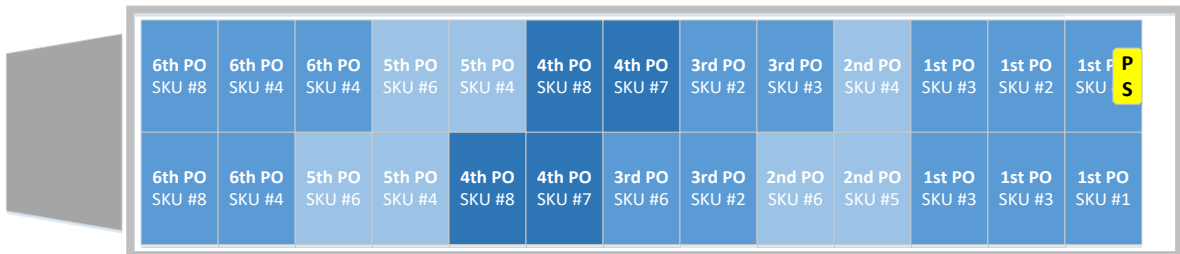


Example trailer: Loaded completely with like-Logistical Units

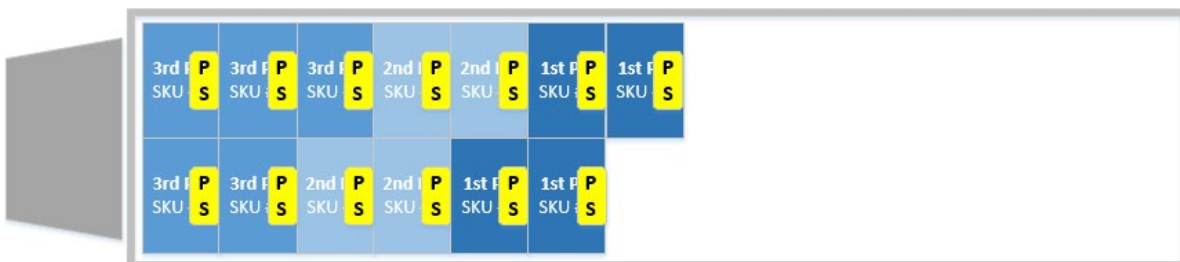


5.2.2 On-trailer location of Documents

- When building Truckload trailers, and if packing slips are not at the pallet-level, Packing Slips (and applicable documentation) must be immediately visible at the tail-end of the trailer, with the following trailer-loading methodology:



- When shipping via LTL, vendors/shippers should position all Packing Slips, at least one of the Shipping Labels, and any applicable “Mixed Pallet” placards along one of the short (40”) sides of each pallet.
- When building LTL trailers, the (pallet-level) Packing Slips side of each pallet should face towards the tail-end of the trailer, with the following trailer-loading methodology:



5.2.3 Product Orientation & Spacing

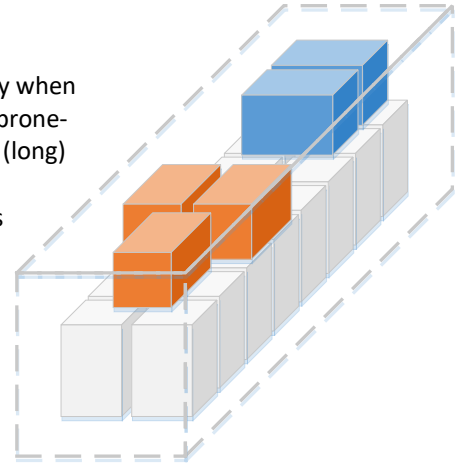
- On each pallet (or individual floor-loaded logistical unit), at least one shipping label must face towards the tail-end.
- For floor-loaded and/or bundled product:
 - Immediate no-touch/quick-clamp product orientation needs to exist all throughout the trailer.
 - Wall-to-wall (left-to-right, and through the entire length of the trailer) loaded product must have a minimum of 3 inches of space. Without required space, undue risk of product damage and excessive labor/detention can result.
- For palletized product:
 - Without need of repositioning, pallet-orientation must allow immediate forklift access for ease of offloading.
 - Without this, safety risk to BBY employees (manual repositioning) and undue risk of product damage is incurred.

- Shipments may not be separated vertically by dividers.
- Securement (such as load straps, airbags, etc.) should be made with considerations to mode of transit, navigating high-altitudes (ex: appropriateness of airbags), and specific product handling requirements. Nailing securement into the floor of a trailer is not permitted. Of note, Best Buy is not liable to return trailer securement back to vendors.
- Required vertical trailer clearance between the product and the top of the trailer:
 - Swing Door Trailers = At least 4 inches of clearance. TVs shipments require 8 inches of clearance.
 - Roll Door Trailers = At least 10 inches of clearance.

5.2.4 *Prone versus Pistol Loading*



- “Prone” loading is reserved only for refrigerators and should take place only when attempting to maximize trailer cube by top-stacking units. When doing so, prone-loaded units must rest on the unit’s BACK-side and be perpendicular to the (long) length of the trailer (ex: BLUE units).
- “Pistol” loading, where units are parallel to the (long) length of the trailer is not allowed under any circumstance (ex: ORANGE units).
- Units resting directly on the surface of the trailer must remain upright and on the unit’s intended base.



6.0 Receive-Ready Documents

For any questions about this section, email: Dist_Ops_Support@bestbuy.com

- All content covered in the Receive-Ready Documents section apply to shipping both Prepaid or Collect shipping.
- Additional requirements for Collect Vendor [Reference 8.0] and for Collect Carrier requirements [Reference 9.0].
- For any questions specifically regarding the fees discussed in this section, email: FPNonPreferredInv@bestbuy.com

6.1 Packing Slips

- Packing Slip definition: Per pallet (and/or bundle), it is an accurate and itemized list of goods, prepared by the shipper and used as a checklist (to cross-check) for the purpose of tallying delivered goods at the item level.
- Best Buy requires that each LTL pallet has its own unique one-page Packing Slip detailing contents. Unlike truckload shipments, when freight moves through an LTL carrier's network, intermingled product is transferred between terminals and (loaded between short-and-long haul) trailers. Because tracking PRO product (intended to be delivered together) can get separated in transit, Best Buy requires pallet-level packing slips to be attached to each pallet.
- At this time, Best Buy encourages but does not require this "per pallet" practice be applied to Truckload capacity.
- Tactical recommendations:
 - Placement of Packing Slips within a sealed clear plastic pouch, unobstructed and clearly visible.
 - Best Buy prefers pouches to be attached to the exterior surface of the wrap/film.
 - If the Packing Slip is folded, please allow the "Ship-To" Address and all detailed POs to be immediately visible when placed within the plastic pouch. Prior to breaking down packaging, having this feature allows both Best Buy and carriers to immediately spot product potentially being sent to the wrong location.
- Must contain the following qualifying components on a single page:

Packing Slip field	Mandatory Information
Ship-From	Shipper Name, Address, City/ST, Zip Code
Ship-To	Best Buy Location Name and Location #, Address, City/ST, Zip Code
PRO Number	Tracking PRO Number (if available at the time of creation)
BOL Number	Shipper BOL Number (if available at the time of creation)
Freight Term	Check "Prepaid" or "3 rd Party" freight designation
PO Number	BBY Purchase Order Number
Lot Number	"__ of __ Number of Pallet(s)"
Itemized List	<ul style="list-style-type: none"> • By Model/UPC Item Description • By Model/UPC Carton Count (Master Cartons) • By Model/UPC Piece Count (Sellable Units)

- Below is an example of a Packing Slip template to consider:

Ship-To:		Ship-From:			
Best Buy RDC #77 - Ardmore		ABC Company			
3211 Prairie Valley Rd		123 Alphabet Rd			
Ardmore OK 73401		Gumdrop GA 12345			
Purchase Order:		Freight Term	Bill of Lading		
QGJEIS		Prepaid	1100110011		
Pallet #		Tracking PRO			
2 of 3		1231894861			
Model or Item Description	UPC-A	Case Pack QTY	GTIN-14	Carton Count	Sellable Units
Blue Tear Drop Mouse	0 12345 44444 3	6	0 10 12345 44444 9	16	96
Sea Breeze Mouse Pad	0 54321 87878 7	20	0 10 54321 87878 2	12	240
Pearl Laptop Case	0 91239 15951 2	1	0 00 91239 15951 0	80	80
ABCDCL			Total Carton Count:	108	

6.2 Required for Truckloads

6.2.1 Bill of Lading (BOL) or Waybill – Trailer Level

- Upon delivery, a shipper-printed destination-specific (Master) BOL must be present for all delivering POs.
- [Proof of Delivery Expectations - Partner Portal \(bestbuy.com\)](#)
- Trailer and seal numbers must be shipper-applied on the Bill of Lading.
- Acceptable unit of measure for product is Master Pack cartons plus pallet/bundle count.
- For Collect shipments, specific Bill of Lading requirements [\[Reference 8.3.3\]](#).
- Best Buy recommends VICS BOL format, as it will contain all the below qualifying fields:

BOL field	Mandatory Information
Ship-From	Shipper Name, Address, City/ST, Zip Code
Ship-To	Best Buy Location Name and Location #, Address, City/ST, Zip Code
Freight Term	<ul style="list-style-type: none"> • Check “Prepaid” or “3rd Party” freight designation. • If the freight carrier invoice is the responsibility of the vendor or accessorial fees are charged by the vendor’s choice of carrier with whom BBY has no contract, BBY will deduct the invoice amount from vendor’s next payment plus an additional fee of \$25.00.
Shipment	BOL Number (Underlying)
Carrier Info	<ul style="list-style-type: none"> • Carrier Name or Carrier SCAC • Carrier Tracking PRO Number • Trailer Number • Seal Number
Instructions	“Best Buy Delivery Date MM/DD/YY” (Stating the PO Delivery Date)
Order Information	<ul style="list-style-type: none"> • List of all BBY (Alpha) Purchase Order Numbers • Itemized (by PO) Carton Count plus pallet/bundle count. Not individual piece counts. • Total Gross Weight
Freight Counted	Check/Notate: “By Shipper”, “By Driver/pallets said to contain”, or “By Driver/pieces”
Shipper Sign/Date	Shipper Signature & Date
Driver Sign/Date	<ul style="list-style-type: none"> • Driver Signature & Date • When trailer is sealed without driver inspection, call out “SLC” (Shipper Load & Count)

6.3 Required for LTL Shipments

6.3.1 Bill of Lading (BOL) – PO Level

- Upon LTL carrier pick, shipper-printed destination-specific (underlying) BOLs must be present for all shipped POs.
- Acceptable unit of measure for product is Master Pack cartons plus pallet/bundle count.
- For Collect shipments, specific Bill of Lading requirements [\[Reference 8.3.3\]](#).
- Best Buy recommends VICS BOL format, as it will contain all the below qualifying fields:

BOL field	Mandatory Information
Ship-From	Shipper Name, Address, City/ST, Zip Code
Ship-To	Best Buy Location Name and Location #, Address, City/ST, Zip Code
Freight Term	<ul style="list-style-type: none"> • Check “Prepaid” or “3rd Party” freight designation. • If the freight carrier invoice is the responsibility of the vendor or accessorial fees are charged by the vendor’s choice of carrier with whom BBY has no contract, BBY will deduct the invoice amount from vendor’s next payment plus an additional fee of \$25.00.
Shipment	BOL Number (Underlying)
Carrier Info	<ul style="list-style-type: none"> • Carrier Name or Carrier SCAC • Carrier Tracking PRO Number
Instructions	“Best Buy Delivery Date MM/DD/YY” (Stating the PO Delivery Date)
Order Information	<ul style="list-style-type: none"> • List of all BBY (Alpha) Purchase Order Numbers • Itemized (by PO) Carton Counts plus pallet/bundle count. Not individual piece counts. • Total Gross Weight
Freight Counted	Check/Notate: “By Shipper”, “By Driver/pallets said to contain”, or “By Driver/pieces”

Shipper Sign/Date	Shipper Signature & Date
Driver Sign/Date	<ul style="list-style-type: none"> • Driver Signature & Date • When trailer is sealed without driver inspection, call out “SLC” (Shipper Load & Count)

6.3.2 Delivery Receipts – Shipment Level

- Upon delivery to Best Buy, all carrier-printed (LTL) Delivery Receipts must accompany all delivering POs.
- Acceptable unit of measure for product is Master Pack cartons plus pallet/bundle count.
- If POs arrive without a corresponding Delivery Receipt, a Proof of Delivery will not be provided back to the carrier.
- Must contain the following qualifying components:

Delivery Receipt field	Mandatory Information
Ship-From	Shipper Name, Address, City/ST, Zip Code
Ship-To	Best Buy Location Name and Location #, Address, City/ST, Zip Code
PRO Number	LTL Carrier PRO Tracking Number
Freight Term	<ul style="list-style-type: none"> • Check “Prepaid” or “3rd Party” freight designation. • If the freight carrier invoice is the responsibility of the vendor or accessorial fees are charged by the vendor’s choice of carrier with whom BBY has no contract, BBY will deduct the invoice amount from vendor’s next payment plus an additional fee of \$25.00.
Description of Articles	<ul style="list-style-type: none"> • Complete list of all delivering Best Buy (Alpha) PO Numbers • Itemized (by PO) Carton Counts plus pallet/bundle count. Not individual piece counts. • Itemized (by PO) Total Weights – Pallet + Product

6.3.3 Trailer Manifests – Trailer Level

- Trailer Manifest definition: An LTL carrier created (last-mile) trailer-level summary that is not used by Best Buy to validate proof of delivery. It is used to summarize all the Delivery Receipts loaded on a delivering trailer.
- Acceptable unit of measure for product is Master Pack cartons plus pallet/bundle count.
- Consistent use and compliant document format is extremely important to all parties:
 - Can significantly reduce Best Buy unload times, leading to reduced driver and/or equipment detention.
 - Aids in reconciling expected versus actual delivered receipts.
 - Stated trailer number and seal number(s) are critical for freight claim processing and resolution.
- Must contain the following qualifying components:

Trailer Manifest field	Mandatory Information
Trailer Info	<ul style="list-style-type: none"> • Trailer Number • Seal Number
PRO Number	Complete list of all delivering Tracking PROs
Itemized List	Itemized (by Tracking PRO) Carton Counts plus pallet/bundle count. Not individual piece counts.

6.4 Non-Approved Carrier Shipments

- If the freight carrier invoice is the responsibility of the vendor, BBY will deduct the invoice amount from vendor’s next payment plus an additional fee of \$25.00
- If accessorial fees are charged by the vendor’s choice of carrier with whom BBY has no contract, BBY will deduct the invoice amount from vendor’s next payment plus an additional fee of \$25.00.
- For any questions specifically regarding the fees discussed in this section, email: FPNonPreferredInv@bestbuy.com

7.0 Receive-Ready Appointments (Scheduling)

For any questions about this section, email: Scheduling@bestbuy.com

To view the JDA dock scheduling system training guide or the list of Best Buy's Approved Drop Carriers, go to: <https://partners.bestbuy.com/applications/jda-user-guide-overview>

For the list of Best Buy's Approved Drop Carriers, go to: <https://partners.bestbuy.com>

7.1 Scheduling & Inbound Policies



- Upon check-in, door assignment will only be granted if the driver is able to present the following:
 1. A unique and valid Schedule ID number.
 - Schedule/Load IDs cannot be used across multiple delivering trailers.
 - A trailer should only have one Schedule ID appointment per delivery location.
 2. Per Department of Homeland Security and C-TPAT guidelines
 - A valid government-issued commercial driver's license.
 - Pertinent BOLs (or LTL Delivery Receipts).
 3. A BBY-compliant delivering trailer. **[Reference 5.1]**
- Additionally, turn-away/refusal can occur if:
 - Driver arrival and attempted check-in is outside the 60-minute window (from the appointment start time).
 - Delivering trailer has fallen and/or leaning product.
- Each inbounded Schedule ID must accurately contain:
 - All the Best Buy (Alpha) PO numbers contained on the individual delivery trailer.
 - **An itemized carton count (by PO) - Not pallet count. Not individual piece counts.**
 - Accurate Trailer Number (and BOL/PRO) associated with the actual delivering trailer.
- Any drops that occur on the day-of the delivery appointment, but after the scheduled appointment time, will be considered a late drop. At which point, if necessary, Best Buy can then reschedule as a "Carrier Missed Appointment".
- Failure to meet any of these policies can result in either loss of drop or delivery privileges to Best Buy.

7.2 Timing of Scheduling Requests/Modifications



- At minimum, appointments must be completed one business day before the desired (ETA) delivery date.
- Best Buy does not schedule or reschedule same-day requested appointments.
- All requests submitted after **2:00 PM CST** will be considered a next business day contact.
- Initial appointment and reschedule request should take place only when
 - The loaded 'last-mile' delivering trailer (to Best Buy) is complete, and
 - The delivering carrier has a firm ETA.
- Reschedules should be submitted (by 2PM CST) at least 1 business day prior to the most recent appointment date and time. Any reschedule made after this point will be recoded as a carrier missed appointment.

Failure to follow the Scheduling and Inbound Policies may result in Ship It Right vendor compliance deductions. For information about the Ship It Right program, go to <https://partners.bestbuy.com/applications/ship-it-right-user-guide-overview>. Any questions specifically related to the Ship It Right 'SIR' shipping compliance program must be directed to ShipItRight@bestbuy.com.

7.3 Step-by-Step Check List – Carrier request for JDA access



- Go to <https://partners.bestbuy.com/applications/jda-user-guide-overview>
- Click on the "How to Get Access" link.
- Fill out the Carrier Portal Access Request Form and click "Submit" at the bottom of the form.
- Allow two corporate business days, during Inbound Scheduling business hours (8AM-4PM CST) to process requests.
- If you receive an error stating that SCAC already exists, email Scheduling@bestbuy.com with your SCAC and any email address that needs access to JDA Dock Scheduling Portal.

7.4 By Carrier – Initial Appointment Scheduling



7.4.1 Drop-Eligible Carriers

- For BBY-Collect Truckload tendered loads, a Schedule ID will be provided by Best Buy based on the Load Tender information. For these shipments, carriers are not allowed to create (or arrive under) any other Schedule IDs other than the Schedule IDs provided. The carrier is responsible for managing exceptions to the Schedule ID, via the JDA Dock Scheduling Portal. [Reference 7.6]
- All other initial appointment requests from drop-eligible carriers should be made via EDI or via the JDA online scheduling portal and must include the corresponding (drop) trailer number within the EDI request.
- Where applicable, appointments are scheduled to expect a drop trailer arrival. This includes any JDA-Schedule requests where the sign-in SCAC is defined as an Approved Drop Carrier.
- Where applicable, “Live-Unload” requests are exceptions. [Reference 7.6.1]

7.4.2 Non-EDI Carriers

- Initial appointment requests are submitted through the JDA Dock Scheduling Portal.
- A compliant JDA Scheduling request will contain the following attributes:
 - Carrier Tracking PRO number (if applicable)
 - Shipper BOL number(s)
 - By PO, itemized Carton Count
 - Submitter Contact Email Address
 - Trailer Number
 - All delivering Best Buy PO numbers
 - Submitter Contact Name
 - Best Buy Delivery Location Number
- After approximately 15 minutes, successful appointments are visible on the Dock Commitments screen within JDA.

7.5 Schedule Summary



- As a courtesy, all carriers will receive (point-in-time) SCAC-specific summaries.
- Batched and emailed 3 times daily. Receipt is estimated around 9am, Noon, and 3pm CST.
- Summaries include appointments scheduled for today or in the future.
- To request additions to SCAC-specific distribution lists, carriers must send an email request to Scheduling@bestbuy.com

7.6 Managing Exceptions



- It is the delivering carrier’s responsibility to make sure that all scheduled appointments are accurate.
- Best Buy encourages that initial appointments be submitted complete on first pass, and without need of modification. Any modification to the Schedule ID restates delivery expectations, which will cause JDA to systematically trigger re-optimization. When this occurs appointments may change the appointed time and possibly the date.

7.6.1 Live-Unload Requests – Drop-Eligible

- For carrier SCACs designated as drop-eligible, all deliveries will be assumed as drop trailer arrivals. Any request for a live-unload appointment is an exception, processed as a reschedule event. This request must be made via JDA.

7.6.2 Reschedule Appointments

- Carrier must submit all reschedule requests via JDA.
- Compliant reschedules must be completed at least 1 business day prior to the previously appointed date and time.
- Regardless of carrier-populated change reason codes, if the reschedule is not completed at least 1 business day prior to the previously appointed date and time, then the reschedule reason will be coded as a “Carrier Missed Appointment”.

7.6.3 PO Additions/Deletions

- PO additions/deletions should not be a regular occurrence, Appointments should only be requested when the load is built and the carrier knows exactly what is on the delivering trailer.
- Carriers must submit all PO additions/deletions via JDA on the Modify Delivery screen.

7.6.4 Cancellation of Appointment

- Any appointments that will not be used must be canceled via JDA.
- Frequency of no shows or missed appointments can result in either loss of drop or delivery privileges to Best Buy.

8.0 Collect Vendor Routing and Shipping

For any questions about this section, email: CTMSupport@bestbuy.com

8.1 Definition of Collect Freight Requirements

- FOB (Free on Board) Origin-Collect Freight means that the freight is COLLECT at the Origin and that the buyer (Best Buy) assumes control of the goods the moment the carrier signs the Bill of Lading and goods depart the seller's loading dock.
- Best Buy is responsible for:
 - Assigning loads to carriers.
 - Designating actual ship date to ensure product arrives within PO delivery date window.
 - Filing claims for loss or damage, where carrier is at fault.
 - Payment of freight charges.
- The Best Buy Collect Inbound Transportation Department must route all shipments where Best Buy has agreed to assume responsibility for freight charges.

8.2 Collect Vendor On-Boarding Process

- Once the Collect Vendor Program Agreement (VPA) is complete, vendors will be trained on the Collect Shipping Process which will include a review of the mandatory requirements found below.

8.3 Collect Mandatory Requirements

8.3.1 Request Routing

- Vendor is responsible for submitting and monitoring routing requests.
- Log on to the AP Visibility/Enable Trading site at https://www.enabletrading.com/scripts/tg_prod.wsp/logon.htm to request routing.
 - For access to the AP Visibility/Enable Trading site, go to <https://partners.bestbuy.com/applications/ap-visibility-user-guide-overview>.
- The following information is required:
 - Vendor load-at origin
 - PO
 - Number of trailer feet per PO
 - Available date
 - Vendor name
 - UPC number
 - Number of cartons per UPC
 - Reference number

8.3.2 Shipping Instructions

- Found on https://www.enabletrading.com/scripts/tg_prod.wsp/logon.htm and are available as loads are accepted by Best Buy carriers.
- Truckload: Per the Shipping Instructions, Carrier will contact the Vendor to arrange pick up details at least 24 hours prior to Assigned Pick Up date.
- Less Than Truckload: Vendor to contact the respective less-than-truckload carrier's local terminal as indicated on the Shipping Instructions for pickup. Any exceptions to this process will be communicated to the vendor by the Best Buy Inbound Transportation team.

8.3.3 Bill of Lading

- For all FOB-Origin (Collect) vendors, Best Buy prefers use of the VICS BOL.
- Freight only invoice charges: Must reference "Bill Third Party" on the BOL where terms of purchase are FOB Origin-Collect. The third-party address is as follows:

Best Buy (Attn: Freight Payment)
7601 Penn Avenue South
Richfield, MN 55423
- See Bill of Lading Requirements above, and take special note of the following:
 - "Best Buy Load ID XXXXXX": Collect Shipments ONLY (supplied by the Best Buy Collect Inbound Transportation Department and is required for all Collect shipments). Best Buy Load ID must be included on the consignee section of the Bill of Lading (BOL). The notation must be listed on the top page of the BOL as "BEST BUY LOAD ID",

- followed by the actual number. Best Buy Load IDs are valid for only one shipment and are not to be used for multiple shipments. Shipments that do not comply with the above terms will result in a chargeback to the vendor.
- “BEST BUY DELIVERY DATE (mm/dd/yy)”: Best Buy PO delivery date is required on the consignee section of the Bill of Lading (BOL). The notation must be listed on the top page of the BOL as “BEST BUY DELIVERY DATE mm/dd/yy”. Shipments that do not comply with the above terms will result in a chargeback to the vendor.
 - Example of a compliant Bill of Lading for Collect shipments:

8.4 Collect Additional Information

8.4.1 Coordinate Shipment and Request Routing:

- Vendor routing request must be received no later than 12:00 PM CST 7 business days prior to the PO delivery date.
- Vendor routing request must have a 'ready to ship' date of 5 business days prior to PO delivery date.
 - Weekends and the following holidays are not considered business days: New Year's Day, Memorial Day, Juneteenth, 4th of July, Labor Day, Thanksgiving Day, and Christmas Day.
 - If one of the above holidays falls on a Saturday, then the prior Friday will be considered a non-business day. If one of the above holidays falls on a Sunday, then the following Monday will be considered a non-business day.
 - Routing requests received later than 12:00 PM CST will be assumed received on the following business day.
- Vendors should not attempt build to truckload quantities. However, if one PO/reference number exceeds a single truckload, the vendor should break the PO into truckload quantities. If the same reference number crosses multiple truckloads, list the reference numbers as XXXX-A, XXXX-B, etc.

8.4.2 Shipping Instructions

- Adhere to the prearranged pickup date and time Shipping Instructions found on https://www.enabletrading.com/scripts/tg_prod.wsp/logon.htm.
- Provide a minimum 24-hour notice for any shipment cancelations or reschedules.

8.4.3 Truckload

- Carrier will contact the vendor to arrange pick-up time as per shipping instructions.
- All truckload shipments shall be transported in a sealed trailer, with seal applied by vendor and the seal noted on the bill of lading at the point of origin.
- Best Buy-authorized carriers are not required to inspect product prior to loading or perform a piece or pallet count.
- If Best Buy's authorized carrier seals the trailer, vendor shall verify the seal number and its affixation to the trailer and then sign the bill of lading as confirmation.
- Vendor will be responsible for any shortages, damages, or mis-description of products if the shipment is delivered with the seal intact and noted on the signed bill of lading at the point of destination.

8.4.4 Less Than Truckload

- Vendor will contact the respective less-than-truckload carrier's local terminal as indicated on the shipping instructions for pickup. Any exceptions to this process will be communicated to the vendor by the Best Buy Inbound Transportation team.
- Less-than-truckload shipments arriving on the same day from the same origin to the same destination should be consolidated and listed on a Master BOL.
- For less-than-truckload shipments, vendor will enable a representative of Best Buy's authorized less-than-truckload carrier to perform an inspection prior to loading. Vendor will also allow Best Buy's authorized carrier to:
 - Perform a piece count and pallet count.
 - Verify the condition of products (excluding concealed damage).
 - Compare the product description to the bill of lading.
 - Observe the loading of the products onto the carrier's equipment.
- If there is no evidence or notation on the bill of lading at the time of delivery that the shrink-wrap has been torn, removed, or in any way violated, the Vendor is responsible for any shortages or mis-description of product.

8.4.5 Collect Guidelines

- Vendor should notify the Collect Inbound Transportation Department via email at CTMSupport@bestbuy.com of any facility closing due to inventory, holidays, etc. a minimum of 10 business days in advance of the closing.
- Failure to adhere to the routing request, shipping instruction pick up, and cancel/reschedule notification requirements above will result in delayed pickup and vendor responsibility for all related detention and cancelation charges.
- Best Buy will not be responsible for payment of any transportation for any shipment transported on a collect basis where Best Buy did not provide the routing instructions.
- Freight Allowance for Collect Programs covers carrier ground transportation services based on SKU specifications provided by the vendor but does not cover Exceptional Shipments. Exceptional Shipments include:
 - Any products shipped from the vendor direct to a Best Buy retail store.
 - Other product shipments that incur additional freight charges over the projected cost of motor carrier ground transportation, including but not limited to pallet shippers.
 - Items shipped that do not meet SKU specifications established by the vendor in Best Buy's system (PDM).
 - Additional freight charges, including expedited transportation services, due to vendor-caused events.
- Any rebates or allowances, such as price protection and MDF funds, designed to lower the cost of product after receipt by Best Buy will not be subtracted from the invoice amount for any past or future shipments. Likewise, products returned to vendor, pursuant to the Vendor Agreement, will not be subtracted from the invoice amount for any products shipped under the Collect program.

8.4.6 Fuel Surcharge

- The monthly fuel surcharge will be calculated based on the U.S. On-Highway Diesel Fuel Prices*(dollars per gallon) that is published by the U.S. Energy Information Administration. The U.S. On-Highway Diesel Fuel Prices are reported on Monday of each week and will become effective the next day. If Monday is a recognized federal holiday, the index will be determined on Tuesday and the effective date will be Wednesday of that week. For questions or a copy of the Best Buy Fuel Surcharge Pricing Index, please contact CTMSupport@bestbuy.com.

Shipments that do not comply with the above terms will result in chargeback to the vendor and be deducted from the vendor's invoice. See Shipping Compliance Program for additional details. Questions, comments, or any issues should be immediately communicated to the Collect Inbound Transportation Department via CTMSupport@bestbuy.com.

8.5 Shipping Compliance Program (Transportation)

- The Shipping Compliance Program is designed to track and help eliminate non-compliant shipments from vendor partners into Best Buy facilities as identified by our Transportation partners.
- NOTE: Vendors use BBY AP Visibility via EasyLink for all AP inquiries.
 - For access to the AP Visibility/Enable Trading site, go to: <https://partners.bestbuy.com/applications/ap-visibility-user-guide-overview>.

Compliance Violation	Charge
Not following or obtaining routing instructions from Best Buy Collect Inbound Transportation Department for FOB origin, freight collect shipments.	Any excess freight charges, including expediting charges from Best Buy DC to Best Buy stores, plus \$200.00 processing fee.
Failure to consolidate all shipments on the same day from the same location to the same destination, or as instructed from Best Buy Transportation.	Excess freight charges plus \$200.00 processing fee per occurrence.
Shipping airfreight without authorization from Best Buy Transportation.	Excess freight charges plus \$200.00 processing fee.
Failure to follow Best Buy's UPS shipping requirements for direct to store shipments.	\$10.00 processing fee per package and any incremental freight charges.
Expedited freight costs for late arriving product to Best Buy locations.	Fee based on actual weight, number of deliveries and level of service. Vendor will also be responsible for any additional accessorial expenses including, but not limited to, the following. <ul style="list-style-type: none"> • Level of service upgrades • Dimensional weight • Incorrect weight • High risk fees

	<ul style="list-style-type: none">• Repack fees
Failure to follow BOL requirements: <ul style="list-style-type: none">• Failure to include a valid Best Buy Load ID (and/or)• Failure to include a valid Best Buy PO Delivery Date.	\$200.00 per master BOL.

9.0 Collect Carrier Tender and Shipping

For any questions about this section, email: CTMSupport@bestbuy.com

9.1 Contracted Carrier Definition

- A Best Buy Contracted Carrier is a carrier that has developed a strategic partnership with Best Buy that allows for continuous sustainability, extensive collaboration and the development of innovative solutions that benefit the shipper, the carrier and Best Buy.

9.2 General Information and Advantages of Contracted Carriers

- Drop Agreement – Contracted Carriers are allowed to drop trailers in Best Buy’s RDC yards. This allows the facilities to work trailers early based on their staffing and workload. It also allows the drivers to move to their next appointment and frees up capacity for carriers. Carriers are contracted, but not required to drop at all RDCs. An exception process is in place if the appointment needs to be live offloaded. [\[Reference 7.6.1\]](#)
- EDI Capable – Contracted Carriers are required to be EDI capable.
- Inbound Process and Operations – Contracted Carriers work closely with Best Buy on operational performance and efficient inbound process, and often have a dedicated Best Buy Transportation single point of contact for inbound scheduling and Collect Carrier Performance management.

The list of Best Buy’s Approved Drop Carriers is available on <https://partners.bestbuy.com>.
For questions regarding current Contracted Carriers, contact CarrierPerformance@bestbuy.com
All new carrier inquiries, contact NewCarrierRequests@bestbuy.com

9.3 EDI – Contracted Carrier Requirement

- All Contracted Carriers are required to be EDI capable. EDI allows Best Buy and carrier systems to interact and eliminates the need for manual keying of information on both sides.
- Specific carrier EDI requirements will be called out at time of carrier set-up and require a signed contract.
- To reference the testing requirements and technical documents for US Carrier EDI, please go to <https://partners.bestbuy.com/united-states/carrier/edi>. All testing must have direct Carrier involvement, no through a third party. Carriers should also work directly with Best Buy Scheduling on setting up business process for scheduling appointments using the EDI documents and receiving appointment confirmations.

For questions regarding EDI, please email EDISupport@bestbuy.com

9.4 Carrier Pick Up Requirements

- Manage and adhere to Best Buy tender accept/pick-up appointments.
 - Carrier receives tender request via EDI204.
 - Carrier must accept request within 90 minutes via EDI990 (TL Only)
 - Carrier manages pick up of tender accepted load (by mode) according to the shipping instructions.
 - TL: Carrier must contact the vendor to arrange pick up details at least 24 hours prior to assigned pick-up date according to the shipping instructions.
 - LTL: Vendor will contact the respective less-than-truckload carrier’s local terminal to arrange pick up details at least 24 hours prior to assigned pick-up date.

9.5 Additional Information

- Typically, Best Buy does not assign same-day pick-up appointments.
- Carrier is responsible for managing the scheduled appointment through delivery. [\[Reference 7.0\]](#)
- Contact your Best Buy Load Planner with any other questions or concerns.

10.0 Terms and Definitions

- **Bundle** = A film-wrapped (shipping and handling) logistical unit, containing multiple Master Pack cartons of like-Model/UPC.
- **Case Pack Quantity [CPQ]** = Total number of sellable-units within a MP carton.
- **Collect** = Freight term designation, whereby Best Buy assumes responsibility over transportation.
- **Contracted Carrier** = Defined by SCAC, are carriers and brokers that have a current “Contracted Carrier” Contract Agreement.
 - Eligible to schedule delivery appointments via EDI212 and/or EDI214.
 - All initial appointment requests for Contracted Carrier SCACs are assumed and scheduled as drop trailer deliveries.
- **Double-Boxing** = Shipping practice where a single Master Pack carton is boxed within a larger shipping carton.
- **Drop-Eligible Approved Drop Carrier** = Carriers that have a drop trailer agreement (sometimes location specific) with Best Buy.
 - Eligible to schedule delivery appointments via EDI212 and/or EDI214.
 - Where applicable appointment requests, for Approved Drop Carrier SCACs, are assumed and scheduled as drop trailer deliveries.
- **Each** = “Sellable carton” = “Base Unit or Each” = Carton (sold to customers) is also the inbound to BBY shipping configuration.
- **Enable Trading Portal** = Best Buy’s Collect-vendor routing request platform. [https://www.enabletrading.com/scripts/tg_prod.wsp/logon.htm]
- **GTIN-14** = Developed by GS1, it is a unique and universal identifier for a specific product and shipping configuration.
- **Inner Pack [IP]** carton = “Inner” = Smaller cartons, within a Master Pack, used to package multiple sellable-units. If a single sellable carton represents the Master Pack, the carton technically does not contain any Inner Packs.
- **JDA Dock Scheduling Portal** = Best Buy’s web-based scheduling platform. [<https://tm.bestbuy.com>]
- **Less-than-truckload (LTL)** = Mode of transport that runs on a “hub and spoke” operational network of interconnected of terminals (as well as long-and-short haul trailers) meant to transport small freight.
- **Live Carrier** = Defined by SCAC, are carriers and brokers that DO NOT have an “Approved Drop” Contract Agreement.
 - All delivery appointments must be scheduled via JDA Dock-Scheduling Portal.
 - All initial appointment requests are assumed and scheduled as live-unload trailer deliveries.
- **Logistical Unit** = Shipping and handling configuration.
 - When using LTL shipping this is an individual pallet.
 - For Truckload transportation this can either be an individual pallet or bundle.
- **Master Pack [MP]** carton = “Case Pack” = “Supplier Pack” = “Case” = Largest (Best Buy approved) outer shipping carton.
- **Over-Boxing** = Shipping practice where multiple Master Pack cartons are boxed within a larger shipping carton.
- **Parcel** = Non-palletized small package shipping via Express/Courier Carrier.
- **Pick-up Date** = “Product Ready Date” = Uploaded by the Vendor, this is the first business date that the Shipper will have the Collect Shipment ready for Best Buy carrier pick.
- **Prepaid** = Freight term designation, whereby the Vendor assumes responsibility over transportation.
- **Product Ready Date** = Ready to Ship Date = Uploaded by the Vendor, this is the first business date that the Shipper will have the Collect Shipment ready for Best Buy carrier pick.
- **Protective Frame** = Material selection and design intended to protect product within the sellable carton.
- **Routing Request** = Vendor’s statement of ship-ready expectations, which includes the Product Ready Date.
- **Routing Request Deadline** = Last (BBY) business date that a Routing Request can take place and still be on-time/complaint.
- **Schedule ID** = Load ID = Numeric appointment confirmation number provided in the JDA Dock-Scheduling Portal.
- **Shipper** = Ship-from entity typically associated with the Vendor.
- **Truckload** = A loaded over-the-road (or intermodal) trailer that retains an intact shipper-applied seal all the way through arrival inspection at the BBY Guard House.