



US | RDC

## Inbound Shipping Guide

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## Regional Distribution Centers (RDCs)

- 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 Partner Portal
  - Contact your company's Vendor Security Admin (VSA).
  - If you do not know your company's VSA, contact [PartnerSupport@bestbuy.com](mailto: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 about RDC 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
  - 4<sup>th</sup> 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.

## Prepaid Vendor Super Bolt Seal Option

- Best Buy has partnered with TydenBrooks to offer their hardened *Super Bolt* seal to prepaid vendors.
- The Best Buy breaker bar "key" is not available for vendors to purchase, only the bolt seals.
- For pricing information, and to place an order please contact [john.burian@tydenbrooks.com](mailto:john.burian@tydenbrooks.com)
- For additional information please contact [VendorInboundSupport@BestBuy.com](mailto:VendorInboundSupport@BestBuy.com)

### Super Bolt

The Super Bolt is a heavy duty case hardened bolt seal for applications requiring restricted access to the doors of trucks, containers, and railcars. Special/restricted removal tool is required for bolt removal. Recommended only for controlled movement applications.



## 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 EDI 997 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](mailto: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](mailto:EDISupport@bestbuy.com). For all other ASN questions, please contact [ASNOperations@bestbuy.com](mailto: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) needs to include a unique SSCC label as well as carton SSCC labels
    - For example, if four pallets are being shipped LTL, then there should be four pallet SSCC labels (one unique SSCC # for each pallet) along with respective carton level SSCC labels.
  - 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.
- Parcel Shipments: Best Buy requires SSCC labels affixed to every carton.
- TL/LTL Shipments: Best Buy requires SSCC labels at the pallet level.
- BOL /PRO for EDI must match BOL/PRO on appointment in TMS. This is utilized for Appointment match.
  - For TL, Collect vendors must include the Best Buy appointment number (load ID) in the customer reference field.
- Vendors must specify a shipment type of either LT=LTL, M=FTL, or D=Parcel
- 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 are 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 of the above policies. However, in the future there will be a chargeback program to promote compliance.

## Packaging, Environmental, and Recycling Attributes

For questions about this section, email: [EnvironmentalServices@bestbuy.com](mailto: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.

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

- 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 RDC Inbound Shipping Guide.



## 1.3 Additional Requirements

- Content covered in the Receive-Ready Focus Area sections of this guide is regarded as the basic information. Depending on the category of product being shipped or the delivery channel into Best Buy, there could be special expectations to which vendors, suppliers, and transportation providers must adhere. Review the special expectations for the following:
  - Additional TV Requirements – [Reference 8.0](#)
  - Premium Design Center DC Requirements – [Reference 9.0](#)

## 2.0 Receive-Ready Items (SKUs)

For questions about this section, email: [PDMBusinessSupport@bestbuy.com](mailto: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 at Best Buy RDCs 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 need 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-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-Box and Out-of-Box

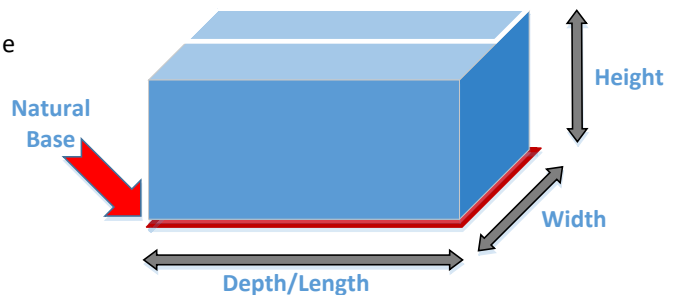
- After the Default Front has been determined, it is possible to determine the height, width, and depth of an item.
- For out-of-box, please be sure to assess fully assembled dimensions.
- While facing the Default Front:
  - Height: from the base to the top
  - Width: from left to right
  - Depth: from 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 valid 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](http://www.GS1us.org).





## 3.0 Receive-Ready Cartons

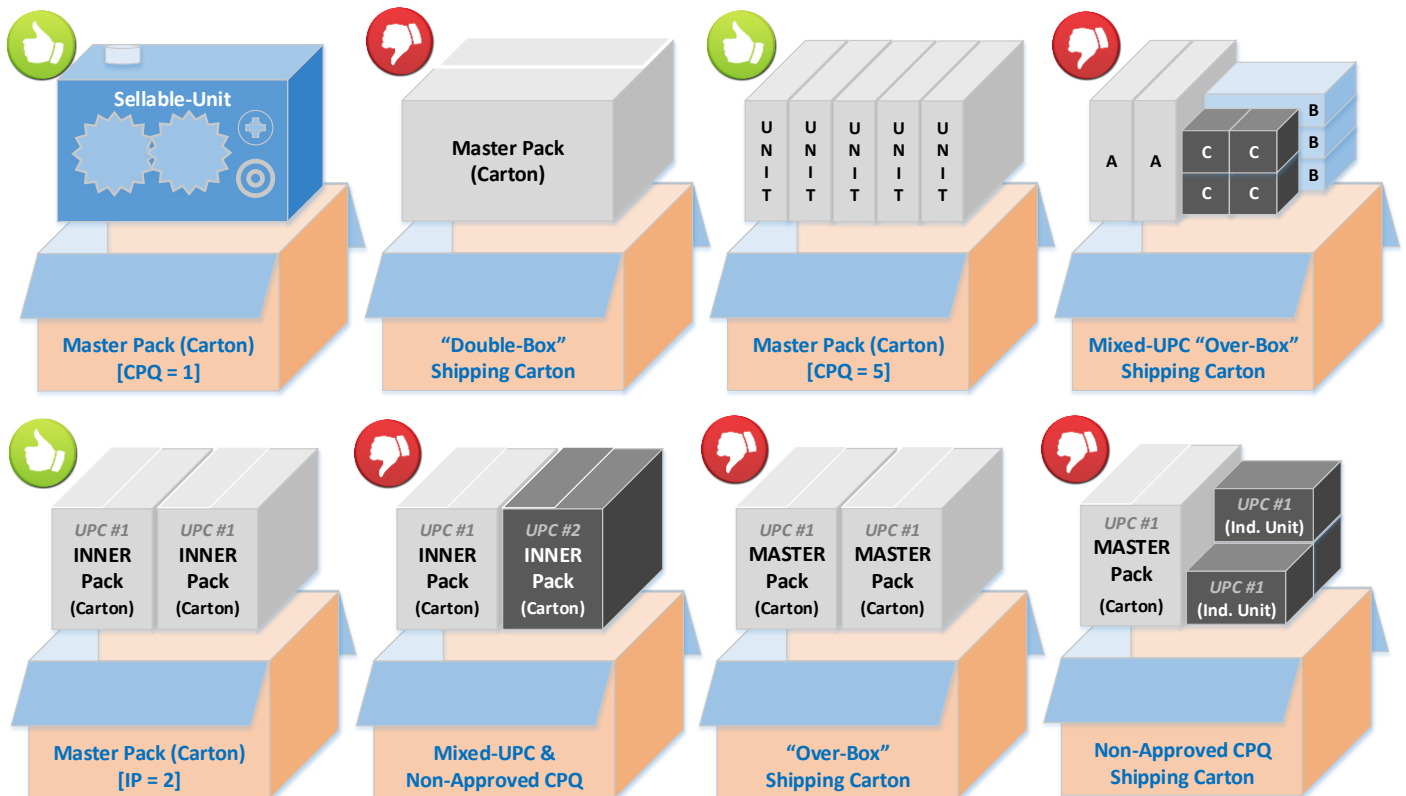
For questions about this section, email: [Dist\\_Ops\\_Support@bestbuy.com](mailto:Dist_Ops_Support@bestbuy.com)

### 3.1 Case Pack Quantity (CPQ) Approval Process

- 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 Category Lead 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 PDM Portal with the new CPQ, GTIN-14 barcode, and adjusted dimensions/weights.

### 3.2 Carton Configuration

- Within an individual shipping carton...
  - Only product of 1 unique UPC is allowed. Do not box together mixed-UPC product.
  - Fulfillment of 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.



### 3.3 Carton Packaging & Protection

- All shipping cartons in Master Packs (MP) or Inner Packs (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:
  - Typical rigors in transit,
  - 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. (TVs are an acceptable exception.)
- Use strong 3" wide tape designed for shipping.
  - Apply H-Taping method to seal all edges and seams:
    - Apply once, parallel to, and on-and-along each center seams.
    - 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.
- Vendors and carriers are required to adhere to National Motor Freight Classification (NMFC) standards. [www.nmfta.org](http://www.nmfta.org)

### 3.4 Box Strength Recommendations

	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
	180	120	600
Triple Wall	240	110	700
	260	115	900
	280	120	1100
	300	125	1300

### 3.5 Conveyable Product Specifications

	Length (in.)	Width (in.)	Height (in.)	Weight (lbs.)
Minimum Limit	9	6	2	2
Optimal Range	12 to 24	12 to 20	6 to 12	5 to 15
Maximum Limit	48	29	27	75

- Master Pack cartons that fall within the Optimal Range (based on size and weight) enable Best Buy to most successfully convey and sort cartons, through both the retail and e-com conveyer system.
- Cartons that are outside of the Optimal Range but inside the limits can cause conveyer jams and bottlenecks, thus Best Buy asks that vendors consider Best Buy's conveyable capabilities (and limitations) when selecting case pack configuration.
- Cartons that are outside of the minimum/maximum Limits are not defined as conveyable and can lead to slower throughput processing, ultimately contributing to possible delayed customer fulfillment.
- Best Buy encourages that banding is not used on conveyable unit product as frequent conveyer jamming can result.
- The more efficiently Best Buy can process units through the distribution centers, the more effectively Best Buy can fulfill to customer demand.

### 3.6 On-Carton Information

- 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.




#### 3.6.1 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.
- For added criteria for small parcel shipping, [\[Reference 10.0\]](#)
- Ship-To Address must follow the Best Buy location naming convention. Ex: “Best Buy RDC #725 – Dinuba”

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	<b>Reference Field #1: Best Buy PO (When populating, do not type “PO”)</b>
Serial Shipping Container Code (SSCC Barcode)	Barcode must be machine scannable from a distance of 4 feet and contain the human readable code.

#### 3.6.2 Receiving Labels

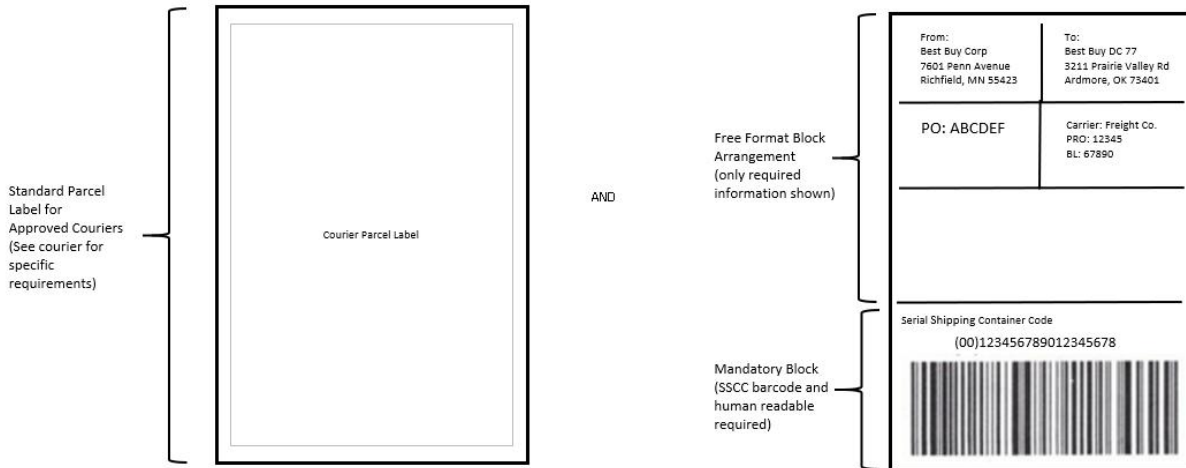
- Vendor-generated Receiving Labels are only required if the 5 Critical Attributes (mentioned above) are not available.
- Label Size: Vendors must gauge appropriate size, but 4-inches wide by 3-inches tall is preferable.
- Placement of unobstructed label:
  - Where applicable a minimum of 2 inches from 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.

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

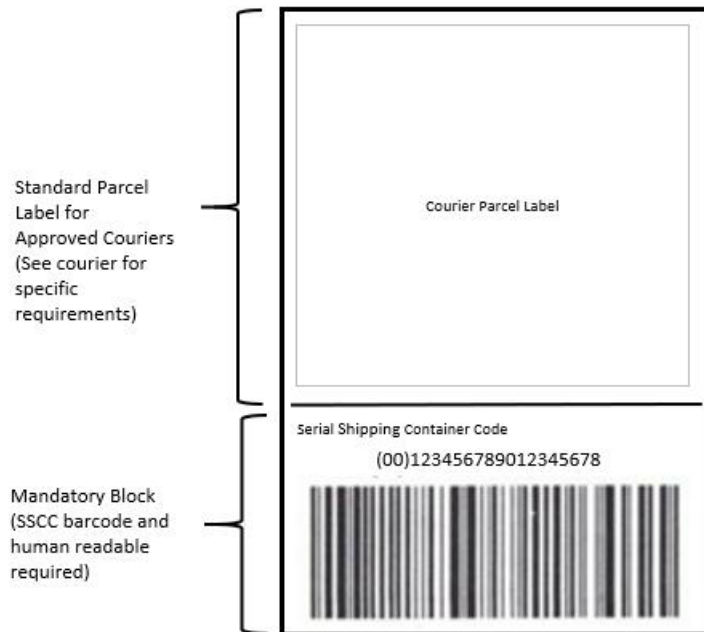
### 3.6.3 Parcel Labels

- For parcel shipments, Best Buy requires SSCC labels affixed to every carton.
- There are two acceptable labelling formats for parcel shipments as shown below.

#### Parcel Shipment Label Option #1



#### Parcel Shipment Label Option #2



### 3.7 Iconography

- Where applicable manufacturer's suggested special handling iconography should be on any and all shipping units.

## 4.0 Receive-Ready Pallets/Bundles

For questions about this section, email: [Dist\\_Ops\\_Support@bestbuy.com](mailto:Dist_Ops_Support@bestbuy.com)

### 4.1 When to Palletize?

- If shipping (or delivering) via less-than-truckload (LTL) capacity, then 100% of LTL product must be palletized.
- If eligible floor-loaded product is not safe to unload via clamp machine, then product must be palletized.
- If intended parcel shipments exceed Best Buy's Courier Door Restriction criteria, then product must be palletized.  
[Reference 10.0]

### 4.2 BBY-approved Pallets

- "Stringer style" 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 on must never exceed 3 ¼ 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.
  - 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

- 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 PET plastic. Do not use metal banding. Do not use banding to secure product down through the pallet.
- If wrap film is used, it must be completely clear and colorless.
- If shipping TVs, beyond the content in the Receive-Ready sections review the TV-specific guidelines: [Reference 8.0]
- Consolidate like-Model/UPCs onto the fewest number of pallets. Maximizing trailer cubes 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.

#### 4.3.1 Step-by-Step Checklist – Palletizing

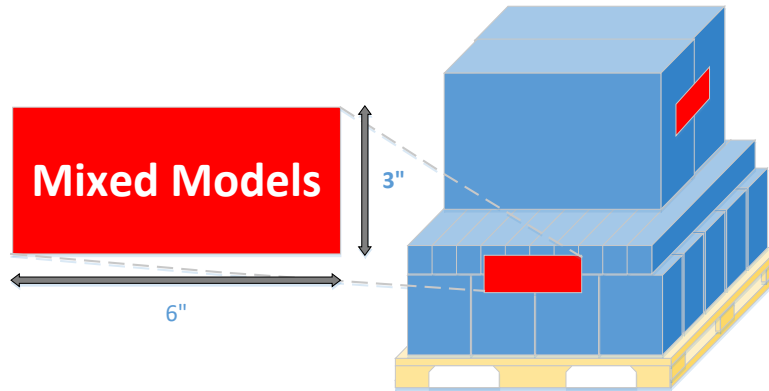
- Do not allow product to extend (overhang) beyond any of the pallet sides. Referred to as a "Zero-Overhang" policy. The goal is to mitigate logistical stream-induced product damage and allow for safe and secure product put away.
  - Utilizing non-approved pallets smaller than standard 48" x 40" will likely have product clamped onto standard pallets for safe put away. Best Buy's logistical stream is not suited for small pallets.
- ☐ #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: 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.
- ☐ #7: Seal a pallet-level packing slip on the short (40") pallet side. [\[Reference 6.1\]](#)

#### 4.3.2 Mixed-Model/UPC Pallets

- Mixed-Model/UPC Pallets should be the exception.
- On each pallet, consolidate like-Model/UPC product into (adjacent) layers.
- Placard Recommendations:
  - **Colored** placarding that is no smaller than 3 inches tall by 6 inches wide.
  - Call out “Mixed UPCs” or “Mixed Models.”
  - Use a font size greater than 72 point and in **BOLD**.
- Apply placards to each Mixed-Model pallet, on 2 adjacent sides, to the exterior of any stretch wrap film.
- If shipping via LTL, apply one of the placards on the same short (40”) side as the pallet-level packing slip.



#### 4.3.3 Step-by-Step Checklist – Bundles

- Note: Bundles are considered floor-loaded product and can be utilized only for full Truckload shipments.
- 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.
- 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 questions about this section, email: [Dist\\_Ops\\_Support@bestbuy.com](mailto:Dist_Ops_Support@bestbuy.com)

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

- Applicable to TL and LTL. This section does not pertain to parcel delivery through the Courier Door.
  - 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 be in good structural condition and 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

6th PO SKU #8	5th PO SKU #6	4th PO SKU #8	4th PO SKU #7	3rd PO SKU #6	2nd PO SKU #5	6th PO SKU #4	5th PO SKU #4	3rd PO SKU #3	2nd PO SKU #4	1st PO SKU #3	1st PO SKU #2	1st PO SKU #1
6th PO SKU #8	5th PO SKU #6	4th PO SKU #8	4th PO SKU #7	2nd PO SKU #6	6th PO SKU #4	6th PO SKU #4	5th PO SKU #4	3rd PO SKU #2	3rd PO SKU #2	1st PO SKU #3	1st PO SKU #3	1st PO SKU #1

Example trailer: Loaded completely with like-Logistical Units

6th PO SKU #8	6th PO SKU #4	6th PO SKU #4	5th PO SKU #6	5th PO SKU #4	4th PO SKU #8	4th PO SKU #7	3rd PO SKU #2	3rd PO SKU #3	2nd PO SKU #4	1st PO SKU #3	1st PO SKU #2	1st PO SKU #1
6th PO SKU #8	6th PO SKU #4	5th PO SKU #6	5th PO SKU #4	4th PO SKU #8	4th PO SKU #7	3rd PO SKU #6	3rd PO SKU #2	2nd PO SKU #6	2nd PO SKU #5	1st PO SKU #3	1st PO SKU #3	1st PO SKU #1

### 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:

6th PO SKU #8	6th PO SKU #4	6th PO SKU #4	5th PO SKU #6	5th PO SKU #4	4th PO SKU #8	4th PO SKU #7	3rd PO SKU #2	3rd PO SKU #3	2nd PO SKU #4	1st PO SKU #3	1st PO SKU #2	1st PO SKU #1	P S
6th PO SKU #8	6th PO SKU #4	5th PO SKU #6	5th PO SKU #4	4th PO SKU #8	4th PO SKU #7	3rd PO SKU #6	3rd PO SKU #2	2nd PO SKU #6	2nd PO SKU #5	1st PO SKU #3	1st PO SKU #3	1st PO SKU #1	

- 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:

3rd PO SKU #8	3rd PO SKU #4	3rd PO SKU #4	2nd PO SKU #6	2nd PO SKU #4	1st PO SKU #8	1st PO SKU #7
3rd PO SKU #8	3rd PO SKU #4	2nd PO SKU #6	2nd PO SKU #4	1st PO SKU #8	1st PO SKU #7	

### 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 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 prescribed spacing, undue risk of product damage and excessive labor/detention is incurred.
- 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. [\[Reference 8.4\]](#)
  - Roll Door Trailers = At least 10 inches of clearance.

## 6.0 Receive-Ready Documents

For questions about this section, email: [Dist\\_Ops\\_Support@bestbuy.com](mailto:Dist_Ops_Support@bestbuy.com)

- All content covered in the Receive-Ready Documents section applies to shipping both Prepaid and Collect shipping.
- Additional requirements for Collect Vendor [Reference 11.0] and for Collect Carrier requirements [Reference 12.0].
- For any questions specifically regarding the fees discussed in this section, email: [FPNonPreferredInv@bestbuy.com](mailto: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 <sup>rd</sup> Party" freight designation
PO Number	BBY (Alpha) Purchase Order Number
Lot Number	"__ of __" Number of Pallet(s) and/or Bundles
Itemized List	<ul style="list-style-type: none"><li>• By Model/UPC Item Description</li><li>• By Model/UPC Carton Count (Master Cartons)</li><li>• By Model/UPC Piece Count (Sellable Units)</li></ul>

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

Ship-To:		Ship-From:	
Best Buy RDC #77 - Ardmore 3211 Prairie Valley Rd Ardmore OK 73401		ABC Company 123 Alphabet Rd 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

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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 [\[Reference 11.3.3\]](#).
- 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"><li>• Check “Prepaid” or “3<sup>rd</sup> Party” freight designation.</li><li>• 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.</li></ul>
Shipment	BOL Number (Underlying)
Carrier Info	<ul style="list-style-type: none"><li>• Carrier Name or Carrier SCAC</li><li>• Carrier Tracking PRO Number</li><li>• Trailer Number</li><li>• Seal Number</li></ul>
Instructions	“Best Buy Delivery Date MM/DD/YY” (Stating the PO Delivery Date)
Order Information	<ul style="list-style-type: none"><li>• List of all BBY (Alpha) Purchase Order Numbers</li><li>• <b>Itemized (by PO) Carton Count plus pallet/bundle count. Not individual piece counts.</b></li><li>• Total Gross Weight</li></ul>
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"><li>• Driver Signature &amp; Date</li><li>• When trailer is sealed without driver inspection, call out “SLC” (Shipper Load &amp; Count)</li></ul>

## 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 [\[Reference 11.3.3\]](#).
- 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"><li>• Check “Prepaid” or “3<sup>rd</sup> Party” freight designation.</li><li>• 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.</li></ul>
Shipment	BOL Number (Underlying)
Carrier Info	<ul style="list-style-type: none"><li>• Carrier Name or Carrier SCAC</li><li>• Carrier Tracking PRO Number</li></ul>
Instructions	“Best Buy Delivery Date MM/DD/YY” (Stating the PO Delivery Date)
Order Information	<ul style="list-style-type: none"><li>• List of all BBY (Alpha) Purchase Order Numbers</li><li>• <b>Itemized (by PO) Carton Counts plus pallet/bundle count. Not individual piece counts.</b></li><li>• Total Gross Weight</li></ul>
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"> <li>• Driver Signature &amp; Date</li> <li>• When trailer is sealed without driver inspection, call out “SLC” (Shipper Load &amp; Count)</li> </ul>

### 6.3.2 Delivery Receipts – Shipment Level

- Upon delivery to Best Buy, all carrier-printed (LTL) Delivery Receipts must accompany all delivering POs.
- If POs arrive without a corresponding Delivery Receipt, a Proof of Delivery will not be provided back to the carrier.
- Acceptable unit of measure for product is Master Pack cartons plus pallet/bundle count.
- 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"> <li>• Check “Prepaid” or “3<sup>rd</sup> Party” freight designation.</li> <li>• 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.</li> </ul>
Description of Articles	<ul style="list-style-type: none"> <li>• Complete list of all delivering Best Buy (Alpha) PO Numbers</li> <li>• <b>Itemized (by PO) Carton Counts plus pallet/bundle count. Not individual piece counts.</b></li> <li>• <b>Itemized (by PO) Total Weights – Pallet + Product</b></li> </ul>

### 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 are 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"> <li>• Trailer Number</li> <li>• Seal Number</li> </ul>
PRO Number	Complete list of all delivering Tracking PROs
Itemized List	<b>Itemized (by Tracking PRO) Carton Counts plus pallet/bundle count. Not individual piece counts.</b>

## 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](mailto:FPNonPreferredInv@bestbuy.com)

## 7.0 Receive-Ready Appointments (Scheduling)

For questions about this section, email: [Scheduling@bestbuy.com](mailto:Scheduling@bestbuy.com)

To view the JDA dock scheduling system training guide, 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 arrival at the Guard House, yard entry 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 Guard House check-in is outside the 60-minute window (from the appointment start time).
  - Delivering trailer that has fallen and/or contains leaning product.
- Each inbound JDA 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 BOL/PRO number (plus trailer number) must be associated with the actual delivering trailer and the relevant shipper provided Advance Shipment Notice (ASN).
- 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."
- Trailers are allowed to be dropped no more than 3 business days in advance of the scheduled drop appointment date.
- 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 recorded 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](mailto: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](mailto: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

- Do not schedule Premium Design Center POs in the JDA Scheduling Portal or via EDI. Review Premium Design Center DC expectations for how to schedule co-loaded trailers (Premium + BBY) or only Premium deliveries. [\[Reference 9.2\]](#)

### 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 and must include the corresponding (drop) trailer number within the EDI request.
- By default, all (initial) appointments are scheduled to expect a drop trailer arrival. This includes any JDA-Schedule requests where the sign-in SCAC is defined as “Drop-Eligible.”
- For Drop-Eligible, “Live-Unload” requests are exceptions. [\[Reference 7.6.1\]](#)

### 7.4.2 Live 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)
  - Trailer Number
  - Shipper BOL number(s)
  - All delivering Best Buy PO numbers
  - By PO, itemized Carton Count
  - Submitter Contact Name
  - Submitter Contact Email Address
  - 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](mailto: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, 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/Reschedule screen.

### 7.6.4 Cancellation of Appointment

- Appointments that will not be used must be canceled via JDA, using Appt Management - Cancel Appointment option.
- Frequency of no show or missed appointments can result in either loss of drop or delivery privileges to Best Buy.

## 8.0 Additional TV Requirements

Category	Class	Class Name
TVs  	276	Large TV 51"–70"
	306	Premium TV
	479	TV 50" & below
	855	Lifestyle TV

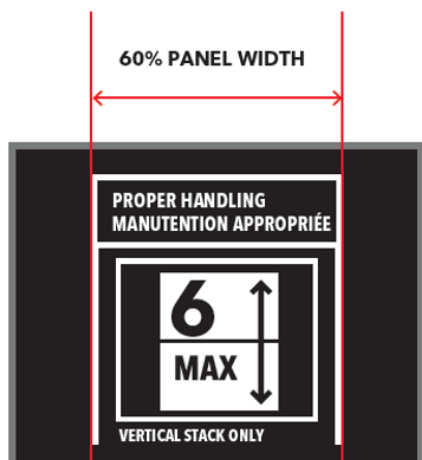
### 8.1 TV Carton Reliability & Design

- In-the-box protective framing should encompass all corners and edges of the product.
- Product packaging and in-box protective framing:
  - Must not warp or loosen packaging integrity in high humidity and/or in high-or-low temperature environments.
  - Must sustain a minimum like-UPC unit stack height of 6 units, without incurring product or carton damage.
  - 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.

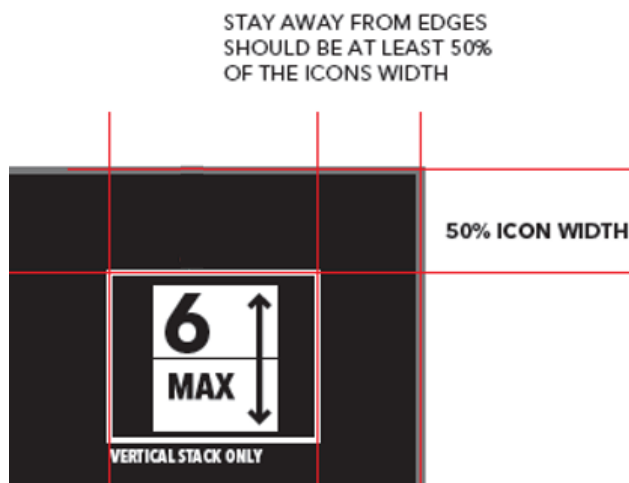
### 8.2 TV Carton Iconography

- 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



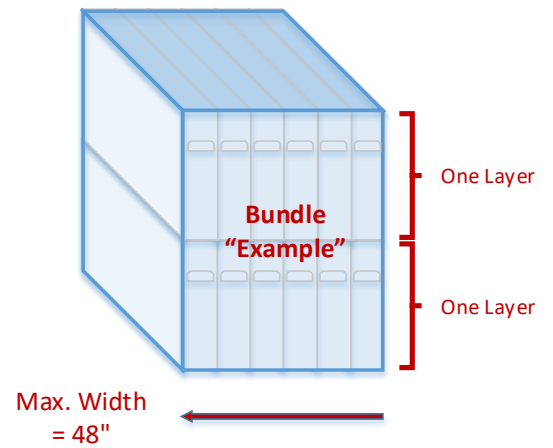
Front/Back Panel Example





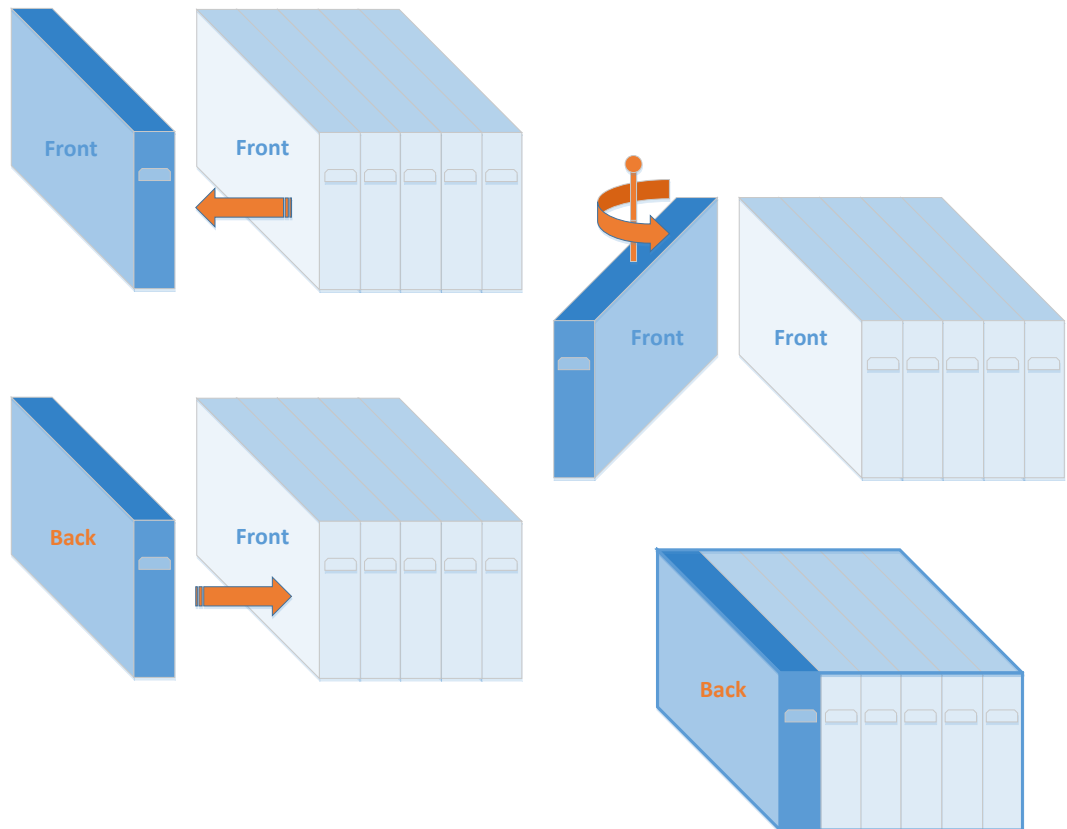
### 8.3 Approved TV Bundles

- Approved TV Bundle guidelines are meant to help facilitate safe, consistent, and efficient product handling to and through Best Buy RDCs. 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

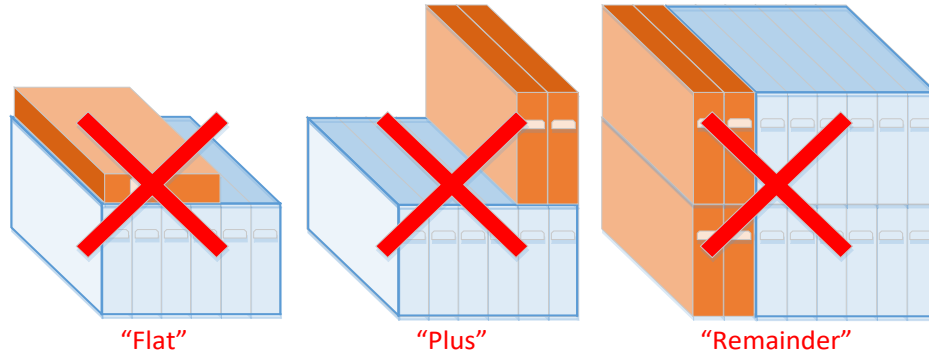
- ☐ #1: Start with a multi-use plastic slip sheet underneath the bottom layer for product protection and stability. Note, Best Buy does not have slip sheet unloading equipment.
- ☐ #2: Align like-UPC product together. Initially orient the default front-side of all TVs in the same direction.
- ☐ #3: The 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 extend 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 unit(s) unless it is necessary to prevent slippage of inner units.

#### 8.4 TV Shipping Configuration & Orientation

- If shipping via LTL, palletization is required. Floor-loaded TVs will be reviewed as potential damage/claim.
- When palletizing TVs, do not allow product to extend (overhang) beyond any of the pallet sides. To comply with this expectation, it may require that non-standard/larger pallets be utilized.
- Do not ship TVs with parcel transportation or deliver TVs through the Courier Door.
- Do not ship loose floor-loaded units. TVs must be in one of the following configurations
  - Floor-loaded TV-Bundles
  - Palletized TV-Bundles
  - Palletized individual units
- Do not ship a TV 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.



- TV-specific inbound trailer clearance requirements:
  - At least 8 inches of clearance must exist between the product and the top of the trailer.
  - The immediate orientation of trailer-loaded TVs must be compliant to special-handling icon/recommendations.

## 9.0 Premium Design Center (PDC) [formerly Magnolia Design Center] DC Requirements

### *Premium Design Center*

Location #	Location Naming Convention	Physical Address	Scheduling Information
399	Premium Design Center DC 399	777 Monte Vista Drive Dinuba, CA 93618	<a href="mailto:MAVDinuba@bestbuy.com">MAVDinuba@bestbuy.com</a>
599	Premium Design Center DC 599	3211 Prairie Valley Road Ardmore, OK 73401	<a href="mailto:MAVArdmore@bestbuy.com">MAVArdmore@bestbuy.com</a>
699	Premium Design Center DC 699	#1 Industry Way Staunton, VA 24401	<a href="mailto:MAVStaunton@bestbuy.com">MAVStaunton@bestbuy.com</a>

- Operating independently from Best Buy, PDC [formerly Magnolia Design Center] DCs are dedicated to serving Premium Design Centers (within BBY stores).
- At the DC-level, PDC DCs and Best Buy RDCs share the same guard houses, secure yards, and physical addresses. Otherwise, each PDC DC is a distinctly separate facility and should be treated as such.
  - Warehousing – A physical wall separates PDC DCs and the Best Buy RDC next door.
  - Labor – This is not shared, and they function separately from one another.
  - Receiving Hours – As they are different facilities, the hours of operation do not align.
  - Dock Doors – Premium Design Center POs can only be received through assigned PDC DC dock doors.
  - Delivery
    - Scheduling “Premium” PDC DC delivery appointments is executed independently from Best Buy’s JDA Scheduling Portal. Carriers must follow scheduling and inbound rules set by each destination facility.
    - Unless pre-arranged with each individual PDC DC, PDC DCs expect deliveries to be executed via live unload.
    - Only under PDC DC approved exceptions (not Best Buy RDCs or Best Buy Scheduling) are transportation carriers allowed to deliver via drop trailer. Therefore, drop privileges at Best Buy RDCs should not be assumed at PDC DCs.

#### 9.1 PDC Shipping Configuration and Manifesting

- Carrier shipping labels and BOLs must be addressed to “ship-to” the PDC DC-specific location name, not Best Buy.
- As PDC DCs and Best Buy RDCs are separate locations, separate BOLs need to be provided for each location. If combined with Best Buy POs, a POD cannot be available for both Best Buy RDCs and PDC DCs.
- Any “Co-loaded” trailer with Premium and Best Buy product must be loaded with PDC DC product at the tail end of the trailer.

#### 9.2 PDC Scheduling & Inbound SOP

- **Scheduling delivery trailer containing ONLY Premium product:**
  - ☐ Carrier requests PDC DC delivery appointment by emailing destination-specific email address (shown above). Email requests must contain the following information:
    - Delivering Carrier Name
    - Delivering Trailer Number
    - Reply-to Email Address – For PDC (MAV) scheduling confirmation.
    - PDC DC Purchase Order Numbers (Numeric, ex: 595143)
    - Number of pallets (or carton count) per PO
    - Estimated Time of Arrival [ETA]
  - ☐ PDC DC Scheduling will respond to “Reply-to Email Address” with PDC (MAV) Schedule ID, date, and time.
  - ☐ Inbound processes for Premium Design Centers should follow.
- **Scheduling delivery trailer containing BOTH Premium PO product and Best Buy PO product:**
  - ☐ Schedule Best Buy PO product for delivery PRIOR to scheduling PDC PO product for PDC DC delivery. Alpha POs (ex: KXYNUH) are for Best Buy RDCs and must be scheduled in JDA.
  - ☐ Schedule PDC PO product for delivery AFTER obtaining valid JDA Scheduling ID for Best Buy product. Numeric PO numbers (ex: 595143) are for Premium Design Centers and cannot be scheduled in JDA.
  - ☐ Carrier requests PDC DC delivery appointment by emailing destination-specific email address shown above. Email requests must contain the following information:

- Delivering Carrier Name
- Delivering Trailer Number
- Reply-to Email Address – For PDC (MAV) scheduling confirmation.
- PDC DC POs – Associated by vendor
- Number of pallets (or carton count) per PO
- State: “Co-load with Best Buy.”
- Provide valid Best Buy Schedule ID, date, and time
- ☐ PDC DC Scheduling will respond to “Reply-to Email Address” with PDC (MAV) Schedule ID, Date, and Time.
- ☐ Inbound processes for both Best Buy and Premium Design Centers should follow.
  - Best Practice: Schedule PDC DC appointments 1-2 hours prior to the scheduled Best Buy RDC appointment date/time.
  - If a Best Buy RDC appointment is scheduled earlier than PDC DC receiving hours, then PDC DC product should be loaded in the nose of the trailer. At the time of scheduling the PDC DC appointment, carrier must state “Co-loaded with Premium in the nose-end” in the communication.
- Any appointment modifications (i.e. – Rescheduled Appointments, PO Additions, etc.) need to be replied to via the original PDC DC Scheduling Confirmation.
- Turn-away/refusal can occur if:
  - Delivery trailer has fallen and/or contains leaning product.
  - Driver arrival and attempted Guard House check-in is after the 60-minute window (from the appointment start time).

## 10.0 Courier Door

For questions about this section, email: [Dist\\_Ops\\_Support@bestbuy.com](mailto:Dist_Ops_Support@bestbuy.com)

**UPS Ground** and **FedEx Ground** are the only carriers approved to deliver parcel product through the RDC Courier Door.  
All other carriers will be refused.

### 10.1 Delivery Method & Timing

- Best Buy will not accept delivery via cargo vans, moving vans, cars, or pickup trucks.
- Delivery drivers are responsible for safely loading individual cartons onto rollers.
- Palletized product delivery is not allowed through the Courier Door receiving event.
- Technically, Courier Door delivery is a non-scheduled delivery event and therefore not scheduled through JDA Scheduling. Regardless, parcel carriers must arrive on time to specified (AM) delivery timeslots or risk refusal.
- Note: For additional requirements around Parcel labels [\[Reference 3.6.3\]](#)

### 10.2 Courier Door Restriction Criteria

Criterion	Individual Carton	Total Shipment
Cubic Volume (ft <sup>3</sup> )	< or = 8	
Weight (lbs.)	< or = 30	
Carton Count		< or = 30
Case Pack Quantity	<a href="#">[Reference 10.2.1]</a>	
Product Subclass List	<a href="#">[Reference 10.2.2]</a>	

- Intended parcel shipments that do not fall within restriction criteria should be palletized and shipped via LTL capacity.
- Regardless of individual carrier policy, adherence to Best Buy's Courier Door Restrictions is the vendor's responsibility.
- To aid in calculating whether cartons exceed cubic volume criterion:
  - If product is measured in INCHES; 8 cubic feet = ( Length x Width x Height ) ÷ 1728
  - If product is measured in CENTIMETERS; 8 cubic feet = ( Length x Width x Height ) ÷ 28316.8466

#### 10.2.1 Restriction Criterion: Case Pack Quantity

- As a reminder, Best Buy does not allow over-boxing of Master Pack cartons.
- When the Case Pack Quantity (CPQ) = 1, the shipped Master Pack represents the sellable carton.
- When shipped via parcel, the sellable unit is unnecessarily subjected to the following and thus restricted:
  - Carton is sold to the end customer with the (inbound-to-BBY) carrier shipping label on the box.
  - Carton is exposed and unprotected from elements that prevent the box from being clean and presentable.
  - Carton is increasingly susceptible to product damage and pilferage.

#### 10.2.2 Restriction Criterion: Restricted Subclass List

- Some products must not be shipped via parcel carrier: digital cameras (including DSLR), digital camcorders, TVs, lenses.
- This restrictive list was created to mitigate downstream negative outcomes such as concealed damage, receiving shortages, and poor tracking of individual units.

# 11.0 Collect Vendor Routing and Shipping

For questions about this section, email: [InboundOPsCTM@BestBuy.com](mailto:InboundOPsCTM@BestBuy.com)

## 11.1 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.

## 11.2 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.

## 11.3 Collect Mandatory Requirements

### 11.3.1 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](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 for routing:
  - Vendor load-at origin
  - PO
  - Number of trailer feet per PO
  - Available date
  - UPC number
  - Number of cartons per UPC
  - Reference number

### 11.3.2 Shipping Instructions

- Found on [https://www.enabletrading.com/scripts/tg\\_prod.wsp/logon.htm](https://www.enabletrading.com/scripts/tg_prod.wsp/logon.htm) and are available as loads are accepted by Best Buy Contracted Carriers.
- Truckload: Per Shipping Instructions, Carrier will contact the Vendor to arrange to 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.



### 11.3.3 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:



Date: 04/17/2017 13:10:48		<b>BILL OF LADING</b>		Page 1 of 1				
<b>SHIP FROM</b> Name: ABC COMPANY LLC Address: 3333 IMAGINARY BLVD. City/State/Zip: ANY CITY / ST / 99999 SID#: _____ FOB: <input type="checkbox"/>				Bill of Lading Number: 000795123456485135  <div style="text-align: center;">           BAR CODE  (402) 0614141234567890         </div>				
<b>SHIP TO</b> Name: Best Buy DDC #726 - Boston Location # 726 Address: 140 Depot Street City/State/Zip: Bellingham / MA / 02019 CID#: _____ FOB: <input type="checkbox"/>				CARRIER NAME: GOOD TRANSPORT Trailer number: 930018 Seal number(s): Y127848 SCAC: GOOD Pro number: 12345678901234567890				
<b>THIRD PARTY FREIGHT CHARGES BILL TO:</b> Name: BEST BUY (ATTN: FREIGHT PAYMENT) Address: 7601 PENN AVE SOUTH City/State/Zip: RICHFIELD / MN / 55423				<div style="text-align: center;">  (0012K) ABCD12345678901234567890         </div>				
<b>SPECIAL INSTRUCTIONS:</b> Best Buy Load ID# 7654321   Best Buy Delivery Date 04/26/17 Delivery Appointment Required				<b>Freight Charge Terms:</b> Prepaid <input type="checkbox"/> Collect <input type="checkbox"/> 3 <sup>rd</sup> Party <input checked="" type="checkbox"/>				
				<input type="checkbox"/> (check box) Master Bill of Lading: with attached underlying Bills of Lading				
<b>CUSTOMER ORDER INFORMATION</b>								
CUSTOMER ORDER NUMBER		# PKGS	WEIGHT	PALLET/SLIP Y or N	ADDITIONAL SHIPPER INFO			
ZRMSCS		80	623	Y				
ZRNATR		144	699	Y				
<b>GRAND TOTAL</b>		224	1322					
<b>CARRIER INFORMATION</b>								
HANDLING UNIT		PACKAGE		WEIGHT	H.M. (K)	COMMODITY DESCRIPTION <small>Commodities requiring special or additional care or attention in handling or stowing must be so marked and packaged as to ensure safe transportation with ordinary care. (See Section 2(a) of NMFC item 380)</small>	LTL ONLY	
QTY	TYPE	QTY	TYPE				NMFC #	CLASS
		20	CTNS	212		456486468461		125
		60	CTNS	411		189486131886		125
		48	CTNS	409		777434313278		95
		96	CTNS	290		885454189748		100
							RECEIVING	
							STAMP SPACE	
		224		1322		<b>GRAND TOTAL</b>		
Where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property as follows:  *The agreed or declared value of the property is specifically stated by the shipper to be not exceeding _____ per _____.						<b>COD Amount: \$</b> _____  Fee Terms: Collect <input type="checkbox"/> Prepaid: <input type="checkbox"/> Customer check acceptable: <input type="checkbox"/>		
<b>NOTE Liability Limitation for loss or damage in this shipment may be applicable. See 49 U.S.C. - 14706(c)(1)(A) and (B).</b>								
RECEIVED, subject to individually determined rates or contracts that have been agreed upon in writing between the carrier and shipper, if applicable, otherwise to the rates, classifications and rules that have been established by the carrier and are available to the shipper, on request, and to all applicable state and federal regulations.						The carrier shall not make delivery of this shipment without payment of freight and all other lawful charges.		
<b>SHIPPER SIGNATURE / DATE</b> <small>This is to certify that the above named materials are properly described, packaged, marked and labeled, and are in proper condition for transportation according to the applicable regulations of the DOT. All cargo intended for transport is subject to inspection. By tendering cargo to carrier, shipper grants consent to such an inspection.</small>						<b>Trailer Loaded:</b> <input checked="" type="checkbox"/> By Shipper <input type="checkbox"/> By Driver		<b>Freight Counted:</b> <input type="checkbox"/> By Shipper <input type="checkbox"/> By Driver/pallets said to contain <input checked="" type="checkbox"/> By Driver/Pieces
						<b>CARRIER SIGNATURE / PICKUP DATE</b> <small>Carrier acknowledges receipt of packages and required placards. Carrier certifies emergency response information was made available and/or carrier has the DOT emergency response guidebook or equivalent documentation in the vehicle.</small>		



## 11.4 Collect Additional Information

### 11.4.1 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, 4<sup>th</sup> 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 to build 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.

### 11.4.2 Shipping Instructions

- Adhere to the prearranged pickup date and time Shipping Instructions found on [https://www.enabletrading.com/scripts/tg\\_prod.wsp/logon.htm](https://www.enabletrading.com/scripts/tg_prod.wsp/logon.htm).
- Provide a minimum of 24-hour notice for any shipment cancellations or reschedules.

### 11.4.3 Truckload

- Carrier will contact the vendor to arrange pick-up time as per shipping instructions.
- All truckload shipments shall be transported in a bolt sealed trailer, with the bolt seal applied by vendor and the seal noted on the bill of lading at the point of origin.
- The expectation is that the Collect vendor and partners adhere to all Best Buy's security processes.
- 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.

### 11.4.4 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.

#### 11.4.5 Collect Guidelines

- Vendor should notify the Collect Inbound Transportation Department via email at [InboundOPsCTM@BestBuy.com](mailto:InboundOPsCTM@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 cancellation 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 (PPM).
  - Additional freight charges, including expedited transportation services, are 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.

#### 11.4.6 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 [InboundOPsCTM@BestBuy.com](mailto:InboundOPsCTM@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 [InboundOPsCTM@BestBuy.com](mailto:InboundOPsCTM@BestBuy.com).

#### 11.5 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 by 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"><li>• Level of service upgrades</li><li>• Dimensional weight</li><li>• Incorrect weight</li><li>• High risk fees</li></ul>

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

## 12.0 Collect Carrier Tender and Shipping

For questions about this section, email: [InboundOPsCTM@BestBuy.com](mailto:InboundOPsCTM@BestBuy.com)

### 12.1 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.

### 12.2 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](mailto:CarrierPerformance@bestbuy.com)  
All new carrier inquiries, contact [NewCarrierRequests@bestbuy.com](mailto:NewCarrierRequests@bestbuy.com)

### 12.3 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](mailto:EDISupport@bestbuy.com)

### 12.4 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.

### 12.5 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.

## 13.0 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.
- **Courier Door** = Non-scheduled dock door where BBY-approved carriers deliver parcel (PO) product.
- **Courier Door Shipment** = An individual Vendor/Class combination received at the individual trailer-level.
  - EX1: If a single parcel tracking number is delivered twice, that would qualify as two Courier Door Shipments.
  - EX2: If on a delivering trailer a Vendor has product from three separate Product Classes, this example scenario would qualify as three Courier Door Shipments.
- **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.
  - 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](https://www.enabletrading.com/scripts/tg_prod.wsp/logon.htm) ]
- **GTIN-14** = Unique and universal identifier for a specific product and its non-consumable shipping configuration. See “ITF-14”
- **Inner Pack [IP]** = “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.
- **ITF-14** = Interleaved 2 of 5 barcode = It is the GS1 format to encode a 14 digit Global Trade Item Number. See “GTIN-14”
- **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.
- **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** = Uploaded by the Vendor, this is the first business date that the Shipper will have the Collect Shipment ready for Best Buy carrier pick.
- **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** = JDA 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 Best Buy Guard House.