



Best Buy GNFR Shipping Guide

Updated March 2022

Summary

This document outlines shipping and transportation guidelines for Best Buy's GNFR program specific to Best Buy paid freight with the exception of small parcel or pre-paid freight.

Contents

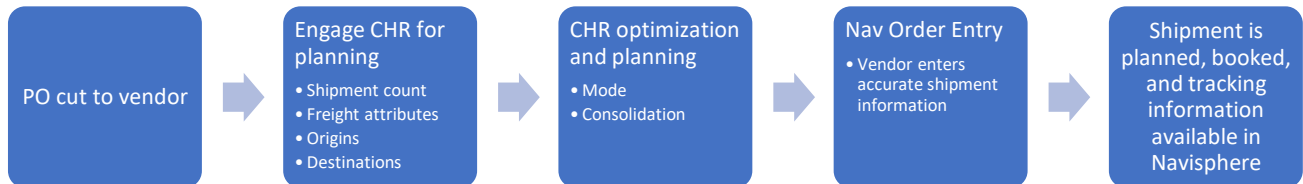
1. CH ROBINSON CONTACTS	3
2. SHIPMENT PLANNING AND LEAD TIME.....	3
3. NAVISPHERE ORDER ENTRY.....	3
4. RETREIVING PAPERWORK	7
5. HELPFUL NOTES.....	ERROR! BOOKMARK NOT DEFINED.

1. CH Robinson Contacts

CH Robinson Team E-mail Routing: BestBuyGNFR@chrobinson.com
Lindsey Munn (Key Account Manager-Escalation)
Colin Burk (Account Manager)
Nick Degen (Account Manager)

For any small parcel or prepaid questions please contact nsotransportation@bestbuy.com

2. Shipment Planning and Lead Time

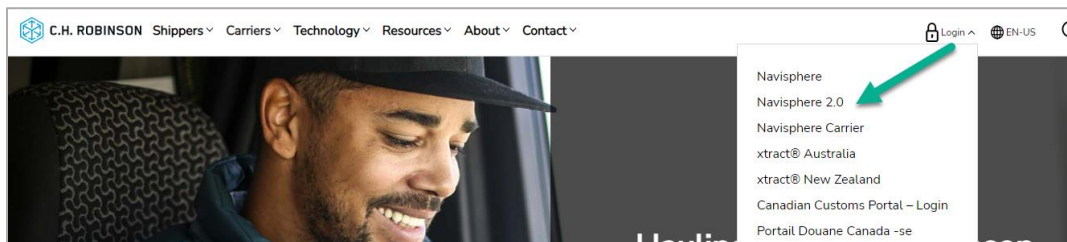


- **Project Planning:** Reach out to CH Robinson **4 weeks prior** to deliver by date to collaborate on a shipping schedule for project freight.
- **Lead Time:** Please enter shipments into Navisphere at least 7 days prior to shipping
- **Consolidation:** As part of our project planning we may reach out in order to determine if there is flexibility in ship/deliver dates in an effort to further consolidate freight.
- **Expedite Shipments:** Select only if BBY has instructed you to expedite or hit a hard delivery date (if after 1PM CST shipment should be entered for next day pick-up)

3. Navisphere Order Entry

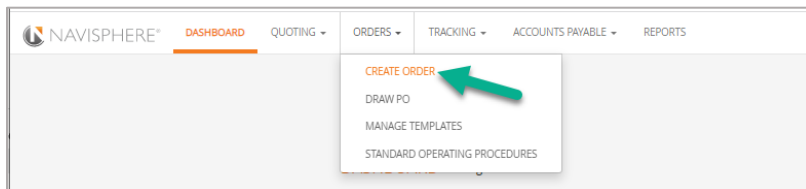
Navisphere 2.0 is the portal used for tendering shipments to CH Robinson to route a truck for pick up on all Best Buy GNFR pre-paid shipments. This portal can also be used for tracking and tracing as well as creating shipping paperwork.

Go to www.chrobinson.com and select “Navisphere 2.0” from dropdown menu.



Enter username, password and select “login” (request a username and password by contacting BestBuyGNFR@chrobinson.com)

Under the Orders Menu, select “Create Order”



Enter shipment Information:

- (*) = required field
- Best Buy PO#'s or SO#'s – Enter one PO or SO # in this field; for orders with multiple PO or SO #'s enter each number separated by a comma
- Project Name or Code – Enter the name of the project that your freight is supporting.
 - This may look like Q00001, Q2215K, R0000R, N00000I, or P2205I for example

Create Order

Account

Best Buy Company Inc. - C56467 [Select Template](#)

7601 Penn Ave, South
Richfield, MN 55423
US

Best Buy PO#'s or SO#'s (separated by comma) *

Project Name or Code

Enter pick up and delivery location and date information:

- Begin typing by name, city, state, or zip and select the correct location from drop down.
 - After selecting the correct location, please verify that the address and contact info is correct.
 - If you cannot find the necessary location, please e-mail BestBuyGNFR@chrobinson.com the information so that we may add this to your selection.

Where will the shipment be picked up?

Location *

- Best Buy - W1032209 (257)
The Shops East, BOARDMAN, OH, US
- Best Buy - W1032798 (156)
5800 BRITTON PARKWAY, Dublin, OH, US
- Best Buy - W721197 (195)
8148 E. Kellogg Dr., Wichita, KS, US
- Best Buy - W1032538 (215)
11219 N FREEWAY, HOUSTON, TX, US
- Best Buy - W1029919 (980)
Photo Studio, Eden Prairie, MN, US
- Best Buy - W1029924 (964)
Damark International, Brooklyn Park, MN, US
- Best Buy - W1029929 (960)

Where will the shipment be picked up?

Location Change	Contact Edit
Best Buy - W1032209 The Shops East 561 Boardman-Poland Road BOARDMAN, OH 44512 US	Rcvg (330) 758-6430

- Pick up information:
 - Dates: Enter date order will be ready to ship (this does **not** confirm that it's the day that CHR will pick up as that is based off the deliver BY date). Please do not enter any past dates.
 - Pickup Number: Enter what the driver should use when arriving to ship location (if you do not have pickup number use the Best Buy PO number)
 - Origin Special Instructions: Include shipment details such as if a reefer can be used, need for pads, straps, air ride etc.

When should the shipment be picked up?

From* : To* :

Tell us more about this pick up

Pickup Number

Origin Special Instructions

0/1000

- Delivery information:
 - Dates: If load must delivery on a hard date enter the same date in both fields. If there is a delivery window, enter the earliest day of the window and the last day of the window.
 - Pickup Number: Enter what the driver should use when arriving to ship location (if you do not have a delivery number use the Best Buy PO number)
 - Destination Special Instructions: Include any details related to delivery needs such as a contact or "ATTN:" to name, or special requirements such as liftgate, inside delivery, etc.

When should the shipment be delivered?

From* : To* :

Tell us more about this delivery

Delivery Number

Destination Special Instructions

0/1000

Enter commodity details:

- Items/commodity search:
 - Begin typing to search for your commodity.

What items are you shipping?

Item 1

Search Your Item Catalog*

Item Totals				
Number of Items	Quantity	Total Weight	Total Value	Pallets
0	0.00	0.00 lbs	\$0.00	0.00

All shipments are subject to the [cargo claim policy](#).

- Items/commodity detailed description:
 - Please confirm any information that automatically populate and change as necessary.
 - Total Value is required to ensure appropriate cargo coverage.
 - Skid Count and Pallet Spaces help us determine if there is opportunity to consolidate so please ensure accuracy.
 - If you know the part number(s) please include in the Part Numbers field near the bottom of item description.
 - If there are multiple items/parts shipping with various sizes or weights please enter items separately by clicking on the “+ Add Next Item” link.
 - If you enter multiple items, confirm totals at the bottom are accurate.

Item 1 [Remove Item](#)

Item Description *
Shelving

Packaging * **Quantity *** **Total Weight *** lbs **Total Value ***

Skid Count **Pallet Spaces** **Freight Class *** **NMFC Number**

Temperature Category **Trailer Feet** **Packaging Dimensions (L x W x H) *** in **Stackable *** Yes No

Notes

Reference Numbers 0/1000

Part Numbers

[+ Add Next Item](#)

Item Totals				
Number of Items	Quantity	Total Weight	Total Value	Pallets
1	0.00	0.00 lbs	\$0.00	0.00

Submit and Confirm your order:

- Submit order by clicking “Place Order” when you have all information entered.
- If you’d like to save the information from your shipment as a template to use in the future, simply click “Save as Template”. You will be prompted to name this template as you can save multiple templates. In future order entries, you’ll be prompted with a link near the top of the screen to select a Template.

[Cancel](#)
[Save as Template](#)
[Place Order](#)

Create Order

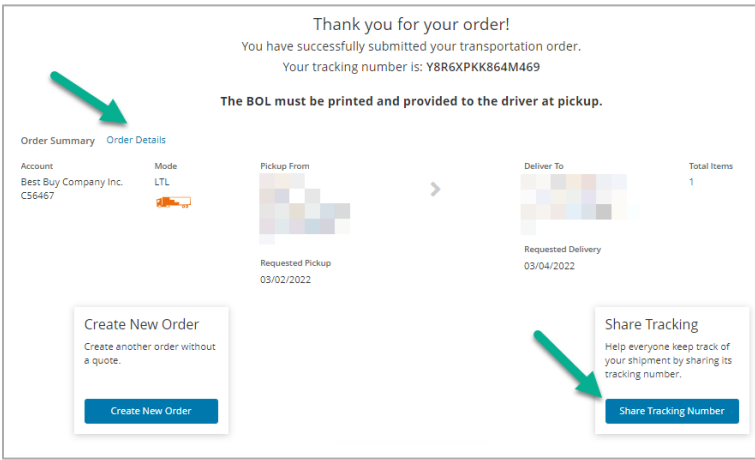
Account
Best Buy Company Inc. - C56467 [Select Template](#)

7601 Penn Ave. South
 Richfield, MN 55423
 US

Best Buy PO#'s (separated by comma) *

Project Name or Code

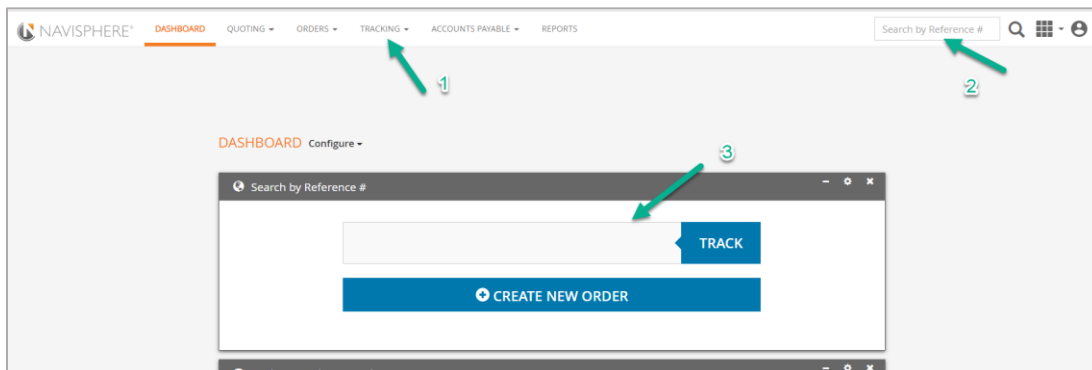
- Confirm order submission.
 - Clicking on the “Order Details” link will take you to another page where you will be able to review your shipment and access additional information, including shipping paperwork. **Please note that the BOL must be printed and provided to the driver at the time of pick up to ensure accurate billing.**
 - The “Share Tracking Number” link will allow you to email a tracking link to yourself or others



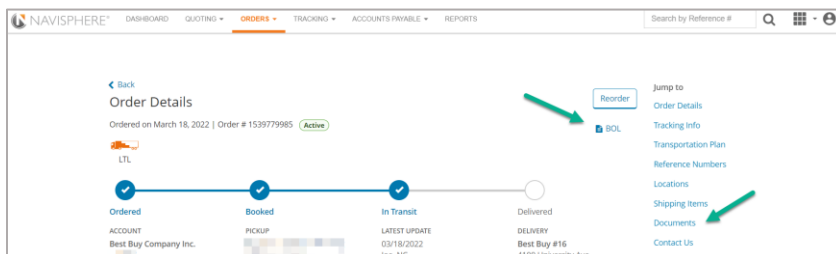
4. Retrieving Paperwork

Please note that it is required to use the CH Robinson BOL for your shipments. To retrieve paperwork such as a BOL or pallet label for shipping, or a POD after delivery, you will need to first access the shipment. There are multiple ways you can do this:

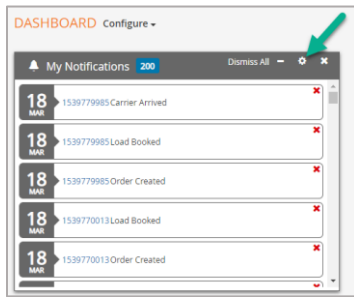
- To search for a specific shipment by PO number, pick up or delivery number, CH Robinson load number, or any other number associated to the shipment:
 1. Tracking screen: This will take you to all shipments and allow you to search and filter or click directly into a shipment
 2. Search by Reference easy access: From any screen within Navisphere this search screen is available
 3. Dashboard Search by Reference: From the homescreen Dashboard, use the Search by Reference # widget



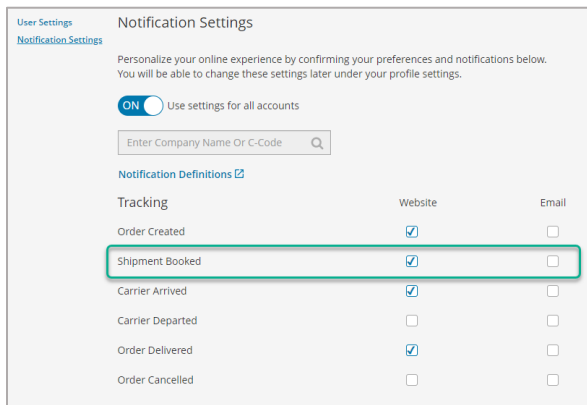
Once you are within the shipment from which you wish to retrieve paperwork, you can click on the BOL link or go to “Documents” for the BOL and other available paperwork. Please note that a POD will be available upon receipt from the carrier, usually within 72 hours.



You may opt-in to email notifications when a shipment is booked, this will email you a BOL that can be used for shipping. From the Dashboard screen, click on the settings icon within the “My Notifications” widget to choose your opt-in preference.



In the Notification Settings screen, opt-in to either Website or Email notifications. Website notifications will show on your Dashboard, while Email notifications will email directly to you. Click “Save” near the bottom of your screen to save your selections.



5. Helpful Notes and FAQ's

- Accuracy is critical:** All Navisphere shipment data will be visible to Best Buy and also scorecarded so *accurate shipment information is critical*. Suppliers are accountable to accurate entry of PO, origin, destination, dates, pieces, pallets, pallet spaces, class, dimensions, and weights of shipments.
 - PO or SO with multiple delivery dates:** Please enter each shipment separately with the appropriate date requirements and reference the same PO on each shipment
 - Multiple PO's going to same location on same dates:** If the origin, destination, and dates are the same, please enter this as one shipment, referencing multiple PO or SO's in the appropriate fields.
 - Multiple items or part numbers:** If there are multiple items/parts shipping with various sizes or weights please enter items separately by clicking on the “+ Add Next Item” link.
- Tracking Information:** After entering shipments, you will be able to track via the “Tracking” link in your Navisphere top menu. You may also search using the search box near the right side of the Navisphere top menu. This search field can search by Best Buy PO, CH Robinson load number or any other reference numbers you entered on your shipments.
- If you have a large quantity of shipments to enter at one time:** We can help with a bulk spreadsheet importer. Please contact our account team to coordinate details needed for this.
- Estimated transit times:** If unsure of standard transit, please use the following estimated transit times as a guide:

0-500 miles:	(1 Day Transit) i.e. pick Mon. and del Tues.
501-1,000 miles:	(2 Day Transit) i.e. pick Mon. and del Wed
1,000-1,500 miles:	(3 Day Transit) i.e. pick Mon and del Thur.
1,501-2,000 miles:	(4 Day Transit) i.e. pick Mon. and del Fri.
2,001-2,500 miles:	(5 Day Transit) i.e. pick Mon. and del Mon.
2,501 + miles:	(6 + Days Transit) i.e. pick Mon. and del Mon.

- **Changes to User(s) and Log-in Help:** Most changes and access rights will need to be granted by the CH Robinson account team.
 - **Already have a Navisphere log in:** Please contact us with the current email address/user name and we will let you know if we can link the Best Buy program to your existing log in.
 - **Delete or add users:** Please contact CH Robinson with the user's email address that need to be deleted or added.
 - **Trouble logging in:** If resetting your password does not resolve the issue, please email the CH Robinson account team with the user's name and we will assist.