



Best Buy GNFR Shipping Guide

Updated July 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.

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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

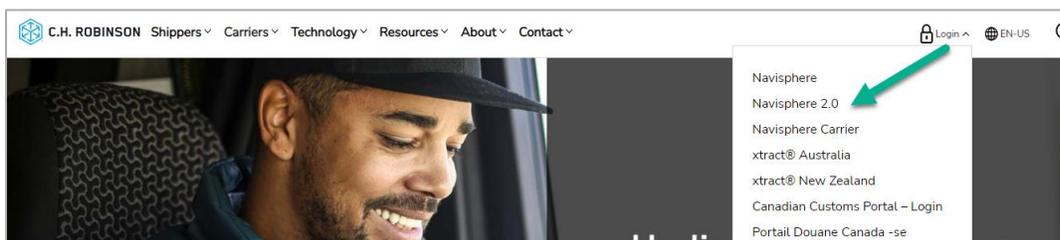


- **Project Planning:** Reach out to CH Robinson **4 weeks prior** to deliver by date to collaborate on a shipping schedule for project freight.
- **Consolidation:** As part of our project planning we may reach out in order to determine if there is flexibility in ship/deliver dates in an effort to further consolidate freight.
- **Lead & Transit Time:** Please enter shipments into Navisphere at least **3 days prior to pick up date**, and please allow **7 days of transit** from pick up to delivery dates.
- **Expedite Shipments:** If you are unable to provide the above Lead & Transit Time requirements, please reach out to the CH Robinson and NSO teams to discuss expedite options that will ensure your freight delivers on time.

3. Navisphere Order Entry

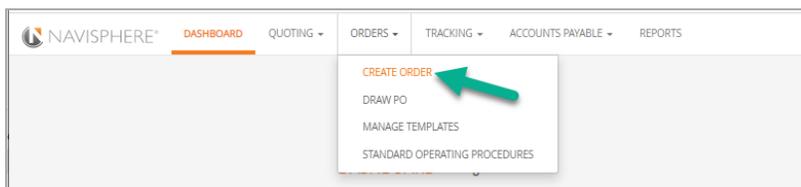
Navisphere 2.0 is the portal used for tendering shipments to CH Robinson to route a truck for pick up on all Best Buy GNFR pre-paid shipments. This portal can also be used for tracking and tracing as well as creating shipping paperwork.

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 Type – Enter the type of project that your freight is supporting.
 - This information can be found on the PO from Best Buy. Please reference the below table:

Create Order

Account

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

7601 Penn Ave. South
Richfield, MN 55423
US

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

Project Type *

Project Identification Table:

Project Name on PO	Notes and Examples	Project Type (Enter this in Navisphere)
R0000R		R&M
"Blank"		R&M
MK		R&M
Q0000x	Example: Q0000I	Projects/Remodels
FYxxCTBxx	Example: FY23CTBSOW or FY23CTBVPP etc.	Projects/Remodels
PDxxxx	Example: PD2023	Projects/Remodels
S0000x	Example: S0000I	Projects/Remodels
N0000x	Example N000I	New Store
TRxxxx	Example: TR2022 (Reset order for FY23)	Reset
Pxxxx	Example: P2301 Reset 1 (Reset order for FY23)	Reset
Sxxxx	Example: S2301 Reset 1 (Reset order for FY23)	Reset

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.
 - Please note: typing or pasting in a full location name or address may not allow the search function to find the location.
 - 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 (954)
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.
 - Lead time to pick up should be at least 3 days from the date the shipment is entered.
 - 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 Notes or Commodity Description: Include shipment details such as if a reefer can be used, need for pads, straps, air ride etc.; also include notes for any additional commodity descriptions or details.

When should the shipment be picked up?

From* : To* :

Tell us more about this pick up

Pickup Number

Origin Notes or Commodity Description

0/1000

- Delivery information:
 - Dates: If load must deliver 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.
 - Latest delivery date should be 7 days after pickup date.
 - Delivery Number: Enter what the driver should use when delivering to receiving location (if you do not have a delivery number use the Best Buy PO number). For shipments going to a DC location, please ensure that you include all PO information to ensure a delivery appointment can be confirmed.
 - 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.
 - Refer to the [List of Available Commodities](#) on the last page of this guide for a complete list of available commodities to choose from.

What items are you shipping?

Item 1

Search Your Item Catalog*

Type description, SKU, PLU, UPC, NMFC, Code, or Class

Item Totals	Quantity	Total Weight	Total Value	Pallets
Number of Items	0	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 populates and change as necessary.
 - Total Value is **required** to ensure appropriate cargo coverage.
 - Please enter an accurate value from your Best Buy PO invoice.
 - Pallet or Skid Count is the number of total skids, pallets, crates, or other master shipping units.
 - Pallet Spaces is the number of standard pallet spaces (48" x 40") that your shipment will use on a trailer floor
 - This may or may not be the same number of pallets or skids if you use non-standard pallet sizes or they can be stacked.
 - Here are some Examples:
 - 1 oversized pallet 48" length x 78" width will use 2 pallet spaces
 - 3 standard pallets 48" length x 40" width that can be stacked 2 high will use 2 pallet spaces
 - Trailer Feet is the length your shipment will require in a trailer, measured in feet.
 - Please use the longest dimension in your shipment.
 - Here are some Examples:
 - 1 custom pallet/skid that is 96" length x 20" width is 8 feet
 - 2 standard pallets at 48" length x 40" width can be loaded in a trailer side-by-side is 4 feet
 - 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

Description*

Packaging* <input type="text" value="Pieces"/>	Quantity* <input type="text" value="4"/>	Total Weight* <input type="text" value="538"/> lbs	Total Value* <input type="text" value="1234"/>
Pallet or Skid Count* <input type="text" value="2"/>	PALLET SPACES* <input type="text" value="2"/>	Freight Class* <input type="text" value="110"/>	NMFC NUMBER <input type="text"/>
Temperature Category <input type="text" value="Dry"/>	TRAILER FEET <input type="text" value="4"/>	Packaging Dims (L x W x H)* <input type="text" value="48"/> <input type="text" value="40"/> <input type="text" value="36"/> in	STACKABLE* <input type="radio"/> YES <input checked="" type="radio"/> NO

Reference Numbers

Part Numbers

[+ Add Next Item](#)

Item Totals	Quantity	Total Weight	Total Value	Pallets
Number of Items	1	538.00 lbs	\$1,234.00	2.00

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.



Create Order

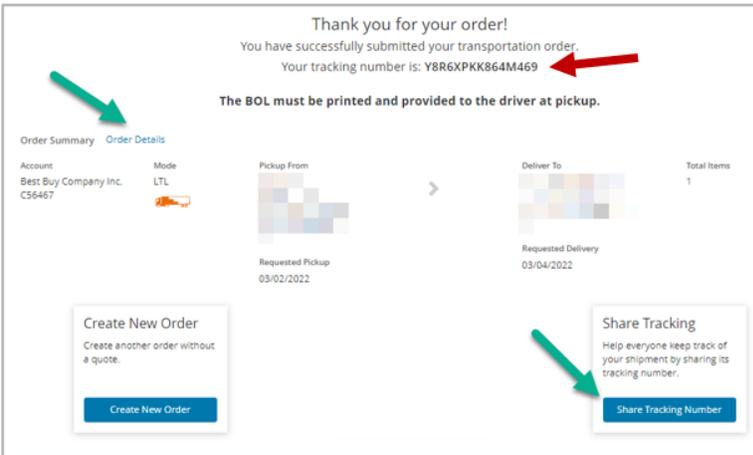
Account
Best Buy Company Inc. - C56467 [Select Template](#)

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.
 - The “Share Tracking Number” link will allow you to email a tracking link to yourself or others.



- **GNFR-NMI Suppliers:** The tracking number provided at the top of this screen (red arrow) is to be used to populate your ASBN upload template. In conjunction, the Freight Carrier Code to be used is “CHR”. Screenshot example below. If you do not use ASBN upload, this can be ignored.

A	B	C	D	E	F	G	H	I	J
Shipment Number	Shipment Date	Expected Receipt Date	Freight Carrier	Waybill / Airbill Number	PO Number	PO Line Number	PO Shipment Number	Ship To Location (Store #)	Quantity Shipped
SAMPLE12345	4/18/2022	4/29/2022	CHR	Y8R6PKK864M469	1234567	1	1	281	1

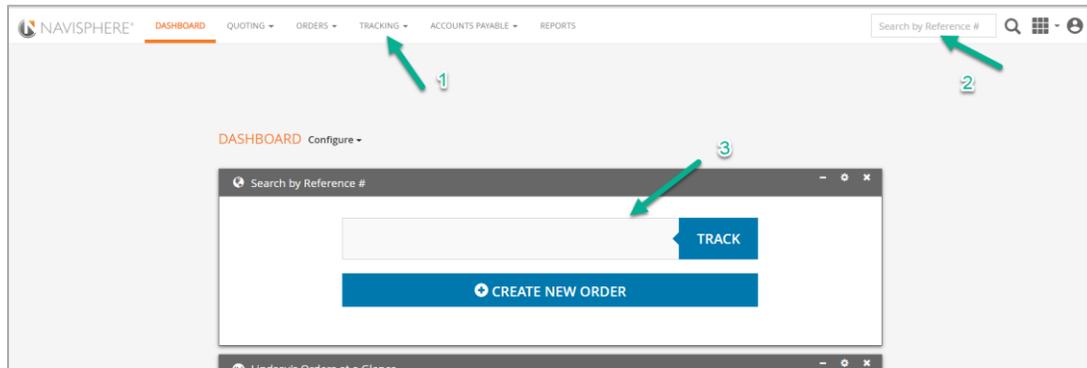
4. Retrieving Paperwork

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.

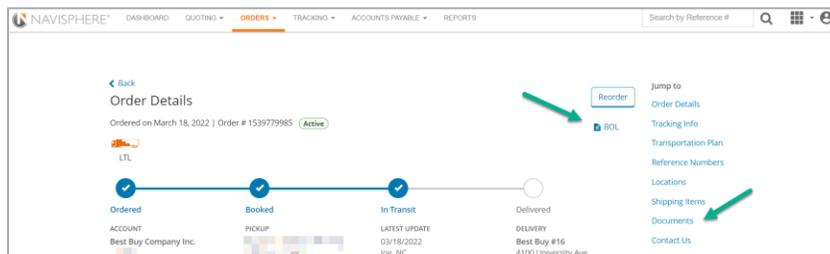
Please note: The carrier assigned to your shipment will send a BOL to the contact information on file for your pick up location.

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, you can use one of the methods below:

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

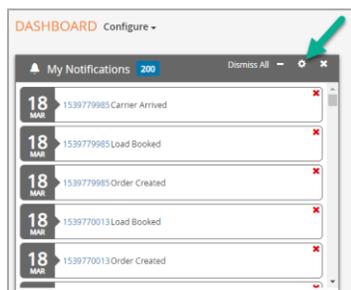


Once you are within the shipment from which you wish to retrieve paperwork, you can click on the BOL link or go to "Documents" for the BOL and other available paperwork.



5. Subscribing to Notifications

You can opt-in to notifications with Navisphere and choose to be notified by email or by the Notifications Widget on the Dashboard screen. To begin, click on the gear settings icon in the My Notifications Widget on the Dashboard.



In the Notification Settings screen, opt-in to Website and/or Email notifications by checking the box of the notifications you wish to receive. 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.

User Settings
Notification Settings

Personalize your online experience by confirming your preferences and notifications below. You will be able to change these settings later under your profile settings.

ON Use settings for all accounts

Enter Company Name Or C-Code

Notification Definitions

	Website	Email
Tracking		
Order Created	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Shipment Booked	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Carrier Arrived	<input type="checkbox"/>	<input type="checkbox"/>
Carrier Departed	<input type="checkbox"/>	<input type="checkbox"/>
Order Delivered	<input type="checkbox"/>	<input type="checkbox"/>
Order Cancelled	<input type="checkbox"/>	<input type="checkbox"/>
Exception Management		
Carrier Bounced	<input type="checkbox"/>	<input type="checkbox"/>
Potentially Late	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Late Arrival	<input type="checkbox"/>	<input type="checkbox"/>

Click Save to save your selections. Email notifications will only be sent to the email address associated with your log in.

6. 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.
 - Warehouse needs:** If your shipment needs warehousing, please contact CH Robinson prior to entering your shipment.
- 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 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.
- 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.

6. List of Available Commodities

These are the commodities that are available to be selected from in Navisphere. Please use the **Origin Notes or Commodity Description** field to add additional commodity details if needed.

A/V products, tools, network equipment
Acrylic display pieces
Banners
Bubble wrap
Cabinetry
Carpet
Counter tops, granite
Décor, displays, graphics
Dollies
Electrical accessories (including power poles)
Fixtures - casework
Fixtures - metal
Floor mats
Gift cards
Graphics or signage
Integrated display including fixture w/electrical components
IT equipment
Lockers
Optima Stretchlite
Other or Multiple Items (include description in commodity notes)
Packaging
Plastic containers, bins and totes
Pre-fabricated: wall systems, casework, or specialty fixtures
Projectors and screens
Security systems or devices
SFS and RDC supplies
Shelving
Shopping carts
Shrink wrap
TV mounts and accessories