**BEST BUY**

**VENDOR**

**DIRECT IMPORT ROUTING AND**

**SHIPPING GUIDE**



**Best Buy**

**7601 Penn Avenue South**

**Richfield, MN 55423**

*Last Revised August 2025*

**Information Page  
Please read before going any further!**

**Current Updates**

This current Best Buy Vendor Direct Import Routing and Shipping Guide was published on Best Buy’s Partner Support Portal in August 2025. Compliance with any new requirements stated in this guide is required immediately or as soon as reasonably practicable.

**Future Updates**

Updates to the guide occur on a bi-annual basis according to Best Buy’s fiscal year calendar. The next update is expected to be posted on the Partner Support Portal for your review in January 2026. If necessary, updates necessary to communicate process changes will be published outside of this schedule.

**Requirements**

It is expected that all shipments from all vendors to all Best Buy facilities will be in compliance with the requirements as set forth in this guide.

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Please review all sections and sub-sections to ensure compliance with the requirements. Sections noted with **UPDATED** next to it indicate that the contents have been revised.

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Introduction

This guide is for Best Buy direct import shipments, which include shipments of product that Best Buy takes ownership of at a foreign location, arranges transportation, handles clearance into the United States, and moves the goods to a domestic location. The Global Trade Team requires vendors to carefully read and comply with this guide, which can be found at <https://partners.bestbuy.com>/. The purpose of this guide is to help vendors comply with Best Buy's requirements for direct import shipments.

Best Buy has built strong relationships with our vendors during our growth to a national consumer electronics and appliance retailer. As business expands, it is critical that we maintain a strong focus on operational efficiency. By working together we can bring product to our sales floor as efficiently, timely and compliantly as possible. This is critical for providing value to our customers.

The Vendor Direct Import Routing and Shipping Guide is a comprehensive source of information on how to interface with Best Buy. Our requirements reflect our commitment to reduce the time and effort involved in transporting and processing your product through the supply chain, and controlling unnecessary freight and labor expenses. The requirements set forth in this guide are definitive, clear and consistent with the standard practices prevalent throughout the retail industry. Your compliance to the policies and procedures contained in this guide will help ensure that these goals are achieved.

The following guide details Best Buy requirements for shipments from our vendor partners. When a PO is accepted, the requirements of the Vendor Direct Import Routing and Shipping Guide is accepted. This guide can be found online at our Supplier Portal at <https://partners.bestbuy.com>/. Updates to the Direct Import Routing and Shipping Guide are posted bi-annually. Please be sure to review the guide on a regular basis. Please read it thoroughly and direct any questions or issues to the appropriate contact as listed in Section 1.

We appreciate your cooperation and hope that the successful partnership between us continues to grow.

Sincerely,

Best Buy Global Trade Team

**Section 1**

**Corporate Contact Information**

**U.S. Contacts**

**Global Trade**

Phone (612) 291-8712

Fax (612) 291-8860

Email [usimportcompliance@bestbuy.com](mailto:usimportcompliance@bestbuy.com)

**Ocean Logistics**

Phone (612) 291-9345

Fax (612) 291-8860

Email [internationaltransportation@bestbuy.com](mailto:internationaltransportation@bestbuy.com)

**Deconsolidation**

Email      [deconsol@bestbuy.com](mailto:deconsol@bestbuy.com)

**Accounts Payable**

Email [SupplierInquiry@bestbuy.com](mailto:SupplierInquiry@bestbuy.com)

**E-Business**

Email [EDISupport@bestbuy.com](mailto:EDISupport@bestbuy.com)

**Packaging and Labeling**

Fax (952) 430-5365

Email [Dist\_Ops\_Support@bestbuy.com](mailto:Dist_Ops_Support@bestbuy.com)

**DC/DDC/Franklin/PRC/Stores**

See Domestic Routing and Shipping Guide

**Asia Contacts**

**Asia Compliance Team** 86 21 6035 3000 Ext. 3061/3062

Email [BBY-DL-ASIA-COMPLIANCE@bestbuy.com](mailto:BBY-DL-ASIA-COMPLIANCE@bestbuy.com)

Fax 86 21 6035 3030

**Asia Transportation Team**

Angela Cai 86 21 6035 3000 Ext. 3103

Email [Angela.Cai2@bestbuy.com](mailto:Angela.Cai2@bestbuy.com)

Fax 86 21 6035 3030

Cally Huang 86 21 6035 3000 Ext. 3064

Email [Cally.huang@bestbuy.com](mailto:Cally.huang@bestbuy.com)

Fax: 86 21 6035 3030

**Asia Sourcing Operation Team**

Each Vendor has its direct contact

**Section 2**

**Product Information**

**2.0 Introduction**

This section is for information related to a specific product. The information listed in this section needs to be provided to the Global Trade Team after a Store Keeping Unit (SKU) is set up.

**2.1 Specific SKU Information for classification**

Before a vendor ships to Best Buy, the Global Trade Team must confirm all the necessary information has been gathered to enable correct classification of the product. If information is not provided elsewhere, the vendor may be contacted by the Global Trade Team for a detailed product description, specification sheet and an understanding of how the product is used. Best Buy may require a sample of the product in order to properly classify it.

**2.2 Manufacturers Identification Number (MID) Construction**

US Customs enforces the manufacturer’s identification to be constructed from where the origin-conferring operation occurs. Suppliers must provide the accurate identity of the manufacturer who provides the product’s country of origin and must include the manufacturer’s postal code with the manufacturer’s name and address.

**2.3 Partner Government Agencies**

Some products are regulated by US government agencies or are subject to safety standards. The Global Trade Team will ensure that the vendor has provided proper documentation. If applicable, the vendor must provide Trademark Letters, safety, EPA TSCA, USDA/APHIS Lacey Act, and FDA documentation before the first shipment. Blank forms can be found in the sections below.

**2.3A FDA Regulated Product**

The FDA is a US government agency that regulates products that emit radiation; are intended to improve one’s health; are eaten or drank; are used to eat or drink from; or are used to cook with. Some examples of products regulated by the FDA are DVD players, CD players, microwaves, computers with CD or DVD drives, traditional computer monitors (not liquid crystal), CRT televisions (not plasma or LCD). The FDA also regulates medical devices. The vendor is responsible for ensuring that the products comply with all applicable laws, rules and regulations.

For all FDA medical device regulated product, vendors must provide the following information upon request from Best Buy:

* Manufacturer Name & Address (including postal code)
* FDA Manufacturer Registration
* **FDA Device Number**
* **FDA Owner/Operator Number**
* **FDA Product Code**
* **FDA Device Type**
* **FDA Premarket Submission Number (if applicable)**
* **FDA Proprietary Names / Model Numbers**

For all FDA radiation emitting regulated product, vendors must provide a completed Form FDA 2877 and Department of Health and Human Services (DHHS) letter ***for each new SKU, 72 working hours after certification is complete, but no later than 96 hours prior to vessel departure.***

The following fields need to be filled out on Form FDA 2877:

* Name and Address of Manufacturing Site (including postal code); Country of Origin
* Product Description
* Model Number(s) & Brand Name(s)
* When filling out box B – Comply with the Performance Standards, be sure to include the accession number and manufacturer of record.

The manufacturer name and address listed on the FDA form must reflect the actual facility where the product is being manufactured and MUST MATCH EXACTLY the manufacturer name/address that will be listed on the commercial invoice, including postal code.

**If the manufacturing address or accession number changes, a new Form FDA 2877 and DHHS letter will be required.**

<https://www.fda.gov/downloads/aboutfda/reportsmanualsforms/forms/ucm080778.pdf>   
It is Best Buy’s preference that this form is prepared in a word format and sent via email to the following:

If product is sold to Best Buy China LTD, please send to

[BBY-DL-ASIA-COMPLIANCE@bestbuy.com](mailto:BBY-DL-ASIA-COMPLIANCE@bestbuy.com)

If product is sold to Best Buy Purchasing LLC, please send to [CustomsCompliance@bestbuy.com](mailto:CustomsCompliance@bestbuy.com)

**2.3B EPA TSCA Statement or Certificates**

Congress enacted the Toxic Substances Control Act (TSCA; the Act) in 1976. [Public Law 94-469, October 11, 1976] Under TSCA, EPA is given broad authority to issue regulations designed to gather health/safety and exposure information on, require testing of, and control exposure to individual chemical substances, chemical mixtures, and articles. Additional information can be found in the guide below and at [http://www.epa.gov/tsca-import-export-requirements](http://www.epa.gov/tsca-import-export-requirements%20) .

For products that are considered an ‘article’ per EPA Guidelines, vendors must provide a completed TSCA Statement (see template below), no later than 96 hours prior to vessel departure.

<https://www.epa.gov/tsca-import-export-requirements/tsca-section-13-import-compliance-checklist>

It is Best Buy’s preference that this form is prepared in a word format and sent via email to the following:

If product is sold to Best Buy China LTD, please send to

[BBY-DL-ASIA-COMPLIANCE@bestbuy.com](mailto:BBY-DL-ASIA-COMPLIANCE@bestbuy.com)

If product is sold to Best Buy Purchasing LLC, please send to [CustomsCompliance@bestbuy.com](mailto:CustomsCompliance@bestbuy.com)

Beginning March 22, 2019, an Import certification under TSCA section 13 is required for products regulated by Title VI of the Toxic Substances Control Act, Formaldehyde Emissions Standards for Composite Wood Products. In addition to a TSCA Statement, the vendor may be required to provide EPA Testing Certificates upon request from Best Buy. Additional information can be found at the EPA site below:

<https://www.epa.gov/formaldehyde/resources-and-guidance-materials-translations-formaldehyde-emission-standards-composite#smallentityguides>

**2.3C Lacey Act Declaration**

The Lacey Act is a wildlife protection statute which combats the trafficking in “illegal” wildlife, fish and plants.  The Food, Conservation, and Energy Act of 2008 amended the Lacey Act by expanding its protection to a broader range of plants and plant products.  The Lacey Act, as amended, makes it unlawful to import, export, transport, sell, receive, acquire, or purchase in interstate or foreign commerce any plant, with some limited exceptions, taken or traded in violation of the laws of the United States, a U.S. State or a foreign country.  The Lacey Act also now makes it unlawful to make or submit any false record, account, or label for, or any false identification of, any plant.  In addition, the Lacey Act makes it unlawful to import certain plants and plant products without an import declaration.  The declaration must contain, among other things, the scientific name of the plant, value of the importation, quantity of the plant, and name of the country from where the plant was harvested.

You can find more detailed information about the Lacey Act Declaration Requirements at:

<https://www.aphis.usda.gov/aphis/ourfocus/planthealth/import-information/lacey-act/declaration/submit-declaration>

<https://www.aphis.usda.gov/aphis/ourfocus/planthealth/import-information/lacey-act/lacey-act>

If you have a product that requires a declaration, please send a completed form (see template below) to the following: If product is sold to Best Buy Purchasing LLC, send to [customscompliance@bestbuy.com](mailto:customscompliance@bestbuy.com). If product is sold to Best Buy China LTD, send to [BBY-DL-ASIA-COMPLIANCE@bestbuy.com](mailto:BBY-DL-ASIA-COMPLIANCE@bestbuy.com).

This form is required for each shipment, please include when presenting your documentation (Section 3). The vendor is required to populate Section 2, boxes 12 through 18 and sign the form. See page 2 of the form for detailed instructions.

<https://www.aphis.usda.gov/library/forms/pdf/ppq505.pdf>

**2.4 232 Steel, Aluminum & Copper Customs Requirements**

As part of our ongoing commitment to trade compliance and regulatory transparency, we will be requesting your support in providing detailed information regarding the steel, aluminum and/or copper content of your products, in accordance with U.S. Customs and Border Protection (CBP) Section 232 tariff requirements. Products that contain steel, aluminum or copper, or are classified as derivative articles, may be subject to additional duties under Section 232 of the Trade Expansion Act of 1962. A derivative article is a downstream product that incorporates steel or aluminum or copper as a component. (ex: a refrigerator contains steel within but is not fully made of steel) Accurate reporting of material composition and origin is essential to ensure proper customs processing and avoid delays or penalties.

**NEW!**

Please be prepared to provide the below information when requested in the future.  This will help ensure compliance and facilitate smooth customs clearance:

1. **Material Composition**
   * Clearly specify whether your products contain steel, aluminum or copper.
   * For derivative articles, include a breakdown of steel/aluminum/copper vs. non-steel/aluminum/copper content.
2. **Country of Origin Details**
   * For **steel**: Report the **country of melt and pour.**
   * For **aluminum**: Report the **country of smelt and cast.**
   * If unknown, interim guidance may require reporting a default country (e.g., Russia), which could result in a 200% duty rate.
3. **Value and Weight Breakdown**
   * Provide the **value in USD ($)** and **weight (in KG)** of the steel, aluminum and/or copper content separately from other materials

**Section 3**

**Document Information**

**3.0 Presentation of Documents**

The information contained in this section is required by Best Buy to ensure proper and legal importation into the United States. Vendors must adhere to these requirements and respond promptly to inquiries regarding document discrepancies. If a requirement is not clear or needs additional explanation, please contact the ***Global Trade Team*** or ***Best Buy’s Asia Compliance Team***.

**3.1 Presentation of Documents if Sold to Best Buy Purchasing LLC**

**3.1A Ocean Freight**

The required documents listed in Section 3.3 must be sent to ***Best Buy’s ocean freight forwarder*** at vessel sail in order for the freight forwarder to issue the Forwarder’s Cargo Receipt (FCR). It is Best Buy’s preference that they are prepared in a PDF format and without any shading, highlighting or coloring as this causes the documents to be illegible in the imaging process.

**3.1B Air Freight**

The required documents listed in Section 3.3 must be delivered to ***Best Buy’s air freight forwarder*** in order for the freight forwarder to receive the shipment and to issue the House Air Waybill (HAWB). It is Best Buy’s preference that they are prepared in a PDF format and without any shading, highlighting or coloring as this causes the documents to be illegible in the imaging process. The required documents must be presented either:

1. Prior to the delivery of the goods or
2. With the product to be shipped no later than the day before scheduled air departure. (See *Section 5* for more information.)

**3.2 Presentation of Documents if Sold to Best Buy China Ltd.**

**3.2A Ocean Freight**

The required documents listed in Section 3.3 must be delivered via email to [BBY-DL-ASIA-COMPLIANCE@bestbuy.com](mailto:BBY-DL-ASIA-COMPLIANCE@bestbuy.com) no later than 48 hours prior to vessel departure. It is Best Buy’s preference that they are prepared in a PDF format and without any shading, highlighting or coloring as this causes the documents to be illegible in the imaging process.

Upon receipt of accurate commercial documents as listed in the General Requirements Section [BBY-DL-ASIA-COMPLIANCE@bestbuy.com](mailto:BBY-DL-ASIA-COMPLIANCE@bestbuy.com) will provide to the vendor a Document Confirmation Notice (DCN). To receive the Forwarder’s Cargo Receipt (FCR), vendors must provide a DCN to Best Buy’s ocean freight forwarder.

**3.2B Air Freight**

The required documents listed in Section 3.3 must be delivered to ***Best Buy’s air freight forwarder*** in order for the freight forwarder to receive the shipment and to issue the HAWB. Please ensure that the documents clearly state that this is “air freight”. The required documents must be presented either:

1. Prior to the delivery of the goods or
2. With the product to be shipped no later than the day before scheduled air departure. (See *Section 5* for more information.)

**3.3 Required Shipping Documents**

Vendors must supply the documents below to Best Buy Purchasing LLC or Best Buy China Ltd. If the vendor is paid by a letter of credit, the vendor must also follow the instructions on the letter of credit. Errors found on these documents must be corrected and returned to Best Buy within 24 hours.

1. Commercial Invoice *(Section 3.4)*
2. Packing List *(Section 3.6.)*
3. *If applicable, please include completed form with each shipment:*
   * *Lacey Act Declaration (Section 2.3D)*
4. *If applicable, please send completed forms to requestor no later than 96 hours prior to vessel departure:*
   * *FDA 2877 and DHS Letter (Section 2.3A)*
   * *TSCA Statement (Section 2.3C)*
5. Other Declarations, Statements if not in separate form (Section 3.8)

**3.4 Commercial Invoice**

Commercial invoices submitted for Customs clearance must be identical in quantity, price, and model/SKU to the invoice submitted for payment to Best Buy for open account payment terms or to Best Buy's bank for letter of credit payment terms.

For each shipment only one PO per invoice and one invoice per PO is to be submitted. However, if product shipped under one PO creates a situation where it results in a Full Container Load (FCL) and a Less than Container Load (LCL), two invoices must be created, one for the FCL and another for the LCL.

Multiple POs on one shipment are allowed, provided that separate invoices are created for each PO. Any discrepancies may delay the shipment and will require revised documents to be submitted by the vendor.

SKUs that have the same PO and same manufacturer should only have one line on the invoice. Do not create multiple lines on the invoice based on container number; the packing list can be used for this. The only time there should be multiple lines of the same SKU on an invoice is if there are multiple factories making that SKU.

The invoice should only list the SKUs that are shipping.

The commercial invoice should be created without any shading, highlighting or colored ink/text (black ink/text is required). At a minimum for all shipments, the commercial invoice must include the following information and must be in English:

* Vendor/Seller name and address if other than the shipper or manufacturer
* Exporter/Shipper full name and address
* Name and address of manufacturing site; must be the actual location where the product was manufactured, including postal code
* Consignee's name and address (found in Section 3.9)
* Invoice number
* Invoice date - must be recorded as the estimated date of vessel departure
* Country of Origin (manufacture) of goods; if more than one country is involved, please list all applicable countries next to the corresponding SKU
* Incoterms as negotiated
* PO number
  + Best Buy PO
  + SAP PO, if applicable
* SKU number (Best Buy SKU number is 8 digits)
* Clear and detailed description of the merchandise
* Quantity of pieces per SKU
* Unit Price in USD
* Total value of invoice in USD
* Port of Lading
* Port of Entry
* Shipping Mode (Air or Ocean)
* Note marks of package in which the merchandise is packaged, recorded in measurements of the United States (these are the marks that appear on the unit or carton, as specified in *Packaging and Labeling Requirements* Section 7, such as UPC, PO, country of origin)
* FDA accession number (when applicable)
* FDA Manufacturer Registration (medical device)
* **FDA Device Number** (medical device)
* **FDA Owner/Operator Number** (medical device)
* TSCA Statement (when applicable, on invoice or separate form)
* Lacey Act Declaration Stmt (when applicable, on invoice or separate form)
* Other declarations, statements (when applicable, on invoice or separate form)
* If invoice is more than two pages, each page will show the invoice number and a page number in consecutive order
* All additional charges not included in the unit prices must be added as a separate line item and itemized
* For samples or articles of no commercial value, a fair market value must be stated for customs purposes (see examples below)

**3.4A Commercial Invoice Example if sold to Best Buy Purchasing LLC**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Commercial Invoice** | | | | |
| Vendor or Seller (if different than Shipper of Manufacturer) Sold To/Consignee: Best Buy Purchasing LLC  XYZ Corporation 7601 Penn Avenue South  123 Industrial Park Richfield, MN 55423  Kowloon, Hong Kong  Shipper: LMN Company, 456 Factory Road, Nanshan District, Shenzhen 123123, China  Manufactured by: ABC Electronics Company, 789 Commercial Blvd, Dongguan City, Guangdong, China 511440    Invoice Number: 123456 Invoice Date(Estimated Ship Date): 11/15/10  Port of Lading: HKG  Port of Entry: Los Angeles, CA  Incoterms: As negotiated – Must be stated  PO: ABCDEF | | | | |
| Shipping Marks | Detailed Description | Quantity | USD Unit Value | USD Subtotal |
| Quantity per carton: 1 pc  UPC-1234567890  Model DX-123  Country of Origin: China  Best Buy PO: ABCDEF  SKU: 01234567 | 42” LCD/DVD HD TV Combo  Sku: 01234567  Country of Origin: China  FDA Accession # or Medical Device # (if applicable) | 10,000 | $100.00 | $1,000,000.00 |
| Total Shipment Value  $1,000,000.00 | | | | |

**3.4B Commercial Invoice Example if sold to Best Buy China Ltd.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Commercial Invoice** | | | | |
| Vendor or Seller: Sold To: Best Buy China Ltd. Consignee: Best Buy Purchasing LLC  (if different than Shipper of Manufacturer) Crawford House, 3rd Floor 7601 Penn Avenue South  XYZ Corporation 50 Cedar Avenue Richfield, MN 55423  123 Industrial Park Hamilton HM11 Bermuda  Kowloon, Hong Kong    Shipper: LMN Company, 456 Factory Road, Nanshan District, Shenzhen 123123, China  Manufactured by: ABC Electronics Company, 789 Commercial Blvd, Dongguan City, Guangdong, China 511440    Invoice Number: 123456 Invoice Date(Estimated Ship Date): 11/15/10  Port of Lading: HKG  Port of Entry: Los Angeles, CA  Incoterms: FOB Hong Kong  SAP PO: 400000001 | | | | |
| Shipping Marks | Detailed Description | Quantity | USD Unit Value | USD Subtotal |
| Quantity per carton: 1 pc  UPC-1234567890  Model DX-123  Country of Origin: China  Best Buy PO: ABCDEF  SKU: 01234567 | 42” LCD/DVD HD TV Combo  Sku: 01234567  Country of Origin: China  FDA Accession # or Medical Device # (if applicable) | 10,000 | $100.00 | $1,000,000.00 |
| Total Shipment Value  $1,000,000.00 | | | | |

**3.5 Special Commercial Invoice considerations**

**3.5A Sets/Kits**

When a Best Buy SKU is considered a Set or Kit and is classified with Multiple HTS Codes, the vendor will be informed by the Global Trade team to create a separate line on the Commercial Invoice for each item that makes up the SKU. Each line on the commercial invoice will show the SKU with an alpha suffix as instructed by the Best Buy team. Additionally, the vendor is required to break out the unit and total values for each component of the SKU. Packaging (cardboard, clamshell etc.) is not to be reflected in the breakout. The packaging should be pro-rated into the cost of each individual component. **Please note – this is not a onetime request. Each time Best Buy orders this SKU, you must break out the items and costs on your Commercial Invoice.**

Please see the below example of a Winter Combo Kit with item and value breakouts:

A table with numbers and symbols

Description automatically generated

**3.5B Free Items**

If the vendor includes in their shipment to Best Buy a free item such as a promotional CD, free signage, a product display kit, an item or value or any other free item that is not included in the cost of the sku, the free item must be listed as a separate line item on the commercial invoice. A reasonable value, which can be thought of as a replacement value or the value one would expect to pay for an identical item, must be applied to the free item with the words “Value for Customs Purposes Only” listed below the free line item. In the below example, the vendor will charge Best Buy $39,990,000.00 and the SKU unit cost will be $3,999.00. The country of origin of the free item must also be listed. The country of origin of the free item may be different than the country of origin for the item with which the free item is being imported.

**3.5C Assists or Additions to the Price Paid or payable**

Costs related to the production of an item that are not part of the P.O. price reflected on the commercial invoice are considered assists. Some common examples of assists are molds, tools, or dies paid for by Best Buy but used by the vendor to manufacture the product. An assist can also be any material, component or part paid for and provided by Best Buy to the vendor to be incorporated into the finished product. If the additional amount is not included in the PO price it should be reported to Best Buy by one of two scenarios listed here: 1. It can be reported as a separate line item on the commercial invoice (see example below) or 2. It can be invoiced under separate cover as per the vendor agreement. Please contact the Global Trade Team for instructions on whether the value of the assist should be reflected on the commercial invoice.

Example of scenario 1:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Shipping Marks | Detailed Description | Quantity | USD Unit Value | USD Subtotal |
| Quantity per carton: 1 pc  UPC-1234567890  Model DX-123  TV Country of Origin: China  DVD Country of Origin: Thailand  Best Buy PO: ABCDEF  SKU: 01234567  Carton No. x of x | 42” LCD/DVD HD TV Combo  Sku: 01234567  FDA Accession Number:  0045658-00  Country of Origin: China  Promotional DVD included with television  Country of Origin: Thailand  (Value for Customs Purposes Only)  Assist or addition to the price paid or payable not reflected in PO# XXXX  (Value for customs purposes only) | 10,000  10,000  XXXX | $3,999.00  $1.00  XXX | $39,990,000.00  $10,000 |
| Total Shipment Value  $40,000,000.00 | | | | |

**3.6 Packing List**

The vendor must submit one packing list per invoice. The purpose of the packing list is to identify what merchandise is contained in each individual package. The following information must be placed on all packing lists:

* Vendor/Seller of goods full name and address
* Exporter’s/Shipper’s name and address, if different than Vendor/Seller
* Consignee's name and address (found in *Preparation of Documents* section)
* PO number - Best Buy PO (and SAP PO, if applicable)
* Product description
* SKU (Best Buy SKU number is 8 digits)
* Quantity shipped per SKU
  + Number of cartons
  + Number of units
  + Gross weight and net weight per model, recorded in kilograms
* Seal number and container number for Full Containers loaded by vendor
* (Parts shipments) If multiple SKUs are put in one carton, the total carton weight must be broken down by the weight of each SKU

**3.6A Packing List Example if sold to Best Buy Purchasing LLC**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Packing List** | | | | | |
| Shipper/Exporter: XYZ Corporation Consignee: Best Buy Purchasing LLC  123 Industrial Park 7601 Penn Avenue South  Kowloon, Hong Kong Richfield, MN 55423  Best Buy PO: ABCDEF | | | | | |
|  | **Detailed Description** | **SKU Quantity** | **Carton QTY** | **Net Weight** | **Gross Weight** |
| Seal Number: 67545  Container Number: HTGY14537654  Units per carton: 1 | 42” LCD/DVD HD TV Combo  Sku: 01234567 | 10,000 units | 10,000 cartons | 2500 kg | 2650 kg |
| **TOTAL** |  | **10,000** | **10,000** | **2500 kg** | **2650 kg** |

**3.6B Packing List Example if sold to Best Buy China Ltd.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Packing List** | | | | | |
| Vendor or Seller: Sold To: Best Buy China Ltd. Consignee: Best Buy Purchasing LLC  (if different than Shipper of Manufacturer) Crawford House, 3rd Floor 7601 Penn Avenue South  XYZ Corporation 50 Cedar Avenue Richfield, MN 55423  123 Industrial Park Hamilton HM11 Bermuda  Kowloon, Hong Kong  SAP PO: ABCDEF 400000001 | | | | | |
|  | **Detailed Description** | **SKU Quantity** | **Carton QTY** | **Net Weight** | **Gross Weight** |
| Seal Number: 67545  Container Number: HTGY14537654  Best Buy PO: ABCDEF | 42” LCD/DVD HD TV Combo  Sku: 01234567 | 10,000 units | 10,000 cartons | 2500 kg | 2650 kg |
| **TOTAL** |  | **10,000** | **10,000** | **2500 kg** | **2650 kg** |

**3.6C Packing List Example for kits – sold to either Best Buy China Ltd. or Best Buy Purchasing LLC**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **PO/Seal/Container Numbers** | **SKU/Detailed Description** | **SKU QTY** | **Carton QTY** | **Net Weight(kgs)** | **Gross Weight(kgs)** | **CBM** |
| PO: ABCDEF | WINTER COMBO KIT |  |  |  |  |  |
| Seal Number: YZ12345678 | 06548489A     Snow thrower | 10 | 10 | 78.672 | 91.146 | 0.727 |
| Container Number:ABCD1234567 | 06548489B     Blower | 10 | 10 | 23.84 | 27.62 | 0.220 |
| Units per carton:1.00 | 06548489C     Battery w/ Charger | 10 | 10 | 135.888 | 157.434 | 1.256 |
| **TOTAL** |  | **10.00** | **10.00** | **238.40** | **276.20** | **2.20** |

**3.7 Sample Shipments**

**3.7A Sample Shipments sent via Courier shipments,** sent to Best Buy US, should be delivered to Best Buy with all transport costs, duties and taxes paid for by the vendor or shipper. Vendors registered as an Importer of Record (IOR) in the US can ship under Delivered Duty Paid (DDP) terms using a courier of their choice.

To ensure timely delivery and prevent delays at the border, a vendor must incorporate the following on the commercial invoice:

* accurate unit value
* detailed product description
* valid country of origin (manufacturer’s country, including postal code; not where the product is coming from)
* shipper’s contact information including name and telephone number
* Best Buy’s PO# and 8 Digit SKU# for inventory,
* Destination address
* Name and contact information of recipient
* Best Buy’s model number, if known at the time of shipment, for samples

**3.7B Sample Shipments sent via Freight Forwarder shipments (too large to send via Courier),** sent to Best Buy US, should be delivered to Best Buy with all transport costs, duties and taxes paid for by the vendor or shipper. Vendors registered as an Importer of Record (IOR) in the US can ship under Delivered Duty Paid (DDP) terms using a freight forwarder of their choice.

To ensure timely delivery and prevent delays at the border, a vendor must incorporate the following on the commercial invoice:

* accurate unit value
* detailed product description
* valid country of origin (manufacturer’s country, including postal code; not where the product is coming from)
* shipper’s contact information including name and telephone number
* Best Buy’s PO# and 8 Digit SKU# for inventory,
* Destination address
* Name and contact information of recipient
* Best Buy’s model number, if known at the time of shipment, for samples

**3.8 Other Notations, Declarations, Statements, Certificates, Forms**

Best Buy has prohibitions against the use of convict, forced or child labor and the use of wood packing materials in the shipments of its products. It also has certain country of origin marking and certificate requirements.

**3.8A Convict Labor and Manufacturing Agreement statements**

The following beneficiary statements must be on vendor letterhead or written on commercial invoice or packing list, must reference the specific shipment's PO, and must be signed.

* "Convict labor or forced labor or illegal child labor were not used in the production or assembly of the merchandise for this Best Buy China Ltd., or Best Buy Purchasing LLC shipment.” (Vendor must state the applicable Best Buy entity.)
* “These goods were packaged and labeled in accordance with the Best Buy Vendor Direct Import Routing and Shipping Guide and the Manufacturing Agreement.”

**3.8B Statement of Wood Packing Material**

Best Buy generally does not allow the use of wood packing material with any shipment. In the instances where no wood packing material was used the following statement must appear on company letterhead, the commercial invoice or the packing list:

* “No wood packing materials were used in this shipment.”

All shipments that use wood packing material must include the following statement on the commercial invoice, packing list or separate company letterhead:

* “Wood packing materials were used for this shipment and have been appropriately marked according to IPPC standards.”

If an exception is made and wood packing material is approved by Best Buy for use, the vendor is responsible for making sure the shipment complies with new regulations for Wood Packing Materials outlined in ISPM #15. For more information regarding regulations for Wood Packing Materials please refer to the USDA IPPC info site:

<https://www.aphis.usda.gov/aphis/ourfocus/planthealth/import-information/wood-packaging-material>

**3.8C Country of Origin Marking**

Every article of foreign origin entering the United States must be legibly marked with the English name of the country of origin. The purpose of the country of origin marking is to inform the ultimate purchaser of the country in which the imported article was made. The vendor is responsible to ensure the following:

* All products will be properly marked with country of origin, either on the goods themselves or on their immediate container in compliance with US Customs regulations.
* The commercial invoice will correctly reflect the country of origin for each product.
* If the SKU has multiple components, the country of origin must be listed for each component. For example, if a product contains a bag and a pair of headphones manufactured in different countries, the product needs to be marked: “Headphones made in China; Bag made in Taiwan.”
* The marking should be located in a conspicuous place where it can be seen with a casual handling of the article. The marking must be visible without disassembling the item or removing or changing the position of any parts.

**3.8D IATA Air Cargo Shipping Requirement for Lithium Batteries**

All air shipments of Lithium Batteries to Best Buy must meet the new requirements set forth by IATA Lithium Battery Guidance Document – Transport of Lithium Metal and Lithium Ion Batteries. Please see attached IATA Guidance document.

<https://www.iata.org/whatwedo/cargo/dgr/Documents/lithium-battery-shipping-guidelines.pdf>

**3.9 Turnover of documentation to Best Buy’s Customs Brokers**  Below are the names and addresses of the appropriate Sold to, Consignee and Notify Parties for Best Buy Purchasing LLC and Best Buy China purchases for shipments of retail product and parts. For retail goods and parts shipping from all origins (except Thailand) via ocean freight + all air freight from all origins, see below for the appropriate Sold to, Consignee and Notify Party. For retail goods and parts shipments that are made in Thailand shipping via ocean freight only, the Notify Party is C.H. Robinson.

**3.9A Sold to Best Buy Purchasing LLC (Retail product and parts) (COO not TH)**

|  |  |
| --- | --- |
| **Sold to and Consignee:** | **Notify Party:** |
| Best Buy Purchasing LLC  7601 Penn Avenue South  Richfield, MN 55423 | Expeditors International of Washington, Inc.  Attn: Best Buy Team  19701 Hamilton Ave., Suite 100 Torrance, CA 90502 Phone: 310.343.6200 |

**3.9B Sold to Best Buy China Ltd. (COO = not TH)**

|  |  |  |
| --- | --- | --- |
| **Sold to:** | **Consignee:** | **Notify Party:** |
| Best Buy China Ltd.  Crawford House, 3rd Floor  50 Cedar Avenue  Hamilton HM11 Bermuda | Best Buy Purchasing LLC  7601 Penn Avenue South  Richfield, MN 55423 | Expeditors International of Washington, Inc.  Attn: Best Buy Team  19701 Hamilton Ave., Suite 100  Torrance, CA 90502 Phone: 310.343.6200 |

**3.9C Goods made in Thailand shipping via ocean freight (COO = TH) \*\*COO=Thailand shipping via air freight, notify party is Expeditors, see above.**

|  |  |  |
| --- | --- | --- |
| **Sold to:** | **Consignee:** | **Notify Party:** |
| Best Buy China Ltd.  Crawford House, 3rd Floor  50 Cedar Avenue  Hamilton HM11 Bermuda  or  Best Buy Purchasing LLC  7601 Penn Avenue South  Richfield, MN 55423 | Best Buy Purchasing LLC  7601 Penn Avenue South  Richfield, MN 55423 | C.H. Robinson  ATTN: Best Buy Customs team  14800 Charlson Road, Eden Prairie, MN 55347  Phone: 1-952-683-6637  [BestBuyCustoms@CHRobinson.com](mailto:BestBuyCustoms@CHRobinson.com) |

**Section 4**

**Security**

**4.0 C-TPAT Requirements for Suppliers**

Best Buy has partnered with US Customs and Border Protection to develop a more secure border environment by focusing on the physical security of the production, transportation, and importation elements of the supply chain process through the Customs-Trade Partnership Against Terrorism (C-TPAT). More information about C-TPAT and the security criteria can be found at <https://www.cbp.gov/border-security/ports-entry/cargo-security/CTPAT>

Suppliers must adhere to the following security guidelines as set forth by Best Buy:

* Sign a Best Buy Agreement/Contract obligating supplier to follow the C-TPAT security requirements by reviewing security practices and making improvements where necessary.
* Either provide proof of C-TPAT membership or submit to a C-TPAT Supply Chain Security Assessment administered by Best Buy.
* Implement improvements identified through the risk assessment.
* Conduct periodic security reviews and audits of their supply chain to validate adherence to C-TPAT Guidelines.

**4.1 Container Security Requirements**

The requirements for container security defined below are applicable to foreign suppliers that Best Buy purchases product from with the intention of importing it into the US as well as consolidators that ship goods to the US on behalf of Best Buy. Local procedures and practices must be documented in each of the areas below.

4.1A Container Inspection

Local procedures and practices must be in place to inspect every container to:

1) verify the physical integrity of the container prior to stuffing;

2) ensure that there is no unmanifested material present;

3) ensure that it is weather tight; and,

4) verify that the container locking mechanisms are reliable and in good working order.

An authorized individual must visually inspect the top, bottom, and four sides of the container to verify that there are no false walls or external compartments where unmanifested material may be present, that the walls are in good condition with no holes or leaks and that the locking mechanisms are working properly. The inspector must look for signs of tampering such as new paint, welds, dents, or altered locking mechanisms. After stuffing, the inspector must be aware if the normal and expected amount of freight does not fit into the container.

The inspection of each container must be documented signed and retained locally with the shipping file for at least 12 months and be available for audit. The 7-point inspection form *(See Attachment A on page 27 Container Inspection Form)* or a similar form should be completed for every shipment and filed at the factory as part of the shipping documentation.

In the event that a container is found not to be suitable (e.g. unsafe, holes in roof or sides, locking mechanism broken or unmanifested material is found) an incident report must be completed and reported by a supervisor. Suppliers are to contact Best Buy’s freight forwarder to arrange for a new container and the return of the unsuitable one. If actual unmanifested material or a high risk situation is found, the facility management must notify the Global Trade Team who will in turn notify U.S. Customs, if required. *(See Attachment B: Best Buy Container Inspection Incident Response)*

4.1B Container Stuffing

Materials prepared for container stuffing must be packed and staged for shipment by authorized personnel, and access to the staging and shipping areas should be controlled. Once product is staged, a supervisor should verify the model/piece count to the shipment manifest and observe the loading to ensure no unmanifested material is introduced and that the model/quantities being loaded are correct. The shipping supervisor and the carrier should sign the shipping manifest verifying that the seal number is correct and that physical cargo reconciles to the shipping manifest.

Cargo must be accurately and completely described and weights, labels, marks and piece counts indicated and verified and confirmed against purchase or delivery orders. Manifests and shipment documents must be legible and complete, and all information used for the clearance of goods/merchandise must be verified, legible, complete and accurate. Document control related to product shipments must include safeguards for computer access and information integrity.

4.2 Container Sealing

4.2A Seal Type

Loaded containers bound for the U.S. must be sealed with a high security seal. C-TPAT compliance requires the use and control of seals that meet or exceed the requirements of PAS ISO 17712 standards for high security seals. For full container loads, seals are provided by the ocean carrier. The vendor installs the seal on the container and the seal number must be recorded so that it can be ultimately verified at final destination.

4.2B Seal Accountability

Written procedures are required to stipulate how seals are controlled and affixed to containers. Seal accountability requires that:

1. Seals be kept under lock and accessible only by authorized supervisor;
2. Seals be issued in small quantities to shipping personnel;
3. A log of all outbound seals be maintained that includes Purchase Order number (or shipment manifest number), container number, and seal number; and
4. The log of seals affixed to shipments must be reconciled periodically (at least monthly) to the inventory of seals to ensure no seals have been stolen.

4.2C Container Sealing Process

For full containers that are loaded by suppliers, suppliers are responsible for ensuring the container seal procedures are followed. For less than full container loads, suppliers deliver product to Best Buy’s freight forwarder who then consolidates, loads and seals the containers. The following outlines the process for container sealing for full container loads:

1. The supplier seals the container using the high security seal provided by the ocean carrier and records the seal number on the Packing List, which is retained by the vendor and forwarded to the freight forwarder.
2. The supplier arranges for the container to be moved to the port of origin.
3. The suppliers’ driver receives a Dock Receipt (Mates Receipt) at the port of origin with the seal number recorded.
4. The freight forwarder receives Seaway bill from ocean carrier, commercial documents from supplier and populates an ASN (856 EDI transmission) that is sent to Best Buy, the customs broker, and Best Buy’s third party US deconsolidation center.
5. The freight forwarder posts the Seaway bill and commercial documents on an FTP site which the customs broker accesses.
6. The customs broker uses the documents from the FTP site to make entry.
7. Once the shipment is cleared, the customs broker issues the Delivery Order, which includes container and seal number, to the deconsolidation center.
8. When the container arrives, the deconsolidation center compares the seal number on the container to the Delivery Order.
9. If the seal numbers conflict, the deconsolidation center follows the discrepant seal procedures.

4.3 7 Point Inspection

*Attachment A: 7-Point Inspection Form*

|  |  |  |  |
| --- | --- | --- | --- |
| **Best Buy Container Inspection**  (This form must be completed for all shipments to Best Buy, signed and maintained with the local shipping file for at least one year and is subject to audit) | | | |
| **Date:** | | **Container #:** | |
| **Shipping Manifest #:** | | **Inspectors Name:** | |
| **Inspection Results** | | | |
|  | | | |
| **Inspection** | **Check if Acceptable** | | **Describe unacceptable condition**  (If there is an unacceptable condition or unmanifested material, a supervisor must complete the Incident Report Form. If an unacceptable condition is found, stop the inspection and notify your supervisor.) |
| **Front Wall condition** | 🞏 | |  |
| **Left Side condition** | 🞏 | |  |
| **Right Side condition** | 🞏 | |  |
| **Floor condition** | 🞏 | |  |
| **Ceiling/Roof condition** | 🞏 | |  |
| **Inside/Outside Door condition** | 🞏 | |  |
| **Outside/Undercarriage condition** | 🞏 | |  |
| **Locking Mechanisms condition** | 🞏 | |  |
| **Other comments** | | | |
| I have visually verified to the best of my ability the condition of the container as noted above and found that the structure of the container is structurally sound, weather tight, has no false compartments, contains no unmanifested material and the locking mechanisms are in good order. The container is approved for stuffing. Or I have noted the condition found and advised my supervisor and not approved the container for stuffing. | | | |
| **Inspector Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Time\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | | | |

4.4 Container Inspection Incident Response Form

*Attachment B: Container Inspection Incident Response Form*

This procedure is to be used by suppliers for product purchased by Best Buy when Best Buy is responsible for the importation into the United States and inspection of the container indicates that the container is not acceptable or contains unmanifested material.

|  |  |
| --- | --- |
| **Best Buy Container Inspection Incident Response**  (To be completed and filed locally in the event that an unacceptable condition or unmanifested material is found during a container inspection and the container is not approved for stuffing) | |
| **Date:** | **Container #:** |
| **Shipping Manifest #:** | **Supervisors Name:**  **Supervisors Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
|  |  |
| **Poor Condition Found:**  Describe below the unacceptable condition found. For example: hole in side; locking mechanism altered or not working; or evidence of recent weld or unmanifested material identified. If the container should not be used, report the discrepancies to Best Buy’s freight forwarder.  **Unmanifested Material or High Risk Situation:**  Report unmanifested material or high risk situations by forwarding this form to Best Buy’s Global Trade Team at [USImportCompliance@bestbuy.com](mailto:USImportCompliance@bestbuy.com). | |
| **Type of Incident and Response**  (Note the response and actions taken to resolve the unacceptable condition.) | |
| **Type of Incident and Recommended Response** | **Actual Response and Resolution**  (The supervisor is to document below the actions taken and the disposition of the container or unmanifested material.) |
| **Evidence of Container Tampering** (new paint, recent weld repair, dents, etc.) **Recommended response**: Conduct detailed inspection of the container looking for false walls, measuring the container to verify there is no false compartment prior to loading, etc. If evidence of tampering beyond normal wear, the container should not be used. |  |
| **Not Watertight or Unsafe Structure**  **Recommended response**: If the container appears unsafe or not watertight, the container should not be used. |  |
| **Locking Mechanism Broken**  **Recommended response**: If the container cannot be properly sealed and secured, the container should not be used. |  |
| **Unmanifested Material**  (people, weapons of mass destruction, drugs, etc.)  **Recommended response**: If there appears to be a weapon of mass destruction or other unsafe material in the container, call local law enforcement or a hazardous material response team, notify Best Buy’s Customs Compliance Department at: [CustomsCompliance@bestbuy.com](mailto:CustomsCompliance@bestbuy.com) who will notify U.S. Customs. Await further instructions. If there is an apparent immediate threat, evacuate the immediate area. |  |

**4.5 SOLAS Container Weight Verification Requirement**

Vendor will ensure that all containers comply with the Safety of Life at Sea Convention (SOLAS) requirements, as amended, located at <http://www.worldshipping.org/industry-issues/safety/WSC_Summarizes_the_Basic_Elements_of_the_SOLAS_Container_Weight_Verification_Requirement___February_2015.pdf>

In accordance with SOLAS, vendor is responsible for ensuring a packed container has a verified weight prior to it being loaded onto a ship for export. Containers must be weighed in accordance with one of two permissible methods established by SOLAS; estimated weight is not permitted.

**Section 5**

**Transportation**

**5.0 Shipment Information**

Best Buy and their carriers will move all ocean shipments via FOB origin port and air shipments via FCA from the origin point to the United States. Penalties will be imposed if outside carriers are utilized.

**5.1 Ocean**

The vendor is responsible to move product to a Best Buy appointed consolidation center for Less-than-Container-Loads (LCL) or to the exporting port for Full-Container-Loads (FCL).

**5.2 Air**

The vendor is responsible to move product to the air freight forwarders specified location for air shipments.

**5.3 Cargo Manifest Requirements**

**5.3A Ocean**

In compliance with Customs and Border Protection’s 24 Hour Rule and Importer Security Filing (ISF), all vendors must supply specific ocean shipment information to Best Buy’s freight forwarder 96 hours before vessel close date. Failure to comply with the 24 Hour Rule and ISF will result in delayed shipments and penalties. If this occurs, any expenses, penalties, or other monetary ramifications will be charged back to the vendor to the extent of the vendor’s failure to comply. The ISF data collection form used by DHL OMS can be obtained by contacting the local DHL OMS office (see Section 6 of this publication).

**5.3B Air**

Vendors must supply air shipment information to the air freight forwarder prior to the shipment delivery to the air freight forwarders specified location.

**5.4 Ocean Booking Procedures**

Ocean shipments will be booked as FOB origin port unless other arrangements have been made. The vendor is responsible to pay all origin charges. To ensure timely execution of the shipment, the vendor must contact Best Buy’s origin management provider, DHL OMS, 14 days prior to the PO Requested Ship Date and provide accurate booking information. (See *Section 6* for freight forwarder contact information). The shipment should be cleared for export and delivered to the port in accordance with vessel close date, prior to Best Buy’s ship window.

**5.4A Sold to Best Buy China Ltd.**

Each new vendor will be assigned a user account to register on Infor Nexus system <https://network.infornexus.com> . Vendor must submit on line the official shipment booking through Infor Nexus system. The booking information must include PO number, model(s), quantity, SKU(s), port of origin, total cubic meters, expected volume (example..full container load or less than container), and cargo ready date.

**5.4B Sold to Best Buy Purchasing LLC**

Vendors who have not been assigned a user account in Infor Nexus system will continue to book ocean via the historical model, e-mail to DHL OMS. Please contact the local DHL OMS office (see Section 6 of this publication) for the Shipping Order/Booking form to be completed by non-Infor Nexus registered vendors and e-mailed to DHL OMS.

DHL OMS will make bookings based on the routing guidelines provided by BBY Import / Export Logistics.

All ocean shipments will be booked either to Los Angeles/Long Beach, CA or Norfolk, VA, unless otherwise specified. DHL OMS will request space with a preferred carrier based on the ship window. Once carrier has confirmed space, the freight forwarder will contact the vendor to advise the sailing details. The vendor must work only with DHL OMS, not directly with the carrier.  
Vendor must supply Shipping Instruction (SI) to DHL OMS before SI cut-off as informed by DHL OMS to enable shipment on-board.

Although partial shipments are allowed, vendor must make every effort to ship all PO units on one booking, especially if the cargo ready date for split order is within 7 days of each other.

**5.5 Equipment/Loading**

Our preferred ocean container size preference is 40S, 40HQ, or 45, subject to carrier equipment availability.

Factory Loaded Utilization Goals & Weight Maximums

45’ 78 cbm / 19958 Kilos

40’HQ 68 cbm / 19958 Kilos

40’Standard 58 cbm / 19958 Kilos

20’ 28 cbm / 17237 Kilos

LCL upon approval

The vendor will be expected to load product with the end result achieving maximum cube utilization for each container used. Any PO booked with DHL OMS under our utilization goals may be considered for LCL shipment.

To avoid detention charges from the ocean carrier the vendor is expected to confirm origin free time with the carrier or terminal at the time of container pick up from the terminal.

**5.6 Consolidation of Less than Container Load (LCL) Ocean Shipments**

The vendor is responsible to deliver finished goods to the specified consolidation facility. The consolidator is responsible for consolidating multiple vendor orders into full container shipments based on expected delivery dates. The consolidator is responsible for moving freight to the port for exportation.

The use of the consolidator’s facility requires timeliness on the part of each factory. A factory delay can set the entire shipment off schedule, resulting in warehouse charges, storage charges, and discrepancies to the letter of credit.

To avoid delays, vendors are required to deliver the finished goods to the consolidator by the cut-off date communicated by the forwarder.

Upon vendor unloading at CFS, if the cargo is wet, if there is any visible damage, or visible evidence of tampering, Freight Forwarder will refuse those cartons from the vendor. The non/ damaged/ tampered cartons may still be shipped. Freight Forwarder will advise BBY of the refused cartons. Liability will fall on Freight Forwarder upon failure to refuse damaged and/or visibly tampered and/or wet cartons from the vendor.

**5.7 Full Container Load (FCL) Ocean Shipments**

All factory loaded containers must be floor loaded, no palletized containers are accepted and no cornerboards are permitted on shrink wrapped units. The only exception to this is for TV vendors shipping 39” and larger TVs. For 39” and larger TVs, both shrink wrapping and corner boards (no pallets) are permitted. Always make sure that containers are free from serious defects like holes, splinters, snags, dents, or bulges. All equipment should also be clean and free of residue and odor from previous shipments. If there are any holes in the container do not load the product, instead request new equipment from the freight forwarder. All spaces and gaps in the loaded container must be properly secured to prevent shifting loads.

At the time of loading, record the container number and seal associated with each SKU and include it on the packing list. It is very important that this information is accurate and complete to assist in efficient receiving at the distribution centers.

Do NOT include additional packaging in the container. Vendor’s are required to load only what is on the purchase order from Best Buy. Loading additional packaging will cause shipment delays and an administrative burden to Best Buy.

To avoid delays, vendors are required to deliver containers to the carrier’s terminal no later than the vessel cut-off date as confirmed by DHL OMS Vessel cut-off date is generally two to three days prior to vessel departure date.

**5.8 Air Shipment Booking Procedures**

Ongoing airfreight programs will be arranged well in advance of the start date to ensure proper execution by all parties. One-time shipments will be pre-arranged with BBY Import / Export Logistics, and all excess charges incurred will be reviewed and allocated properly. Shipments will be booked as FCA origin airport unless other arrangements have been made. The vendor is responsible to pay all origin charges. It is also the vendor’s responsibility to deliver the shipment to the origin airport and surrender documents to the freight forwarder.

Once an airfreight program is approved, vendor must notify Best Buy’s air freight forwarder, Expeditors International, at least five days prior to ship date. *(See Section 6 for freight forwarder contact information.)* Vendors are responsible for notifying the date cargo will be delivered to Best Buy’s air freight forwarder. And vendor will be evaluated for on-time performance of meeting the provided warehouse delivery date.

Vendors will be required to complete a booking form consisting of these fields:

* Vendor’s name
* Terms of Sale
* PO Number
* DC Number
* SKU Number
* Number of Cartons
* Quantity (Pieces)
* Weight (in Kilos)
* Origin Estimated Delivery Date of Cargo
* Commercial Documentation at Origin

If ocean freight must be converted to airfreight due to a vendor-caused delay, the vendor will be charged back for the air/ocean cost difference. Domestic airfreight charges to Best Buy stores will be charged back to the vendor if a shipment is late due to a vendor-caused delay, which necessitates by-passing Best Buy’s DCs to get product in the stores on time to coincide with an advertisement.

**5.9 Palletizing Requirements for Airfreight Going Direct to DC/DDC**

Palletized product must be palletized according to the following requirements

1. Pallets must conform to the GMA standard pallet specifications and must be 40” X 48” in size.

* **NOTE:** Block pallets are unacceptable.

1. No pallet height restrictions as long as trailer clearance requirements are met.
2. Overhang is not to exceed 1” on each of the 4 sides of the pallet.
3. Banding of product to pallets is not acceptable.
4. The use of cardboard corner-boards is acceptable if necessary to stabilize the pallet. If corner-boards are used, the height of the corner boards is not to exceed 60” in height and is not to be any taller than the pallet itself.

\* For statement of wood packing material requirements, see Section 3/Document Information

**5.10 Direct to RDC/DDC Procedures**

For containers that will be delivered direct to our Best Buy RDC’s or DDC’s, a packing list will need to be attached to a carton and placed in the back of the container. This packing list should contain all of the required data elements in S*ection 3.6A*.

Shipping direct to RDC/DDC requires Best Buy approval before starting the program.

Packing List Example:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Packing List** | | | | | |
| Shipper/Exporter: XYZ Corporation Consignee: Best Buy Purchasing LLC  123 Industrial Park 7601 Penn Avenue South  Kowloon, Hong Kong Richfield, MN 55423  PO: ABCDEF | | | | | |
|  | **Detailed Description** | **SKU Quantity** | **Carton QTY** | **Net Weight** | **Gross Weight** |
| Seal Number: 67545  Container Number: HTGY14537654 | 42” LCD/DVD HD TV Combo  Sku: 01234567 | 10,000 units | 10,000 cartons | 2500 kg | 2650 kg |
| **TOTAL** |  | **10,000** | **10,000** | **2500 kg** | **2650 kg** |

**Section 6**

**Freight** **Forwarder Contacts**

6.0 Ocean Service Provider List for LCL and FCL Shipments

**DHL OMS Locations and Contacts   
for arranging carrier bookings and submitting shipment documents for ocean shipments**

**UPDATED**

[BBY ISC Origin Contact](https://partners.bestbuy.com/documents/20126/70924/BBY+ISC+Origin+Contact.xlsx/7aa6127a-0ef0-b8b8-a4cb-4a38c18ec9e1?t=1578931705394)

6.1 Air Service Provider List

**Standard Air Shipment Program Contacts:**

**Expeditors International of Washington, Inc., Locations and Contacts  
for arranging carrier bookings and submitting shipment documents for air freight shipments**

**UPDATED**

[Expeditors Origins Air Contact List](https://partners.bestbuy.com/documents/20126/70924/Expeditors+Origins+Air+Contact+List.xls/23f46b95-cafd-eba8-3c84-b143d18a79cc?t=1578692308250)

**Section 7**

**Packaging and Labeling Requirements**

It is expected that all shipments to Best Buy from all vendors will be in compliance with the requirements as set forth in the below section.

**7.0 Packaging Requirements**

* All products must be packaged to conform with good packaging procedures, the requirements of carriers and to the National Motor Freight Classifications (NMFC) requirements. See their website [www.nmfta.org](http://www.nmfta.org) for classification listings.
* All products must be packaged in recyclable corrugated cartons with minimum burst strength of 125 pounds per square inch (PSI).
* Only one model/UPC per carton. Cartons containing multiple models are unacceptable.
* Only one purchase order per carton. Cartons containing multiple purchase orders are unacceptable.
* Partial cartons are unacceptable.
* Banding of cartons is unacceptable.
  + Banding may be necessary for multi-carton models. If necessary, bands must be plastic and corner protectors are to be used on all the banded edges to avoid possible damage to the product.
  + **Metal banding is not acceptable.**
  + Logistics is to be notified of all multi-carton models that will require banding. Please send notification to the Logistics Compliance Program Department (see section 1).
  + EXCEPTION: Banding of plasma TV cartons with plastic bands (maximum of 3 per carton) is acceptable and does not need to be pre-approved by the Logistics Compliance Program Department.
* Each model/UPC will have a specific negotiated Case Pack Quantity (CPQ) as approved by Best Buy Marketing. Each model/UPC must ship in the specific CPQ on every Best Buy shipment.
  + Any change requests to specific models CPQ must be sent in writing to Best Buy Marketing. If the change is accepted in writing by Best Buy Marketing, the vendor can then begin shipping in the new approved CPQ for all future shipments and must cease shipping that model to Best Buy in the old CPQ.
* If the shipment is inspected, then the carton must be sealed with tapes, and with “factory inspected and sealed” printed on the tapes.

**7.1 General Labeling Requirements**

1. All product (individual units, inners cartons and master cartons) must be appropriately labeled according to the below detailed requirements.
2. Information can be either pre-printed on the product/carton, applied in the form of a label, or a combination there-of. Most labels are 4”x6” in size. Label can be located anywhere on the carton except the bottom.
3. Special handling notations should be on any and all cartons if applicable. Examples of such notations are:

Fragile

This end up

Do not clamp on sides

Do not stack more than X units high

Protect from heat

1. Best Buy China Ltd cartons must be marked with the production date code.
2. All express and airfreight shipment labels should reflect the following verbiage:

* “Carton X of N” where “X” is the sequential carton number and “N” is the total number of cartons in the shipment.

6. The above marking requirement in Point 5 does not apply to ocean shipments.

**7.2 Product Labeling Requirements**

**7.2A Case Pack Quantity of One**

If the vendor is shipping in a **case pack quantity of one**, the following guidelines apply. If the product is shipped in sellable units (case pack quantity = 1) and all carton label requirements are preprinted on the sellable unit, no additional label needs to be applied.

Individual Unit Label Requirements

A scannable barcode and human readable numbers in one of the following formats:

* + - * UCC-12 in UPC-A or UPC-E barcode symbology
      * EAN.UCC-8 in EAN-8 barcode symbology
      * EAN.UCC-13 in EAN-13 barcode symbology
      * **NOTE:**  Only 1 (one) of the above referenced barcodes is acceptable on the individual units.

SKU number

Model # and/or product description

Country of origin

Best Buy PO #

**7.2B Case Pack Quantity of More Than One**

If the vendor is shipping in **a** **case pack quantity of more than one**, the following guidelines apply. If all of the required information is preprinted on the master cartons, no additional label needs to be applied.

Individual Unit Label Requirements

A scannable barcode and human readable numbers in one of the following formats:

* + - * UCC-12 in UPC-A or UPC-E barcode symbology
      * EAN.UCC-8 in EAN-8 barcode symbology
      * EAN.UCC-13 in EAN-13 barcode symbology
      * **NOTE:**  Only 1 (one) of the above referenced barcodes is acceptable on the individual units.

b. Model # and/or product description

c. Country of origin

Inner Label Requirements

A scannable barcode and human readable numbers in one of the following formats:

* + - * UCC-12 in UPC-A barcode symbology
      * EAN.UCC-13 in EAN-13 barcode symbology

Model # and/or product description

SKU number

Case Pack Quantity (CPQ in units) per inner carton

Master Carton Label Requirements:

A scannable barcode and human readable numbers in one of the following formats:

* + - * UCC-12 in UPC-A barcode symbology(magnified to 200%)
      * EAN.UCC-13 in EAN-13 barcode symbology (magnified to 200%)
      * UCC-12 in ITF-14 (Interleaved 2 of 5) barcode symbology
      * EAN.UCC-13 in ITF-14 (Interleaved 2 of 5) barcode symbology
      * EAN.UCC-14 in ITF-14 (Interleaved 2 of 5) barcode symbology

SKU number

Model # and/or product description

Case Pack Quantity (CPQ in units) per master carton

Country of origin

Best Buy PO #

“Carton X of N” labeling requirements for express and air shipments

**Section 8**

**Technologies**

**8.0 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 E‐Business solution be in place for the following required documents within the designated timeframes as a means to conduct business. The following documents are mandatory either via Traditional EDI or via Web‐based EDI.

|  |  |
| --- | --- |
| **EDI Feed** | **Vendor EDI Expectations** |
| Purchase Order (850) | Must be in production prior to the first PO being cut to the Trading Partner. Vendors must not accept verbal POs unless confirmed by an EDI850. |
| Purchase Order Change (860) | Must be in production prior to the first PO being cut to the Trading Partner. |
| Invoice (810) | Must be in production prior to the first PO being cut to the Trading Partner. Each PO must have a separate invoice and must transmit on the day of the shipment. |
| Application Advice (824) | Must be in production prior to the first PO being cut to the Trading Partner. |
| Functional Acknowledgement (997) | Must be in production prior to the first PO being cut to the Trading Partner. Vendors must send an EDI997 within 24 hours in acknowledgement of EDI documents sent from Best Buy to vendor. |

* Prior to the first PO being cut, EDI850, EDI860, EDI810, EDI824, and EDI997 transmissions must all be in production. Completed testing for all EDI transmission types must occur and is coordinated with Best Buy’s EDI Team at (EDISupport@bestbuy.com).